

PURCHASING AUTHORITY NUMBER (if applicable) 12120	REGISTRATION NUMBER AGREEMENT NUMBER C4-CVD-19-001-03
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- This Agreement is entered into between the Contracting Agency and the Contractor named below:  




CONTRACTING AGENCY NAME California Department of Technology
CONTRACTOR NAME Cellco Partnership d/b/a/ Verizon Wireless
- The term of this Agreement is: Start Date: July 1, 2019, or the date of contract execution whichever comes first, by the California Department of Technology, Statewide Technology Procurement through four (4) years.
- The maximum amount of this Agreement is: \$ 0.00 (zero dollars and zero cents)

4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement:

EXH	TITLE	PAGES
A	(*) Contractor's eVAQ # 19-001-03	56
B	(*) IFB C4CVD18 through Addendum 6, in its entirety	435
C	Attachment 1 - List of Contractor's Response Documents attached to this Agreement for the Awarded Subcategory 19.1 And Subcategory 19.2	431

Items shown with an asterisk (\*) are hereby incorporated by reference and made part of this agreement as if attached hereto.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

<b>CONTRACTOR</b>		Department of Technology, Statewide Technology Procurement Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) <b>Cellco Partnership d/b/a/ Verizon Wireless</b>		 Marlon Paulo (May 23, 2019) <b>Deputy Director</b> May 23, 2019
CONTRACTOR AUTHORIZED SIGNATURE  Todd Loccisano (May 23, 2019)	DATE SIGNED May 23, 2019	
PRINTED NAME AND TITLE OF PERSON SIGNING Todd Loccisano, Executive Director, Enterprise & Government Contracts		
ADDRESS One Verizon Way, Basking Ridge, NJ 07920		
<b>STATE OF CALIFORNIA</b>		
CONTRACTING AGENCY NAME California Department of Technology		<input type="checkbox"/> Exempt per_
CONTRACTING AGENCY AUTHORIZED SIGNATURE  Tiffany Angulo (May 23, 2019)	DATE SIGNED May 23, 2019	
PRINTED NAME AND TITLE OF PERSON SIGNING Tiffany Angulo, Assistant Deputy Director, Statewide Technology Procurement		
CONTRACTING AGENCY ADDRESS P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810		

  
MP












# C4CVD 19-001-03 CATEGORY 19


Final Audit Report

2019-05-24

Created:	2019-05-23
By:	David Sanchez (David.Sanchez@state.ca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAA4EgKLBANjQvidZdPdVBJ_-55dWVMo5M

## "C4CVD 19-001-03 CATEGORY 19" History


-  Document created by David Sanchez (David.Sanchez@state.ca.gov)  
2019-05-23 - 4:01:37 PM GMT- IP address: 134.187.214.103
-  Document emailed to Matthew Poch (matthew.poch1@verizonwireless.com) for approval  
2019-05-23 - 4:05:30 PM GMT
-  Email viewed by Matthew Poch (matthew.poch1@verizonwireless.com)  
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-  Document approved by Matthew Poch (matthew.poch1@verizonwireless.com)  
Approval Date: 2019-05-23 - 4:57:04 PM GMT - Time Source: server- IP address: 137.188.108.202
-  Document emailed to Todd Loccisano (todd.loccisano@verizonwireless.com) for signature  
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-  Email viewed by Todd Loccisano (todd.loccisano@verizonwireless.com)  
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-  Document e-signed by Todd Loccisano (todd.loccisano@verizonwireless.com)  
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-  Document emailed to Tiffany Angulo (tiffany.angulo@state.ca.gov) for signature  
2019-05-23 - 5:52:47 PM GMT
-  Email viewed by Tiffany Angulo (tiffany.angulo@state.ca.gov)  
2019-05-23 - 6:00:21 PM GMT- IP address: 71.193.51.136
-  Document e-signed by Tiffany Angulo (tiffany.angulo@state.ca.gov)  
Signature Date: 2019-05-23 - 6:00:37 PM GMT - Time Source: server- IP address: 71.193.51.136
-  Document emailed to Marlon Paulo (Marlon.Paulo@State.ca.gov) for signature  
2019-05-23 - 6:00:39 PM GMT

 Email viewed by Marlon Paulo (Marlon.Paulo@State.ca.gov)

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 Document e-signed by Marlon Paulo (Marlon.Paulo@State.ca.gov)

Signature Date: 2019-05-24 - 5:31:55 AM GMT - Time Source: server- IP address: 67.181.18.153

 Signed document emailed to Tiffany Angulo (tiffany.angulo@state.ca.gov), Todd Loccisano (todd.loccisano@verizonwireless.com), Marlon Paulo (Marlon.Paulo@State.ca.gov), Matthew Poch (matthew.poch1@verizonwireless.com), and 1 more

2019-05-24 - 5:31:55 AM GMT



Adobe Sign

**STATE OF CALIFORNIA  
CALIFORNIA DEPARTMENT OF TECHNOLOGY  
AGREEMENT NUMBER: C4-CVD-19-001-03  
Cellco Partnership d/b/a/ Verizon Wireless**

**ATTACHMENT 1 – LIST OF CONTRACTOR’S RESPONSE DOCUMENTS ATTACHED TO THIS  
AGREEMENT FOR THE AWARDED SUBCATEGORY 19.1 AND SUBCATEGORY 19.2**

This Attachment 1 dated 4/10/2019 contains a list of final contract documents hereby incorporated into this Contract. The original PDF version remains the official version. In the event of any inconsistency between the Contractor’s versions, articles, attachments, specifications or provisions (which constitute the Contract), the official State version of the Contract in its entirety shall take precedence.

1) Contractor’s Response

- a. Contractor’s Cover Letter (1 page)
- b. Contractor’s acknowledgement to revisions (16 pages)
- c. Contractor’s acknowledgement to revisions (30 pages)
- d. Contractor’s acknowledgement to revisions (3 pages)
- e. Response to Exhibit 3 (2 pages)
- f. Response to Exhibit 4 (1 page)
- g. Contractor’s BAFO Response to Business Requirements (59 pages)
- h. Contractor’s BAFO Response to Subcategory 19.2 Supplemental Business Requirements (14 pages)
- i. Contractor’s Response to 19.1 and 19.2 Exhibit 5 (2 pages)
- j. Contractor’s Response to 19.1 Exhibit 7 (2 pages)
- k. Contractor’s Response to 19.2 Exhibit 7 (2 pages)
- l. Contractor’s BAFO Response to Subcategory 19.1 Statement of Work (31 pages)
- m. Contractor’s BAFO Response to Subcategory 19.2 Statement of Work (59 pages)
- n. Contractor’s BAFO Response to Subcategory 19.1 Cost Worksheets (34 pages)
- o. Contractor’s BAFO Response to Subcategory 19.2 Cost Worksheets (40 pages)
- p. Contractor’s BAFO Response to Subcategory 19.1 Catalog A (62 pages)
- q. Contractor’s BAFO Response to Subcategory 19.2 Catalog A (64 pages)

2) Incorporated Documents

- a. Verizon Disclosures Red-Line (5 pages)



January 16, 2019

State of California  
Department of Technology, Statewide Technology Procurement  
David Sanchez  
PO Box 1810  
Rancho Cordova, CA 95741

Re: Invitation for Bid (IFB) C4CVD18

Dear Mr. Sanchez,

Cellco Partnership D/B/A/ Verizon Wireless appreciates the opportunity to submit a final response to the State of California, Invitation for Bid (IFB) C4CVD18 for CALNET Cellular Voice and Data Services. We can offer a cost-effective wireless communications program with attractive rates designed to meet your wireless telecommunications needs. Verizon Wireless offers the most extensive and the most reliable cellular networks in the country, as well as the nation's most reliable high-speed wireless broadband network.

We offer innovative choices for wireless services, including voice, data, messaging, internet access, and e-mail. Verizon Wireless would like the opportunity to provide the State of California with our quality wireless services in all of the markets we serve at the best available price.

Verizon Wireless has the available staff with the appropriate skills to complete the Contract for all services and provide all Deliverables as described in this solicitation and SOW. Verizon Wireless agrees to the terms and conditions of this solicitation and accepts responsibility as the Contractor if awarded the Contract resulting from IFB C4CVD18.

This proposal does not incorporate or include any other prior written or oral communications, materials, documents, representations, or presentations of any kind. No part of this proposal may be modified unless done so in writing and signed by an authorized representative of Verizon Wireless. This proposal is valid for one hundred and twenty (120) days from the date of this letter, unless otherwise agreed upon between the State of California and Verizon Wireless.

We look forward to your favorable review of our proposal. Should you have any questions or need further clarification on any aspect of this offer, please contact your Verizon Wireless Sales Representative Chris Rock at 916-559-3003, or via email at [Chris.Rock@verizonwireless.com](mailto:Chris.Rock@verizonwireless.com).

Sincerely,

  
*January 16, 2019*Todd Loccisano, Executive Director - Enterprise and Government Contracts  
240-280-3585  
[Todd.Loccisano@verizonwireless.com](mailto:Todd.Loccisano@verizonwireless.com)



Section Number	Original Language	Proposed Language	Yes/No
<p><b>C.2.3 Contract Program Management Performance</b></p> <p>(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for SOW Business Requirements as shown in Proposed Language column)</p>	<p>eVAQ, Section 67, <i>Performance Deficiency Charges</i>, ensure Contractor accountability and Contractor performance of administrative, reporting, relationship management, and contract management functions. The State has identified a list of deficiencies and charges in the table below. The State's objective is not to levy charges, but to work with the Contractor to identify and resolve performance deficiencies.</p> <p>The CALNET CMO and the CPM shall exercise the provisions described in Table C.2.3, <i>Contract Program Management Performance Deficiency and Charges</i>, in resolving performance deficiency issues using the following sequence of actions:</p> <ol style="list-style-type: none"> <li>1. CALNET CMO shall notify CPM of performance deficiency occurrence(s) in writing.</li> <li>2. CALNET CMO and CPM shall meet and confer at the State's discretion to discuss alternative remedies and/or cures.</li> <li>3. CALNET CMO shall set a cure period, not to exceed 60 calendar days unless otherwise directed by the State.</li> <li>4. If the Contractor continues to be noncompliant with the identified Contract performance deficiency after the cure period set by the CALNET CMO, the State may invoice Contractor for the deficiency charges detailed in Table C.2.3 (Contract Program Management Performance Deficiencies and Charges).</li> </ol>	<p>eVAQ, Section 67, <i>Performance Deficiency Charges</i>, ensure Contractor accountability and Contractor performance of administrative, reporting, relationship management, and contract management functions. The State has identified a list of deficiencies and charges in the table below. The State's objective is not to levy charges, but to work with the Contractor to identify and resolve performance deficiencies.</p> <p>The CALNET CMO and the CPM shall exercise the provisions described in Table C.2.3, <i>Contract Program Management Performance Deficiency and Charges</i>, in resolving performance deficiency issues using the following sequence of actions:</p> <ol style="list-style-type: none"> <li>1. CALNET CMO shall notify CPM of performance deficiency occurrence(s) in writing.</li> <li>2. CALNET CMO and CPM shall meet and confer at the State's discretion to discuss alternative remedies and/or cures, <u>for example, the addition of Services and Equipment to the Contract or discontinuance of Services and Equipment to the Customer.</u></li> <li>3. <del>CALNET CMO shall set a</del> <u>The cure period, shall not to exceed be 60 calendar days or two billing cycles from the date of notification, whichever is longer, unless otherwise directed by the State to allow more time for corrective actions.</u></li> </ol>	<p>Yes</p>

	<p>5. Contractor shall pay the invoice within 30 calendar days of receipt or notify the CALNET CMO within ten (10) Business Days if it intends to dispute the invoice per eVAQ Section 54, <i>Disputes</i>.</p>	<p>4. If the Contractor continues to be noncompliant with the identified Contract performance deficiency after the cure period set by the CALNET CMO, the State may invoice Contractor for the deficiency charges detailed in Table C.2.3 (Contract Program Management Performance Deficiencies and Charges).</p> <p>5. Contractor shall pay the invoice within 30 calendar days of receipt or notify the CALNET CMO within ten (10) Business Days if it intends to dispute the invoice per eVAQ Section 54, <i>Disputes</i>.</p>	
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**C.2.3.1 Contract Program Management Performance Deficiencies and Charges**

(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for SOW Business Requirements as shown in Proposed Language column)

**Table C.2.3, Contract Program Management Performance Deficiencies and Charges**

	Deficiency	Charges
1.	No Change	Up to \$3,000 per per Service Request.
2.	No Change	Up to \$1,000 per CMO request for information/ up to \$250 per week thereafter until Contractor's information is received by the CALNET CMO.
3.	No Change	Up to \$3,000 per Service Request.
4.	No Change	Up to \$1,000 per report and/or data file and \$200 per day thereafter until Contractor provides reports and contract data, as defined.

**Table C.2.3, Contract Program Management Performance Deficiencies and Charges**

	Deficiency	Charges
1.	No Change	Up to <del>\$3,000</del> 500 per-per Service Request. <u>Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge. If a Service and/or Equipment has been identified and is in the cure process, no additional instances shall result in additional charges.</u>
2.	No Change	No Change
3.	No Change	Up to <del>\$3,000</del> 500 per Service Request. <u>Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge.</u>
4.	No Change	No Change

Yes

**S.1.16  
Contract  
Program  
Management  
Performance  
Deficiencies  
and Charges**

(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for SOW Supplemental Business Requirements as shown in Proposed Language column)

**Table S.1.16, Contract Program Management Performance Deficiencies and Charges**

	Deficiency	Charges
1.	No Change	Up to \$3,000 per occurrence of the Contractor's failure to perform the technical responsibilities and contractual compliance commitments and \$500 per day thereafter until Contractor is in compliance with defined timeframes.
2.	No Change	No Change
3.	No Change	Up to \$3,000 per Service Request.

**Table S.1.16, Contract Program Management Performance Deficiencies and Charges**

	Deficiency	Charges
1.	No Change	Up to <del>\$3,000</del> 500 per per Service Request. <u>Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge. If a Service and/or Equipment has been identified and is in the cure process, no additional instances shall result in additional charges.</u>
2.	No Change	No Change
3.	No Change	Up to <del>\$3,000</del> 500 per Service Request. <u>Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge.</u>

Yes

<p><b>C.6 Billing and Invoicing</b></p> <p>(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for SOW Business Requirements as shown in Proposed Language column)</p>	<p>The Contractor shall provide billing and invoicing as specified below within 90 calendar days of receipt of the Contractor's first Service Request related to this IFB, or prior to the Contractor's commencement of any applicable Plan identified in Section C.10, <i>Conversion</i>, whichever occurs first. If the Contractor requires additional time beyond the 90 calendar days, the Contractor shall be allowed a nine (9) month extension to meet these requirements as long as the Contractor invoices the Customer for CALNET Services, rates and SAAF utilizing billing and invoicing formats consistent with Contractor's established State of California mobility billing and invoicing system used in previous State mobility contracts.</p> <p>To ensure timely payment, the Contractor shall provide accurate monthly invoices to the Customers and provide a breakdown and explanation of all charges as specified throughout this Section. The Contractor shall integrate the Subcontractor's and Affiliate's billing data into the Contractor's Billing and Invoicing system. With the coordination and consolidation of invoices, the Contractor, its Subcontractors and Affiliates will establish processes and procedures to avoid errors. Payments to the Contractor will only be issued for receipt of the Customer validated and approved invoices.</p> <p>The Contractor shall:</p> <ol style="list-style-type: none"> <li>1. Provide a unique Product Identifier for each service and Feature Name to appear on the Customer's invoices as identified in the Catalog;</li> </ol>	<p>The Contractor shall provide billing and invoicing as specified below within 90 calendar days of receipt of the Contractor's first Service Request related to this IFB, or prior to the Contractor's commencement of any applicable Plan identified in Section C.10, <i>Conversion</i>, whichever occurs first. If the Contractor requires additional time beyond the 90 calendar days, the Contractor shall be allowed a nine (9) month extension to meet these requirements as long as the Contractor invoices the Customer for CALNET Services, rates and SAAF utilizing billing and invoicing formats consistent with Contractor's established State of California mobility billing and invoicing system used in previous State mobility contracts.</p> <p>To ensure timely payment, the Contractor shall provide accurate monthly invoices to the Customers and provide a breakdown and explanation of all charges as specified throughout this Section. The Contractor shall integrate the Subcontractor's and Affiliate's billing data into the Contractor's Billing and Invoicing system. With the coordination and consolidation of invoices, the Contractor, its Subcontractors and Affiliates will establish processes and procedures to avoid errors. Payments to the Contractor will only be issued for receipt of the Customer validated and approved invoices.</p> <p>The Contractor shall:</p>	<p>Yes</p>
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	<ol style="list-style-type: none"> <li>2. Maintain a secure password protected web-based Billing and Invoicing application which delivers integrated monthly invoices to the Customers including services provided by the Contractor, its Subcontractors and Affiliates;</li> <li>3. Provide within the Billing and Invoicing application the ability to download/export data into PDF or MS Excel 2013 or newer version document;</li> <li>4. Generate monthly invoices to the Customers that are accurate and provide sufficient data for the Customers to validate and reconcile;</li> <li>5. Distribute invoice(s) to authorized Customers within 15 calendar days of the end of the monthly billing cycle;</li> <li>6. Utilization of the Customer Naming Conventions described in Section C.4, <i>Cellular Contract Data Requirements</i>;</li> <li>7. Itemize all charges by Product Identifiers for each service and Feature Name. Monthly Recurring Charges, Non-Recurring Charges, and Adjustments must be itemized and shall not be comingled;</li> <li>8. Identify late payment charges on the invoice and upon request provide proof that the late payment charge is valid;</li> <li>9. Provide a Uniform Resource Locator (URL) for the Billing and Invoicing application;</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide a unique Product Identifier for each <u>standardized service plan (as defined in Section 19.1.2.2 and 19.2.3.2), not including overage charges or other peripheral billable items, and Feature Name</u> to appear on the Customer's invoices as identified in the Catalog.; <u>"Peripheral Billable Items" shall mean additional charges related to the use of services that result from: 1) elective, end-user initiated actions such as downloads or pay-to-use services; 2) add-on feature charges, 3) cellular building amplification services fees/charges, and 4) unsolicited contract fees as set forth in Section 19.1.2.2 and 19.2.3.2, as may be amended from time to time upon mutual agreement of the parties.</u></li> <li>2. Maintain a secure password protected web-based Billing and Invoicing application which delivers integrated monthly invoices to the Customers including services provided by the Contractor, its Subcontractors and Affiliates;</li> <li>3. Provide within the Billing and Invoicing application the ability to download/export data into PDF or MS Excel 2013 or newer version document;</li> <li>4. Generate monthly invoices to the Customers that are accurate and provide sufficient data for the Customers to validate and reconcile;</li> <li>5. Distribute invoice(s) to authorized Customers within 15 calendar days of the end of the monthly billing cycle;</li> <li>6. Utilization of the Customer Naming Conventions described in Section C.4, <i>Cellular Contract Data Requirements</i>;</li> </ol>	
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	<ol style="list-style-type: none"> <li>10. Accept CAL-Card as an optional payment mechanism for one-time non-recurring charges only. Form STD.65 is required even when the ordering department chooses to pay the Contractor via CAL-Card. Accept CAL-Card invoices separately. The CAL-Card invoice must itemize charges, and show a balance of zero dollars (\$.00) to reflect credit card payment;</li> <li>11. Invoice in arrears. The State is only authorized to pay for services that have been rendered as stated in SAM 8422.1 and SCM Volume 3 – 9.A2.0;</li> <li>12. Flag or identify non-CALNET contracted charges on the Customer invoice. The Contractor shall not apply SAAF to non-CALNET contracted charges; and,</li> <li>13. The Contractor shall apply the SAAF rate to identified items as a surcharge that shall appear separately on the Customers invoice in the Itemized Taxes, Fees and Surcharges section or within a location on the invoice mutually agreed to by the CALNET CMO and the Contractor.</li> </ol>	<ol style="list-style-type: none"> <li>7. Itemize all charges by Product Identifiers for each <u>standardized service plan (as defined in Section 19.1.2.2 and 19.2.3.2), not including overage charges or other Peripheral Billable Items and Feature Name</u>. Monthly Recurring Charges, Non-Recurring Charges, and Adjustments must be itemized and shall not be comingled;</li> <li>8. Identify late payment charges on the invoice and upon request provide proof that the late payment charge is valid;</li> <li>9. Provide a Uniform Resource Locator (URL) for the Billing and Invoicing application;</li> <li>10. Accept CAL-Card as an optional payment mechanism for one-time non-recurring charges only. Form STD.65 is required even when the ordering department chooses to pay the Contractor via CAL-Card. Accept CAL-Card invoices separately. The CAL-Card invoice must itemize charges, and show a balance of zero dollars (\$.00) to reflect credit card payment;</li> <li>11. Invoice in arrears. The State is only authorized to pay for services that have been rendered as stated in SAM 8422.1 and SCM Volume 3 – 9.A2.0;</li> <li>12. Flag or identify non-CALNET contracted charges on the Customer invoice. The Contractor shall not apply SAAF to non-CALNET contracted charges; and,</li> </ol>	
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		13. The Contractor shall apply the SAAF rate to identified items as a surcharge that shall appear separately on the Customers invoice in the Itemized Taxes, Fees and Surcharges section or within a location on the invoice mutually agreed to by the CALNET CMO and the Contractor.	

