

# **CenturyLink**

**IFB STPD 12-001-A, C3-A-12-10-TS-03**

**Amendment #1, Rev. May 8, 2014**

**CALNET 3, CATEGORY 1: VOICE AND DATA SERVICES**

**SUBCATEGORY 1.5 – TOLL-FREE CALLING**

## **Volume 2 – Response to Unique Subcategory Requirements**

**SOW TECHNICAL REQUIREMENTS RESPONSE**

Issued by:

**STATE OF CALIFORNIA**

California Department of Technology  
Standard Technology Procurement Division

PO Box 1810

Rancho Cordova, CA 95741

Disclaimer: The original version and any subsequent addendums of the IFB released by the Procurement Official of this bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

1.5.4.7.2	Catastrophic Outage 1 (CAT 1) (M-S).....	70
1.5.4.7.3	Catastrophic Outage 2 (CAT 2) (M-S).....	71
1.5.4.7.4	Catastrophic Outage 3 (CAT 3) (M-S).....	72
1.5.4.7.5	Excessive Outage (M-S).....	73
1.5.4.7.6	Notification .....	74
1.5.4.7.7	Provisioning (M-S).....	75
1.5.4.7.8	Time-To-Repair (TTR)—Toll-Free Domestic (M-S).....	77
1.5.4.7.9	Time to Repair (TTR)—Toll-Free Network Access Transport (M-S)	78
1.5.4.7.10	Unsolicited Service Enhancement SLAs .....	79
1.5.4.7.11	Proposed Unsolicited Offerings .....	79
1.5.4.7.12	Contract Amendment Service Enhancement SLAs.....	79

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 1
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California LifeLine Program (ULTS)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §§ 871-884.5 ; CPUC General Order 153
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=871-884.5> ; [http://docs.cpuc.ca.gov/WORD\\_PDF/GENERAL\\_ORDER/154648.pdf](http://docs.cpuc.ca.gov/WORD_PDF/GENERAL_ORDER/154648.pdf)
- f) The date the law, resolution or order was released: 1987
- g) The date the law, resolution or order becomes effective: Stats 1987 ch 163 § 2, effective July 16, 1987
- h) Purpose of the service tax, fee, surcharge or surcredit: California LifeLine provides discounted basic telephone (landline) services to eligible California households.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 1.150%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

### EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

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

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 3
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California High Cost Fund-A (CHCF-A)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §739.3(a), (c)
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=727-758>
- f) The date the law, resolution or order was released: 2011
- g) The date the law, resolution or order becomes effective: Stats 2011 ch 695 § 4 (SB 3), effective September 1, 2011
- h) Purpose of the service tax, fee, surcharge or surcredit: Provide a source of supplemental revenue to 14 small local exchange carriers (LECs) for the purpose of minimizing any rate disparity of basic telephone services between rural and metropolitan areas.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.400%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 5
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California Teleconnect Fund (CTF)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §280(a), (c)
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=270-285>
- f) The date the law, resolution or order was released: Decision 96-10-066 (11/25/1996) / 2008
- g) The date the law, resolution or order becomes effective: Stats 2008 ch 718 § 4 (SB 1437), effective January 1, 2009
- h) Purpose of the service tax, fee, surcharge or surcredit: The CTF program provides a 50% discount on select communications services to schools, libraries, hospitals and other non-profit organizations.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.5900%
- l) Is the State exempt? (yes/no): No
- a) Additional comments as warranted: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 7
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): PUC User Fee
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §§ 401, 404, 431
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=401-410> <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=431-435>
- f) The date the law, resolution or order was released: 2006
- g) The date the law, resolution or order becomes effective: Stats 2006 ch 700 § 1 (AB 2987), effective January 1, 2007
- h) Purpose of the service tax, fee, surcharge or surcredit: The purpose of this fee is to finance the Commission's annual operating budget.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.180%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 9
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): BOE
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State & Local Sales Tax
- d) The citations in law, regulation or order: Cal. Rev. & Tax Code Division 2, Parts 1 & 1.5
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=rtc&group=06001-07000&file=6001-6024> ; <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=rtc&group=07001-08000&file=7200-7212>
- f) The date the law, resolution or order was released: 1941/1955
- g) The date the law, resolution or order becomes effective: Stats 1941 ch 36 § 1, operative July 1, 1943 ; Stats 1955 ch 1311 § 1, operative April 1, 1956
- h) Purpose of the service tax, fee, surcharge or surcredit: Funds California's state and many special taxing jurisdictions (districts) for capital overlay projects and cost of public services.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 6.25% - 10.0%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 11
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Telecommunications Relay Service (TRS)
- d) The citations in law, regulation or order: 47 U.S.C. §2225(d)(3)(B); 47 C.F.R. §64.604(c)(5)
- e) The URL identifying and providing citations in law or regulation:  
<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapII-partI-sec225.pdf> ; <http://www.gpo.gov/fdsys/pkg/CFR-2012-title47-vol3/pdf/CFR-2012-title47-vol3-sec64-604.pdf>
- f) The date the law, resolution or order was released: 2000
- g) The date the law, resolution or order becomes effective: 65 FR 38436, June 21, 2000
- h) Purpose of the service tax, fee, surcharge or surcredit: Funds the Telecommunications Relay Service (TRS); a service that allows persons with hearing or speech disabilities to place and receive telephone calls.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 1.219%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 13
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Property Tax Recovery
- d) The citations in law, regulation or order: Qwest Communications Rates & Services Schedule Interstate No. 3, p. 51.1
- e) The URL identifying and providing citations in law or regulation: [http://www.centurylink.com/tariffs/fcc\\_qcc\\_ixc\\_rss\\_no\\_3\\_part1.pdf](http://www.centurylink.com/tariffs/fcc_qcc_ixc_rss_no_3_part1.pdf)
- f) The date the law, resolution or order was released: \_\_\_\_\_
- g) The date the law, resolution or order becomes effective: \_\_\_\_\_
- h) Purpose of the service tax, fee, surcharge or surcredit: Recovery fee for amounts paid to various taxing jurisdictions
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.660%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 16
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Local Taxing Jurisdictions
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Communication Users' Tax
- d) The citations in law, regulation or order: Varies by Locality
- e) The URL identifying and providing citations in law or regulation: <http://www.uutinfo.org/>
- f) The date the law, resolution or order was released: Varies by Locality
- g) The date the law, resolution or order becomes effective: Varies by Locality
- h) Purpose of the service tax, fee, surcharge or surcredit: \_\_\_\_\_
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0% - 10.0%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

