



Verizon

IFB STPD 12-001-B, C3-B-13-02-TS-08

Amendment #2, Rev. April 27, 2015

CALNET 3, Category 4: SONET

Subcategory 4.2 - SONET Point-to-Point Connectivity

Volume 2 – Response to Unique Subcategory Requirements

SOW Technical Requirements Response

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Response to SOW Technical Requirements

TECHNICAL REQUIREMENTS

SUBCATEGORY 4.2 – SONET POINT-TO-POINT CONNECTIVITY

4.2.1 OVERVIEW

This Subcategory 4.2 IFB provides the State’s solicitation for best value solutions for SONET point-to-point connectivity. 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).

4.2.1.1 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:”

4.2.1.2 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.

4.2.1.3 PACIFIC TIME ZONE

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

4.2.2 SYNCHRONOUS OPTICAL NETWORK (SONET)

Contractor shall provide Synchronous Optical Network (SONET) service for high bandwidth communication paths in a point-to-point configuration.

Bidders shall describe in detail the SONET service that will be deployed to satisfy this requirement for high bandwidth communication paths in a bi-directional and self-healing configuration.

Bidder understands the requirements in Section 4.2.2 and shall meet or exceed them?

Yes No

Description:

Verizon will provide Synchronous Optical Network (SONET) service for high bandwidth communication paths in a point-to-point configuration.

Verizon SONET Point to Point service is a high speed, synchronous, optical fiber-based, full duplex data transmission service. Verizon SONET Point to Point is available as a point-to-point non-channelized service (**Basic SONET Point to Point**) and a multiplexed point-to-point service (**Muxed SONET Point to Point**).

Verizon SONET Point to Point services are provided over Verizon's shared SONET network and provides Customer with SONET based broadband access transport with self-healing properties, which provided "electronic" protection via Automatic Protection Switching capabilities in the event of a span failure (e.g., line side card failure or a single span fiber cut) or an entire network element failure.

Verizon SONET Point to Point provides Customer with SONET-based broadband access transport in the following capacities/transmission speeds:

- OC3, OC3c Transmission services operating at the terminating bit rate of 155.52 Mbps
- OC12, OC12c Transmission services operating at the terminating bit rate of 622.08 Mbps
- OC48, OC48c Transmission services operating at the terminating bit rate of 2.488 Gbps

4.2.2.1 SONET General Requirements

4.2.2.1.1 Standards Based Interfaces

The Contractor shall support commercially available optical interfaces and shall comply with ANSI, Telcordia, ITU, and IEEE Standards. Service handoffs for SONET shall be synchronous at OC-3, OC3-c (concatenated), OC-12, OC-12c, OC-48 and OC-48c. Asynchronous services at T1 and DS3 shall be carried over SONET in 51 Mbps Synchronous Transport Signal Level1 (STS/1) packages.

Bidders shall describe all of the commercially available optical interfaces that are supported by their solution.

Bidder understands the requirements in Section 4.2.2.1.1 and shall meet or exceed them? Yes No

Description:

Verizon will support commercially available optical interfaces and shall comply with ANSI, Telcordia, ITU, and IEEE Standards. Service handoffs for SONET shall be synchronous at OC-3, OC3-c (concatenated), OC-12, OC-12c, OC-48, and OC-48c.,. Asynchronous services at T1 and DS3 shall be carried over SONET in 51 Mbps Synchronous Transport Signal Level1 (STS/1) packages.

It is Customer's responsibility to ensure that its CPE provides industry standard signals compatible with optical networking transport transmission as delineated in the above Technical References.

Verizon SONET Point to Point Channels (Lower Speed Virtual Tributaries) provide the interface arrangements for lower speed services to be added or dropped from Central Office Nodes, SONET Customer Premises Nodes, and Customer Designated Location with Premises Multiplexer. Acceptable Channel speeds allowed by CO Nodes, SONET Premises Nodes, and CDL Link with Premises Multiplexer are as follows:

- DS1 Channel at OC3/OC12*/OC48*/OC192 Nodes
- DS3/STS1 Channel at OC3/OC12/OC48/OC192 Nodes
- OC3/OC3c Channel at OC12/OC48/OC192 Nodes
- OC12/OC12c Channel at OC48/OC192 Nodes
- OC48/OC48c Channel at OC192 Nodes

Basic Verizon SONET Point to Point and Muxed Verizon SONET Point to Point may be configured in any of the following ways:

OC3

3 STS1 channels which each contain:

- An STS1 channel without constraint to payload mapping; or

- A DS3 that is STS1 mapped; or
- Up to 28 DS1s that are Virtual Tributary mapped

OC3c

- A single concatenated STS3c channel

OC12

- 12 STS1 channels which each contain:
 - An STS1 channel without constraint to payload mapping; or
 - A DS3 that is STS1 mapped; or
 - Up to 28 DS1s that are Virtual Tributary mapped;
 - 4 concatenated STS3c channels; or
 - 1 STS3c channel combined with 9 STS1 channels; or
 - 2 STS3c channels combined with 6 STS1 channels; or
 - 3 STS3c channels combined with 3 STS1 channels.
- Any combination of the above configurations up to the total OC12 capacity.