<p><b>C.6.1 Invoice Content Requirements (M)</b></p> <p>(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for SOW Business Requirements as shown in Proposed Language column)</p>	<p>Invoice content will vary depending on the type of service. Invoices shall include data as defined below for a Customer to validate charges and for the invoice to pass an audit. Minimum invoice content Requirements are listed below:</p> <ol style="list-style-type: none"> <li>1. Content for Initial Invoice Page <ol style="list-style-type: none"> <li>a. Contractor's Name and/or Logo;</li> <li>b. Billing Account Number (BAN) or equivalent;</li> <li>c. Invoice Number;</li> <li>d. Invoice Date;</li> <li>e. Current Charges;</li> <li>f. Previous Balance – the amount reflecting any unpaid charges from previous invoice(s) that has been carried forward;</li> <li>g. Total Amount Due;</li> <li>h. Payment(s);</li> <li>i. Payment Due Date;</li> <li>j. Adjustments; and,</li> <li>k. Toll-Free Support Line.</li> </ol> </li> <li>2. Content for Non-Recurring Charges (NRC) <ol style="list-style-type: none"> <li>a. Ability to verify Activation Date (if applicable); and,</li> <li>b. Service Request Number or equivalent, when available.</li> </ol> </li> <li>3. Content for Remittance Slip <ol style="list-style-type: none"> <li>a. Contractor's Name;</li> <li>b. Remittance Address;</li> </ol> </li> </ol>	<p>Invoice content will vary depending on the type of service. Invoices shall include data as defined below for a Customer to validate charges and for the invoice to pass an audit. Minimum invoice content Requirements are listed below:</p> <ol style="list-style-type: none"> <li>1. Content for Initial Invoice Page <ol style="list-style-type: none"> <li>a. Contractor's Name and/or Logo;</li> <li>b. Billing Account Number (BAN) or equivalent;</li> <li>c. Invoice Number;</li> <li>d. Invoice Date;</li> <li>e. Current Charges;</li> <li>f. Previous Balance – the amount reflecting any unpaid charges from previous invoice(s) that has been carried forward;</li> <li>g. Total Amount Due;</li> <li>h. Payment(s);</li> <li>i. Payment Due Date;</li> <li>j. Adjustments; and,</li> <li>k. Toll-Free Support Line.</li> </ol> </li> <li>2. Content for Non-Recurring Charges (NRC) <ol style="list-style-type: none"> <li>a. Ability to verify Activation Date (if applicable); and,</li> <li>b. Service Request Number or equivalent, when available.</li> </ol> </li> <li>3. Content for Remittance Slip <ol style="list-style-type: none"> <li>a. Contractor's Name;</li> </ol> </li> </ol>	<p>Yes</p>
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	<ul style="list-style-type: none"> <li>c. Invoice Number;</li> <li>d. Invoice Date;</li> <li>e. Current Charges;</li> <li>f. Total amount Due; and,</li> <li>g. Payment Due Date.</li> </ul> <p>4. Additional Required Invoice Content (if applicable)</p> <ul style="list-style-type: none"> <li>a. BTN, WTN or equivalent;</li> <li>b. Product ID;</li> <li>c. Feature Name;</li> <li>d. Quantity;</li> <li>e. Billing Period – The billing cycle for which the MRC applies;</li> <li>f. Charge – the MRC for each Product ID;</li> <li>g. Usage Charge – to include Call Detail Record if applicable;</li> <li>h. Adjustments; and</li> <li>i. Itemized Taxes, Fees and Surcharges – provided at the BTN (or equivalent) level.</li> </ul> <p>Additional information shall be provided by the Contractor as necessary for a Customer to validate charges. If an invoice includes acronyms, symbols or codes the Contractor shall include a legend within the invoice.</p>	<ul style="list-style-type: none"> <li>b. Remittance Address;</li> <li>c. Invoice Number;</li> <li>d. Invoice Date;</li> <li>e. Current Charges;</li> <li>f. Total amount Due; and,</li> <li>g. Payment Due Date.</li> </ul> <p>4. Additional Required Invoice Content (if applicable)</p> <ul style="list-style-type: none"> <li>a. BTN, WTN or equivalent;</li> <li><del>b.</del> Product ID;</li> <li><del>e.</del><u>b.</u> Feature Name;</li> <li><del>d.</del><u>c.</u> Quantity;</li> <li><del>e.</del><u>d.</u> Billing Period – The billing cycle for which the MRC applies;</li> <li><del>f.</del><u>e.</u> Charge – the MRC for each Product ID;</li> <li><del>g.</del><u>f.</u> Usage Charge – to include Call Detail Record if applicable;</li> <li><del>h.</del><u>g.</u> Adjustments; and</li> <li><del>i.</del><u>h.</u> Itemized Taxes, Fees and Surcharges – provided at the BTN (or equivalent) level.</li> </ul> <p>Additional information shall be provided by the Contractor as necessary for a Customer to validate charges. If an invoice includes acronyms, symbols or codes the Contractor shall include a legend within the invoice.</p>	
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<p><b>C.7.6 Contractor's Portal (M)</b></p> <p>(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for SOW Business Requirements as shown in Proposed Language column)</p>	<p>Within 60 calendar days of Contract Award, the Contractor shall provide and support a secure web-based Cellular Voice and Data Services portal for the Customers. The Contractor's portal shall provide:</p> <ol style="list-style-type: none"> <li>1. Access to the following: <ol style="list-style-type: none"> <li>a. Order System;</li> <li>b. Billing and Invoicing application; and,</li> <li>c. Web Based Catalog.</li> </ol> </li> <li>2. 24x7x365 availability, exclusive of maintenance windows;</li> <li>3. Order acknowledgement;</li> <li>4. Shipment confirmation;</li> <li>5. Unfilled orders;</li> <li>6. Account change/termination acknowledgement; and,</li> <li>7. Activation capability for In-Hand devices.</li> </ol>	<p>Within <del>120</del>60 calendar days of Contract Award, the Contractor shall provide and support a secure web-based Cellular Voice and Data Services portal for the Customers. The Contractor's portal shall provide:</p> <ol style="list-style-type: none"> <li>1. Access to the following: <ol style="list-style-type: none"> <li>a. Order System;</li> <li>b. Billing and Invoicing application; and,</li> <li>c. Web Based Catalog.</li> </ol> </li> <li>2. 24x7x365 availability, exclusive of maintenance windows;</li> <li>3. Order acknowledgement;</li> <li>4. Shipment confirmation;</li> <li>5. Unfilled orders;</li> <li>6. Account change/termination acknowledgement; and,</li> <li>7. Activation capability for In-Hand devices.</li> </ol>	<p>Yes</p>
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**19.1.5.2.a Expedite Fees**

(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for Catalog A for 19.1 as shown in Proposed Language column)

Table 19.1.5.2.a– Expedite Fees

	Feature Name	Feature Description
1	Expedite Fee for 1-5 devices	Expedite fee for shipping 1-5 devices described in Section 19.1.4, <i>Equipment</i> per device.
2	Expedite Fee for 6-10 devices	Expedite fee for shipping 6-10 devices described in Section 19.1.4, <i>Equipment</i> per device.
3	Expedite Fee for 11-25 devices	Expedite fee for shipping 11-25 devices described in Section 19.1.4, <i>Equipment</i> per device.
4	Expedite Fee for more than 25 devices	Expedite fee for shipping more than 25 devices described in Section 19.1.4, <i>Equipment</i> per device.

Table 19.1.5.2.a – Expedite Fees

	Feature Name	Feature Description
1	Expedite Fee for <u>up to</u> 1-5 devices	Expedite fee for shipping <del>1-5</del> <u>up to 5</u> devices described in Section 19.1.4, <i>Equipment</i> per <u>grouping</u> device.
2	Expedite Fee for <u>up to</u> 6-10 devices	Expedite fee for shipping <u>up to 6-10</u> devices described in Section 19.1.4, <i>Equipment</i> per <u>grouping</u> device.
3	Expedite Fee for <u>up to</u> 11-25 devices	Expedite fee for shipping <u>up to 11-25</u> devices described in Section 19.1.4, <i>Equipment</i> per <u>grouping</u> device.
4	Expedite Fee for <u>up to</u> <del>50</del> <u>more than 25</u> devices	Expedite fee for shipping <del>more than 25</del> <u>up to 50</u> devices described in Section 19.1.4, <i>Equipment</i> per <u>grouping</u> device.

Yes

**19.1.5.2.a Expedite Fees**

(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for Catalog A for 19.1 as shown in Proposed Language column)

Table 19.1.5.2.a Expedite Fees

	Feature Name
1	Expedite Fee for 1-5 devices
2	Expedite Fee for 6-10 devices
3	Expedite Fee for 11-25 devices
4	Expedite Fee for more than 25 devices

Table 19.1.5.2.a Expedite Fees

	Feature Name
1	Expedite Fee for <u>up to</u> 1-5 devices
2	Expedite Fee for <u>up to</u> <del>6</del> -10 devices
3	Expedite Fee for <u>up to</u> <del>11</del> -25 devices
4	Expedite Fee for <u>up to</u> <del>more than 25</del> <u>50</u> devices

Yes

**19.2.5.7.a Expedite Fees (if applicable)**

(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for SOW Technical Requirements as shown in Proposed Language column)

Table 19.2.5.7.a – Expedite Fees

	Feature Name	Feature Description
1	Expedite Fee for 1-5 devices	Expedite fee for shipping 1-5 devices described in Section 19.2.5, <i>Equipment</i> per device.
2	Expedite Fee for 6-10 devices	Expedite fee for shipping 6-10 devices described in Section 19.2.5, <i>Equipment</i> per device.
3	Expedite Fee for 11-25 devices	Expedite fee for shipping 11-25 devices described in Section 19.2.5, <i>Equipment</i> per device.
4	Expedite Fee for more than 25 devices	Expedite fee for shipping more than 25 devices described in Section 19.2.5, <i>Equipment</i> per device.

Table 19.2.5.7.a – Expedite Fees

	Feature Name	Feature Description
1	Expedite Fee for <u>4-up to 5</u> devices	Expedite fee for shipping <u>up to 4-5</u> devices described in Section 19.2.5, <i>Equipment</i> per <u>grouping</u> device.
2	Expedite Fee for <u>up to 6-10</u> devices	Expedite fee for shipping <u>up to 6-10</u> devices described in Section 19.2.5, <i>Equipment</i> per <u>grouping</u> device.
3	Expedite Fee for <u>up to 11-25</u> devices	Expedite fee for shipping <u>up to 11-25</u> devices described in Section 19.2.5, <i>Equipment</i> per <u>grouping</u> device.
4	Expedite Fee for <u>up to 50 more than 25</u> devices	Expedite fee for shipping <u>more than 25 up to 50</u> devices described in Section 19.2.5, <i>Equipment</i> per <u>grouping</u> device.

Yes



<p><b>19.2.5.7.a Expedite Fees (if applicable)</b></p> <p>(The State requests that Bidder makes redline changes to the State's language in their BAFO submission for Catalog A for 19.2 as shown in Proposed Language column)</p>	<p>Table 19.2.5.7.a Expedite Fees</p> <table border="1"> <thead> <tr> <th></th> <th>Feature Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Expedite Fee for 1-5 devices</td> </tr> <tr> <td>2</td> <td>Expedite Fee for 6-10 devices</td> </tr> <tr> <td>3</td> <td>Expedite Fee for 11-25 devices</td> </tr> <tr> <td>4</td> <td>Expedite Fee for more than 25 devices</td> </tr> </tbody> </table>		Feature Name	1	Expedite Fee for 1-5 devices	2	Expedite Fee for 6-10 devices	3	Expedite Fee for 11-25 devices	4	Expedite Fee for more than 25 devices	<p>Table 19.2.5.7.a Expedite Fees</p> <table border="1"> <thead> <tr> <th></th> <th>Feature Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Expedite Fee for <u>up to</u>1-5 devices</td> </tr> <tr> <td>2</td> <td>Expedite Fee for <u>up to</u>6-10 devices</td> </tr> <tr> <td>3</td> <td>Expedite Fee for <u>up to</u>11-25 devices</td> </tr> <tr> <td>4</td> <td>Expedite Fee for <u>up to more than 25</u> <del>50</del> devices</td> </tr> </tbody> </table>		Feature Name	1	Expedite Fee for <u>up to</u> 1-5 devices	2	Expedite Fee for <u>up to</u> 6-10 devices	3	Expedite Fee for <u>up to</u> 11-25 devices	4	Expedite Fee for <u>up to more than 25</u> <del>50</del> devices	<p>Yes</p>
	Feature Name																						
1	Expedite Fee for 1-5 devices																						
2	Expedite Fee for 6-10 devices																						
3	Expedite Fee for 11-25 devices																						
4	Expedite Fee for more than 25 devices																						
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3	Expedite Fee for <u>up to</u> 11-25 devices																						
4	Expedite Fee for <u>up to more than 25</u> <del>50</del> devices																						



**Bidder Acknowledgement to Revisions for 19.1.5.2.a and 19.2.5.7.a Expedite Fees**

Cost Worksheet Expedite Fees Feature Name revisions incorporated by reference. The State has requested changes to the Feature Names in the SOW Technical Requirements and Catalog A, Sections 19.1.5.2.a *Expedite Fees* and 19.2.5.7.a *Expedite Fees*. The State will not be changing the Cost Worksheet Feature Name for Sections 19.1.5.2.a *Expedite Fees* and 19.2.5.7.a *Expedite Fees* at this time. The Bidder shall utilize the revised Feature Name in the SOW Technical Requirements and Catalog A listed below for the Feature Name in the Cost Worksheet.

**By reference**

	<b>Cost Worksheet Feature Name 19.1.5.2.a and 19.2.5.7.a (original)</b>		<b>SOW Technical Requirements and Catalog A Feature Name 19.1.5.2.a and 19.2.5.7.a (revised)</b>	<b>Bidder Understands and Will Comply Yes/No</b>
1	Expedite Fee for 1-5 devices	Shall mean	Expedite Fee for up to 5 devices	Yes
2	Expedite Fee for 6-10 devices	Shall mean	Expedite Fee for up to 10 devices	Yes
3	Expedite Fee for 11-25 devices	Shall mean	Expedite Fee for up to 25 devices	Yes
4	Expedite Fee for more than 25 devices	Shall mean	Expedite Fee for up to 50 devices	Yes

This revised Expedite Fees Feature Name shall replace previous versions in the IFB. This form must be signed and returned with Bidder’s BAFO submission and will be memorialized on the awarded Bidder’s Standard Agreement for Telecommunications (STD 213).

Bidder understands and agrees? Yes  X  No \_\_\_\_\_

Signed By:  \_\_\_\_\_

Date:  February 25, 2019  \_\_\_\_\_

#### 4 BID EVALUATION

Final selection for a Contract Award will be based on the Bidder being responsive to IFB C4CVD18 and the Bidder's best value score as described in this Section 4. Only a Bidder's Final Bid shall be used for Final Bid evaluation; Draft Bids shall not be used.

The distribution of evaluation points for each Subcategory is as follows:

**Table 3: Overall evaluation percentages and possible points for 19.1**

Evaluation group	Percentage	Possible Points
Administrative Requirements	Pass/Fail	n/a
Mandatory SOW Business and Technical Requirements	<del>40</del> 17.5%	<del>4,000</del> 1,750
Mandatory Scorable SOW Technical Requirements (M-S)	<del>20</del> 10.0%	<del>2</del> 1,000
Cost	<del>30</del> 60.0%	<del>3</del> 6,000
Unsolicited Offerings Discount Off List	2.5%	250
Equipment Discount Off List	<del>7.5</del> 10.0%	<del>750</del> 1,000
<b>Total:</b>	<b>100%</b>	<b>10,000</b>

**Table 4: Overall evaluation percentages and possible points for 19.2**

Evaluation group	Percentage	Possible Points
Administrative Requirements	Pass/Fail	n/a
Mandatory SOW Business and Technical Requirements	<del>40</del> 20%	<del>42</del> ,000
Mandatory Scorable SOW Technical Requirements (M-S)	<del>20</del> 10%	<del>24</del> ,000
Cost	<del>30</del> 60%	<del>36</del> ,000
Unsolicited Offerings Discount Off List	5%	500
Equipment Discount Off List	5%	500
<b>Total:</b>	<b>100%</b>	<b>10,000</b>



For each Subcategory, all Bidders' scores will be averaged, subject to the details of Sections 4.3.5, *Determination of the Average Baseline*, and 4.3.6, *Determination of Bidder's Qualification for Award*, as follows:

1. For Subcategory 19.1 each Bidder's total score that is not more than ten percent (10.0%) below the average of the Subcategory's total scores will be qualified for an award.

OR

2. For Subcategory 19.2 each Bidder's total score that is not more than ten percent (10.0%) below the average of the Subcategory's total scores will be qualified for an award.

#### 4.1 EVALUATION PROCEDURES

##### 4.1.1 Evaluation Questions

During the evaluation and selection process, the State may request the Bidder to clarify any area of the Bidder's response that the State determines to be unclear. This request for clarification will not be an opportunity for the Bidder to substantially change its proposal, however, the clarification material will substitute the Bidder's response section identified in the State's request for clarification. The State may desire the presence of a Bidder's representative for answering specific questions, or may ask such questions in writing. During the evaluation of Final Bids the State may ask the Bidder to clarify their submitted information but will not allow the Bidder to modify its Bid except per Section 4.1.3, *Errors in the Final Bid* and Section 2.4.6, *Negotiations*. The State's evaluation questions and the Bidder's answers, and related follow-up correspondence, shall be confidential with each Bidder, and shall not be made public via posting on the State's website as is the case with general questions described in Section 2.1, *Communications and Contacts*. The State's questions may be responded to via email to the Procurement Official listed in Section 2.1.1. All statements made in the Bidder's written response are binding and contractual.

##### 4.1.2 Review of Draft Bids

The submission of Draft Bids will allow the State to assess whether the Bidder's proposed solutions are responsive to the Requirements and attempt to detect administrative or clerical errors and inconsistencies which, if contained in the Final Bid, may cause the Final Bid to be rejected. Draft Bids are Mandatory to be submitted but will not be scored. Failure to submit a Draft Bid will disqualify a Bidder's Final Bid from being evaluated.

Draft Bids received by the specified time and date will be opened and reviewed for detailed compliance with the Requirements. Following the State's review of the Draft Bids, the Bidders will be notified in writing of any defects found in order to facilitate their correction before the Final Bid submittal. The State makes no warranty that all such errors will be identified during the review of the Draft Bid or that such errors remaining



in the Final Bid will not cause the Final Bid to be rejected. If the State finds it necessary, the State may call for revised Draft Bid submittals, or portions thereof.

Per Section 3.2.1, *Confidential Discussions Following Draft Bids*, after the State's review of Draft Bids, the Bidders will be invited to participate in Confidential Discussions with the State. The Bidders will be notified in writing of the content for the discussion as well as the date and time.

Inclusion of cost or pricing figures or statements in the Draft Bid may cause the Bidder to be disqualified from the procurement.

#### 4.1.3 Errors in the Final Bid

An error in the Final Bid may cause the rejection of that Bid; however, the State may at its sole option retain the Bid and make certain corrections. In determining if a correction will be made the State will consider the conformance of the Bid to the format and content required by this IFB C4CVD18, and any unusual complexity of the format and content required by this IFB C4CVD18.

The Bidders are cautioned not to rely on the State's review of the Bids to discover and report defects and errors in the submitted documents. The State makes no warranty that all such errors will be identified during the review.