**EXHIBIT 10: BIDDING PREFERENCES AND INCENTIVES (cont'd.)**

(Page 2 of 2)

**3. ADDITIONAL BIDDING PREFERENCES**

Bidder must check the appropriate box from the choices below.

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

Name of Bidder: Qwest Government Services, Inc dba CenturyLink QGS

Signature and Date: Michael J. Smith 9/9/13

EXHIBIT 11: STD 843 DVBE Northstar

CALNET 3, Category 1 Voice and Data Services  
Exhibit 11—STD-843  
STATE OF CALIFORNIA—DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION  
**DISABLED VETERAN BUSINESS ENTERPRISE DECLARATIONS**  
STD 843 (Rev 5/2006)



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

SECTION 1

Name of certified DVBE: Northstar Technologies DVBE Ref. Number: 0031357  
Description (materials/supplies/services/equipment proposed): Structured Cabling & Wiring  
Solicitation/Contract Number: IFB STPD 12-001-A SCPRS Ref. Number: \_\_\_\_\_  
Subcategories 1.2, 1.3, 1.4, 1.5 (FOR STATE USE ONLY)

SECTION 2

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

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

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

Clark D Crumer [Signature] 3/20/13  
(Printed Name of DV Owner/Manager) (Signature of DV Owner/ Manager) (Date Signed)  
\_\_\_\_\_  
(Printed Name of DV Owner/Manager) (Signature of DV Owner/Manager) (Date Signed)

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

Firm/Principal Phone: 925-292-0602 Address: 183 Anna Maria st. Livermore, CA 94550

SECTION 3

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

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

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

Clark D Crumer [Signature] 3/20/13  
(Printed Name) (Signature) (Date Signed)  
183 Anna Maria st. Livermore, CA 94550 925-292-0602 36-4512395  
(Address of Owner) (Telephone) (Tax Identification Number of Owner)

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

Clark D Crumer [Signature] 3/20/13  
(Printed Name of DV Manager) (Signature of DV Manager) (Date Signed)