OC12c

- A single concatenated STS12c channel

OC48

- 48 STS1 channels which each contain:
 - A DS3 that is STS1 mapped or
 - Up to 28 DS1s that are Virtual Tributary mapped; or
 - An STS1 channel without constraint to payload mapping;
 - 16 separate concatenated STS3c channels; or
 - 4 separate concatenated STS12c channels; or
- Any combination of the above configurations up to the total OC48 capacity

OC48c

- A single concatenated STS48c channel

4.2.2.1.2 Packet Delivery

The monthly average packet delivery shall be greater than 99.9 percent throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100.

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

4.2.2.1.3 Equipment and Environment

The Contractor shall provide and install all network terminating equipment (NTE) in State provided Telecommunication Closet MPOE locations utilizing State provided building entrance facilities. All Contractor Equipment shall adhere to the Telcordia Network Equipment Building System (NEBS).

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

4.2.2.2 SONET Point-to-Point Service (SPPS)

The Contractor shall provide Point-to-point SONET on a circuit-by-circuit basis using the Contractors interoffice SONET infrastructure.

Point-to-point channels shall provide high-speed synchronous optical fiber-based full duplex data transmission capabilities between two (2) points.

OC-3, OC-12 and OC-48 channels shall be able to connect:

- 1. Customer-designated premise to another Customer-designated premise, without add/drop multiplexing capability;*
- 2. Customer-designated premise to a serving wire center where add/drop multiplexing and add/drop functions are performed; and,*
- 3. IntraLATA and InterLATA connectivity where commercially available.*

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

4.2.2.2.1 SPPS Data Transmission Channel Terminating Bit Rate

SPPS services shall provide optical data transmission with the following characteristics:

- 1. OC-3/OC-3c provides channels operating at the terminating bit rate of 155.52 Mbps*
- 2. OC-12/OC-12c provides channels operating at the terminating bit rate of 622.08 Mbps*
- 3. OC-48/OC-48c provides channels operating at the terminating bit rate of 2,488.32 Mbps*

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

4.2.2.2.2 SPPS Services and Features

The Contractor shall offer SPPS services and features detailed in Table 4.2.2.2.a.

Table 4.2.2.2.a – SPPS Services and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	SPPS Local Loop Service (OC-3)	Point-to-point service at OC-3 speed service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premise. Customer is required to provide an add/drop multiplexer (ADM) that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.	Y		SPPS0003
	Bidder's Product Description: Verizon will provide Point-to-point service at OC-3 speed which provides point-to-point optical interconnection between the Verizon serving wire center (SWC) and the Customer premise. Verizon will provide an add/drop multiplexer (ADM) that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.				
2	SPPS Local Loop Service (OC-12)	Point-to-point service at OC-12 speed service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premise. Customer is required to provide an ADM that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.	Y		SPPS0012
	Bidder's Product Description: Verizon will provide Point-to-point service at OC-12 speed which provides point-to-point optical interconnection between the Verizon serving wire center (SWC) and the Customer premise. Verizon will provide an add/drop multiplexer (ADM) that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.				

Table 4.2.2.2.a – SPPS Services and Features (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
3	SPPS Local Loop Service (OC-48)	Point-to-point service at OC-48 speed service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premise. Customer is required to provide an ADM that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.	Y		SPPS0048
	Bidder's Product Description: Verizon will provide Point-to-point service at OC-48 speed which provides point-to-point optical interconnection between the Verizon serving wire center (SWC) and the Customer premise. Verizon will provide an add/drop multiplexer (ADM) that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.				
4	SPPS IntraLATA OC-3 Point-Point Circuit Mileage	OC-3 Point-to-Point Service interoffice mileage for OC-3 circuits with the endpoints in different serving wire centers. Mileage is calculated using the vertical and horizontal (V&H) coordinate method.	Y		SPPP0003
	Bidder's Product Description: Verizon will provide OC-3 Point-to-Point Service interoffice mileage for OC-3 circuits with the endpoints in different serving wire centers. Mileage is calculated using the vertical and horizontal (V&H) coordinate method.				
5	SPPS IntraLATA OC-12 Point-Point Circuit Mileage	OC-12 Point-to-Point Service interoffice mileage for OC-12 circuits with the endpoints in different serving wire centers. Mileage is calculated using the V&H coordinate method.	Y		SPPP0012
	Bidder's Product Description: Verizon will provide OC-12 Point-to-Point Service interoffice mileage for OC-12 circuits with the endpoints in different serving wire centers. Mileage is calculated using the V&H coordinate method.				
6	SPPS IntraLATA OC-48 Point-Point Circuit Mileage	OC-48 Point-to-Point Service interoffice mileage for OC-48 circuits with the endpoints in different serving wire centers. Mileage is calculated using the V&H coordinate method.	Y		SPPP0048
	Bidder's Product Description: Verizon will provide OC-48 Point-to-Point Service interoffice mileage for OC-48 circuits with the endpoints in different serving wire centers. Mileage is calculated using the V&H coordinate method.				