1. If the Bidder's intent is clearly established based on review of the complete Final Bid submittal, the State may at its sole option correct an error based on that established intent.
2. If the State discovers obvious clerical or arithmetic errors, the State may, at its sole option, correct such errors. If the mathematical correction results in significant changes to the Bidder's response, the State will provide the Bidder the opportunity through the process identified in Section 4.1.1, Evaluation Questions~~Evaluation Questions~~ to validate the resulting correction.
3. It is absolutely essential that the Bidders carefully review the cost elements in their Final Bid, since they will not have the option to correct errors after the time for submittal of the Final Bids.
4. The State may request clarification of items in the Bidder's response if the meaning is not clear to the State, utilizing the process identified in Section 4.1.1, Evaluation Questions~~Evaluation Questions~~. Responses to requests for clarification must be confirmed in writing by the Bidder as instructed by the State's Procurement Official at the time of the request.
5. In the event an ambiguity or discrepancy between any of the State's solicitation documents is detected after the opening of Bids, the State reserves the right to seek clarification and acceptance from the Bidder. Refer to Section 2.4.4, IFB C4CVD18 Documents, regarding immediate notification to the State contact when ambiguities, discrepancies, omissions, etcetera are discovered.



6. At the State's sole discretion, it may declare all Final Bids of a Subcategory to be Draft Bids in the event that the State determines that Final Bids from all Bidders contain material deviations. The Bidders may not protest the State's determination of all Final Bids being declared Draft Bids. If all Bids are declared to be Draft Bids, the State may issue an addendum to this IFB C4CVD18. Should this occur, confidential discussions may be held with the Bidders who are interested in continuing to be considered. Each Bidder will be notified of the due date for the submission of a new Final Bid to the State. This submission must conform to the Requirements of the original IFB C4CVD18 as modified by any addenda. The new Final Bids will be evaluated as required by Section 4.2, *Evaluation of Final Bids*.

## 4.2 EVALUATION OF FINAL BIDS

Final Bids must be complete in all respects as required by Section 3.3, *Final Bids*. A Final Bid may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities of any kind. A Final Bid will be rejected if any such defect or irregularity constitutes a material deviation from the Requirements as defined in Section 2.4.2, *Identification and Classification of Requirements*.

The State shall check each Bid in detail to determine its compliance with the Requirements. The State reserves the right to use multiple means to validate and determine the Bidder's response to a Requirement. This may be through details in its description and/or supporting documentation provided or material that is publicly available, that may either support or contradict the Bidder's claim of intended compliance. If a Bid fails to meet a Requirement, the State will determine if the deviation is material. A material deviation of a Requirement in the Final Bid will cause rejection of the entire Bid. The State may reject any or all Bids and may waive any immaterial deviation or defect in a Bid. The State's waiver of any immaterial deviation or defect shall in no way modify the IFB C4CVD18 documents or excuse the Bidder from full compliance with the IFB C4CVD18 specifications if awarded the Contract.

### 4.2.1 Receipt and Validation of Documentation

All Final Bids received by the time and date specified in Section 2.2, *Key Action Dates*, will be opened and evaluated, except in such case a Final Bid is received from a Bidder which did not submit the Mandatory Draft Bid. If a Final Bid is received from a Bidder which did not submit the Mandatory Draft Bid, the Bid will not be opened and the Bidder will be notified in writing by the Procurement Official and arrangements will be made to return or destroy the Final Bid. No Final Bids will be accepted after the specified time and date.

Final Bids will be checked for the presence of the required documentation in conformance with the Requirements. Absence of required documentation may deem the Bid nonresponsive and cause the Bid to be rejected.

#### **4.2.2 Evaluation of Required Information (Pass/Fail)**

The State will evaluate all mandatory Requirements submitted in the Bidder's administrative, business and technical Bid sections as follows.

##### **4.2.2.1 Administrative Requirements Evaluation (Pass/Fail)**

The State will evaluate the Bidder's submitted Cover Letter, Exhibit 3, *Response to Administrative Requirements*, Exhibit 4, *STD 213 Standard Agreement – Telecommunications*, and all other applicable Exhibits, to determine whether the Bid contains valid responses to all of the Requirements set forth in Section 2.3, *Administrative Requirements*. A valid response must be provided for all Requirements. If a Bid lacks a valid response to any Requirement, it may be considered a material deviation and may be rejected.

Bids passing the administrative Requirements evaluation will proceed to the SOW Business Requirements evaluation.

##### **4.2.2.2 SOW Business Requirements Evaluation (Pass/Fail)**

In accordance with the specific instructions in Section 3.3.2.1, *SOW Mandatory Business Requirements*, the State will evaluate the Bidder's response to the SOW Business Requirements as follows.

1. SOW Business Requirements that apply to both Subcategory 19.1 and 19.2:

The Bidder must mark a "Yes" response to: "Bidder understands the Requirement and shall meet it or exceed it? Yes \_\_\_ No \_\_\_". If a Bidder marks "No" to a Mandatory Requirement (or provides conditional language), it WILL be considered a material deviation and disqualify the Bidder from Contract Award.

2. SOW Business Requirements that apply to Subcategory 19.1 only:

- a. If the Bidder is not bidding Subcategory 19.1, a valid response would be marking "N/A".
- b. If the Bidder is bidding Subcategory 19.1, a valid response would be marking "Yes".
- c. If a Bidder marks "No" to a Mandatory Requirement (or provides conditional language), it WILL be considered a material deviation and disqualify the Bidder from Contract Award.

3. SOW Business Requirements for Bidder's responding to Subcategory 19.2:

The Bidder must mark a "Yes" response to: "Bidder understands the Requirement and shall meet it or exceed it? Yes \_\_\_ No \_\_\_". If a Bidder marks "No" to a Mandatory Requirement (or provides conditional language), it WILL be considered a material deviation and disqualify the Bidder from Contract Award. Bids passing

the pass/fail SOW Business Requirements evaluation will proceed to the SOW Technical Requirements evaluation.

#### **4.2.2.3 SOW Technical Requirements Evaluation (Pass/Fail)**

The State will evaluate the Bidder's response to the SOW Technical Requirements for each Subcategory, to determine whether the Bid contains valid responses to all of the Mandatory SOW Technical Requirements in accordance with the specific instructions in Section 3.3.2.1, *SOW Mandatory Technical Requirements*. The Bidder must mark a "Yes" or "Y" response to all mandatory Requirements. If a Bidder marks "No" or "N" to a Mandatory Requirement (or provides conditional language), it WILL be considered a material deviation and disqualify the Bidder from Contract Award.

Failure to respond to a Mandatory (M) SOW Technical Requirement may be considered a Material Deviation and disqualify the Bidder from possible Contract Award.

Bids passing the pass/fail SOW Technical Requirements evaluation will proceed to the Unsolicited SOW Technical Requirements evaluation.

#### **4.2.3 Unsolicited Items Technical Evaluation**

All Bidders who offer Unsolicited items shall have those items reviewed by the State to determine if they are in scope with their associated SOW Mandatory Requirements in accordance with the specific instructions in Section 3.3.2.3, *Unsolicited Offerings*. Any offered Unsolicited individual item deemed by the State to be in conflict with SOW Mandatory Requirements, out of scope, insufficiently described, or otherwise not in the best interests of the State shall be disqualified from the offering. Offered Unsolicited items that are dependent upon a different disqualified individual Unsolicited offering shall also be disqualified. Unsolicited items may be rejected by the State up to 120 calendar days after award. See Section 5.1, *Removal of Unsolicited Items*.

Disqualification of Unsolicited offerings, or the failure of a Bidder to offer any Unsolicited items, shall not jeopardize the Bidder's Subcategory Bid except to the degree that it affects the Bidder's evaluated Unsolicited cost points per Section 4.2.5.5, *Scoring of Unsolicited Item Costs*; unless the Bidder has stated that the disqualified Unsolicited item is required in order for a Mandatory item to be functional, in which case the disqualification of the Unsolicited item could create a failure of the Mandatory item. The determination of acceptance or disqualification of individual Unsolicited items shall be the sole right of the State, shall not need justification, and is not subject to protest by any Bidder. The technical evaluation of Unsolicited items shall not be scored for non-cost points.



#### 4.2.4 Scoring of SOW Business and Technical Requirements

Those Bidders that have passed the evaluation of all required information of IFB C4CVD18 as described in Section 4.2.2, *Evaluation of Required Information*, will have their responses to the SOW's Business and Technical Requirements scored as described below.

##### 4.2.4.1 Mandatory (pass/fail) SOW Business and Technical Requirements

All Bidders in compliance with all Mandatory SOW Business and Technical Requirements of the SOW per Section 4.2.2.2, *SOW Business Requirements Evaluation (Pass/Fail)* (includes Supplemental Business Requirements 19.2) and Section 4.2.2.3, *SOW Technical Requirements Evaluation (Pass/Fail)*, shall receive 4,7504,000 earned points for Subcategory 19.1 and 2,0004,000 earned points for Subcategory 19.2. Any Bidder who is compliant with the SOW Business Requirements but not compliant with the SOW Technical Requirements will not receive points and will be disqualified from the procurement for that Subcategory. Any Bidder who is not compliant with the SOW Business Requirements will be disqualified from Contract award.

##### 4.2.4.2 Mandatory Scorable (M-S) SOW Technical Requirements

All Bidders in compliance with all of the Mandatory Scorable (M-S) Requirements of the SOW Technical Requirements may earn a maximum of 4,0002,000 points for Subcategories 19.1 and 19.2.

The Bidders are given the opportunity to commit to a stated minimum level of performance for those Mandatory items that will be scored, indicated as either "Premier", "Standard" or "Basic". The percentage of the potential (M-S) score that shall be earned for each (M-S) item shall be based on the level of performance the Bidder commits to, as follows:

**Table 5 – Value of M-S Commitment Levels for Subcategory 19.1**

Commitment Level	Value
Basic	0% of the potential (M-S) score
Standard	50% of the potential (M-S) score
Premier	100% of the potential (M-S) score

**Table 6 – Value of M-S Commitment Levels for Subcategory 19.2**

Commitment Level	Value
Basic	25% of the potential (M-S) score



Standard	75% of the potential (M-S) score
Premier	100% of the potential (M-S) score

The potential earned points of each Subcategory's (M-S) items are depicted in Tables 7 and 8.

**Table 7: Maximum M-S points for Subcategory 19.1**

Subcategory 19.1 Cellular Business Services		
SOW Section Number	Scorable Item	Maximum Points
19.1.2.2.5	<b>Video Streaming</b> (200/400)	
	Voice, Text and Data Service Plans	400/200
	Data Only Service Plans	400/200
19.1.2.2.6	<b>Tethering</b> (500/1,000)	
	Voice, Text and Data Service Plans	250/500
	Data Only Service Plans	250/500
19.1.3.6	<b>Equipment Financing</b> (300/600)	
	12 Months	150/300
	24 Months	150/300
	<b>Total</b>	<b>4,000/2,000</b>

**Table 8: Maximum M-S points for Subcategory 19.2**

Subcategory 19.2 First Responder Cellular Services		
SOW Section Number	Scorable Item	Maximum Points
19.2.2.10.a	<b>Broadband Service Availability</b> 200/(400)	
	Committed Availability	400/200
	Reporting Metric	400/200
19.2.2.15	<b>Network Throughput Guaranteed Speeds</b> 325/(650)	
	Guaranteed Network Throughput	325/650
19.2.2.17	<b>Network Performance Confidence Level</b> 200/(400)	
	Confidence Level	400/200
	Receive Level	400/200
19.2.3.2.5	<b>Video Streaming Quality</b> 25/(50)	
	Voice, Text and Data Service Plans	13/26
	Data Only Service Plans	12/24
19.2.3.2.6	<b>Tethering Throughput</b> 25/(50)	
	Voice, Text and Data Service Plans	13/26
	Data Only Service Plans	12/24

Subcategory 19.2 First Responder Cellular Services		
SOW Section Number	Scorable Item	Maximum Points
19.2.5.6	Equipment Financing <u>25(25)</u>	
	12 Months	<u>1326</u>
	24 Months	<u>1224</u>
19.2.8.5.1	Contractor Network Outage Notification During SOC/EOC Activation <u>50(100)</u>	
	Notification	<u>50100</u>
19.2.8.5.2	Contractor Statewide Network Outage Notification <u>50(100)</u>	
	Notification	<u>50100</u>
19.2.8.5.3	Contractor Maintenance Caused Outage Notification <u>50(100)</u>	
	Notification	<u>50100</u>
19.2.8.5.4	Contractor Cellular Site Failure <u>50(100)</u>	
	Restoral	<u>50100</u>
	<b>Total</b>	<b><u>1,000,2,000</u></b>

**4.2.4.3 Earned DVBE Incentive Points**

The percentage of confirmed and qualified DVBE participation shall generate a percentage of the total available cost and non-cost points for each Bidder. Since there are 10,000 total potential points, the percentages depicted in Section 2.3.11, *DVBE Program and Incentive*, Table 2, *DVBE Incentive Scale*, result in the Bidder earning the DVBE Incentive points according to the Table 9 below.

**Table 9: DVBE Incentive Percentages and Points**

Confirmed DVBE participation	DVBE Incentive	Points Earned
5% or more	2.00%	200
4% up to 4.99%	1.75%	175
3% up to 3.99%	1.50%	150
2% up to 2.99%	1.25%	125
1% up to 1.99%	1.00%	100
Less than 1%	0.00%	0

Application of the incentive shall not displace an award to a Small Business with a Non-Small Business.

An example of DVBE incentive point allocation among four (4) Bidders is provided below for illustrative purposes only:



**Table 10: Example of Earned DVBE Points<sup>7</sup> for Subcategory 19.1 and 19.2**

Bidder	Confirmed level of DVBE participation	Percent of total non-cost points the Bidder additionally qualifies for	times	Total possible points	equals	Earned DVBE incentive points
A	0.0%	0.00%	x	10,000	=	0
B	4.2%	1.75%	x	10,000	=	175
C	1.3%	1.00%	x	10,000	=	100
D	0.0%	0.00%	x	10,000	=	0

**4.2.4.4 Total Non-Cost Points**

Within each Subcategory, each compliant Bidder's total awarded non-cost points will be computed by :

- 1) Generating the Bidder's sum total of earned non-cost points by adding together:
  - a. The points earned for Mandatory pass/fail compliance (Subcategory 19.1 - 1,7504,000 points or Subcategory 19.2 - 2,0004,000 points)
  - b. The points earned from the scoring of (M-S) Technical Requirements (Subcategories 19.1 and 19.2 - 1,0002,000 points)
  - c. The earned DVBE Incentive points
- 2) The Bidder with the highest sum total of earned points will be awarded non-cost points (Subcategory 19.1 - 2,7506,000 points or Subcategory 19.2 - 3,0006,000). Every other compliant Bidder will be awarded a portion of the (Subcategory 19.1 - 2,7506,000 points or Subcategory 19.2 - 3,0006,000) non-cost points relative to its sum total of earned non-cost points compared to the highest sum total of earned non-cost points of all Bidders, using the following formula:

The Bidder's sum total of non-cost earned points **divided** by the highest bidder's sum total of non-cost earned points multiplied by the total Subcategory non-cost points possible (Subcategory 19.1 - 2,7506,000 points or Subcategory 19.2 - 3,0006,000 points) **equals** the Bidder's total awarded non-cost points.

The following example is offered for illustrative purposes only:

<sup>7</sup> All calculated numbers in the examples provided throughout Section 4.2, *Evaluation of Final Bids*, are shown as rounded only for illustrative clarity.

1. Generating the Bidder's sum total of earned non-cost points for Subcategory 19.1:

Table 11: Example of step 1 of determining the total earned non-cost points for Subcategory 19.1

Bidder	Mandatory and (M-S) pass/fail points	plus	Scored (M-S) points	plus	DVBE Incentive points	equals	Total earned non-cost points
A	<u>1,7504,000</u>	+	1000	+	0	=	<u>2,7505,000.00</u>
B	<u>1,7504,000</u>	+	850	+	175	=	<u>2,7755,025.00</u>
C	<u>1,7504,000</u>	+	<u>775750</u>	+	100	=	<u>2,6254,850.00</u>
D	<u>1,7504,000</u>	+	<u>900950</u>	+	0	=	<u>2,6504,950.00</u>

2. Determination of total awarded non-cost points:

Table 3: Example of step 2 of determining the total awarded non-cost points for Subcategory 19.1

Bidder	Bidder's total earned non-cost points	Ratio of the Bidder's earned points to the highest earned points	equal s	Percent earned	time s	Total possible non-cost points	equal s	Total Awarded non-cost points
A	<u>2,7505,000.00</u>	$\frac{2,7505,000.00}{2,7755,025.00}$	=	<u>99.09%95.50%</u>	x	<u>2,7506,000</u>	=	<u>2,725.235,970.15</u>
B	<u>2,7755,025.00</u>	$\frac{2,7755,025.00}{2,775}$	=	100.00%	x	<u>2,7506,000</u>	=	<u>2,7506,000</u>
C	<u>2,6254,850.00</u>	$\frac{2,6254,850.00}{2,775}$	=	<u>94.59%96.52%</u>	x	<u>2,7506,000</u>	=	<u>2,601.355,791.04</u>
D	<u>2,6504,950.00</u>	$\frac{2,6504,950.00}{2,775}$	=	<u>95.50%98.51%</u>	x	<u>2,7506,000</u>	=	<u>2,626.135,910.45</u>



1. *Generating the Bidder's sum total of earned non-cost points for Subcategory 19.2:*

**Table 13: Example of step 1 of determining the total earned non-cost points for Subcategory 19.2**

Bidder	Mandatory and (M-S) pass/fail points	plus	Scored (M-S) points	plus	DVBE Incentive points	equals	Total earned non-cost points
A	<u>2,0004,000</u>	+	<u>1,000756.50</u>	+	0	=	<u>3,0004,756.50</u>
B	<u>2,0004,000</u>	+	<u>9001,350.50</u>	+	175	=	<u>3,0755,525.50</u>
C	<u>2,0004,000</u>	+	<u>8751,257</u>	+	100	=	<u>2,9755,357</u>
D	<u>2,0004,000</u>	+	<u>794750</u>	+	0	=	<u>2,7945,910.45</u>

2. *Determination of total awarded non-cost points:*

**Table 14: Example of step 2 of determining the total awarded non-cost points for Subcategory 19.2**

Bidder	Bidder's total earned points	Ratio of the Bidder's earned points to the highest earned points	equals	Percent earned	times	Total possible non-cost points	equals	Total Awarded non-cost points
A	<u>3,0004,756.50</u>	<u>3,0004,756.50</u> <u>3,0755,525.50</u>	=	<u>97.56%86.08%</u>	x	<u>3,0006,000</u>	=	<u>2,926.835,164.96</u>
B	<u>3,0755,525.50</u>	<u>3,0755,525.50</u> <u>3,0755,525.50</u>	=	100.00%	x	<u>3,0006,000</u>	=	<u>3,0006,000</u>
C	<u>2,9755,357</u>	<u>2,9755,357</u> <u>3,0755,525.50</u>	=	<u>96.75%96.95%</u>	x	<u>3,0006,000</u>	=	<u>2,902.445,817.03</u>
D	<u>2,7944,750</u>	<u>2,7947,750</u> <u>3,0755,525.50</u>	=	<u>90.86%85.97%</u>	x	<u>3,0006,000</u>	=	<u>2,725.855,157.90</u>

**4.2.5 Cost Evaluation**

After the non-cost Sections of the Final Bids have been evaluated (Section 4.2.1 – 4.2.4), the evaluation team will open the sealed cost (Bidder's response to Volume 3) for those Bidders whose Final Bids have been deemed responsive (without material deviations). If a Bidder was determined to be non-responsive during the evaluation of the administrative, business, and/or technical requirements, the cost will remain unopened for that Bidder.

NOTE: If a Bidder's cost fails to meet the requirement to be submitted under separate, sealed cover, the State may deem the Bidder non-responsive and may discontinue evaluation of the proposal.

The State will review the Bidders' Volume 3 to ensure the following documents are submitted:

1. Cost Worksheets
2. Cost Supporting Literature (only required if offering Unsolicited priced items)
3. Catalog A (with Costs) per Section 3.3.2.7, *Catalog A (with Costs – Final Bids Only)*

Failure to provide the completed State issued Cost Worksheets and/or Catalog A (with Costs) will be considered a material deviation and will disqualify the Bidder for Contract Award.

#### **4.2.5.1 Cost Worksheet Evaluation**

The evaluation of costs shall be based on the instructions contained in the cost sheets and in accordance with Section 3.3.2.6, *Cost Worksheet Information*.

The Cost Worksheets will be checked for completion, mathematical accuracy, and free from deviations. If appropriate, errors will be corrected in accordance with Section 4.1.3, Errors in the Final Bid.

The Bidder's grand total for one (1) year's costs (Total Evaluated Annual Cost) shall be confirmed for each Subcategory Bid. The total annual cost of each Bidder will be multiplied by eight (8), representing the total potential number of years of each Contract.