Page 1 of 1

**PRINT CLEAR**  
SFA# 50870287\_3/NSP# 41846\_3  
IFB STPD 12-001-A

## EXHIBIT 12: GSPD 05-105 BIDDER DECLARATION

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

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

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

Solicitation Number: IFB-STPD-12-001-A  
Subcategories 1.2, 1.3, 1.4, and 1.5

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

### BIDDER DECLARATION

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

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

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

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

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
Hughes Networks Systems LLC Ned Kazor Phone: 301-601-7308 Fax: 301-428-7012	11717 Exploration Lane Germantown, MD 20876 Ned.Kazor@hughes.com	None	Satellite MPLS access	1%	<input checked="" type="checkbox"/>	NA
Pinnacle Telecommunications Inc. Zack Faltermier Phone: 916-625-8467	6205 S. Walnut Street Loomis, CA 95850 zfalltermier@pinnacle-telecom.com	None	Cabling/Hourly Support/ Break Fix/Site Survey. Special Construction	1%	<input checked="" type="checkbox"/>	NA
SpeedPin Randy Myers Phone: 619-739-4338 Fax: 619-401-9134	1044 Pioneer Way Suite E EL Cajon, CA 92020 randy@speedypin.com	None	Calling Cards	1%	<input checked="" type="checkbox"/>	NA

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

Solicitation Number **IFB-STPD-12-001-A**  
 Subcategories 1.2, 1.3, 1.4, and 1.5

State of California—Department of General Services, Procurement Division  
 GSFD-05-105 (REV 08/00)

**BIDDER DECLARATION**

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

- a. Identify current California certification(s) (MB, SB, NVSA, DVBE):  or None  (if "None", go to Item #2)
- b. Will subcontractors be used for this contract? Yes  No  (if yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.
- c. If you are a California certified DVBE: (1) Are you a broker or agent? Yes  No   
 (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes  No  N/A

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

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
TaiWind Voice and Data, Inc. Adam Burke Phone: 763-577-4005 Fax: 763-577-4010	15350 25th Avenue N Plymouth, MN 55447 ctisupport@taiwindvoiceanddata.com	None	Demarc extensions	1%	<input checked="" type="checkbox"/>	NA
				0%	<input checked="" type="checkbox"/>	
				0%	<input checked="" type="checkbox"/>	

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

## TECHNICAL REQUIREMENTS

### SUBCATEGORY 1.5 – TOLL-FREE CALLING

#### 1.5 TOLL FREE CALLING

##### 1.5.1 Overview

This Subcategory 1.1 IFB provides the State's solicitation for best value solutions for toll-free domestic and international calling services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

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

##### 1.5.1.1 Bidder Response Requirements

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

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

*"Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_"*

Or,

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

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

*Description:"*

##### 1.5.1.2 Designation of Requirements

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

### 1.5.2.1.3 Holiday Routing

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

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

### 1.5.2.1.4 Time-of-Day (TOD) Routing

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

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

### 1.5.2.1.5 Alternate Routing

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

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

### 1.5.2.1.6 Percentage Distribution Routing

Routing based on a percentage of traffic to predefined locations.

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

### 1.5.2.1.7 Area Code Routing

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

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

### 1.5.2.1.8 Area Code Selection

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

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

### 1.5.2.1.9 Area Code/Exchange Routing

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

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

**1.5.2.3.1 Dedicated DS1 Access Transport**

The Contractor shall provide dedicated DS1 access transport services in accordance with the North American standards, supporting up to 1.544 Mbps providing full duplex, four (4) wire, synchronous serial digital data transport. The DS1 services will be channelized (24 multiplexed DS0 channels each at 64 Kbps) and will be B8ZS, which is the line coding that allows use of the entire bandwidth of a 1.544 facility, and Extended Super Frame (ESF), which uses a framing bit for non-intrusive signaling and control.

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

**1.5.2.3.2 Dedicated DS3 Access Transport**

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

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

**1.5.2.3.3 ISDN PRI on DS1 Access Transport**

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

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

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

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Dedicated Access Transport DS1	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	Y		QTF50269
<b>Bidder's Product Description:</b> <i>CenturyLink provides Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Kbps. As an option without additional cost, CenturyLink can provide ISDN signaling DS1 transport to support phone systems that require Facilities Associated Signaling (FAS) or Non-Facilities Associated Signaling( NFAS) configurations.</i>					
2	Dedicated Access Transport DS3	Dedicated Transport at DS3 speed or equivalent up to 45 Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	Y		QTF50270
<b>Bidder's Product Description:</b> <i>CenturyLink will provide Dedicated Transport at DS3 speed or equivalent up to 45 Mbps on a single circuit, or split the circuit into 28 DS1 channels or 672 DS0</i>					