Table 4.2.2.2.a – SPPS Services and Features (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
7	SPPS InterLATA OC-3 Channel 1 – 100 miles	SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed. 1-100 miles	Y		SPPC3001
	Bidder's Product Description: Verizon will provide SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed. 1-100 miles				
8	SPPS InterLATA OC-3 Channel 101 – 1200 miles	SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed. 101-1200 miles	Y		SPPC3002
	Bidder's Product Description: Verizon will provide SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed. 101-1200 miles				
9	SPPS InterLATA OC-3 Channel Over 1200 miles	SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed.	Y		SPPC3003
	Bidder's Product Description: Verizon will provide SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed.				
10	SPPS InterLATA OC-3 Mileage	Interoffice mileage for OC-3 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.	Y		SPPM0003
	Bidder's Product Description: Verizon will provide Interoffice mileage for OC-3 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.				
11	SPPS InterLATA OC-12 Channel 1 – 100 miles	SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. 1 – 100 miles	Y		SPPC1201
	Bidder's Product Description: Verizon will provide SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. 1 – 100 miles				

Table 4.2.2.2.a – SPPS Services and Features (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
12	SPPS InterLATA OC-12 Channel 101 – 1200 miles	SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. 101 – 1200 miles	Y		SPPC1202
	Bidder's Product Description: Verizon will provide SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. 101 – 1200 miles				
13	SPPS InterLATA OC-12 Channel Over 1200 miles	SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. Over 1200 miles	Y		SPPC1203
	Bidder's Product Description: Verizon will provide SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. Over 1200 miles				
14	SPPS InterLATA OC-12 Mileage	Interoffice mileage for OC-12 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.	Y		SPPM0012
	Bidder's Product Description: Verizon will provide Interoffice mileage for OC-12 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.				
15	SPPS InterLATA OC-48 Channel	SONET InterLATA service at OC-48. Point-to-point interoffice channel (IOC) between InterLATA POPs at OC-48 speed.	Y		SPPC0048
	Bidder's Product Description: Verizon will provide SONET InterLATA service at OC-48. Point-to-point interoffice channel (IOC) between InterLATA POPs at OC-48 speed.				
16	SPPS InterLATA OC-48 Mileage	Interoffice mileage for OC-48 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.	Y		SPPM0048
	Bidder's Product Description: Verizon will provide Interoffice mileage for OC-48 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.				

The Contractor may offer additional unsolicited SPPS services and features in Table 4.2.2.2.b.

Table 4.2.2.2.b Unsolicited SPPS Services and Features

	Feature Name	Feature Description	Bidder's Product Identifier

4.2.2.3 SPPS Geographic Requirements

Table 4.2.2.3.a provides a listing of cities in California. Bidders shall indicate the geographic locations where Contractor will provide SPPS Local Loop, IntraLATA and InterLATA services in Table 4.2.2.3.a where Contractor's facilities are available. All bandwidths must be available in the service locations identified by the Bidder. By entering "X", the Bidder commits to provide service in that specific location.