#### **4.2.5.2 Catalog A (with Cost) Evaluation**

The Bidders' Catalog A (with Costs) will be checked for completion, accuracy, and free from deviations. The State will review the costs contained in the Catalog A for each line item to confirm they are identical to the corresponding line item in the Cost Worksheet. Additionally, the State will review the Bidder's Catalog A for compliance as stated in Section 3.3.2.7, *Catalog A (with Costs) – Final Bids Only*. If any information provided by the Bidder in response to a Mandatory item in Catalog A conflicts with IFB C4CVD18's associated SOW Mandatory Requirement(s), the Catalog A submitted information will be determined by the State to be a material deviation and will cause the Bid to be rejected.

The evaluation of the Catalog A (with Costs) may result in elimination of the Bidders for material deviations or may result in the elimination of offered Unsolicited items that are deemed not to be in the State's interest from a program or cost perspective as determined solely by the State.

#### **4.2.5.3 Adjustment of Costs for TACPA**

The State will verify Target Area Contract Preference Act (TACPA) preference and apply the TACPA Preference accordingly. The TACPA preference does not apply when the worksite is fixed by the terms of the Contract.



**4.2.5.4 Scoring of Costs of Mandatory Requirements**

For Subcategories 19.1 and 19.2: The Bidder with the lowest total eight-year cost for all Mandatory items, adjusted as appropriate for TACPA preferences, will receive 6,0003,000 earned points. All other compliant Bidders in each Subcategory will receive a portion of the 6,0003,000 earned points relative to the percentage that its cost, adjusted as appropriate for TACPA preferences, is compared to the lowest cost, using the following formula:

$$\text{The lowest adjusted Mandatory cost of all Bidders} \div \text{the Bidder's adjusted Mandatory costs} \times \text{6,0003,000 points} = \text{the Bidder's earned points for Mandatory costs}$$

The following cost evaluation example is offered for illustrative purposes only:

**Table 15: Example of Cost Scoring**

Bidder	Bidder's total adjusted Mandatory cost	Ratio of the lowest Mandatory cost to the Bidder's cost	equals	Percent earned	times	Total possible Mandatory cost points	equals	Earned Mandatory cost points
A	\$46,950,000	$\frac{\$38,000,000}{\$46,950,000}$	=	80.94%	x	<u>6,0003,000</u>	=	$4,856.23$ <u>2,428.12</u>
B	\$40,000,000	$\frac{\$38,000,000}{\$40,000,000}$	=	95.00%	x	<u>6,0003,000</u>	=	$5,7002.8$ <u>50</u>
C	\$38,000,000	$\frac{\$38,000,000}{\$38,000,000}$	=	100.00%	x	<u>6,0003,000</u>	=	$6,0003.0$ <u>00</u>
D	\$56,000,000	$\frac{\$38,000,000}{\$56,000,000}$	=	67.86%	x	<u>6,0003,000</u>	=	$4,071.43$ <u>2,035.71</u>

**4.2.5.5 Scoring of Unsolicited Item Costs**

For Subcategory 19.1, the total possible score available for Unsolicited items is 250 points and for Subcategory 19.2, the total possible score available for Unsolicited items is 500 points. Bids will be scored based upon their cumulative discount from their published catalog prices for those offered Unsolicited items acceptable to the State compared to the cumulative discount relative to other Bids. In offering their Unsolicited items, the Bidders shall use the cost response format contained in IFB C4CVD18's Cost Worksheets for every Unsolicited item offered by the Bidder per the instructions for Unsolicited items in IFB C4CVD18 Section 3.3.2.6, *Cost Worksheet Information*, under "UNSOLICITED ITEMS". The State will not include in its cost evaluation of Unsolicited items those offered Unsolicited items that were disqualified by the State during the process described in IFB C4CVD18 Section 4.2.3, *Unsolicited Items Technical Evaluation*.

Cost evaluation of Unsolicited items offered by the Bidder will be as follows:

1. Each item offered by the Bidder and accepted by the State for evaluation scoring must be found in a catalog that includes a name or description equivalent to that offered by the Bidder in its CALNET C4CVD18 offer.
2. The catalog price of each offered Unsolicited item used for evaluation purposes shall be the sum of the published catalog sub-cost quantities and elements:<sup>8</sup> For cost evaluation purposes, a quantity of unsolicited items will be calculated per year as follows:
  - a. One (1) one-time costs (e.g., installation cost)
  - b. Twelve (12) monthly recurring charges
3. Any sub-cost elements of any offered Unsolicited item that are not priced in the Bidder's published catalog, or that cannot be found by the State in the catalog, shall be assumed to have a zero-catalog price (\$0.00) for that sub-cost element. If a discrepancy is found between a catalog price entered in the Cost Worksheet by the Bidder compared to the price shown in the Bidder's catalog, the price published in the catalog shall be used to represent the worksheets' catalog price, and the State may correct the catalog price entered by the Bidder.
4. The total price per individual Unsolicited item offered for CALNET C4CVD18 shall not exceed the total catalog price of that item using the above catalog sub-cost quantities and elements (2.a and 2.b above). However, in Cost Tables 19.1.2.2.7.a, b and c and Cost Tables 19.2.3.2.7.a, b and c use the above sub-cost quantities and elements 2.a only.
5. Offered Unsolicited items that exceed their published catalog price or that are, in the sole opinion of the State, to be above the market price for similar products or services, or would impose unacceptable direct, indirect or hidden program costs to the State or to the Customers or are otherwise not in the interests of the State or Customers, may be eliminated from further consideration for evaluation or award.
6. Unsolicited items offered with a CALNET C4CVD18 total price of zero dollars (\$0.00), will be accepted regardless whether or not the item is offered in the Bidder's published catalog, if the item has not been eliminated in the technical review of Unsolicited items as described in Section 4.2.3, *Unsolicited Items Technical Evaluation*.
7. Unsolicited items offered with a CALNET C4CVD18 total price of zero dollars (\$0.00) that are not offered in the Bidder's published catalog, or are offered in the catalog at no cost, shall not be included within the calculation of average percentage discount.
8. The sum-total of the Bidder's Model total extended costs of all offered and accepted CALNET C4CVD18 Unsolicited items per Subcategory shall be

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<sup>8</sup> As defined in Section 3.3.2.6, *Cost Worksheet Information*.



compared against the sum-total of the Bidder's Model total extended catalog prices of all offered and accepted Unsolicited items per Subcategory to generate the overall percentage discount from the Bidder's catalog price, using the following formula:

$$\frac{(\text{The Bidder's total catalog price} - \text{the Bidder's total offered CALNET C4CVD18 price})}{\text{the Bidders total catalog price}} = \text{the Bidder's overall percentage discount.}$$

9. The Bidder's overall discount off of the total catalog price of all offered Unsolicited items for each Subcategory Bid must be at least twenty-five percent (25%) in order for the Bidder to be considered compliant for the purpose of Unsolicited point evaluation of that Subcategory. The Bidders who do not achieve an overall discount of at least twenty-five percent (25%) shall receive no Unsolicited item earned points, and will not be included within the comparison of the Bidders described in step 11, below.
10. Within each Subcategory, the compliant Bidder that achieves the highest overall percentage discount shall receive the maximum available earned points for Unsolicited items: 250 points for Subcategory 19.1 and 500 points for Subcategory 19.2. Every other compliant Bidder will earn a portion of the earned points relative to its overall percentage discount compared to the highest overall discount of all Bidders, using the following formula:

$$\frac{(\text{The Bidder's overall percentage discount}}{\text{the highest overall discount of all Bidders}}) \times 250 \text{ points for 19.1 [500 points for 19.2]} = \text{The Bidder's earned Unsolicited item points.}$$

11. The following example of earned Unsolicited item percentage discount is offered for illustrative purposes only:

**Table 16: Example of scoring Unsolicited item discounts for Subcategory 19.1**

<i>Bidder</i>	<i>Bidder's sum total percentage discount</i>	<i>Ratio of the Bidder's % to the highest %</i>	<i>equals</i>	<i>Percent earned</i>	<i>times</i>	<i>Total possible Unsolicited cost points</i>	<i>equals</i>	<i>Earned Unsolicited cost points</i>
A	15%	n/a*	=	0.00%	x	250	=	0
B	26%	$\frac{26\%}{40\%}$	=	65.00%	x	250	=	162.5
C	33%	$\frac{33\%}{40\%}$	=	82.50%	x	250	=	206.25
D	40%	$\frac{40\%}{40\%}$	=	100.00%	x	250	=	250.00

*\*Because Bidder A's sum total percentage discount is below twenty-five (25%), Bidder A is not qualified to receive any earned Unsolicited cost points.*

**Table 17: Example of scoring Unsolicited item discounts for Subcategory 19.2**

Bidder	Bidder's sum total percentage discount	Ratio of the Bidder's % to the highest %	equals	Percent earned	times	Total possible Unsolicited cost points	equals	Earned Unsolicited cost points
A	15%	n/a*	=	0.00%	x	500	=	0
B	26%	$\frac{26\%}{40\%}$	=	65.00%	x	500	=	325
C	33%	$\frac{33\%}{40\%}$	=	82.50%	x	500	=	412.5
D	40%	$\frac{40\%}{40\%}$	=	100.00%	x	500	=	500

*\*Because Bidder A's sum total percentage discount is below twenty-five (25%), Bidder A is not qualified to receive any earned Unsolicited cost points.*

#### 4.2.5.6 Scoring of Equipment Discounts

The total possible score available for each Bidder's Equipment Discount is ~~4,000~~750 points for Subcategory 19.1 and 500 points for Subcategory 19.2. Bids will be scored based upon their Cumulative Weighted Equipment Discount from the manufacturer's list prices compared to the Cumulative Weighted Equipment Discount offered by the other Bidders. In offering their Equipment Discounts, the Bidders shall provide responses in the form of Percentage Discount off Manufacturer's List Prices in IFB C4CVD18's Cost Worksheets, Cost Tables 19.1.4 and 19.2.5 per the instructions for Equipment in IFB C4CVD18 Section 3.3.2.6.2, *Equipment Discount Percentage - Mandatory*.

Evaluation of Equipment Discounts offered by the Bidder will be as follows:

1. The Bidder's Cumulative Weighted Equipment Discounts are calculated on Cost Worksheets Table 19.1.4 and 19.2.5.
2. The Equipment Discount offered for CALNET C4CVD18 shall not be less than 0.0%.
3. The Bidder that offers the highest average Equipment Discount shall receive the maximum available earned points. Every other compliant Bidder will earn a portion of the maximum points relative to its Cumulative Weighted Equipment Discount when compared to the highest Cumulative Weighted Equipment Discount:



The Bidder's Cumulative Weighted Equipment Discount ÷ by the highest Cumulative Weighted Equipment Discount of all Bidders x the maximum points available = the Bidder's earned Equipment Discount item points.

- The following example of earned Equipment Discount cost points are offered for illustrative purposes only:

**Table 18: Example of scoring Equipment Discounts for Subcategory 19.1**

Bidder	Bidder's Cumulative Weighted percentage discount	Ratio of the Bidder's % to the highest %	equals	Percent earned	times	Total possible Equipment cost points	equals	Earned Equipment cost points
A	8.2%	$\frac{8.2\%}{13.3\%}$	=	61.65%	x	<u>1,000,750</u>	=	<u>616.54462.41</u>
B	6.4%	$\frac{6.4\%}{13.3\%}$	=	48.12%	x	<u>1,000,750</u>	=	<u>481.20360.90</u>
C	13.3%	$\frac{13.3\%}{13.3\%}$	=	100.00%	x	<u>1,000,750</u>	=	<u>1,000,750</u>
D	2.0%	$\frac{2.0\%}{13.3\%}$	=	15.04%	x	<u>1,000,750</u>	=	<u>150.38112.78</u>

**Table 19: Example of scoring Equipment Discounts for Subcategory 19.2**

Bidder	Bidder's Average percentage discount	Ratio of the Bidder's % to the highest %	equals	Percent earned	times	Total possible Equipment cost points	equals	Earned Equipment cost points
A	8.2%	$\frac{8.2\%}{13.3\%}$	=	61.65%	x	500	=	308.27
B	6.4%	$\frac{6.4\%}{13.3\%}$	=	48.12%	x	500	=	240.6
C	13.3%	$\frac{13.3\%}{13.3\%}$	=	100.00%	x	500	=	500
D	2.0%	$\frac{2.0\%}{13.3\%}$	=	15.04%	x	500	=	75.19

#### 4.2.5.7 Total Cost Points

Within each Subcategory, each compliant Bidder's final total awarded cost points will be computed by:

- Generating the Bidder's sum total of earned cost points by adding together:



- a. The total cost points earned for Mandatory items, adjusted for TACPA preferences;
  - b. The total cost points earned for Unsolicited items (up to 250 points for Subcategory 19.1 and up to 500 points for Subcategory 19.2); and,
  - c. The total cost points earned for Equipment Discounts (up to 4,000,750 points for Subcategory 19.1 and up to 500 points for Subcategory 19.2).
2. In Subcategory 19.1: The Bidder with the highest sum total of earned cost points will be awarded 7,2504,000 final cost points. Every other compliant Bidder will be awarded a portion of the 7,2504,000 points relative to its sum total of earned cost points compared to the highest sum total of earned cost points of all Bidders, using the following formula:

The Bidder's sum total of cost earned points ÷ the highest sum total of cost earned points of all Bidders x 7,2504,000 points = the Bidder's final awarded total cost points.

3. In Subcategory 19.2: The Bidder with the highest sum total of earned cost points will be awarded 7,0004,000 final cost points. Every other compliant Bidder will be awarded a portion of the 7,0004,000 points relative to its sum total of earned cost points compared to the highest sum total of earned cost points of all Bidders, using the following formula:

The Bidder's sum total of cost earned points ÷ the highest sum total of cost earned points of all Bidders x 7,2504,000 points for Subcategory 19.1 [7,0004,000 points for Subcategory 19.2] = the Bidder's final awarded total cost points.

Continuing to use the example of the same four (4) Bidders, the following is offered for illustrative purposes only:

1) *Generating the Bidder's sum total of earned cost points*

**Table 20: Example of step 1 of determining total cost points for Subcategory 19.1**

Bidder	<i>Earned Mandatory cost points, adjusted</i>	<i>plus</i>	<i>Earned Unsolicited cost points</i>	<i>plus</i>	<i>Earned Equipment cost points</i>	<i>equals</i>	<i>Total earned cost points</i>
A	<u>4,856.232,428.12</u>	+	0	+	<u>616.54462.41</u>	=	<u>5,472.772,890.52</u>
B	<u>5,7002,850</u>	+	162.5	+	<u>481.2360.90</u>	=	<u>6,343.703,373.40</u>
C	<u>6,0003,000</u>	+	206.25	+	<u>4,000750</u>	=	<u>7,206.253,956.25</u>
D	<u>4,071.432,035.71</u>	+	250	+	<u>150.38112.78</u>	=	<u>4,471.802,938.50</u>

2) Determination of total awarded final cost points:

Table 21: Example of step 2 of determining total cost points for Subcategory 19.1

Bidder	Bidder's total earned cost points	Ratio of the Bidder's earned cost points to the highest earned points	equals	Percent earned	times	Total possible cost points	equals	Awarded Total cost points
A	<u>5,472.772</u> <u>890.52</u>	<u>5,472.772</u> <u>890.52</u> <u>7,206.253</u> <u>956.25</u>	=	<u>75.94%</u> <u>73.06%</u>	x	<u>7,2504,000</u>	=	<u>5,5062,922</u> <u>.49</u>
B	<u>6,343.703</u> <u>373.40</u>	<u>6,343.703</u> <u>373.40</u> <u>7,206.253</u> <u>956.25</u>	=	<u>88.03%</u> <u>85.27%</u>	x	<u>7,2504,000</u>	=	<u>6,383.223</u> <u>410.71</u>
C	<u>7,206.253</u> <u>956.25</u>	<u>7,206.253</u> <u>956.25</u> <u>7,206.253</u> <u>956.25</u>	=	100.00%	x	<u>7,2504,000</u>	=	<u>7,2504,000</u>
D	<u>4,471.802</u> <u>398.50</u>	<u>4,471.802</u> <u>398.50</u> <u>7,206.253</u> <u>956.25</u>	=	<u>62.05%</u> <u>60.63%</u>	x	<u>7,2504,000</u>	=	<u>4,498.942</u> <u>425.02</u>

For Subcategory 19.2, the following is offered for illustrative purposes only:

1) Generating the Bidder's sum total of earned cost points

Table 22: Example of step 1 of determining total cost points for Subcategory 19.2

Bidder	Earned Mandatory cost points, adjusted	plus	Earned Unsolicited cost points	plus	Earned Equipment cost points	equals	Total earned cost points
A	<u>4,856.232</u> <u>428.12</u>	+	0	+	308.27	=	<u>5,164.502</u> <u>736.39</u>
B	<u>5,7002,850</u>	+	325	+	240.60	=	<u>6,265.603</u> <u>415.60</u>
C	<u>6,0003,000</u>	+	412.50	+	500	=	<u>6,912.503</u> <u>912.90</u>
D	<u>4,071.432</u> <u>035.71</u>	+	500	+	75.19	=	<u>4,646.622</u> <u>610.90</u>



2) Determination of total awarded final cost points:

Table 23: Example of step 2 of determining total cost points for Subcategory 19.2

Bidder	Bidder's total earned cost points	Ratio of the Bidder's earned cost points to the highest earned points	equals	Percent earned	times	Total possible cost points	equals	Awarded Total cost points
A	$\frac{5,164.502}{736.99}$	$\frac{5,164.502}{6,912.503}$ $\frac{736.39}{912.50}$	=	$\frac{74.71\%69}{94\%}$	x	7,0004,000	=	$\frac{5,229.872}{797.58}$
B	$\frac{6,265.603}{415.60}$	$\frac{6,265.603}{6,912.503}$ $\frac{415.60}{912.50}$	=	$\frac{90.66\%87}{30\%}$	x	7,0004,000	=	$\frac{6,344.913}{491.99}$
C	$\frac{6,912.503}{912.50}$	$\frac{6,912.503}{6,912.503}$ $\frac{912.50}{912.50}$	=	100.00%	x	7,0004,000	=	7,0004,000
D	$\frac{4,646.622}{610.90}$	$\frac{4,646.622}{6,912.503}$ $\frac{610.90}{912.50}$	=	$\frac{67.22\%66}{73\%}$	x	7,0004,000	=	$\frac{4,705.432}{669.29}$

**4.2.6 Total Awarded Points Adjusted for Small Business Preference**

Within each Subcategory, the Final Total Awarded Points of each Bidder will be computed by:

1. Generating the Bidder's sum total of awarded points by adding together:
  - a. The total awarded non-cost points
  - b. The total awarded cost points
2. Adjusting the sum total of awarded points by adding five percent (5%) Small Business Preference earned as described in Section 2.3.9, *Small Business Preference*. The Small Business Preference adds five percent (5%) of the highest score of all non-Small Business Bidders to the score of every Bidder who claims and receives the Small Business preference.



Continuing to use the example of the same four (4) Bidders, the following is offered for illustrative purposes only:

1) *Generating the Bidder's sum total of awarded points*

**Table 24: Example step 1 of determining total awarded points Subcategory 19.1**

Bidder	Total awarded non-cost points	plus	Total awarded cost points	equals	Sum Total of awarded points
A	<u>725.235,970.15</u>	+	<u>5,5062,922.49</u>	=	<u>8,231.228,892.63</u>
B	<u>2,7506,000</u>	+	<u>6,382.223,410.71</u>	=	<u>9,132.229,410.71</u>
C	<u>601.355,791.04</u>	+	<u>7,2504,000</u>	=	<u>9,851.359,791.04</u>
D	<u>626.135,910.45</u>	+	<u>1,498.952,425.02</u>	=	<u>7,125.088,335.47</u>

**Table 25: Example step 1 of determining total awarded points for Subcategory 19.2**

Bidder	Total awarded non-cost points	plus	Total awarded cost points	equals	Sum Total of awarded points
A	<u>926.835,164.96</u>	+	<u>5,229.872,797.58</u>	=	<u>8,156.707,962.55</u>
B	<u>3,0006,000</u>	+	<u>6,344.913,491.99</u>	=	<u>9,344.919,491.99</u>
C	<u>902.445,817.03</u>	+	<u>7,0004,000</u>	=	<u>9,902.449,817.03</u>
D	<u>725.855,157.90</u>	+	<u>1,705.432,669.29</u>	=	<u>7,431.297,827.20</u>

2) *Determination of Final Total Awarded Points by adjusting the points for Small Business (SB) Preference*

In this example the five percent (5%) preference claimed by Bidder A (a non-small business that commits to subcontract at least twenty-five (25%) of the value of ordered services to identified DGS certified Small Businesses) is derived by multiplying the highest sum total of awarded points of all Bidders that are non-DGS certified Small Businesses times five percent (5%), as:  $9,851.35 - 9,791.04 \times 0.05 = 492.57489.55$  points for Subcategory 19.1 and  $9,902.449,817.03 \times 0.05 = 495.12490.85$  for Subcategory 19.2.