**Table 1.5.2.4.a. Toll-Free Domestic Services**

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Basic Coverage - California Dedicated Access</b>	Allows a Customer to receive toll-free calls from anywhere in the State of California on a dedicated line.	Y		QTF50272
<b>Bidder's Product Description:</b> <i>CenturyLink provides technologically advanced Toll-Free service solutions that allow State customers to receive dedicated toll-free calls from anywhere within the State of California.</i>					
2	<b>Basic Coverage -California Switched Access</b>	Allows a Customer to receive toll-free calls from anywhere in the State of California on a switched line.	Y		QTF50273
<b>Bidder's Product Description:</b> <i>CenturyLink provides technologically advanced Toll-Free service solutions that allow State customers to receive switched toll-free calls from anywhere within the State of California.</i>					
3	<b>Extended Call Coverage – U.S. Dedicated Access</b>	Allows a Customer to receive toll-free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico on a dedicated line.	Y		QTF50274
<b>Bidder's Product Description:</b> <i>CenturyLink provides technologically advanced Toll-Free service solutions that allow State customers to receive toll-free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico on a dedicated line.</i>					
4	<b>International Extended Call Coverage – U.S. Switched Access</b>	Allows a Customer to receive international toll-free calls on dedicated access circuits located in the U.S. Does not include toll-free calling from Canada, Mexico and the non-US Virgin Islands.	Y		QTF50275
<b>Bidder's Product Description:</b> <i>CenturyLink provides technologically advanced Toll-Free service solutions that allow State customers to receive switched toll-free calls from the 50 United States, and all US Territories</i>					
5	<b>Call Transfer</b>	Allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.	Y		QTF50278
<b>Bidder's Product Description:</b> <i>CenturyLink calls this feature Transfer and Release (TnR). TnR is a network-based, toll-free feature that allows callers to be transferred to other locations during the same call. By initiating TnR, the 8XX call is transferred to other location or agent. The called party has three options to transfer the call to another party.</i>					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<p><i>terminate into the customer's location.</i></p> <p><i>CenturyLink's "Courtesy Response" has all of the advantages of a cloud-based solution including operation on a highly available and scalable platform with geographic redundancy and 24x7x365 support.</i></p> <p><i>The State can also assign, upload professionally recorded audio files, or record their own announcements using the phone.</i></p>			
9	<b>Courtesy Transfer</b>	Allows the agent to transfer a caller to another toll-free number or POTS line without remaining on the call. The toll-free number or POTS line can be in the same building or another location.	Y		QTF50282
	<p><b>Bidder's Product Description:</b></p> <p><i>CenturyLink calls this feature Fast Transfer and Release (FTnR). FTnR is a network-based, toll-free feature that allows a caller to be transferred to other locations during the same call. By initiating FTnR, the 8XX call is transferred to another location or agent. We require FTnR to be provisioned to a DMS SPM module within our toll free network.</i></p> <p><i>To support Call Transfer, the called party has three options to transfer the call to another party:</i></p> <ol style="list-style-type: none"> <li><i>1. Blind—allows Agent A to transfer the call to Agent B without an announcement</i></li> <li><i>2. Consult—allows Agent A to consult with Agent B prior to transferring the calling party (during the consult mode, the calling party stays on hold)</i></li> <li><i>3. Conference—allows all parties (A, B and calling) to conference prior to transferring the calling party to Agent B</i></li> </ol>				
10	<b>Conference and Transfer</b>	Allows an agent to consult with the target party prior to adding the caller to a three-way conference. Following the conference, the caller may remain connected to the agent or target party.	Y		QTF50283
	<p><b>Bidder's Product Description:</b></p> <p><i>CenturyLink calls this feature Fast Transfer and Release (FTnR). FTnR is a network-based, toll-free feature that allows the caller to be transferred to other locations during the same call. By initiating FTnR, the 8XX call is transferred to other location or agent. We require FTnR to be provisioned to a DMS SPM module within our toll free network.</i></p> <p><i>To support Call Transfer, the called party has three options to transfer the call to another party.</i></p> <ol style="list-style-type: none"> <li><i>1. Blind—allows Agent A to transfer the call to Agent B without an announcement</i></li> <li><i>2. Consult—allows Agent A to consult with Agent B prior to transferring the calling party (during the consult mode, the calling party stays on hold)</i></li> <li><i>3. Conference—allows all parties (A, B and calling) to conference prior to transferring the calling party to Agent B</i></li> </ol>				
11	<b>Consult and Transfer</b>	Allows the agent to transfer a caller to another toll-free number or POTS line while remaining on the call until ringing is heard	Y		QTF50284