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
1	Adelanto			X
2	Agoura Hills			X
3	Alameda			X
4	Albany			X
5	Alhambra			X
6	Aliso Viejo			X
7	Alturas			X
8	Amador			X
9	American Canyon			X
10	Anaheim			X
11	Anderson			X
12	Angels Camp			X
13	Antioch			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
14	Apple Valley	X	X	X
15	Arcadia			X
16	Arcata			X
17	Arroyo Grande			X
18	Artesia	X	X	X
19	Arvin			X
20	Atascadero			X
21	Atherton			X
22	Atwater			X
23	Auburn			X
24	Avalon			X
25	Avenal			X
26	Azusa	X	X	X
27	Bakersfield			X
28	Baldwin Park	X	X	X
29	Banning	X	X	X
30	Barstow	X	X	X
31	Beaumont	X	X	X
32	Bell			X
33	Bell Gardens			X
34	Bellflower	X	X	X
35	Belmont			X
36	Belvedere			X
37	Benicia			X
38	Berkeley			X
39	Beverly Hills			X
40	Big Bear Lake	X	X	X
41	Biggs			X
42	Bishop	X	X	X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
43	Blue Lake			X
44	Blythe			X
45	Bradbury			X
46	Brawley			X
47	Brea			X
48	Brentwood			X
49	Brisbane			X
50	Buellton			X
51	Buena Park			X
52	Burbank			X
53	Burlingame			X
54	Calabasas			X
55	Calexico			X
56	California City			X
57	Calimesa	X	X	X
58	Calipatria			X
59	Calistoga			X
60	Camarillo	X	X	X
61	Campbell			X
62	Canyon Lake			X
63	Capitola			X
64	Carlsbad			X
65	Carmel-By-The-Sea			X
66	Carpinteria	X	X	X
67	Carson			X
68	Cathedral City			X
69	Ceres			X
70	Cerritos			X
71	Chico			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
72	Chino	X	X	X
73	Chino Hills	X	X	X
74	Chowchilla			X
75	Chula Vista			X
76	Citrus Heights			X
77	Claremont			X
78	Clayton			X
79	Clearlake			X
80	Cloverdale			X
81	Coachella	X	X	X
82	Coalinga			X
83	Colfax			X
84	Colma			X
85	Colton			X
86	Colusa			X
87	Commerce			X
88	Compton			X
89	Concord			X
90	Corcoran			X
91	Corning			X
92	Corona			X
93	Coronado			X
94	Corte Madera			X
95	Costa Mesa			X
96	Cotati			X
97	Covina	X	X	X
98	Crescent City			X
99	Cudahy			X
100	Culver City			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
101	Cupertino			X
102	Cypress			X
103	Daly City			X
104	Dana Point			X
105	Danville			X
106	Davis			X
107	Del Mar			X
108	Del Rey Oaks			X
109	Delano	X	X	X
110	Desert Hot Springs			X
111	Diamond Bar	X	X	X
112	Dinuba			X
113	Dixon			X
114	Dorris			X
115	Dos Palos			X
116	Downey	X	X	X
117	Duarte			X
118	Dublin			X
119	Dunsmuir			X
120	East Palo Alto			X
121	El Cajon			X
122	El Centro			X
123	El Cerrito			X
124	El Monte			X
125	El Paso De Robles			X
126	El Segundo			X
127	Elk Grove			X
128	Emeryville			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
129	Encinitas			X
130	Escalon			X
131	Escondido			X
132	Etna			X
133	Eureka			X
134	Exeter			X
135	Fairfax			X
136	Fairfield			X
137	Farmersville			X
138	Ferndale			X
139	Fillmore			X
140	Firebaugh			X
141	Folsom			X
142	Fontana			X
143	Fort Bragg			X
144	Fort Jones			X
145	Fortuna			X
146	Foster City			X
147	Fountain Valley	X	X	X
148	Fowler	X	X	X
149	Fremont			X
150	Fresno			X
151	Fullerton			X
152	Galt			X
153	Garden Grove			X
154	Gardena			X
155	Gilroy			X
156	Glendale			X
157	Glendora	X	X	X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
158	Goleta	X	X	X
159	Gonzales			X
160	Grand Terrace			X
161	Grass Valley			X
162	Greenfield			X
163	Gridley			X
164	Grover Beach			X
165	Guadalupe	X	X	X
166	Gustine			X
167	Half Moon Bay			X
168	Hanford			X
169	Hawaiian Gardens	X	X	X
170	Hawthorne			X
171	Hayward			X
172	Healdsburg			X
173	Hemet	X	X	X
174	Hercules			X
175	Hermosa Beach			X
176	Hesperia			X
177	Hidden Hills			X
178	Highland			X
179	Hillsborough			X
180	Hollister			X
181	Holtville			X
182	Hughson			X
183	Humboldt			X
184	Huntington Beach	X	X	X
185	Huntington Park			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
186	Huron			X
187	Imperial	X	X	X
188	Imperial Beach			X
189	Indian Wells			X
190	Indio	X	X	X
191	Industry			X
192	Inglewood			X
193	Inyo			X
194	Ione			X
195	Irvine			X
196	Irwindale			X
197	Isleton			X
198	Jackson			X
199	Kerman			X
200	Kern			X
201	King City			X
202	Kings			X
203	Kingsburg			X
204	La Canada Flintridge			X
205	La Habra	X	X	X
206	La Habra Heights	X	X	X
207	La Mesa			X
208	La Mirada			X
209	La Palma			X
210	La Puente	X	X	X
211	La Quinta	X	X	X
212	La Verne	X	X	X
213	Lafayette			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
214	Laguna Beach	X	X	X
215	Laguna Hills			X
216	Laguna Niguel			X
217	Laguna Woods			X
218	Lake			X
219	Lake Elsinore			X
220	Lake Forest			X
221	Lakeport			X
222	Lakewood			X
223	Lancaster	X	X	X
224	Larkspur			X
225	Lassen			X
226	Lathrop			X
227	Lawndale			X
228	Lemon Grove			X
229	Lemoore			X
230	Lincoln			X
231	Lindsay	X	X	X
232	Live Oak			X
233	Livermore			X
234	Livingston			X
235	Lodi			X
236	Loma Linda	X	X	X
237	Lomita			X
238	Lompoc	X	X	X
239	Long Beach	X	X	X
240	Loomis			X
241	Los Alamitos	X	X	X