**Table 26: Example step 2 of determining total awarded points with SB preference for Subcategory 19.1**

<i>Bidder</i>	<i>Sum Total of awarded points</i>	<i>Is the Bidder a DGS certified SB?</i>	<i>Did the Bidder claim a SB preference?</i>	<i>Awarded SB points</i>	<i>equals</i>	<i>Final Total Awarded Points</i>
A	<u>8,231,228,892.63</u>	No	Yes	<u>492,57489.55</u>	=	<u>8,723,799,832.18</u>
B	<u>9,132,229,410.71</u>	No	No	0	=	<u>9,132,229,410.71</u>
C	<u>9,851,359,791.04</u>	No	No	0	=	<u>9,851,359,791.04</u>
D	<u>7,125,088,335.47</u>	No	No	0	=	<u>7,125,088,335.47</u>

**Table 27: Example step 2 of determining total awarded points with SB preference for Subcategory 19.2**

<i>Bidder</i>	<i>Sum Total of awarded points</i>	<i>Is the Bidder a DGS certified SB?</i>	<i>Did the Bidder claim a SB preference?</i>	<i>Awarded SB points</i>	<i>equals</i>	<i>Final Total Awarded Points</i>
A	<u>8,156,707,962.55</u>	No	Yes	<u>495,12490.85</u>	=	<u>8,651,838,453.40</u>
B	<u>9,344,919,491.99</u>	No	No	0	=	<u>9,344,919,491.99</u>
C	<u>9,902,449,817.03</u>	No	No	0	=	<u>9,902,449,817.03</u>
D	<u>7,431,297,827.20</u>	No	No	0	=	<u>7,431,297,827.20</u>

### 4.3 NEGOTIATIONS

The State will conduct negotiations under PCC §6611. The purpose of the negotiation process is to maximize the State’s ability to obtain value effective based on the requirements and the evaluation factors set forth in the Solicitation.

Negotiations allow the State and Bidder an opportunity to discuss items that could, in the State’s opinion, enhance the Bidder’s Bid and potential for award. Negotiations are not intended to allow a Bidder to completely rewrite their bid. The negotiations are exchanges between the State and the Bidder, which are undertaken with the intent of allowing the Bidder to revise their Final Bid only in areas determined by the State during the negotiation process. Negotiations will be conducted either orally or in writing. These negotiations may include bargaining, such as persuasion, and alteration of assumptions and positions.

The State may discuss any aspect of the Bidder’s bid that could, in the opinion of the State, be altered or explained to materially enhance the bid’s potential for award. However, the State is not required to discuss every area where the Bidder’s bid could be improved. The scope and extent of negotiation exchanges are the matter of the State’s judgment.



All aspects of the Bidder's bid are confidential until after the issuance of the Notification of Award.

#### **4.3.1 Proceeding to Negotiations**

For each Subcategory, all responsive and responsible Bidders who have passed the evaluation requirements of Section 4.2, *Evaluation of Final Bids*, with a minimum score of ~~5,000~~4,000 points will be qualified to participate in the State's Best and Final Offer (BAFO) process as described in Section 4.3.3 below.

#### **4.3.2 Negotiations Invitation**

Once compliant Bidders are determined those Bidders will be notified in writing: (1) that the State is initiating negotiations pursuant to Public Contract Code 6611; (2) the general purpose and scope of the negotiations; (3) the anticipated schedule for the negotiations; and (4) the procedures to be followed for negotiations.

#### **4.3.3 BAFO Submission**

The State will evaluate the BAFO submissions, based on topics negotiated. The State will document the evaluation process in accordance with the evaluation selection criteria outlined in the negotiation invitation letter.

The State will evaluate and re-score the BAFOs, based on the evaluation criteria outlined in Section 4.2, *Evaluation of Final Bids*. The evaluation of BAFOs may result in elimination of Bidders for material deviations, or may result in the elimination of offered Unsolicited items that are deemed not to be in the State's interest from a program or cost perspective as determined solely by the State.

#### **4.3.4 Adjustments for Exclusion of Mandatory and Unsolicited Items**

The State has the right to not award any portion of the IFB C4CVD18's solicitation. If the State determines not to award any Mandatory or Unsolicited item offered that the State has not previously eliminated from evaluation, the State will remove the excluded item from potential award of that Subcategory and will make corresponding adjustments to all of the Subcategory Bidders' evaluations based on the evaluation processes identified in Section 4.2, *Evaluation of Final Bids*, unless the exclusion of an Unsolicited item occurred after award per Section 5.1, *Removal of Unsolicited Items*.

#### **4.3.5 Determination of the Average Baseline**

An average baseline of all the awarded points of each Subcategory will be established by averaging all of the Subcategory's Bidders' Final Total Awarded Points with the following exceptions:



1. If the highest Bidder's Final Total Awarded Points is more than fifteen percent (15%) greater than the next highest Bidder, the highest Bidder's Total Awarded Points will be excluded from the baseline calculation, except if there are only two (2) Bidders and they are fifteen percent (15%) or more apart then both Bidder's scores will be used.
2. If the lowest Bidder's Total Awarded Points is more than fifteen percent (15%) lower than the next lowest Bidder, the lowest Bidder's Total Awarded Points will be excluded from the baseline calculation, except if there are only two (2) Bidders and they are fifteen percent (15%) or more apart then both Bidder's scores will be used.

Continuing the example of the four (4) Bidders of Subcategory 19.1, the average baseline is calculated as follows:

**Table 28: Example of determining the average baseline for Subcategory 19.1**

Bidder	Final Total Awarded Points	Are the highest points greater than 15% more than the next highest points?	Are the lowest points less than 15% below the next lowest points?	Points used to establish the average baseline
A	<u>8,723.799,382.18</u>	N/A	N/A	<u>8,723.799,382.18</u>
B	<u>9,132.229,410.71</u>	N/A	N/A	<u>9,132.229,410.71</u>
C	<u>9,851.359,791.04</u>	No*	N/A	<u>9,851.359,791.04</u>
D	<u>7,125.088,335.47</u>	N/A	Yes**No**	<u>08,335.47</u>
Sum total points of all awarded points used to establish the baseline:				<u>27,707.3636,919.40</u>
Number of bids used to establish the baseline:				<u>34</u>
Average baseline ( <u>27,707.3636,919.40</u> ÷ <u>34</u> ):				<u>9,235.799,229.85</u>

\* Is 9,851.359,791.04 fifteen percent (15%) greater than 9,132.229,410.71? No

\*\* Is 7,125.088,335.47 fifteen percent (15%) lower than 8,723.799,382.18? YesNo

**Table 29: Example of determining the average baseline for Subcategory 19.2**

Bidder	Final Total Awarded Points	Are the highest points greater than 15% more than the next highest points?	Are the lowest points less than 15% below the next lowest points?	Points used to establish the average baseline
A	<u>8,651.838,453.40</u>	N/A	N/A	<u>8,651.838,453.40</u>
B	<u>9,344.949,491.99</u>	N/A	N/A	<u>9,344.949,491.99</u>
C	<u>9,902.449,817.03</u>	No*	N/A	<u>9,902.449,817.03</u>
D	<u>7,431.297,827.20</u>	N/A	No**	<u>7,431.297,827.20</u>
Sum total points of all awarded points used to establish the baseline:				<u>35,330.4735,589.61</u>
Number of bids used to establish the baseline:				4
Average baseline ( <u>35,330.4735,589.61</u> ÷ 4):				<u>8,832.628,897.40</u>

\* Is 9,902.449,817.03 fifteen percent (15%) greater than 9,344.949,491.99? No

\*\* Is 7,431.297,827.20 fifteen percent (15%) lower than 8,651.838,453.40? No

#### 4.3.6 Determination of Bidder’s Qualification for Award

For each Subcategory a minimum point threshold will be established that the Bidders must achieve in order to qualify for selection and award. The minimum point threshold is established as follows:

Bidder’s whose Final Total Awarded Points are not more than ten percent (10%) below the average baseline of its Subcategory will be qualified for an award in that Subcategory.

Each bid will be assessed to determine if it has met the minimum point threshold for award for each Subcategory that it has bid.

If a Bidder’s points are below the threshold and if the Bidder is a DGS certified Small Business, the evaluation processes of Sections 2, *Cost Worksheet Evaluation*, and 4.2.6, *Total Awarded Points Adjusted for Small Business Preference*, will be reviewed to determine if the application of any TACPA preferences points resulted in the displacement of the Bidder. If the Bidder was displaced only for that reason, the Bidder will be qualified for award.

However, a firm that receives a five percent (5%) Small Business Subcontractor preference that is not a DGS certified Small Business per Section 2.3.9 may be displaced by the application of the TACPA preferences.



Continuing the example of the four (4) Bidders of Subcategory 19.1:

Assuming the minimum point threshold for award is calculated by multiplying the average baseline of 9,235.799,229.85 points times ninety percent (90.0%) (or ~~9,235.79~~ 9,229.85 – [~~9235.799,229.85~~ x 0.10]) to establish a threshold of 8,312.218,306.87 points.

Each Bidder's Final Total Awarded Points are compared against the minimum threshold:

**Table 30: Example of determining Bidder's qualification for award 19.1**

<i>Bidder</i>	<i>Final Total Awarded Points</i>	<i>Minimum point threshold</i>	<i>Are the Bidder's points greater than the threshold?</i>	<i>Did TACPA preferences prevent an award?</i>	<i>Is the Bidder eligible for award?</i>
A	<u>8,723,799,382.19</u>	<u>8,312.128,306.87</u>	Yes	n/a	Yes
B	<u>9,132.229,410.71</u>	<u>8,312.128,306.87</u>	Yes	n/a	Yes
C	<u>9,851.359,791.04</u>	<u>8,312.128,306.87</u>	Yes	n/a	Yes
D	<u>7,125.088,335.47</u>	<u>8,312.128,306.87</u>	<del>No</del> <u>Yes</u>	No	<del>No</del> <u>Yes</u>

*In this example, Bidders A, B, ~~and C,~~ and D are qualified for Contract Award, ~~while Bidder D is not qualified for Contract Award.~~*

Continuing the example of the four (4) Bidders of Subcategory 19.2:

Assuming the minimum point threshold for award is calculated by multiplying the average baseline of 8,832.628,897.40 points times ninety percent (90.0%) (or ~~8,832.628,897.40~~ – [~~8,832.628,897.40~~ x 0.10]) to establish a threshold of 7,949.358,007.66 points.

Each Bidder's Final Total Awarded Points are compared against the minimum threshold:



**Table 31: Example of determining Bidder's qualification for award 19.2**

Bidder	Final Total Awarded Points	Minimum point threshold	Are the Bidder's points greater than the threshold?	Did TACPA preferences prevent an award?	Is the Bidder eligible for award?
A	<u>8,651,838,453.40</u>	<u>7,949,358,007.66</u>	Yes	n/a	Yes
B	<u>9,344,919,491.99</u>	<u>7,949,358,007.66</u>	Yes	n/a	Yes
C	<u>9,902,449,817.03</u>	<u>7,949,358,007.66</u>	Yes	n/a	Yes
D	<u>7,431,297,827.20</u>	<u>7,949,358,007.66</u>	No	No	No

In this example, Bidders A, B and C are qualified for Contract Award, while Bidder D is not qualified for Contract Award.

**4.1 NOTIFICATIONS OF AWARDS**

Upon completion of the State's evaluation of a Subcategory's Bidders' offers and determination of selection of the Bidders who are qualified for award, the State will publish a written "Notification of Award" to all Bidders who have submitted a Final Bid for that Subcategory.

Publication shall be by posting the notice in the public lobby of the Procurement Official's location and by email. See Section 2.2, *Key Action Dates*, for the anticipated date for the Notification of Awards.

**4.2 ADDITIONAL DOCUMENTS REQUIRED FOR AWARD**

The State reserves the right to require additional documentation as may be necessary to complete the award of its Contract. Such additional documentation beyond those listed under Section 3, Format and Submission Requirements, shall be determined by the State and may include but are not necessarily limited to: a revised STD 213, Standard Agreement - to be signed by the Bidder; and Cost Worksheets. Such additional required documents are not intended to impose new requirements upon the Bidder and shall not be refused by the Bidder.

Additional required documents must be submitted to the Procurement Official not later than ten (10) State Business Days from the State's posting of its Notification of Award. These documents are required by the State in order to assemble the awarded Agreement.

**4.3 PROTEST OF AWARDS**

This procurement process does not include any provisions to protest either the process or resulting contract award(s). However, pursuant to Public Contract Code Section 6611(d), an unsuccessful Bidder may file a petition for a writ of mandate in accordance with Section

1085 of the Code of Civil Procedure. The venue for the petition for a writ of mandate will be Sacramento, California.

#### **4.4 DEBRIEFING**

At the State's sole option, a debriefing may be held within three (3) months after Contract Award at the request of any Bidder for the purpose of receiving specific information concerning the evaluation. The discussion will be based primarily on the technical and cost evaluations of the Bidder's Final Bid. A debriefing is not the forum to challenge IFB C4CVD18's specifications, requirements or awards.


Bidder Acknowledgement to Revisions for Part 1, Section 4

The State has made changes to IFB C4CVD18, Part 1 General Instructions, Section 4 *Bid Evaluation* in determining best value for the State. The Bidder agrees to the revised Part 1 General Instructions, Section 4 *Bid Evaluations* as identified in the attached document.

This revised Part 1 General Instructions, Section 4 *Bid Evaluations* (Addendum 4 BAFO Revision 1, Dated February 21, 2019), shall replace previous versions in the evaluation of the IFB.

This form must be signed and returned with Bidder's BAFO submission and will be memorialized on the awarded Bidder's Standard Agreement for Telecommunications (STD 213).

Bidder understands and agrees? Yes  No

Signed By:   
Date: February 25, 2019



Subcategory 19.2 First Responder Cellular Services		
SOW Section Number	Scorable Item	Maximum Points
19.2.2.10.a	<b>Broadband Service Availability (400)</b>	
	Committed Availability	200
	Reporting Metric	200
19.2.2.15	<b>Network Throughput Guaranteed Speeds (650)</b>	
	Guaranteed Network Throughput	650
19.2.2.17	<b>Network Performance Confidence Level (400)</b>	
	Confidence Level	200
	Receive Level	200
19.2.3.2.5	<b>Video Streaming Quality (50)</b>	
	Voice, Text and Data Service Plans	26
	Data Only Service Plans	24
19.2.3.2.6	<b>Tethering Throughput (50)</b>	
	Voice, Text and Data Service Plans	26
	Data Only Service Plans	24
19.2.5.6	<b>Equipment Financing (25)</b>	
	12 Months	26
	24 Months	24
19.2.8.5.1	<b>Contractor Network Outage Notification During SOC/EOC Activation (100)</b>	
	Notification	100
19.2.8.5.2	<b>Contractor Statewide Network Outage Notification (100)</b>	
	Notification	100
19.2.8.5.3	<b>Contractor Maintenance Caused Outage Notification (100)</b>	
	Notification	100
19.2.8.5.4	<b>Contractor Cellular Site Failure (100)</b>	
	Restoral	100
	<b>Total</b>	<b>2,000</b>

Revised Version Reads:

Subcategory 19.2 First Responder Cellular Services		
SOW Section Number	Scorable Item	Maximum Points
19.2.2.10.a	<b>Broadband Service Availability (400)</b>	
	Committed Availability	200
	Reporting Metric	200
19.2.2.15	<b>Network Throughput Guaranteed Speeds (650)</b>	
	Guaranteed Network Throughput	650
19.2.2.17	<b>Network Performance Confidence Level (400)</b>	
	Confidence Level	200
	Receive Level	200
19.2.3.2.5	<b>Video Streaming Quality (50)</b>	
	Voice, Text and Data Service Plans	26
	Data Only Service Plans	24
19.2.3.2.6	<b>Tethering Throughput (50)</b>	
	Voice, Text and Data Service Plans	26
	Data Only Service Plans	24
19.2.5.6	<b>Equipment Financing (50)</b>	
	12 Months	26
	24 Months	24
19.2.8.5.1	<b>Contractor Network Outage Notification During SOC/EOC Activation (100)</b>	
	Notification	100
19.2.8.5.2	<b>Contractor Statewide Network Outage Notification (100)</b>	
	Notification	100
19.2.8.5.3	<b>Contractor Maintenance Caused Outage Notification (100)</b>	
	Notification	100
19.2.8.5.4	<b>Contractor Cellular Site Failure (100)</b>	
	Restoral	100
	<b>Total</b>	<b>2,000</b>

Bidder Acknowledgement Clerical Revisions to Part 1, Subcategory 19.2 First Responder Cellular Service, SOW Section Number 19.2.5.6, Sub-Heading; Equipment Financing.

The State has made a clerical error and changed total points listed to read from (25) to (50). This reflects actual calculation used in scoring of IFB C4CVD18, specially using corrected value from 19.2.5.6, Sub-Heading; Equipment Financing. The Bidder agrees to the clerical revision as identified in attached document.

This revision to Part 1 Document, Subcategory 19.2 First Responder Cellular Service, SOW Section Number 19.2.5.6, Sub-Heading; Equipment Financing shall replace previous versions in the IFB.

Bidder understands and agrees? Yes  No

Signed By:  \_\_\_\_\_

Date: April 4, 2019 \_\_\_\_\_



<b>Subcategory 19.2 First Responder Cellular Services</b>		
<b>SOW Section Number</b>	<b>Scorable Item</b>	<b>Maximum Points</b>
<b>19.2.2.10.a</b>	<b>Broadband Service Availability (400)</b>	
	Committed Availability	200
	Reporting Metric	200
<b>19.2.2.15</b>	<b>Network Throughput Guaranteed Speeds (650)</b>	
	Guaranteed Network Throughput	650
<b>19.2.2.17</b>	<b>Network Performance Confidence Level (400)</b>	
	Confidence Level	200
	Receive Level	200
<b>19.2.3.2.5</b>	<b>Video Streaming Quality (50)</b>	
	Voice, Text and Data Service Plans	26
	Data Only Service Plans	24
<b>19.2.3.2.6</b>	<b>Tethering Throughput (50)</b>	
	Voice, Text and Data Service Plans	26
	Data Only Service Plans	24
<b>19.2.5.6</b>	<b>Equipment Financing (25)</b>	
	12 Months	26
	24 Months	24
<b>19.2.8.5.1</b>	<b>Contractor Network Outage Notification During SOC/EOC Activation (100)</b>	
	Notification	100
<b>19.2.8.5.2</b>	<b>Contractor Statewide Network Outage Notification (100)</b>	
	Notification	100
<b>19.2.8.5.3</b>	<b>Contractor Maintenance Caused Outage Notification (100)</b>	
	Notification	100
<b>19.2.8.5.4</b>	<b>Contractor Cellular Site Failure (100)</b>	
	Restoral	100
	<b>Total</b>	<b>2,000</b>

Revised Version Reads:

<b>Subcategory 19.2 First Responder Cellular Services</b>		
<b>SOW Section Number</b>	<b>Scorable Item</b>	<b>Maximum Points</b>
<b>19.2.2.10.a</b>	<b>Broadband Service Availability (400)</b>	
	Committed Availability	200
	Reporting Metric	200
<b>19.2.2.15</b>	<b>Network Throughput Guaranteed Speeds (650)</b>	
	Guaranteed Network Throughput	650
<b>19.2.2.17</b>	<b>Network Performance Confidence Level (400)</b>	
	Confidence Level	200
	Receive Level	200
<b>19.2.3.2.5</b>	<b>Video Streaming Quality (50)</b>	
	Voice, Text and Data Service Plans	26
	Data Only Service Plans	24
<b>19.2.3.2.6</b>	<b>Tethering Throughput (50)</b>	
	Voice, Text and Data Service Plans	26
	Data Only Service Plans	24
<b>19.2.5.6</b>	<b>Equipment Financing (50)</b>	
	12 Months	26
	24 Months	24
<b>19.2.8.5.1</b>	<b>Contractor Network Outage Notification During SOC/EOC Activation (100)</b>	
	Notification	100
<b>19.2.8.5.2</b>	<b>Contractor Statewide Network Outage Notification (100)</b>	
	Notification	100
<b>19.2.8.5.3</b>	<b>Contractor Maintenance Caused Outage Notification (100)</b>	
	Notification	100
<b>19.2.8.5.4</b>	<b>Contractor Cellular Site Failure (100)</b>	
	Restoral	100
	<b>Total</b>	<b>2,000</b>

Bidder Acknowledgement Clerical Revisions to Part 1, Subcategory 19.2 First Responder Cellular Service, SOW Section Number 19.2.5.6, Sub-Heading; Equipment Financing.