	Feature Name	Feature Description	Bidder's Product Identifier
	<p><i>need to build multiple applications and publish changes quickly to their production environment.</i></p> <p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>• <i>DTMF menu and database routing is very easy to set up and maintain</i></li> <li>• <i>DTMF menu and database routing is tied to the CenturyLink Toll-Free service offering</i></li> <li>• <i>You maintain control and make updates on the web or over the phone</i></li> <li>• <i>You can potentially reduce administrative overhead while providing better service</i></li> <li>• <i>There is no need for you to wait for change orders—it is instantaneous.</i></li> </ul> <p><i>DTMF menu and database routing is</i></p> <ul style="list-style-type: none"> <li>• <i>Simple—the Web-based tool makes it easy to set up and change menu options, record messages over the phone or upload prerecorded files</i></li> <li>• <i>Robust—up to nine menu options per level and nine menu levels deep</i></li> <li>• <i>Scalable—no limit on the number of available ports</i></li> <li>• <i>Cost efficient—requires no upfront capital expenditure; pay-per-use approach</i></li> <li>• <i>Fast—gives user full control and instant deployment of changes.</i></li> </ul>		
3	<p><i>DTMF menu and database routing - Install Fee</i></p>	<p><i>DTMF menu and database routing hosted network install fee.</i></p>	<p><b>QTF50302</b></p>
	<p><b>Bidder's Product Description:</b>  <i>One time install fee for DTMF menu and database routing per toll free number.</i></p>		
4	<p><i>DTMF menu and database routing - Per Call</i></p>	<p><i>DTMF menu and database routing hosted network integrated, voice menu routing platform per call.</i></p>	<p><b>QTF50303</b></p>
	<p><b>Bidder's Product Description:</b>  <i>This is a per call rate to connect toll free calls into the CenturyLink DTMF menu and database routing network.</i></p>		
5	<p><i>Speech recognition menu and database monitoring</i></p>	<p><i>Speech recognition menu and database monitoring hosted network integrated, speech recognition menu and database monitoring.</i></p>	<p><b>QTF50304</b></p>
	<p><b>Bidder's Product Description:</b>  <i>CenturyLink Speech recognition menu and database monitoring is a hosted, network integrated, voice menu routing platform. As part of the CenturyLink Toll Free service suite, Speech recognition menu and database monitoring has all of the advantages of a cloud-based solution including operation on a highly available and scalable platform with geographic redundancy , 24x7x365 support and no upfront capital expenditure.</i></p> <p><i>Speech recognition menu and database monitoring allows State customers to develop voice menus using an intuitive GUI that includes options for press or say prompting and call routing to live agents, premise systems, or other hosted Contact</i></p>		

	Feature Name	Feature Description	Bidder's Product Identifier
	<i>for EZ-Route services. The fee is charged per toll-free number for each EZ-Route deployment.</i>		

**1.5.2.5 International Toll-Free Service**

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

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

1. **International Day-of-Week Routing**—Allows Customer to route calls to different locations based on the day of the week. Day-of-Week Routing automatically routes calls to a Customer defined location or termination on selected days of the week.
2. **International Holiday Routing**—Enables the Customer to designate different routing for prearranged days of the year. It can be scheduled up to 13 months in advance and is stored in the network.
3. **International Time-of-Day (TOD) Routing**—Enables the Customer to route calls made to a single '800' number to different answering locations based on the time of day.
4. **International Time-of-Day (TOD) Routing**—Enables the Customer to route calls made to a single '800' number to different answering locations based on the time of day.
5. **International Alternate Routing**—Enables Customer to pre-define alternate routing arrangements and then activate them when appropriate upon command by the Customer or by Contractor via a security code. Alternate Routing will enable the Customer to establish and change up to six (6) alternate routing plans for each toll-free number. One (1) routing plan will be actively processing the calls while others are held in reserve.
6. **International Percentage Distribution Routing**—Enables the Customer to allocate calls to predefined locations or terminations on a percentage basis. Customers can specify what percentage of traffic goes to each location, office, termination, or application. Customers shall have the ability to adjust the percentages in a matter of minutes either by calling Contractor or through a Contractor provided network management tool.
7. **International Dialed Number Identification Service (DNIS)**—Provides the 10-digit number dialed by the caller. Routes a call to a Customer specific

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
<b>Bidder's Product Description:</b> <i>CenturyLink International Toll Free (ITFS) service provide customers the capability to originate toll-free calls from the 13 Countries listed above in addition to more than 50 countries around the world.</i>						
2	International Toll-Free Calling –all countries – Dedicated Access	International Toll-Free calls that originate on a switched network access circuit	Brazil:	Y		QTFD0BZ5
			Canada:	Y		QTFD0CA1
			China:	Y		QTFD0CN5
			France:	Y		QTFD0FR5
			Germany:	Y		QTFD0DE5
			Israel:	Y		QTFD0IL5
			Italy:	Y		QTFD0IT5
			Japan:	Y		QTFD0JP5
			Korea:	Y		QTFD0KR5
			Mexico:	Y		QTFD0MX7
			Spain:	Y		QTFD0SP5
			Switzerland:	Y		QTFD0CH5
			United Kingdom:	Y		QTFD0GB5
<b>Bidder's Product Description:</b> <i>CenturyLink International Toll Free (ITFS) service provide customers the capability to originate toll-free calls from the 13 Countries listed above in addition to more than 50 countries around the world.</i>						