242	Los Altos			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
243	Los Altos Hills			X
244	Los Angeles			X
245	Los Banos			X
246	Los Gatos			X
247	Loyalton			X
248	Lynwood			X
249	Madera			X
250	Malibu	X	X	X
251	Mammoth Lakes			X
252	Manhattan Beach	X	X	X
253	Manteca			X
254	Maricopa			X
255	Marina			X
256	Martinez			X
257	Marysville			X
258	Maywood			X
259	Mcfarland			X
260	Mendota			X
261	Menlo Park			X
262	Merced			X
263	Mill Valley			X
264	Millbrae			X
265	Milpitas			X
266	Mission Viejo			X
267	Modesto			X
268	Monrovia	X	X	X
269	Montague			X
270	Montclair			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
271	Monte Sereno			X
272	Montebello	X	X	X
273	Monterey			X
274	Monterey Park			X
275	Moorpark			X
276	Moraga			X
277	Moreno Valley			X
278	Morgan Hill			X
279	Morro Bay			X
280	Mount Shasta			X
281	Mountain View	X	X	X
282	Murrieta	X	X	X
283	Napa			X
284	National City			X
285	Needles			X
286	Nevada City			X
287	Newark			X
288	Newman			X
289	Newport Beach			X
290	Norco			X
291	Norwalk	X	X	X
292	Novato	X	X	X
293	Oakdale			X
294	Oakland			X
295	Oakley			X
296	Oceanside			X
297	Ojai			X
298	Ontario	X	X	X
299	Orange			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
300	Orange Cove			X
301	Orinda			X
302	Orland			X
303	Oroville			X
304	Oxnard	X	X	X
305	Pacific Grove			X
306	Pacifica			X
307	Palm Desert	X	X	X
308	Palm Springs	X	X	X
309	Palmdale			X
310	Palo Alto			X
311	Palos Verdes Estates	X	X	X
312	Paradise			X
313	Paramount			X
314	Parlier			X
315	Pasadena			X
316	Patterson			X
317	Perris	X	X	X
318	Petaluma			X
319	Pico Rivera	X	X	X
320	Piedmont			X
321	Pinole			X
322	Pismo Beach			X
323	Pittsburg			X
324	Placentia			X
325	Placerville			X
326	Pleasant Hill			X
327	Pleasanton			X
328	Plymouth			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
329	Point Arena			X
330	Pomona	X	X	X
331	Port Hueneme			X
332	Porterville			X
333	Portola			X
334	Portola Valley			X
335	Poway			X
336	Rancho Cordova			X
337	Rancho Cucamonga	X	X	X
338	Rancho Mirage	X	X	X
339	Rancho Palos Verdes			X
340	Rancho Santa Margarita			X
341	Red Bluff			X
342	Redding			X
343	Redlands	X	X	X
344	Redondo Beach	X	X	X
345	Redwood City			X
346	Reedley			X
347	Rialto			X
348	Richmond			X
349	Ridgecrest			X
350	Rio Dell			X
351	Rio Vista			X
352	Ripon			X
353	Riverbank			X
354	Riverside			X
355	Rocklin			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
356	Rohnert Park			X
357	Rolling Hills	X	X	X
358	Rolling Hills Estates	X	X	X
359	Rosemead			X
360	Roseville			X
361	Ross			X
362	Sacramento			X
363	Salinas			X
364	San Anselmo			X
365	San Bernardino	X	X	X
366	San Bruno			X
367	San Buenaventura			X
368	San Carlos			X
369	San Clemente			X
370	San Diego			X
371	San Dimas	X	X	X
372	San Fernando	X	X	X
373	San Francisco			X
374	San Gabriel			X
375	San Jacinto	X	X	X
376	San Joaquin			X
377	San Jose			X
378	San Juan Bautista			X
379	San Juan Capistrano			X
380	San Leandro			X
381	San Luis Obispo			X
382	San Marcos			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
383	San Marino			X
384	San Mateo			X
385	San Pablo			X
386	San Rafael			X
387	San Ramon			X
388	Sand City			X
389	Sanger			X
390	Santa Ana			X
391	Santa Barbara	X	X	X
392	Santa Clara			X
393	Santa Clarita			X
394	Santa Cruz			X
395	Santa Fe Springs			X
396	Santa Maria	X	X	X
397	Santa Monica	X	X	X
398	Santa Paula	X	X	X
399	Santa Rosa			X
400	Santee			X
401	Saratoga			X
402	Sausalito			X
403	Scotts Valley			X
404	Seal Beach			X
405	Seaside			X
406	Sebastopol			X
407	Selma			X
408	Shafter			X
409	Shasta Lake			X
410	Sierra Madre	X	X	X
411	Signal Hill			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
412	Simi Valley			X
413	Solana Beach			X
414	Soledad			X
415	Solvang			X
416	Sonoma			X
417	Sonora			X
418	South El Monte			X
419	South Gate			X
420	South Lake Tahoe			X
421	South Pasadena			X
422	South San Francisco			X
423	St Helena			X
424	Stanton			X
425	Stockton			X
426	Suisun City			X
427	Sunnyvale			X
428	Susanville			X
429	Sutter Creek			X
430	Taft			X
431	Tehachapi			X
432	Tehama			X
433	Temecula	X	X	X
434	Temple City			X
435	Thousand Oaks	X	X	X
436	Tiburon			X
437	Torrance			X
438	Tracy			X
439	Trinidad			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
440	Truckee			X
441	Tulare			X
442	Tulelake			X
443	Turlock			X
444	Tustin			X
445	Twentynine Palms	X	X	X
446	Ukiah			X
447	Union City			X
448	Upland	X	X	X
449	Vacaville			X
450	Vallejo			X
451	Vernon			X
452	Victorville	X	X	X
453	Villa Park			X
454	Visalia			X
455	Vista			X
456	Walnut	X	X	X
457	Walnut Creek			X
458	Wasco			X
459	Waterford			X
460	Watsonville			X
461	Weed			X
462	West Covina	X	X	X
463	West Hollywood			X
464	West Los Angeles	X	X	X
465	West Sacramento			X
466	Westlake Village			X