The State has made a clerical error and changed total points listed to read from (25) to (50). This reflects actual calculation used in scoring of IFB C4CVD18, specially using corrected value from 19.2.5.6, Sub-Heading; Equipment Financing. The Bidder agrees to the clerical revision as identified in attached document.

This revision to Part 1 Document, Subcategory 19.2 First Responder Cellular Service, SOW Section Number 19.2.5.6, Sub-Heading; Equipment Financing shall replace previous versions in the IFB.

Bidder understands and agrees? Yes  No

Signed By:  \_\_\_\_\_

Date: April 4, 2019 \_\_\_\_\_



**EXHIBIT 3: RESPONSE TO ADMINISTRATIVE REQUIREMENTS**

The Bidder shall indicate agreement to each of the Administrative Requirements as presented in IFB C4CVD18, Part 1, Section 2.3 in the Table below. By indicating “Yes” (Y), the Bidder affirms that it understands the Requirement and agrees to comply with it throughout the life of the Contract. Indicating “No” (N) to any Requirement may be considered a material deviation and disqualify the Bidder from Contract Award. Bidder may submit one (1) Exhibit 3 for all Categories bid if the response to each Requirement is the same for all categories.

IFB Section	Administrative Requirements - IFB C4CVD18 Section 2.3	Bidder Agrees Y/N
2.3.1	Incorporation of VAQ Requirements and General Provisions – CALNET (M)	Y
2.3.2	Confidentiality Statement (M)	Y
2.3.3	Ability to Perform (M)	Y
2.3.4	Contractor Responsibility (M)	Y
2.3.5	Cover Letter (M)	Y
2.3.6	STD 213, Standard Agreement (M)	Y
2.3.7	Subcontractors (M)	Y
2.3.8	Bidding Preference and Incentive Declaration (M)	Y
2.3.9	Small Business Preference (O)	Y
2.3.10	Non-Small Business Subcontractor Preference (O)	Y
2.3.11	DVBE Program and Incentive (O)	Y
2.3.12	Commercially Useful Function (M)	Y
2.3.13	Target Area Contract Preference (O)	Y
2.3.14	Declaration Forms (M)	Y
2.3.15	Phase 3 Customer Orders (M)	Y
2.3.16	Phase 3 Performance Bond Notice (M)	Y
2.3.17	Federal Universal Service Fund (M)	Y
2.3.18	Amendment (M)	Y
2.3.29	Availability (M)	Y
2.3.20	Glossary (M)	Y
2.3.21	Individual Price Reduction Notification (M)	Y
2.3.22	Authorization to Order (M)	Y

**EXHIBIT 3, CONTINUED**

For Subcategory: SUBCATEGORY 19.1 CELLULAR BUSINESS SERVICES and SUBCATEGORY 19.2 FIRST RESPONDERS CELLULAR SERVICES

Name of Bidder: Cellco Partnership d/b/a Verizon Wireless

Signature of Representative: 

Date: January 16, 2019

Typed Name and Title: Todd Loccisano, Executive Director, Enterprise and Government Contracts

Master

**EXHIBIT 4: STD 213 STANDARD AGREEMENT FOR TELECOMMUNICATIONS**

STATE OF CALIFORNIA <b>STANDARD AGREEMENT</b> STD. 213 (REVISED 07/12)	PURCHASING AUTHORITY NUMBER	REGISTRATION NUMBER
		AGREEMENT NUMBER

- This Agreement is entered into between the State Agency and Contractor named below  
**STATE AGENCY'S NAME**  
California Department of Technology  
**CONTRACTOR'S NAME**  
**Cellco Partnership d/b/a Verizon Wireless**
- The term of this Agreement is: Subcategory 19.1 and Subcategory 19.2: Contracts shall begin upon STP approval through four (4) years, with two (2) two-year options to extend.
- The maximum amount of this Agreement is:** \$ 0.00 (zero dollars and zero cents)
- The parties agree to comply with the terms and conditions of the following attachments which are by this reference made a part of the Agreement:
  - Contractor's P-VAQ STD 213 Agreement, 2 Pages
  - VAQ General Provisions – CALNET, 09/27/2018, 58 Pages
  - (\*) IFB C4CVD18, in its entirety
  - Appendix A, Glossary, 6 Pages
  - Attachment 1 - Awarded Categories, 1 Page

Contractor's Final Bid Response and Best and Final Offer to IFB C4CVD18, in its entirety, for all Awarded Categories, including but not limited to:

  - Volume 1 Exhibits 3, 2 pages
  - Category 19 Volume 2 Exhibits 7-10, 7 pages
  - Category 19 SOW Business Requirements, 55 pages
  - Subcategory 19.1 SOW Technical Requirements, 26 pages
  - Subcategory 19.2 SOW Technical Requirements, 21 pages
  - Subcategory 19.1 SOW Catalog A, 23 pages
  - Subcategory 19.2 SOW Catalog A, 26 pages
  - Subcategory 19.1 Cost Worksheets, 32 pages
  - Subcategory 19.2, Cost Worksheets, 36 pages

This agreement is effective upon the start date, or upon STP approval, whichever is later.  
Items shown with an Asterisk (\*), are hereby incorporated by reference and made part of this agreement as if attached hereto.

**IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.**

<b>CONTRACTOR</b>		<b>Statewide Technology Procurement (STP) Use Only</b>
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) Cellco Partnership d/b/a Verizon Wireless		
BY (Authorized Signature) 	DATE SIGNED Jan 16, 2019	
PRINTED NAME AND TITLE OF PERSON SIGNING Todd Loccisano, Executive Director, Enterprise and Government Contracts		
ADDRESS 10170 Junction Drive, Suite 200, Annapolis Junction, MD 20701		
<b>STATE OF CALIFORNIA</b>		
AGENCY NAME		<input type="checkbox"/> Exempt Per
BY (Authorized Signature) 	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING Marlon Paulo, Deputy Director, Statewide Technology Procurement		
ADDRESS P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810		



**IFB C4CVD18**  
**FOR**  
**CATEGORY 19**  
**CALNET CELLULAR VOICE AND DATA SERVICES**

**SUBCATEGORY 19.1 CELLULAR BUSINESS SERVICES**  
**SUBCATEGORY 19.2 FIRST RESPONDERS CELLULAR SERVICES**

**STATEMENT OF WORK**  
**BUSINESS REQUIREMENTS**

**February 20, 2019**

**Addendum 6**

Issued by:  
**STATE OF CALIFORNIA**  
California Department of Technology  
Statewide Technology Procurement  
PO Box 1810  
Rancho Cordova, CA 95741

Disclaimer: The original PDF 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.

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## SOW BUSINESS REQUIREMENTS

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## SOW BUSINESS REQUIREMENTS

### C.1 OVERVIEW (M)

This Section of IFB C4CVD18 provides the State's solicitation for the SOW Business Requirements associated with the SOW Technical Requirements described in Category 19, CALNET Cellular Voice and Data Services.

The Cellular Voice and Data Services will be managed on a day-to-day basis by the CALNET Contract Management and Oversight (CALNET CMO).

#### C.1.1 BIDDER RESPONSE REQUIREMENTS (M)

Throughout this IFB C4CVD18, Bidder is 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 X  
No \_\_\_\_\_"*

Or,

Example B (for responses that are only applicable to Bidders who intend to bid on Subcategory 19.1 only):

*Bidder understands the Requirement and shall meet or exceed it? Yes X  
No \_\_\_\_\_ N/A \_\_\_\_\_ (Respond N/A if NOT Bidding Subcategory 19.1)*

#### C.1.2 DESIGNATION OF REQUIREMENTS (M)

All SOW Business Requirements specified in this Section are Mandatory and must be responded to as identified in this IFB C4CVD18, Part 1, Section 3.3.2.1, *SOW Mandatory Business Requirements* by the Bidder. The Customers will have the option whether or not to order services or features included in the Contract.

Costs associated with these SOW Business Requirements 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.

#### C.1.3 PACIFIC TIME ZONE (M)

Unless specific otherwise, all Requirements are stated in the Pacific Time Zone and the Contractor shall use the Pacific Time Zone.



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

## **C.2 CALNET PROGRAM REQUIREMENTS**

### **C.2.1 CONTRACTOR RESPONSIBILITIES (M)**

The Contractor shall, unless otherwise specified in this IFB, ensure all SOW Business Requirements shall be met and delivered by the Contractor regardless of whether the Subcontractors or Affiliates provide services to the Customers. The Contractor shall provide all reports, tools, procedures and other Deliverables that incorporate all the Contractor, Subcontractor and Affiliate information and activity. All exceptions must be approved by the CALNET CMO in writing.

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

#### **C.2.1.1 Marketing Requirements (M)**

1. Neither the Contractor, Subcontractors nor Affiliates will express or imply any association with CALNET through their marketing nor shall they use the CALNET brand without prior written approval from the CALNET CMO;
2. Contract marketing activities shall represent and be limited to the Contractor's Subcategory; and,
3. The Contractor shall not present or sell services that are NOT available on the Contract in a manner that implies to the Customer the service will be made contractually available.

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

#### **C.2.1.2 United States (U.S.) Based Services**

##### **C.2.1.2.1 United States Based Service Processing (M)**

All of the Contractor's services must be provided from Facilities located in the United States or U.S. Territories.

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

C.2.1.2.2 United States Personnel Location Access Restriction (M)

Management and/or administrative access to servers, the network, or network Equipment directly associated with any CALNET service shall only be accessed within the confines of the United States or U.S. Territories. No personnel located at non-U.S. locations shall be allowed access.

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

C.2.1.2.3 United States Based Support Personnel (M)

All CALNET direct technical and administrative support personnel must be located within the United States or U.S. Territories.

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

C.2.1.3 Customer Proprietary Network Information (CPNI) (M)

The Contractor shall not use or share CPNI for any activity other than as permitted by applicable law and with the approval of the Customer.

The Contractor shall provide reasonable written notification to the Customer prior to the disclosure of CPNI, except where expressly authorized by the Customer. Such notification shall indicate the reason for the CPNI disclosure.

Upon the CALNET CMO's request, the Contractor shall provide a detailed description of their process for obtaining CPNI permission from the Customer.

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

C.2.2 CONTRACTOR PROGRAM MANAGER (CPM) RESPONSIBILITIES (M)

The Contractor shall assign a Contractor Program Manager (CPM) that will be available to the CALNET CMO throughout the Contract Term along with all pertinent contact information, phone and email.

The CPM shall ensure compliance with the Contract Requirements. Responsibilities include, at a minimum:

1. The CPM shall be the CALNET CMO's primary point of contact and ensure the Contractor is compliant with all terms and conditions of this IFB C4CVD18, including technical solutions, performs administrative functions, reporting, and Contract management functions;
2. Respond within five (5) Business Days to the State's Program Manager's requests;
3. Attend regularly scheduled CALNET Executive Meetings and ad hoc meetings either in person or remotely via conference call in order to address Contract compliance or Customer service issues;
4. The Contractor must notify the CALNET CMO within five (5) Business Days of a change of status of the CPM;
5. The CPM shall be the point of contact to ensure that the resources necessary to support all of the contractual Requirements in this IFB C4CVD18 are available throughout the Contract Term; and,
6. Upon the CALNET CMO's written requests, the Contractor shall provide Contract-related information within ten (10) calendar days. An extension for time shall be at the discretion of the CALNET CMO.

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

### C.2.3 Contract Program Management Performance

eVAQ, Section 67, *Performance Deficiency Charges*, ensure Contractor accountability and Contractor performance of administrative, reporting, relationship management, and contract management functions. The State has identified a list of deficiencies and charges in the table below. The State's objective is not to levy charges, but to work with the Contractor to identify and resolve performance deficiencies.

The CALNET CMO and the CPM shall exercise the provisions described in Table C.2.3, *Contract Program Management Performance Deficiency and Charges*, in resolving performance deficiency issues using the following sequence of actions:

1. CALNET CMO shall notify CPM of performance deficiency occurrence(s) in writing.
2. CALNET CMO and CPM shall meet and confer at the State's discretion to discuss alternative remedies and/or cures, for example, the addition of Services and Equipment to the Contract or discontinuance of Services and Equipment to the Customer.
3. The cure period, shall be 60 calendar days or two billing cycles from the date of notification, whichever is longer, unless otherwise directed by the State to allow more time for corrective actions.



4. If the Contractor continues to be noncompliant with the identified Contract performance deficiency after the cure period set by the CALNET CMO, the State may invoice Contractor for the deficiency charges detailed in Table C.2.3 (Contract Program Management Performance Deficiencies and Charges).
5. Contractor shall pay the invoice within 30 calendar days of receipt or notify the CALNET CMO within ten (10) Business Days if it intends to dispute the invoice per eVAQ Section 54, *Disputes*.

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

C.2.3.1 Contract Program Management Performance Deficiencies and Charges

Table C.2.3 below describes the deficiency and charges for Contractor’s performance.

Table C.2.3, Contract Program Management Performance Deficiencies and Charges

	<b>Deficiency</b>	<b>Charges</b>
1.	Contractor sells services and/or equipment to CALNET Customers that are not available on the Contract in a manner that implies to the Customer the services or equipment are contractually available (Section C.2.1.1, Item 3).	Up to \$500 per Service Request. . Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge. If a Service and/or Equipment has been identified and is in the cure process, no additional instances shall result in additional charges.
2.	Contractor fails to provide Contract related information to CALNET CMO’s written request within ten (10) calendar days or within the CALNET CMO’s approved extended timeframe (Section C.2.2, Item 6).	Up to \$1,000 per CMO request for information/ up to \$250 per week thereafter until Contractor’s information is received by the CALNET CMO.
3.	Contractor sells services or equipment to an entity not authorized by the State. (Section C.3.2.1, <i>Customer Verification</i> ). (Appendix C, Authorization to Order for Subcategory 19.1).	Up to \$500 per Service Request. Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge.

	Deficiency	Charges
4.	Contractor fails to provide reports and contract data within the specified timeframe as defined in Section C.4 and C.5.	Up to \$1,000 per report and/or data file and \$200 per day thereafter until Contractor provides reports and contract data, as defined.

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

### C.3 PROVISIONING AND PLANNING (M)

This Section describes the support responsibilities of the Contractor for activities related to the Customer's acquisition of CALNET Cellular Voice and Data Services as defined in this IFB C4CVD18. All Equipment must be new unused and supported by the Contractor at the time of purchase. Refurbished or used items will only be used for Customized Service Plans. The Contractor shall be responsible for the coordination and processing of all acquisitions for services provided by the Subcontractors and Affiliates.

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

#### C.3.1 GENERAL REQUIREMENTS (M)

The Contractor shall:

1. Not charge for activation fees;
2. Notify the CALNET CMO in writing within one (1) Business Day of the Contractor's receipt of the first complete Service Request for CALNET Cellular Voice and Data Services;
3. Provide technical and business resources to the CALNET CMO and to the Customers for information on pricing, features, and feature interactions/restrictions. The Contractor's staff shall be available by telephone to participate in meetings to answer questions about contracted services. The Contractor shall ensure that the Contractor's staff, including the Subcontractors and Affiliates, are trained on Contract services and are knowledgeable on Contract terms and conditions;
4. Provide a toll-free telephone number for Provisioning and status inquiries Monday through Friday, 8:00 a.m. to 5:00 p.m.;
5. Ensure charges for services cease on the Customer requested disconnect date; and,
6. Not charge to disconnect a service.

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

### C.3.2 PROVISIONING AND IMPLEMENTATION

#### C.3.2.1 Customer Verification (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor shall:

Verify the Customer's authority to order services by verifying the information contained in the CALNET Application Management Systems (CAMS) for each Service Request for:

1. State Customers - identified as a Chief Agency Telecommunications Representative (CATR) or an Agency Telecommunications Representative (ATR);
2. Non-State Customers - identified by a fully executed Authorization to Order (ATO); (IFB C4CVD18 Appendix C, Authorization to Order – Subcategory 19.1).

*Bidder understands the Requirement and shall meet or exceed it? Yes  No  N/A  (Respond N/A if NOT bidding Subcategory 19.1)*

#### C.3.2.2 Order Forms (M)

The Contractor shall:

Accept the following State forms in accordance with IFB C4CVD18 Part 1, *General Instructions*:

1. Equipment – State of California Standard Purchasing Authority Purchase Order STD.65
2. Service – State of California Standard Telecommunications Service Request Form 20 (STD.20)
3. Authorized Non-State Customer Purchasing Document
4. Process and complete the Customer's orders within five (5) Business Days.

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

### C.3.3 LIABILITY FOR NON-AUTHORIZED PURCHASES (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor shall only accept orders or modify a Customer account as described in Section C.3.2 above for CATR/ATR or ATO designee.



The Contractor shall assume liability for costs incurred as a result of accepting an order from an unauthorized Customer.

*Bidder understands the Requirement and shall meet or exceed it? Yes X  
No \_\_\_\_\_ N/A \_\_\_\_\_ (Respond N/A if NOT bidding Subcategory 19.1)*

#### C.3.4 ACCEPTANCE TESTING PERIOD (M)

The Contractor must provide the Customer a 30-day acceptance period to test Equipment and coverage, commencing at the later date of either service activation or Equipment receipt. During this acceptance period the Customer may cancel service if coverage is not acceptable, i.e., consistently dropped calls, poor signal strength, call quality, or if the Equipment is not acceptable, and will incur no termination penalties.

The Customer will incur standard service charges during this acceptance period. The Contractor will provide a full refund for purchased Equipment that is returned, including return shipping costs. Contractor shall provide the Customer with a prepaid return label or prepaid self-addressed container suitable for returning the item within five (5) Business Days of the Customer notification. Once Equipment has been received and tested and does not meet the Requirements mentioned above, the Customer may utilize another Contractor.

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

#### C.3.5 STANDARD ORDER ACKNOWLEDGEMENT (M)

The Contractor must provide the Customer with an order acknowledgement within one (1) Business Day after receipt of order.

The order acknowledgement must include the following:

1. Equipment and or service plan purchased;
2. Customer Service Request Number/Purchase Order Number;
3. The Contractor Order Number (if applicable);
4. Authorized Ordering Customer Name; and,
5. Ship to address.

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

#### C.3.6 OUT OF STOCK NOTIFICATION (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor shall notify the Customer within one (1) Business Day after order acknowledgement if an item is out of stock.

The Customer shall have the option of substituting an available product or cancelling the item from the order, in which case the Contractor must provide an option to get comparable Equipment to the Customer within 15 days of the order at no additional cost.

Under no circumstance is the Contractor to make unauthorized substitutions.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_ X\_\_\_\_  
No\_\_\_\_ N/A\_\_\_\_ (Respond N/A if NOT bidding Subcategory 19.1)*

### C.3.7 SHIPMENT CONFIRMATION (M)

The Contractor must provide a shipment confirmation to the Customer the day of order shipment. The shipment confirmation must contain the following information:

1. Date shipped;
2. Tracking number;
3. Customer name; and,
4. Additional information mutually agreed upon the by the Customer and the Contractor.

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

### C.3.8 UNFILLED ORDERS (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor shall inform the Customer in writing of the available date of unfilled and partial shipment orders within three (3) Business Days of order acknowledgement. Unfilled orders and partial shipments shall be indicated on the packing list.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_ X\_\_\_\_  
No\_\_\_\_ N/A\_\_\_\_ (Respond N/A if NOT bidding Subcategory 19.1)*

### C.3.9 ACCOUNT CHANGE/TERMINATION ACKNOWLEDGEMENT (M)

The Contractor must provide the Customer with an account change or termination acknowledgement within 24 hours of a request.

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

C.3.10 CELLULAR NUMBER PORTABILITY (M)

The Contractor shall allow the Customers with eligible phone numbers to retain their phone numbers when changing service providers and devices, or when moving a phone number from a local number wireline device to a cellular device.

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

C.3.11 WARRANTY

C.3.11.1 Equipment Warranty (M)

Equipment is covered by the manufacturer's consumer warranty that will be passed through to the Customer. The Contractor shall provide manufacturer's warranty information (terms and conditions, provider, etc.) to the Customer with all Equipment at the time of delivery. The Contractor shall work with the Customer to facilitate Equipment replacement.

Contractor shall provide the Warranties set forth in the eVAQ, Section 22, *Warranty*

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

C.3.11.2 Product Recall Notification to the CALNET CMO (M)

The Contractor shall notify the CALNET CMO and the Customers about any product recall by the Manufacturer.