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

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

	Feature Name	Bidder Meets or Exceeds?		Bidder's Product Identifier
		Y	N	
1	Anguilla	Y		QTFD0AI5
2	Argentina	Y		QTFD0AR5
3	Australia	Y		QTFD0AU5
4	Bahamas	Y		QTFD0BS5
5	Barbados	Y		QTFD0BB5

	Feature Name	Bidder Meets or Exceeds?		Bidder's Product Identifier
		Y	N	
38	Netherlands	Y		QTFS0NL5
39	Nevis	Y		QTFS0NV5
40	New Zealand	Y		QTFS0NZ5
41	Nicaragua	Y		QTFS0NI5
42	Norway	Y		QTFS0NO5
43	Panama	Y		QTFS0PA5
44	Peru	Y		QTFS0PE5
45	Philippines	Y		QTFS0PH5
46	Poland	Y		QTFS0PL5
47	Portugal	Y		QTFS0PT5
48	Puerto Rico	Y		QTFS0PR5
49	Saint Kitts/Nevis	Y		QTFS0KN5
50	Saint Lucia	Y		QTFS0LC5
51	Saint Vincent and The Grenadines	Y		QTFS0VC5
52	San Marino	Y		QTFS0SM5
53	Scotland	Y		QTFS0HI5
54	Saipan (CMNI)	Y		QTFS0MP5
55	Singapore	Y		QTFS0SG5
56	South Africa	Y		QTFS0ZA5
57	Sweden	Y		QTFS0SE5
58	Taiwan	Y		QTFS0TW5
59	Thailand	Y		QTFS0TH5
60	Trinidad/Tobago	Y		QTFS0TT5
61	Turks & Caicos	Y		QTFS0TC5
62	United Arab Emirates	Y		QTFS0AE5
63	Uruguay	Y		QTFS0UY5
64	US Virgin Islands	Y		QTFS0VI5
65	Vatican City	Y		QTFS0VA5
66	Venezuela	Y		QTFS0VE5

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

	Country	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
32	Liechtenstein	Y		QTFD0LI5
33	Luxembourg	Y		QTFD0LU5
34	Macau	Y		QTFD0MO5
35	Malaysia	Y		QTFD0MY5
36	Monaco	Y		QTFD0MC5
37	Montserrat	Y		QTFD0MS5
38	Netherlands	Y		QTFD0NL5
39	Nevis	Y		QTFD0NV5
40	New Zealand	Y		QTFD0NZ5
41	Nicaragua	Y		QTFD0NI5
42	Norway	Y		QTFD0NO5
43	Panama	Y		QTFD0PA5
44	Peru	Y		QTFD0PE5
45	Philippines	Y		QTFD0PH5
46	Poland	Y		QTFD0PL5
47	Portugal	Y		QTFD0PT5
48	Puerto Rico	Y		QTFD0PR5
49	Saint Kitts/Nevis	Y		QTFD0KN5
50	Saint Lucia	Y		QTFD0LC5
51	Saint Vincent and The Grenadines	Y		QTFD0VC5
52	San Marino	Y		QTFD0SM5
53	Scotland	Y		QTFD0HI5
54	Siapan (CMNI)	Y		QTFD0MP5
55	Singapore	Y		QTFD0SG5
56	South Africa	Y		QTFD0ZA5
57	Sweden	Y		QTFD0SE5
58	Taiwan	Y		QTFD0TW5
59	Thailand	Y		QTFD0TH5
60	Trinidad/Tobago	Y		QTFD0TT5
61	Turks & Caicos	Y		QTFD0TC5
62	United Arab Emirates	Y		QTFD0AE5
63	Uruguay	Y		QTFD0UY5

services under this Contract are being offered. Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

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

Extended Demarc wiring is limited to the following:

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

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

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

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

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

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

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	<b>Copper four-Pair – Overtime Hours</b>	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.			
	<p><b>Bidder's Product Description:</b>  <i>CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours beyond the standard description in 1.5.3.2.a #2. Overtime hours begin at 5:00PM and end at 7:59 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>				
	<b>Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours</b>	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		QTF50373
3	<p><b>Bidder's Product Description:</b>  <i>CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and</i></p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<p><i>instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>			
	<p><b>Extended Demarcation – Copper 25 Pair – Overtime Hours</b></p>	<p>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.</p>	Y		QTF50375
5	<p><b>Bidder's Product Description:</b></p> <p><i>CenturyLink Demarcation Extension - Copper 25 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours beyond the standard description in 1.5.3.2.a #2. Overtime hours begin at 5:00PM and end at 7:59 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for</i></p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	<b>Link – Regular Hours</b>	equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.			
<p><b>Bidder's Product Description:</b>  <i>CenturyLink Demarcation Extension – Optical Fiber Link. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 4:59 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>					
8	<b>Extended Demarcation – Optical Fiber Link – Overtime Hours</b>	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		QTF50378

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<p><i>Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>			

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

**Table 1.5.3.2.b Unsolicited Extended Demarcation Wiring Services**

	Feature Name	Feature Description	Bidder's Product Identifier
1	<i>Eight Pin</i>	<i>Eight Pin Connecting Device</i>	<i>QTF50450</i>
	<i>Bidder's Product Description: Eight-pin connecting device; holds one 2-wire or 4-wire circuit (non-registered)</i>		
2	<i>Converter</i>	<i>Convert to 2 Modular Jacks</i>	<i>QTF50451</i>
	<i>Bidder's Product Description: Converts one modular jack to two modular jacks.</i>		
3	<i>Data Jack</i>	<i>Data Jack – Max 8 Lines</i>	<i>QTF50452</i>
	<i>Bidder's Product Description: Data jack—multiple mounting arrangement (maximum 8 lines).</i>		
4	<i>50-Pin</i>	<i>50-Pin, Max 8 Jacks</i>	<i>QTF50453</i>
	<i>Bidder's Product Description: 50-pin miniature ribbon connector to connect a maximum of eight jacks to customer's data equipment.</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
13	<i>Universal Data Jack.</i>	<i>Universal data jack.</i>	<i>QTF50469</i>
	<b>Bidder's Product Description:</b> <i>Universal data jack.</i>		
14	<i>Programmed Data Jack</i>	<i>Programmed Data Jack for Dial-up</i>	<i>QTF50470</i>
	<b>Bidder's Product Description:</b> <i>Programmed data jack. Dial-up, not for T-1s.</i>		
15	<i>1.544-Mbps Bridged Connection</i>	<i>1.544-Mbps bridged connection, eight-position hardware</i>	<i>QTF50471</i>
	<b>Bidder's Product Description:</b> <i>Single-line four-wire, 1.544-Mbps bridged connection, eight-position hardware; digital data/GDT/ADN.</i>		
16	<i>Eight-position Jack</i>	<i>Eight-position jack to connect terminal equipment for single line</i>	<i>QTF50472</i>
	<b>Bidder's Product Description:</b> <i>Eight-position jack to connect terminal equipment for single line. Holds one 4-wire circuit.</i>		
17	<i>Eight-position Ribbon Jack</i>	<i>Eight-position ribbon jack to connect up to 12 lines of terminal equipment.</i>	<i>QTF50473</i>
	<b>Bidder's Product Description:</b> <i>Eight-position ribbon jack to connect up to 12 lines of terminal equipment.</i>		
18	<i>Eight-position Jack – 1.544</i>	<i>Eight-position jack to connect terminal equipment for single line 1.544.</i>	<i>QTF50474</i>
	<b>Bidder's Product Description:</b> <i>Eight-position jack to connect terminal equipment for single line 1.544.</i>		
19	<i>Standard Mini-Jack</i>	<i>Standard miniature jack for bridged connections.</i>	<i>QTF50475</i>
	<b>Bidder's Product Description:</b> <i>Standard miniature jack for bridged connections.</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
27	<i>1.544-Mbps Bridged Connection (8by4)</i>	<i>Up to eight lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>	<i>QTF50483</i>
<b>Bidder's Product Description:</b> <i>Up to eight lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>			

**1.5.3.3 Services Related Hourly Support**

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor's responsibilities. Work performed under this Section 1.5.3.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Subcategory Cost Worksheet 1.5.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

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

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

**Table 1.5.3.3.a Services Related Hourly Support**

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Field Service Repair Technician Regular Hours</b>	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.	<b>Y</b>		<i>QTF50264</i>
<b>Bidder's Product Description:</b> <i>CenturyLink provides a field technician properly trained to an expert level for the</i>					

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

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

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

#### **1.5.4.2 Technical Requirements Versus SLA Objectives**

Section 1.5.2 (Toll-Free Services) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

#### **1.5.4.3 Two (2) Methods of Outage Reporting: Customer or Contractor**

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

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4).