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations (continued)

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
467	Westminster			X
468	Westmorland			X
469	Wheatland			X
470	Whittier	X	X	X
471	Williams			X
472	Willits			X
473	Willows			X
474	Windsor			X
475	Winters			X
476	Woodlake			X
477	Woodland			X
478	Woodside			X
479	Yorba Linda			X
480	Yountville			X
481	Yreka			X
482	Yuba City			X
483	Yucaipa	X	X	X
484	Yucca Valley	X	X	X

Bidders shall identify any additional geographic locations where Contractor will provide SPPS services in Table 4.2.2.3.b.

If Bidder is unable to identify all service areas within Table 4.2.2.3.a, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Table 4.2.2.3.b Bidder's Unsolicited SPPS Service Areas

	Service Location	SPPS Local Loop Service		SPPS IntraLATA		SPPS InterLATA	
		Yes	No	Yes	No	Yes	No
1							
2							

	Service Location	SPPS Local Loop Service		SPPS IntraLATA		SPPS InterLATA	
		Yes	No	Yes	No	Yes	No
3							
4							
5							
6							
7							
8							
9							
10							

4.2.3 SONET NETWORK DISASTER/OPERATIONAL RECOVERY

4.2.3.1 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 related CPUC and FCC requirements.

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

4.2.3.2 DATA 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.

Contractor shall restore service as soon as possible. It is essential that the services most critical to State operations remain operational during efforts to achieve full service recovery.

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

4.2.4 OTHER SERVICES

4.2.4.1 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.*

4.2.4.2 **EXTENDED DEMARCATION WIRING SERVICES**

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

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

Extended Demarc wiring is limited to the following:

- 1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;*
- 2. Installation of cross-connects or rearrangement of existing jumpers;*
- 3. Identification and testing of existing cabling beyond the MPOE to the Customer's equipment location; or,*
- 4. Testing, trouble shooting, labeling and completing documentation.*

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 4.2.5.8.7 (Provisioning SLAs) associated with that service.

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

- 1. The wire/cable pathway is blocked and cannot be cleared in less than 20 minutes or if the Contractor would cause damage to the Customer site or existing cabling in clearing the pathway;*
- 2. The wire/cable pathway is in an asbestos environment or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,*
- 3. Written release of the responsibility to provide the Extended Demarc is provided by either the Customer or by CALNET 3 CMO.*

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

The Contractor shall install wiring according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at

the time of this IFB and as periodically updated by CALNET 3 CMO. Additionally, the Contractor shall install and maintain all wiring in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

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

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

The Contractor shall offer the wiring services for extended demarcation detailed in Table 4.2.4.2.a

Table 4.2.4.2.a Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Extended Demarcation – Copper four-Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	Y		IEXC0004
Bidder's Product Description: Verizon will provide Extended Demarcation Copper Four Pair Wiring as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.					
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 RJ48s or equivalent jack.	Y		EXDO0008
Bidder's Product Description: Verizon will provide Extended Demarcation – Copper four-Pair – Overtime Hours as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.					

Table 4.2.4.2.a Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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 RJ48s or equivalent jack.	Y		EXDH0008
<p>Bidder's Product Description: Verizon will provide Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.</p>					
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		IEXC0029
<p>Bidder's Product Description: Verizon will provide Extended Demarcation Copper 25 Pair Wiring services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include 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. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.</p>					

Table 4.2.4.2.a Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
5	Extended Demarcation – Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EXDO0028
<p>Bidder's Product Description: Verizon will provide Extended Demarcation – Copper 25 Pair – Overtime Hours Wiring services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include 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. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.</p>					
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		EXDH0028
<p>Bidder's Product Description: Verizon will provide Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include 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. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.</p>					

Table 4.2.4.2.a Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		IEOF0004
<p>Bidder's Product Description: Verizon will provide an Extended Demarcation Optical Fiber Link wiring 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-each service only. Verizon will include 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. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway.</p>					
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOO0004
<p>Bidder's Product Description: Verizon will provide an Extended Demarcation – Optical Fiber Link – Overtime Hours wiring 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-each service only. Verizon will include 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. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway.</p>					

Table 4.2.4.2.a Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
9	Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOH0004
<p>Bidder's Product Description: Verizon will provide an Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours wiring 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-each service only. Verizon will include 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. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway.</p>					

The Contractor may offer additional unsolicited extended demarcation wiring services in Table 4.2.4.2.b.

Table 4.2.4.2.b Unsolicited Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder's Product Identifier
10	Pathway Components Services - Inner-duct CMP 300' package furnish and installed.	Extended Demarcation Wiring Services Pathway Components Services - Inner-duct CMP 300' package furnish and installed.	PTHW0045
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services - Inner-duct Orange Corrugated CMP 300' package furnish and installed. Inner-duct to be used for routing fiber cable in the intra building environment. To provide this service, Verizon assumes customer to have a clear pathway, and that the supporting structure is acceptable for Inner-duct installations. Labor rate is based upon working normal business hours.		
11	Pathway Component Service J-Hook and Hangers 300' package furnish and installed.	Extended Demarcation Wiring Services Pathway Components Services - Standard J Hook. Verizon will Furnish and Install Standard J Hooks and Hangers in support of 300' cable package and Installation.	PTHW0049
	Bidder's Product Description: Pathway Components Services - Standard J Hook Extended Demarcation Wiring Services will furnish and install Standard J Hooks and hangers in support of 300' cable package and Installation. Labor rate is based upon working normal business hours.		
12	Pathway Components Services - 4" Core	Extended Demarcation Wiring Services Pathway Components Services - 4" Core Verizon will provide labor and material to install a 4" Core, sleeve and firestop accordingly.	PTHW0047
	Bidder's Product Description: Pathway Components Services - 4" Core Extended Demarcation Wiring Services Labor and material to provide up to a 4" Core, sleeved and Firestopped accordingly, through Gypsum wall. Labor rate is based upon working normal business hours.		