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

C.3.12 SERVICE ACTIVATION, TERMINATION AND ACCOUNT CHANGES

C.3.12.1 Service Activation – New Customer – New Equipment (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor shall ship Equipment ready-for-use within five (5) Business Days of receipt of Service Request, excluding activations involving number portability.

*Bidder understands the Requirement and shall meet or exceed it? Yes*   X    
*No* \_\_\_\_\_ *N/A* \_\_\_\_\_ (Respond N/A if NOT bidding Subcategory 19.1)



C.3.12.2 Service Activation – Existing Customer – Replacement/Upgrade Equipment (M)

**This Requirement applies to Subcategory 19.1 only.**

Replacement Equipment shall be shipped inactive, unless specified otherwise on the purchase document within five (5) Business Days, of receipt of Service Request. The Contractor shall activate service for the replacement/ updated Equipment within 24 hours of the Customer notification.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_ X\_\_\_\_  
No\_\_\_\_ N/A\_\_\_\_ (Respond N/A if NOT bidding Subcategory 19.1)*

C.3.12.3 Plan Changes Fees (M)

The Bidder agrees that there will be no change fees when a Customer changes service plans. The Bidder also agrees there will be no limits placed on the number of changes that can be made.

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

C.3.12.4 Termination (M)

The Contractor shall terminate service and complete requested plan changes within one (1) Business Day of the Customer notification or upon the Customer requested date.

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

C.3.12.5 Termination Fees (M)

The Customers may cancel service without termination fees.

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

C.3.12.6 Account Changes (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor shall make account changes and complete requested plan changes within one (1) Business Day of the Customer notification, excluding account changes involving number portability.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No  N/A  (Respond N/A if NOT bidding Subcategory 19.1)*

C.3.13 DELIVERY (M)

C.3.13.1 Delivery Cost (M)

All prices provided shall be Free-On-Board (FOB) Destination; freight prepaid by the Contractor, except for expedites per Section C.3.13.2, *Delivery – Emergency and/or Expedite Orders*. Responsibility and liability for loss or damage for all orders shall remain with the Contractor until final inspection and acceptance, when all responsibility shall pass to the Customer.

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

C.3.13.1 Delivery Timeframe (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor must complete delivery of in-stock products within a maximum of five (5) Business Days after order acknowledgement.

For out of stock item, refer to Section C.3.6, *Out of Stock Notifications*.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No  N/A  (Respond N/A if NOT bidding Subcategory 19.1)*

C.3.13.2 Delivery – Emergency and/or Expedite Orders (M)

The Contractor shall provide expedited 24 hour delivery as requested by the Customer for new, replacement and upgrade Equipment.

The Contractor may invoice the Customer an expedite charge in accordance with line items defined in the Catalog.

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

C.3.13.3 Shipped Equipment (M)

The Contractor shall provide a packing slip for all shipped orders, which includes the following:

1. The Customer name, section or unit name, location (street address building floor and room numbers);

2. Designate contact/name of ordering person if different than the Customer authorized to place order;
3. Ship to address;
4. Contractor Order number;
5. Description of items; and,
6. Additional information as mutually agreed upon by Contractor and Customer.

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

C.3.13.4 Freight-Damaged or Defective Items (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor shall provide credit and/or replacement for freight-damaged or defective items and replace the items within two (2) Business Days after notification by the Customer. The Contractor will be responsible for the credit and or replacement of any freight-damaged or defective products at time of delivery. The Contractor shall not require the Customer to deal directly with the manufacturer. Additionally the Contractor shall provide the Customer with a prepaid return label or prepaid self-addressed container suitable for the item's return within five (5) Business Days of the Customer notification.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_ X\_\_\_\_  
No\_\_\_\_\_ N/A\_\_\_\_\_ (Respond N/A if NOT bidding Subcategory 19.1)*

C.3.13.5 Items Shipped In Error (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor must accept returns of items shipped in error and credit the Customer for the full amount. Additionally, the Contractor shall provide the Customer with a prepaid return label or prepaid self-addressed container suitable for returning the item within five (5) Business Days of the Customer notification. Delivery of correct items will be at no cost to the Customer.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_ X\_\_\_\_  
No\_\_\_\_\_ N/A\_\_\_\_\_ (Respond N/A if NOT bidding Subcategory 19.1)*



C.3.13.6 Restocking Policy (M)

The Contractor shall not impose a restocking fee if an item is returned due to damage or an order shipped in error by the Contractor. The Contractor shall not impose restocking fees for exchanged items.

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

**C.4 CELLULAR CONTRACT DATA REQUIREMENTS (M)**

The Contractor shall adhere to the following requirements for cellular Contract data. The State reserves the right to make updates to this section to accommodate the State's reporting needs no more than annually.

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

C.4.1 DATA REPORTING REQUIREMENTS (M)

The Contractor shall meet the following Data Reporting Requirements:

1. The Contractor shall provide data that allows the State to perform the following oversight functions:
  - Identification and validation of products/services and rates;
  - Compilation of statistics on products/services from a high level to a detailed level;
  - Development of inventory and expenditure reports;
  - Development of products/services trend reports;
  - Identification and validation of the Contractor's Customer Billing (to include all charges, service taxes, surcharges, and sur-credits, refunds, and adjustments);
  - Identification and validation of the State Associated Administrative Fee (SAAF); and
  - Validation of Service Level Agreement compliance.

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

2. The Contractor shall provide the data specified below within 90 calendar days of receipt of the Contractor's first Service Request related to this IFB, or prior to the Contractor's commencement of any applicable Plan identified in Section C.10, *Conversion*, whichever occurs first. If the Contractor requires additional time beyond the 90 calendar days, the Contractor shall be allowed a six (6) month extension to meet this requirement if the Contractor provides reports of CALNET data consistent with established State of California mobility reporting as defined in previous State mobility contracts beginning with the first Service Request or commencement of Section C.10, *Conversion*, whichever occurs first.

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

3. The Contractor shall provide ad hoc reports as requested by the State at no cost to the State and acknowledge within two (2) Business Days of receipt of request to determine the time frame agreed upon between the Contractor and the State;

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

4. The Contractor shall provide monthly data files to the State within 45 calendar days of the end of each reporting period;

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

5. The Contractor shall ensure data files include all services provided under this Contract relative to each reporting period;

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

6. Data files and reports shall include data from Subcontractors and Affiliates relative to that reporting period;

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

7. The Contractor provided reports and data files shall not include data for non-contracted services, products and equipment;

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

8. Contractor shall update reports and data files reflect with any future changes made to the SAAF charges on Contracted services. This shall be done at the request of the State, and the State must approve all changes;

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

9. Contractor shall proactively correct and resubmit all inaccurate and/or incomplete reports or data files to the CALNET CMO to ensure compliance with reporting requirements within 30 calendar days of notification; and,

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

10. All data formats shall be approved by the CALNET CMO and no changes shall be made to the data fields, format, or headings within data files or reports without prior written consent of the CALNET CMO.

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

#### C.4.2 DATA EXCHANGE

The Contractor shall support the data exchange methods described below for standardized data files and reports. The method of data exchange for standardized data/reports shall be one of the following as agreed upon between the Contractor and the State.

##### 1. CAMS File Upload Process

The CALNET Automated Management System (CAMS) (Link: [CAMS](#)) is an application the State uses for specific Oversight needs and Contractor Management of the CALNET contract. CAMS includes a file upload process for Contractors to use as a method of delivery of data to the State. For data that the State request be uploaded to CAMS, Contractors shall be required to use the CAMS File Upload User Interface (UI) to submit their data (zipped text files) to the State. Instructions on using CAMS will be provided separately as part of the CAMS Reference Guide.

##### 2. Other Methods of Exchange

As requested by the State, the Contractor shall provide CALNET data and reports through private portal, secured email, encrypted USB drive, Secured File Transfer Protocol or other media sources.



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

### C.4.3 Data Definitions

The Contractor shall use the definitions provided in the tables below.

<b>Data Item</b>	<b>Chars</b>	<b>Description</b>	<b>Provided by</b>
ConID	10 (max)	Contractor ID: Unique Contractor ID assigned to the Contractor	CALNET CMO
Svcoff	10 (max)	Service Offering: Service Offering Identifier (e.g. Cellular - CELL)	CALNET CMO
cyc	2	CALNET Cycle: One to two digit number assigned to the service offering cycle. This is used for report labeling only.	CALNET CMO
ctg	2	CALNET Category: Two character Category: <u>Example: 19</u>	CALNET CMO
sub	1	The last digit of the Subcategory number. This is only used for report labeling or file naming.	CALNET CMO
SubCatID	4	Subcategory ID: A numerical field used by the CALNET Program in the CAMS system derived from the number assigned to a subcategory in a CALNET contract. (Example, Category 19.1 becomes 1901, Category 19.2 becomes 1902)	CALNET CMO
Sequence No	8 (max)	Sequence Number: A unique identifier for the product line item in Service Catalog	Contractor
ActionType	1	Catalog Action Type: Letter that denotes the type of action taken for a Catalog line Item. Acceptable values include: A – Add, C – Change, D - Delete	CALNET CMO

Data Item	Chars	Description	Provided by
CatalogID	16 (max)	Catalog ID: A unique identifier for each line item in the Service Catalog across all Contractors, and is a concatenated identifier that consists of the following: ConID_SubcatID_SequenceNo_	Contractor

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

#### C.4.4 Service Catalog Data

Initial Service Catalog data and any subsequent changes to Service Catalog data shall be provided by the CALNET CMO in data file format, based on the awarded Contract Catalog A, and after each Contract amendment that modifies Catalog A. After Contract Award, the Service Catalog shall be augmented to include additional columns that identify an Action Type and a unique Catalog ID for each line item in each catalog across all Contractors. These fields are defined in the Data Definitions table, above, and are described in detail as follows:

##### 1. Action Type

For each product line item in Catalog A, CALNET CMO will add an Action Type to describe the type of action taken. Action Types are: A – Add, C – Change, or D – Delete. This data will be populated by the CALNET CMO at the time the initial Catalog data file is provided, and as appropriate each time a line item is added, changed or deleted through a Contract amendment.

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

##### 2. Catalog ID

The CALNET CMO requires a unique Catalog ID for each product line item when providing Service Catalog Data. Once the CALNET CMO has provided initial service catalog data to the Contractor, the Contractor shall populate a unique Catalog ID for each catalog line item. The Catalog ID shall be a maximum 16 character field, generated by the Contractor and shall adhere to the following concatenated field format/convention:

**ConID\_SubcategoryID\_Sequence Number**

Catalog ID 16 chars	Chars	Description						
ConCode	2	Unique Contractor Code assigned to the Contractor and provided by the CALNET CMO						
underscore	1	" _ "						
Subcategory ID	4	The Subcategory IDs are defined below: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Subcategory</th> <th>Subcategory ID</th> </tr> </thead> <tbody> <tr> <td>19.1</td> <td>1901</td> </tr> <tr> <td>19.2</td> <td>1902</td> </tr> </tbody> </table>	Subcategory	Subcategory ID	19.1	1901	19.2	1902
Subcategory	Subcategory ID							
19.1	1901							
19.2	1902							
underscore	1	" _ "						
Sequence Number	8 (max)	Unique sequence number for the product line item in the Contractor's Service Catalog assigned by the Contractor						

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

C.4.5 DATA FILE LABELING CONVENTION

The Contractor shall use the standard Data File Labeling Convention on all reports defined within Section C.4, *Cellular Contract Data Requirements*. The standard includes data items defined in the Data Definition table above, separated by underscore (" \_ "), and appended with the following report identifiers:

Data Item	Chars	Description	Provided by
reportname	varies	The report name as defined within each report specification <u>Examples</u> MCELLEQUIP MCELLSVSUM MCELLADFEE	CALNET CMO in the Data Requirements below for each data file
mmddyyyy	8	File Creation Date (the date the report was completed)	Contractor



Data Item	Chars	Description	Provided by
.ext	varies	File Extension identifying the file format (file format is defined within each specific report specifications) <u>Examples</u> "txt" – delimited text file "zip" – zipped file "xlsx" – Microsoft Excel file "accdb" – Microsoft Access file	CALNET CMO

*FORMAT: ConID\_Svcoff\_cyc\_ctg\_sub\_reportnamemmdyyy.ext*

*EXAMPLE: ABC\_CELL\_1\_19\_0\_MSRVBILDTL08012018.ZIP*

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

**C.4.6 Data File Structure and Data Formatting**

The Contractor shall meet the following requirements:

1. Data files shall be formatted with all data fields delimited by pipes ("|") (on both header and data records);

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

2. When requested, Reports shall be provided in MS Excel, MS Access, or other format, as defined and requested by the CALNET CMO;

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

3. All records in data files (including the header record) shall end with a <CR><LF>, except the trailing or last record;

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

4. The first record of each data file or report shall be a required header record that labels the columns using the field order and data field names as detailed in the Data Record Definition for each data file or report

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

5. Data records shall immediately follow the header record. The formatting of data records shall be defined within the individual Data Record Definition for each data file or report;

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

6. The Contractor shall not include any subheadings or subtotals on data files and reports, unless requested by the CALNET CMO;

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

7. Data fields defined as data type "Percentage" or "Currency" shall be converted to a "Decimal" value before submitting to the CALNET CMO, unless otherwise directed by the CALNET CMO;

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

8. Data fields that are left blank shall contain a delimited placeholder; and,

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

9. Data fields shall be populated based on what is coded in the "populate" ("Pop") column of the Data Record Definition for each data file or report. The "Pop" column is coded as follows:

<b>POP</b>	<b>Description</b>
R	REQUIRED: Field must always be populated
A	IF APPLICABLE: Field must be populated if it is applicable to the Service Type and Feature Name

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

**C.5 CELLULAR DATA FILES AND REPORTS**

**C.5.1 CUSTOMER IDENTIFIER DATA**

The Contractor shall provide the data files and reports specified below within 90 calendar days of receipt of the Contractor’s first Service Request related to this IFB, or prior to the Contractor’s commencement of any applicable Plan identified in Section C.10, *Conversion*, whichever occurs first. If the Contractor requires additional time beyond the 90 calendar days, the Contractor shall be allowed a six (6) month extension to meet this requirement if the Contractor provides reports of CALNET data consistent with established State of California mobility reporting as defined in previous State mobility contracts beginning with the first Service Request or commencement of Section C.10, *Conversion*, whichever occurs first.

The Contractor shall populate Data Files and Reports with Customer Identifier Data. The data shall include Customer Names, Customer Codes, and assigned Sector and Subsector. The Customer Identifier Data will be provided by the CALNET CMO.

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

**C.5.2 EQUIPMENT DATA**

**Filename:** MCELLEQUIP

**File Description:** The Contractor shall provide an Equipment Data file to the CALNET CMO on a monthly basis. This data file shall include all Cellular Voice and Data equipment purchased in the Service Month being reported and include associated billing information. The data file shall still be provided when no Equipment has been purchased for the reporting period (empty file).

**File Frequency:** Monthly

**File Format:** Pipe “|” delimited text file (zipped)

**Data Record Definition:** The following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed below:

Field Order	Data Field Name	Description	Pop	Max Value	MCELLEQUIP Data Type and Format
1.	Contractor ID	A unique identifier assigned to each CALNET Contractor and provided by the CALNET CMO.	R	10 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MCELLEQUIP Data Type and Format
2.	Service Month	The calendar month the equipment is sold and provided to the Customer.	R	7chars	Date MM/YYYY
3.	Contract ID	The Contract agreement number issued on the form STD 213 for each Contractor.	R	30 chars	Text
4.	Service Offering	An acronym assigned by the CALNET CMO to represent the Service Offering.	R	10 chars	Text <u>Example:</u> CVD
5.	Customer Code	Unique identifier for the Customer as provided by the CALNET CMO.	R	5 chars	Text
6.	Customer Name	Customer name as identified and provided by the CALNET CMO.	R	250 chars	Text
7.	Sector	The Customer's sector of government as provided by the CALNET CMO.	R	20 chars	Text <u>Example:</u> State
8.	Subsector	The Customer's subsector of government as provided by the CALNET CMO.	R	25 chars	Text <u>Example:</u> Executive
9.	BAN	A unique Billing Account Number used to designate a Customer.	R	50 chars	Text
10.	Sale Date	Date the Contractor places the order for the Customer.	R	10 chars	Date MM/DD/YYYY
11.	Completion Date	Actual date the Contractor provides or delivers the equipment to the Customer.	R	10 chars	Date MM/DD/YYYY
12.	Reporting Period	The reporting period for the billing activity.	R	21 chars	Text Ex: 04/01/2018 - 04/30/2018



Field Order	Data Field Name	Description	Pop	Max Value	MCELLEQUIP Data Type and Format
13.	Subcategory	CALNET Subcategory number from which the service has been procured.	R	4 digits	Numeric (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (2)  <u>Examples:</u> 19.1, 19.2
14.	Equipment Type	The type of Equipment as defined in the Contractor's Equipment Catalog (e.g. Basic Phone, Smartphone, Mobile Hotspot, Tablets with SIM Cards).	R	25 chars	Text
15.	CLIN	The Contract Line Item Number for the Equipment.	R	10 chars	Text
16.	Quantity	Number of billable units for the specified Equipment Type.	R	6 digits	Numeric

Field Order	Data Field Name	Description	Pop	Max Value	MCELLEQUIP Data Type and Format
17.	Contract Price	The price that is charged to the Customer per unit of Equipment after the contract discount is applied. This is the Non-recurring charge (NRC).	R	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" Example: \$15.95 converts to 15.95

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

C.5.3 Service Plan Summary Data

Filename: MCELLSVSUM

**File Description:** The Contractor shall provide CALNET Cellular Business Voice and Data Service plans summary billing information for all CALNET Cellular Business Voice and Data services to the CALNET CMO as a data file. The data file shall provide monthly summary billing data for all lines/devices with monthly service plans for the service month being reported, as follows:

- Back billing for services shall be reported as a separate data record for each Service Month.
- 

**File Frequency:** Monthly

**File Format:** Pipe "|" delimited text file (zipped)

**Data Record Definition:** The following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed below.

Field Order	Data Field Name	Description	Pop	Max Value	MCELLSVSUM Data Type and Format
1.	Contractor ID	A unique identifier assigned to each CALNET Contractor and provided by the CALNET CMO.	R	10 chars	Text
2.	Service Month	The calendar month the service and/or feature is provided or added, changed, or deleted.	R	7 chars	Date MM/YYYY
3.	Contract ID	The Contract agreement number issued on the form STD 213 for each Contractor.	R	30 chars	Text
4.	Service Offering	An acronym assigned by the CALNET CMO to represent the Service Offering.	R	10 chars	Text <u>Example:</u> CELL
5.	Customer Code	Unique identifier for the Customer as provided by the CALNET CMO.	R	5 chars	Text
6.	Customer Name	Customer name as identified and provided by the CALNET CMO.	R	250 chars	Text
7.	Sector	The Customer's sector of government as provided by the CALNET CMO.	R	20 chars	Text <u>Example:</u> State
8.	Subsector	The Customer's subsector of government as provided by the CALNET CMO.	R	25 chars	Text <u>Example:</u> Executive
9.	Agency Billing Code	A 5 digit number for State entities and assigned by DGS (State Agencies only).	A	5 digits	Number <99999>

Field Order	Data Field Name	Description	Pop	Max Value	MCELLSVSUM Data Type and Format
10.	BAN	A unique Billing Account Number used to designate a Customer or Customer location that is billed.	R	50 chars	Text
11.	Reporting Period	The reporting period for the billing activity.	R	21 chars	Text Ex: 04/16/2014 - 05/15/2014
12.	Current Service Plan Activation Date	Actual date the Customer confirms the monthly service plan has been activated.	R	10 chars	Date MM/DD/YYYY
13.	Billing Cycle End Date	The end date of the billing cycle for the service plan.	R	10 chars	Date MM/DD/YYYY
14.	Invoice Number	The unique number assigned to the invoice.	R	30 chars	Text The unique number assigned to the invoice
15.	Device Type	The type of device the monthly service plan is being used for (e.g. Basic Phone, Smartphone, Mobile Hotspot, Tablets with SIM Cards).	R	15 chars	Text
16.	Subcategory	CALNET Subcategory number from which the service has been procured.	R	4 digits	Numeric (M, D) Where <M> is the maximum number of digits (2) and <D> is the maximum number of digits to the right of the decimal point (2)  <u>Examples:</u> 19.1, 19.2
17.	Section Number	The number of the service grouping as defined in each table heading of the Contractor's CALNET Catalog.	R	50 chars	Text