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

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

3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.5.4.7.7);
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present SLAs to the CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors and/or Affiliates under this Contract;
13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services.
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings

#	Stop Clock Condition (SCC)	SCC Definition
4	<b>WIRING</b>	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	<b>POWER</b>	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	<b>FACILITIES</b>	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	<b>ACCESS</b>	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> <li>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>b. Site contact refuses access to technician who displays proper identification;</li> <li>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,</li> <li>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ul> <p>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.</p>
8	<b>STAFF</b>	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	<b>APPLICATION</b>	End-User software applications that interfere with repair of the trouble.
10	<b>CPE</b>	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	<b>NO RESPONSE</b>	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	<b>MAINTENANCE</b>	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

#	Stop Clock Condition (SCC)	SCC Definition
13	<b>THIRD PARTY</b>	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	<b>FORCE MAJEURE</b>	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 Y No*

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

<b>SLA Name:</b> Catastrophic Outage 1 (CAT 1)											
<b>Definition:</b> The total loss of service at a single address based on a common cause resulting in the failure of three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit.											
<b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored, minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.											
<b>Service(s):</b>											
Toll-Free Network Access Transport (1.5.2.3)											
<b>Objective(s):</b>											
The objective restoral time shall be:											
<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Toll-Free Network Access Transport</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td><b>B</b></td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Toll-Free Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	<b>B</b>
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Toll-Free Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	<b>B</b>							
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault										
	<b>Monthly Aggregated Measurements:</b> N/A										

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

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

<b>SLA Name:</b> Catastrophic Outage 3 (CAT 3)																
<b>Definition:</b> The total loss of all CALNET 3 Toll-Free Network Access Transport and all Toll-Free Domestic Service in a toll-free service provider's point of presence, or the loss of any service type on a system wide basis.																
<b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.																
<b>Service(s):</b>																
Toll-Free Network Access Transport (1.5.2.3)	Toll-Free Domestic Services (1.5.2.3)															
<b>Objective(s):</b>																
The objective restoral time shall be:																
<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Toll-Free Network Access Transport</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td><b>B</b></td> </tr> <tr> <td>Toll-Free Domestic Services</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td><b>B</b></td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Toll-Free Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	<b>B</b>	Toll-Free Domestic Services	≤ 30 minutes	N/A	≤ 15 minutes	<b>B</b>
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)												
Toll-Free Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	<b>B</b>												
Toll-Free Domestic Services	≤ 30 minutes	N/A	≤ 15 minutes	<b>B</b>												
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each Cat 3 fault.															
	<b>Monthly Aggregated Measurements:</b> N/A															

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

**1.5.4.7.6 Notification**

<b>SLA Name:</b> Notification	
<b>Definition:</b> 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.	
<b>Measurement Process:</b> The Contractor shall adhere to the network Outage Response (IFB-A Business Requirements Section A.3.3 Network Outage Response) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.	
<b>Services:</b> All Services	
<b>Objective(s):</b> Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). The objective is the same for Basic, Standard and Premier commitments.	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Senior Management Escalation
	<b>Monthly Aggregated Measurements:</b> N/A

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

<b>Objective(s):</b>				
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:				
				Bidder's Objective Commitment (B, S or P)
Service	Basic (B)	Standard (S)	Premier (P)	
Toll-Free Domestic Services	N/A	≥ 90%	≥ 95%	<b>S</b>
Dedicated DS1 Access Transport	N/A	≥ 90%	≥ 95%	<b>S</b>
Dedicated DS3 Access Transport	N/A	≥ 90%	≥ 95%	<b>S</b>
ISDN PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	<b>S</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Objective 1: Individual Service Request: 50 percent of installation fee credited to Customer for any missed committed objective.			
	<b>Monthly Aggregated Measurements:</b> Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per same invoice type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.			

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

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

<b>SLA Name:</b> Time to Repair (TTR)—Toll-Free Network Access Transport											
<b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.											
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.											
<b>Service(s):</b>											
Toll-Free Network Access Transport (1.5.2.3)											
<b>Objective(s):</b>											
The Unavailable Time objective shall not exceed:											
<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Toll-Free Network Access Transport</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td>S</td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Toll-Free Network Access Transport	6 hours	4 hours	N/A	S
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Toll-Free Network Access Transport	6 hours	4 hours	N/A	S							
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 25 percent of the TMRC, per occurrence, for each service (Circuit ID) out of service for a period greater than the committed objective level.										
	<b>Monthly Aggregated Measurements:</b> N/A										

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