Table 4.2.4.2.b Unsolicited Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
13	Pathway Components Services - 2" Core	Extended Demarcation Wiring Services Pathway Components Services - 2" Core Verizon will provide labor and material to install a 2" Core, sleeve and firestop accordingly.	PTHW0043
	Bidder's Product Description: Pathway Components Services - 2" Core Extended Demarcation Wiring Services Labor and material to provide up to a 4" Core, sleeved and Firestopped accordingly, through Gypsum wall. Labor rate is based upon working normal business hours.		
14	Pathway Components Services - 1" Core	Extended Demarcation Wiring Services Pathway Components Services - 1" Core Verizon will provide labor and material to install a 1" Core, sleeve and firestop accordingly.	PTHW0041
	Bidder's Product Description: Pathway Components Services - 1" Core Extended Demarcation Wiring Services Labor and material to provide up to a 1" Core, sleeved and Firestopped accordingly, through Gypsum wall. Labor rate is based upon working normal business hours.		
15	Pathway Components Services – Standard 1" Electrical Metallic Tubing (EMT) 10' package.	Extended Demarcation Wiring Services Pathway Components Services – Standard 1" Electrical Metallic Tubing (EMT – conduit) Intra Building EMT Furnish and Install 10' package.	PTHW0051
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Standard 1" EMT (conduit) Intra Building Furnish and Install EMT in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
16	Pathway Components Services – Standard 2" Electrical Metallic Tubing (EMT) 10' package.	Extended Demarcation Wiring Services Pathway Components Services – Standard 2" Electrical Metallic Tubing (EMT – conduit) Intra Building EMT Furnish and Install 10' package.	PTHW0053
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Standard 2" EMT (conduit) Intra Building Furnish and Install EMT in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		

Table 4.2.4.2.b Unsolicited Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
17	Pathway Components Services – National Electrical Manufacturers Association (NEMA) 1 Pull Box 12”X12”X6”	Extended Demarcation Wiring Services Pathway Components Services – National Electrical Manufacturers Association (NEMA) 1 Pull Box 12”X12”X6” Furnish and Install.	PTHW0055
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Furnish and Install NEMA 1 12”X12”X6” Pull box in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
18	Pathway Components Services – National Electrical Manufacturers Association (NEMA) 3 Pull Box 12”X12”X8”.	Extended Demarcation Wiring Services Pathway Components Services – National Electrical Manufacturers Association (NEMA) 3 Pull Box 12”X12”X8” Furnish and Install.	PTHW0057
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services –Furnish and Install NEMA 3 12”X12”X8” Pull box in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
19	Pathway Components Services – National Electrical Manufacturers Association (NEMA) 1 Pull Box 8”X8”X6”.	Extended Demarcation Wiring Services Pathway Components Services – National Electrical Manufacturers Association (NEMA) 1 Pull Box 8”X8”X6” Furnish and Install.	PTHW0059
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services –Furnish and Install NEMA 1 8”X8”X6” Pull box in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		

Table 4.2.4.2.b Unsolicited Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
20	Pathway Components Services – National Electrical Manufacturers Association (NEMA) 3 Pull Box 8”X8”X6”.	Extended Demarcation Wiring Services Pathway Components Services – National Electrical Manufacturers Association (NEMA) 3 Pull Box 8”X8”X6” Furnish and Install.	PTHW0061
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services –Furnish and Install NEMA 3 8”X8”X6” Pull box in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
21	Pathway Components Services - Surface Raceway 1" Top and Base with End Caps Non-Metallic 10' package.	Extended Demarcation Wiring Services Pathway Components Services - Surface Raceway 1" Top and Base with End Caps Non-Metallic 10' package.	PTHW0063
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Surface Raceway Surface Raceway 1" Top and Base with End Caps Non-Metallic 10' package. Labor rate is based upon working normal business hours.		
22	Pathway Components Services - Surface Raceway 2" Top and Base with End Caps Non-Metallic 10' package.	Extended Demarcation Wiring Services Pathway Components Services - Surface Raceway 2" Top and Base with End Caps Non-Metallic 10' package.	PTHW0065
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Surface Raceway Surface Raceway 2" Top and Base with End Caps Non-Metallic 10' package. Labor rate is based upon working normal business hours.		

4.2.4.3 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 Contractors responsibilities. Work performed under this Section 4.2.4.3 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 Cost Worksheet 4.2.4.3, 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 No

The Contractor shall offer emergency restoration services as detailed in Table 4.2.4.3.

Table 4.2.4.3 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		ITCH0007
Bidder's Product Description: Verizon will provide a 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.					
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		ITCH04OT
Bidder's Product Description: Verizon will provide a 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.					
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		ITCH0009
Bidder's Product Description: Verizon will provide a 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.					

4.2.5 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 solicitation.

4.2.5.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

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

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

4.2.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 4.2.2 (SONET), 4.2.3 (SONET Network Disaster/Operational Recovery) and 4.2.4 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

4.2.5.3 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 STPD 12-001-B Business Requirements Section B.9.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4) and monitor and report to Customer until service is restored.

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

4.2.5.4 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

4.2.5.5 CONTRACTOR SLA MANAGEMENT PLAN

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with a detailed SLA Management Plan that describes how the Contractor will 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's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;*
- 3. Creation and delivery of SLA Reports (IFB STPD 12-001-B Business Requirements Section B.9.5). The Contractor shall include a sample report in accordance with IFB STPD 12-001-B Business Requirements Section B.9.5 (SLA Reports) for the following: SLA Service Performance Report (Section IFB STPD 12-001-B Business Requirements Section B.9.5.1), SLA Provisioning Report (Section IFB STPD 12-001-B Business Requirements Section B.9.5.2), and SLA Catastrophic Outage Reports (Section IFB STPD 12-001-B Business Requirements Section). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB STPD 12-001-B Business Requirements Section B.9.2);*
- 4. SLA invoicing credit and refund process;*

5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,

6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

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

4.2.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 4.2.5.8):

1. With the exception of the Provisioning SLA, the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;

2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;

3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;

4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;

5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;

6. The Contractor shall proactively and continuously monitor and measure all Technical 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 for the Provisioning SLA;

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 the 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 where the Contractor commits 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. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;

11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;

12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;

13. The Customer Escalation Process (IFB STPD 12-001-B Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB STPD 12-001-B 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);

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 STPD 12-001-B Business Requirements Section B.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 No

4.2.5.7 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 4.2.5.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4) for each application of a SCC.

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

Stop Clock Conditions are limited to the conditions listed in Table 4.2.5.7.

Table 4.2.5.7 – 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 Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: <ul style="list-style-type: none"> a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information ; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.

Table 4.2.5.7 – Stop Clock Conditions (SCC) (continued)		
#	Stop Clock Condition (SCC)	SCC Definition
8	STAFF	Any problem or delay to the extent caused by End-User’s staff that prevents or delays Contractor’s resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor’s technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor’s technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor’s Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

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

4.2.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

4.2.5.8.1 Availability (M-S)

SLA Name: Availability											
Definition: The percentage of time a CALNET 3 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 service (Per Circuit ID), 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.											
Services:											
SPPS											
Objective(s): The objective shall be based on the access type:											
	<table border="1"> <thead> <tr> <th></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>OCX</td> <td>≥ 99.7%</td> <td>≥ 99.8%</td> <td>≥ 99.9%</td> <td>S</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	OCX	≥ 99.7%	≥ 99.8%	≥ 99.9%	S
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
OCX	≥ 99.7%	≥ 99.8%	≥ 99.9%	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.										
	The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.										

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

4.2.5.8.2 *Catastrophic Outage 1 (CAT 1) (M-S)*

SLA Name: Catastrophic Outage 1 (CAT 1)											
Definition: Any SPPS service failure outside of the central office (or equivalent facility) that results in the total loss of service at a Customer site.											
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by a common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.											
Service(s):											
SPPS											
Objective (s): The objective restoral time shall be:											
<table border="1"> <thead> <tr> <th></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>SPPS</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td>S</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	SPPS	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
SPPS	≤ 3 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 No

4.2.5.8.3 *Catastrophic Outage 2 (CAT 2) (M-S)*

SLA Name: Catastrophic Outage 2 (CAT 2)											
Definition: A total failure of a service type in a central office (or equivalent facility), other than access, that results in a CALNET 3 service failure. Or, a backbone failure or failure of any part of the equipment associated with the backbone that causes a CALNET 3 service failure.											
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by a common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.											
Service(s):											
SPPS											
Objective (s): The objective restoral time shall be:											
	<table border="1"> <thead> <tr> <th></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>SPPS</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>S</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	SPPS	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	S
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
SPPS	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	S							
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 2 fault										
	Monthly Aggregated Measurements: N/A										

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

4.2.5.8.4 *Catastrophic Outage 3 (CAT 3) (M-S)*

SLA Name: Catastrophic Outage 3 (CAT 3)					
Definition: The total loss of SPPS service on a system wide basis.					
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by a common cause. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.					
Service(s):					
SPPS					
Objectives: The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
SPPS		≤ 30 minutes	N/A	≤ 15 minutes	B
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 3 fault.				
	Monthly Aggregated Measurements: N/A				

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

4.2.5.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage					
Definition: A service failure that remains unresolved for more than the committed objective level.					
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.					
Service(s):					
SPPS					
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	SPPS	16 hours	12 hours	8 hours	S
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each service (Circuit ID) out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.				
	Monthly Aggregated Measurements: N/A				

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

4.2.5.8.6 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, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (IFB STPD 12-001-B Business Requirements Section B.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 natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.	
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 STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in Section IFB STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response). This objective is the same for Basic, Standard and Premier 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 No _____

4.2.5.8.7 Provisioning (M-S)

SLA Name: Provisioning				
<p>Definition: Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor’s order confirmation notification or Contracted Service Project Work SOW in accordance with IFB STPD 12-001-B Business Requirements 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 STPD 12-001-B 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>				
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	
SPPS		45	Coordinated/Managed Project	
Objective (s):				
<p>Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.</p> <p>Objective 2: Successful Install Monthly Percentage per Service:</p>				
	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (S or P)
SPPS	N/A	≥ 90%	≥ 95%	S



4.2.5.8.7 Provisioning (M-S) (continued)

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 _____

4.2.5.8.8 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 _____

4.2.5.8.9 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 4.2.5 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 _____

4.2.5.8.10 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 4.2.5.8.

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