Field Order	Data Field Name	Description	Pop	Max Value	MCELLSVSUM Data Type and Format
18.	Service Type	The name of the service grouping as defined in each table heading of the Contractor's CALNET Catalog.	R	500 chars	Text
19.	Catalog ID	CALNET CMO generated unique ID assigned to each product line item in the Contractor's Service Catalog.	R	24 chars	Text Refer to Section 2.1 for specific format
20.	Product ID	A unique Contractor-defined code specific to the service plan as included in the Contractor's CALNET Catalog.	R	25 chars	Text
21.	Feature Name	The Feature Name (or the Service Plan Name) in the Contractor's CALNET Catalog.	R	500 chars	Text
22.	MRC Charge	The Monthly Recurring Charge (MRC), per Product ID as included in the Contractor's CALNET Catalog or as agreed upon in an approved IPR.  This is only populated when charged for the full month.	R	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" Example: \$15.95 converts to 15.95
23.	Change Date	Actual date the Contractor activates, deactivates, or changes (if available) the service plan as deemed acceptable by the Customer.	A	10 chars	Date MM/DD/YYYY

Field Order	Data Field Name	Description	Pop	Max Value	MCELLSVSUM Data Type and Format
24.	Change Type	Type of service plan change processed by the Contractor. This is either a service plan activation, change in service plan, service plan deactivation, or service plan transition.	A	1 chars	Text "A", "C", "D", or "T"
25.	Unit of Measure	Unit of Measure for the Product ID as published on Contractor's CALNET product catalog.	R	50 chars	Text
26.	Quantity	Total number of billable units for the specified Product ID	R	30 digits	Numeric (M, D) Where <M> is the maximum number of digits (30) and <D> is the maximum number of digits to the right of the decimal point (2)
27.	Total MRC Charge	MRC Charge multiplied by the Quantity for the specified row of data.  Total MRC Charged = MRC Charge * Quantity	A	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" Example: \$15.95 convert to 15.95

Field Order	Data Field Name	Description	Pop	Max Value	MCELLSVSUM Data Type and Format
28.	Total MRC Admin Fee	NRC Admin Fee multiplied by the Quantity for the specified row of data.  Total NRC Admin Fee = NRC Admin Fee * Quantity	A	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" Example: \$15.95 convert to 15.95
29.	Total Charge	The sum of Total MRC Charge, Total MRC Admin Fee, Adjustments, and Total Taxes for the specified row.  Total Charge = Total MRC Charge + Total MRC Admin Fee + Adjustments + Total Taxes	R	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" <u>Example:</u> \$15.95 convert to 15.95
30.	Adjustments	Credits or debits on an account to correct previous billing - including SLA credits.	A	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" Example: \$15.95 converts to 15.95
31.	Adjustment Description	Explanation for the issuance of an Adjustment.	A	500 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MCELLSVSUM Data Type and Format
32.	Total Taxes	Total Taxes, Fees and Surcharges billed for the Product ID for the specified row.	R	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" Example: \$15.95 converts to 15.95

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

C.5.4 State Associated Administrative Fee (SAAF) Report

**Filename:** MCELLADFEE

**File Description:** The Contractor shall provide a SAAF report to the CALNET CMO on a quarterly basis as a data file. The data file shall be a high-level summary of all SAAF totals for Plans and Equipment for the Service Month being reported.

**File Frequency:** Quarterly

**File Format:** Pipe "|" delimited text file (zipped)

**Data Record Definition:** The following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed below:

Field Order	Data Field Name	Description	Pop	Max Value	MCELLADFEE Data Type and Format
1.	Contractor ID	A unique identifier assigned to each CALNET Contractor and provided by the CALNET CMO.	R	10 chars	Text



Field Order	Data Field Name	Description	Pop	Max Value	MCELLADFFEE Data Type and Format
2.	Service Month	The calendar month the service, and/or feature is provided or moved, added, changed, or deleted.	R	7 chars	Date MM/YYYY
3.	Contract ID	The Contract agreement number issued on the STD 213 for each Contractor.	R	30 chars	Text
4.	Service Offering	An acronym assigned by the CALNET CMO to represent the Service Offering.	R	10 chars	Text <u>Example: CVD</u>
5.	Category	CALNET Category number from which the Service has been procured.	R	2 digits	Number <99> Where <99> is up to 2 digits Exclude leading zeros
6.	Subcategory	CALNET Subcategory number from which the service has been procured.	R	4 digits	Numeric (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (2)  <u>Examples:</u> 19.1, 19.2
7.	Total Charges all Plans	The sum of charges for all service plans (including adjustments) for the Service Month being reported.	A	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" <u>Example:</u> \$15.95 converts to 15.95

Field Order	Data Field Name	Description	Pop	Max Value	MCELLADFFEE Data Type and Format
8.	Total Charges Equipment	The sum of all equipment charges (including adjustments) for the Service Month being reported.	A	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" <u>Example:</u> \$15.95 converts to 15.95
9.	NRC Admin Fee Rate	A percentage of the Contractor's rate that is determined by the State and added to the Contractor's rate.	A	4 digits	Numeric (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (3)  Strip "%" <u>Example:</u> 2.5% converts to 0.025
10.	MRC Admin Fee Rate	A percentage of the Contractor's rate that is determined by the State and added to the Contractor's rate.	A	4 digits	Numeric (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (3)  Strip "%" <u>Example:</u> 2.5% converts to 0.025

Field Order	Data Field Name	Description	Pop	Max Value	MCELLADFEE Data Type and Format
11.	Total NRC Admin Fee	The total NRC SAAF collected for the Product ID for the Service Month being reported.	A	20 digits	<p>Numeric (M, D) Where &lt;M&gt; is the maximum number of digits (20) and &lt;D&gt; is the maximum number of digits to the right of the decimal point (4) and &lt;D&gt; varies 2 to 4 digits</p> <p>Strip "\$" <u>Example:</u> \$15.95 convert to 15.95 If NRC Admin Fees are not associated with the Product, provide 0.0</p>
12.	Total MRC Admin Fee	The total MRC SAAF collected for the Product ID for the Service Month being reported.	A	20 digits	<p>Numeric (M, D) Where &lt;M&gt; is the maximum number of digits (20) and &lt;D&gt; is the maximum number of digits to the right of the decimal point (4) and &lt;D&gt; varies 2 to 4 digits</p> <p>Strip "\$" <u>Example:</u> \$15.95 convert to 15.95 If MRC Admin Fees are not associated with the Product, provide 0.0</p>

Field Order	Data Field Name	Description	Pop	Max Value	MCELLADFFEE Data Type and Format
13.	Total Admin Fee	The total SAAF collected for the Product ID for the Service Month being reported.  Total Admin Fee = Total NRC Admin Fee + Total MRC Admin Fee	R	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" <u>Example:</u> \$15.95 convert to 15.95  If Admin Fees are not associated with the Product, provide 0.0
14.	Total Charge	The sum of Total Charges All Plans, Total Charges Equipment and Total Admin Fee for the specified row.  Total Charge = Total Charges All Plans + Total Charges Equipment + Total Admin Fee	R	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" <u>Example:</u> \$15.95 convert to 15.95

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

C.5.5 Summary of Expenditures by Service Plan Report

**Filename:** MCELLEXPPL

**File Description:** The Contractor shall provide a Summary of Expenditures by Service Plan Report to the CALNET CMO on a monthly basis. This data file is a high-level summary of CALNET cellular service plan expenditures for the Service Month being reported. The expenditures shall be broken down by Product ID/Plan and include the quantities and total expenditures for each line item being reported.



**File Frequency:** Monthly

**File Format:** Excel

**Data Record Definition:** The following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed below:

Field Order	Data Field Name	Description	Pop	Max Value	MCELLEXPPL Data Type and Format
1.	Contract or ID	A unique identifier assigned to each CALNET Contractor and provided by the CALNET CMO.	R	10 chars	Text
2.	Service Month	The calendar month the service and/or feature is provided or moved, added, changed, or deleted.	R	7 chars	Date MM/YYYY
3.	Service Offering	An acronym assigned by the CALNET CMO to represent the Service Offering.	R	10 chars	Text <u>Example: CVD</u>
4.	Category	CALNET Category number from which the Service has been procured.	R	2 digits	Number <99> Where <99> is up to 2 digits Exclude leading zeros
5.	Subcategory	CALNET Subcategory number from which the service has been procured.	R	4 digits	Numeric (M, D) Where <M> is the maximum number of digits (2) and <D> is the maximum number of digits to the right of the decimal point (2)  <u>Examples:</u> 19.1, 19.2
6.	Product ID	A unique Contractor-defined code specific to the service plan as included in the Contractor's CALNET Catalog.	A	25 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MCELLEXPPL Data Type and Format
7.	Feature Name	The Feature Name as defined in the Contractor's CALNET Catalog or in the Contractor's Equipment and Accessories Catalog.	A	500 chars	Text
8.	Quantity	Total number of billable units for the specified Product ID in the reporting month.	R	30 digits	Numeric (M, D) Where <M> is the maximum number of digits (30) and <D> is the maximum number of digits to the right of the decimal point (2)
9.	Total Service Plan Admin Fee	The total SAAF collected for the Product ID (Service Plan) for the Service Month being reported.	R	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" <u>Example:</u> \$15.95 convert to 15.95  If Admin Fees are not associated with the Product, provide 0.0
10.	Total Plan Expenditures	The sum of all expenditures for the Service Plan, (including adjustments and taxes) for the specified line item.	R	20 digits	Numeric (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits  Strip "\$" <u>Example:</u> \$15.95 convert to 15.95

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

#### C.5.6 Ad hoc Reports

**Filename:** To be provided by the CALNET CMO at the time of the request.

**File Description:** The Contractor shall provide ad hoc reports as requested by the State at no cost to the State and acknowledge within two (2) Business Days of receipt of request to determine the time frame agreed upon between the Contractor and the State.

**File Format:** Reports shall be provided in MS Excel, MS Access, or other format, as defined by the CALNET CMO at the time of request.

**Data Record Definition:** The data record definition shall be defined upon request and include the required data fields, order of each data field, and the report format.

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

#### C.5.7 CUSTOMER NUMBERING CONVENTIONS (M)

The Contractor shall use the most current version of the State maintained and provided list of Customer Names and Customer Identifiers for reporting. Customer Names and Customer Identifiers shall be used on all reports as directed by the CALNET CMO.

The CALNET CMO will notify the Contractor when updates are made to Customer Names and Customer Identifiers.

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

#### C.5.8 DATA RETENTION (M)

All CALNET data and reports shall be retained and maintained by the Contractor in a secure environment for the periods identified in the eVAQ, Section 51, *Examination and Audit*.

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

## **C.6 BILLING AND INVOICING (M)**

The Contractor shall provide billing and invoicing as specified below within 90 calendar days of receipt of the Contractor's first Service Request related to this IFB, or prior to the Contractor's commencement of any applicable Plan identified in Section C.10, *Conversion*, whichever occurs first. If the Contractor requires additional time beyond the 90 calendar days, the Contractor shall be allowed a nine (9) month extension to meet these requirements as long as the Contractor invoices the Customer for CALNET Services, rates and SAAF utilizing billing and invoicing formats consistent with Contractor's established State of California mobility billing and invoicing system used in previous State mobility contracts.

To ensure timely payment, the Contractor shall provide accurate monthly invoices to the Customers and provide a breakdown and explanation of all charges as specified throughout this Section. The Contractor shall integrate the Subcontractor's and Affiliate's billing data into the Contractor's Billing and Invoicing system. With the coordination and consolidation of invoices, the Contractor, its Subcontractors and Affiliates will establish processes and procedures to avoid errors. Payments to the Contractor will only be issued for receipt of the Customer validated and approved invoices.

The Contractor shall:

1. Provide a unique Product Identifier for each standardized service plan (as defined in Section 19.1.2.2 and 19.2.3.2), not including overage charges or other peripheral billable items, to appear on the Customer's invoices as identified in the Catalog. "Peripheral Billable Items" shall mean additional charges related to the use of services that result from: 1) elective, end-user initiated actions such as downloads or pay-to-use services; 2) add-on feature charges, 3) cellular building amplification services fees/charges, and 4) unsolicited contract fees as set forth in Section 19.1.2.2 and 19.2.3.2, as may be amended from time to time upon mutual agreement of the parties.
2. Maintain a secure password protected web-based Billing and Invoicing application which delivers integrated monthly invoices to the Customers including services provided by the Contractor, its Subcontractors and Affiliates;
3. Provide within the Billing and Invoicing application the ability to download/export data into PDF or MS Excel 2013 or newer version document;
4. Generate monthly invoices to the Customers that are accurate and provide sufficient data for the Customers to validate and reconcile;
5. Distribute invoice(s) to authorized Customers within 15 calendar days of the end of the monthly billing cycle;
6. Utilization of the Customer Naming Conventions described in Section C.4, *Cellular Contract Data Requirements*;
7. Itemize all charges by Product Identifiers for each standardized service plan (as defined in Section 19.1.2.2 and 19.2.3.2), not including overage charges or other Peripheral Billable Items . Monthly Recurring Charges, Non-Recurring Charges, and Adjustments must be itemized and shall not be comingled;



8. Identify late payment charges on the invoice and upon request provide proof that the late payment charge is valid;
9. Provide a Uniform Resource Locator (URL) for the Billing and Invoicing application;
10. Accept CAL-Card as an optional payment mechanism for one-time non-recurring charges only. Form STD.65 is required even when the ordering department chooses to pay the Contractor via CAL-Card. Accept CAL-Card invoices separately. The CAL-Card invoice must itemize charges, and show a balance of zero dollars (\$.00) to reflect credit card payment;
11. Invoice in arrears. The State is only authorized to pay for services that have been rendered as stated in SAM 8422.1 and SCM Volume 3 – 9.A2.0;
12. Flag or identify non-CALNET contracted charges on the Customer invoice. The Contractor shall not apply SAAF to non-CALNET contracted charges; and,
13. The Contractor shall apply the SAAF rate to identified items as a surcharge that shall appear separately on the Customers invoice in the Itemized Taxes, Fees and Surcharges section or within a location on the invoice mutually agreed to by the CALNET CMO and the Contractor.

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

#### C.6.1 Invoice Content Requirements (M)

Invoice content will vary depending on the type of service. Invoices shall include data as defined below for a Customer to validate charges and for the invoice to pass an audit. Minimum invoice content Requirements are listed below:

1. Content for Initial Invoice Page
  - a. Contractor's Name and/or Logo;
  - b. Billing Account Number (BAN) or equivalent;
  - c. Invoice Number;
  - d. Invoice Date;
  - e. Current Charges;
  - f. Previous Balance – the amount reflecting any unpaid charges from previous invoice(s) that has been carried forward;
  - g. Total Amount Due;
  - h. Payment(s);
  - i. Payment Due Date;
  - j. Adjustments; and,
  - k. Toll-Free Support Line.
2. Content for Non-Recurring Charges (NRC)
  - a. Ability to verify Activation Date (if applicable); and,

- b. Service Request Number or equivalent, when available.
3. Content for Remittance Slip
- a. Contractor's Name;
  - b. Remittance Address;
  - c. Invoice Number;
  - d. Invoice Date;
  - e. Current Charges;
  - f. Total amount Due; and,
  - g. Payment Due Date.
4. Additional Required Invoice Content (if applicable)
- a. BTN, WTN or equivalent;
  
  - b. Feature Name;
  - c. Quantity;
  - d. Billing Period – The billing cycle for which the MRC applies;
  - e. Charge – the MRC for each Product ID;
  - f. Usage Charge – to include Call Detail Record if applicable;
  - g. Adjustments; and
  - h. Itemized Taxes, Fees and Surcharges – provided at the BTN (or equivalent) level.

Additional information shall be provided by the Contractor as necessary for a Customer to validate charges. If an invoice includes acronyms, symbols or codes the Contractor shall include a legend within the invoice.

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

#### C.6.2 INVOICE DELIVERY METHODS (M)

The Contractor shall provide invoicing as identified:

- 1. Web-based (Paperless) - secure password protected; or,
- 2. Paper – double side print required

The Contractor shall issue a paper Remittance Slip free of charge for payment processing.

The Contractor may provide other means of electronic data with no additional cost to the State or Customers (e.g., data files), when mutually agreed upon.

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

**C.6.3 INVOICING SUPPORT (M)**

1. The Contractor shall provide to the Customers:
  - a. Invoice Support including problem resolution and status updates within 48 hours of initial notification;
  - b. A toll-free support telephone number;
  - c. Invoice support from 8:00 a.m. to 5:00 p.m., Monday through Friday from representative with knowledge to support invoicing; and
  - d. Invoice support location(s) within the United States.
2. The Contractor shall provide to the CALNET CMO:
  - a. A designated contact for Billing and Invoicing to support the Billing and Invoicing Requirements; and,
  - b. Written notification to the CALNET CMO for any systemic variations (e.g., temporary Product Identifiers, tax errors, incorrect billing of Product Identifiers, fraudulent activity) that may affect the Customer's invoices. Notification shall be provided through email within five (5) calendar days from discovery.

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

**C.6.4 BILLING DISPUTES AND ADJUSTMENTS (M)**

Should the State or any Customer dispute, in good faith, any portion of the invoiced amount due, the Customer shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the invoice due date, the Customer may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount until the dispute is resolved by both parties at which time any amount due will be paid by the Customer or adjustment shall be issued by the Contractor, consistent with the payment timelines set forth in this Agreement. All parties agree to use their best efforts to resolve disputes.

The Contractor shall resolve billing disputes by issuing adjustments for the full amount or provide acceptable evidence the disputed amount should not be adjusted.

In the event a dispute between the Contractor and the Customer cannot be resolved, the processes described in the eVAQ Sections 68, *Set-off Rights*, and 54, *Disputes* shall prevail.

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

#### C.6.5 SYSTEMIC INVOICING ERRORS (M)

The Contractor shall provide a corrective action plan within 30 Business Days for the identified invoice discrepancy. The Contractor shall correct systemic invoicing errors within 60 calendar days of the identified invoice discrepancy unless otherwise agreed upon by the CALNET CMO. The Contractor shall provide the CALNET CMO a list of affected Customers, dates of occurrence, resolution, and timeframes to implement resolutions and preventative measures.

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

#### C.6.6 INVOICING REFUND (M)

The Contractor shall provide a refund when a credit resides on a closed account. The Customer shall not be responsible for refund initiation and the refund is to be reflected on the BAN or as mutually agreed upon by both parties.

Refund checks shall be issued within 60 calendar days of the date of the account closure.

Refund checks shall be reflected in the Adjustments section of the invoice for tracking purposes and shall include the associated BTN/ WTN and the Customers' Service Request number when applicable

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

#### C.6.7 SERVICE TAXES, FEES, SURCHARGES, AND SURCREDITS (M)

The Bidder agrees to comply with FCC, CPUC and other jurisdictional taxes, fees, surcharges and surcredits (Fees) per eVAQ Section 41, *Service Taxes, Fees, Surcharges and Surcredits*. Any addition or changes will be implemented in accordance with this section.

Taxes, Surcharges, and Surcredits should be assessed on the Contract price (Catalog A pricing) excluding the State Associated Administrative Fee (SAAF). SAAF, taxes, and surcharges that are remitted to the government and not retained by the vendor are excluded from the vendor's gross revenues. Therefore, **no taxes may be assessed on the SAAF.**

The Contractor shall respond to the CALNET CMO within 15 calendar days from original contact date in regard to inquiries associated with Service Taxes, Fees, Surcharges and Surcredits.

The Contractor shall provide the CALNET CMO with valid E911 and Federal Excise (if applicable) exemption certificate(s) for the CALNET CMO to complete on behalf of the State within 30 calendar days of Contract Award.



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

## **C.7 CUSTOMER SERVICES**

### **C.7.1 CUSTOMER SERVICE REPRESENTATIVE (M)**

The Contractor shall provide the Customer Service Representatives (CSRs) who shall be available for activating and terminating services, making changes to accounts, answering questions and assisting in problem resolution. The CSRs must be knowledgeable of CALNET Contract Requirements.

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

### **C.7.2 CUSTOMER SUPPORT AVAILABILITY (M)**

**This Requirement applies to Subcategory 19.1 only.**

The Customer service support shall be available during regular business hours (Monday- Friday 8:00 a.m. – 4:59 p.m.). The Customer services must respond to any Customer service request within four (4) hours of notice.

The Contractor shall provide the CALNET CMO and the Customers with a toll-free number for the Customers to report service issues.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No  N/A  (Respond N/A if NOT bidding Subcategory 19.1)*

### **C.7.3 ESCALATION PROCESS**

#### **C.7.3.1 CALNET CMO Escalation Process (M)**

Within 60 calendar days of execution of this Agreement, the Contractor shall provide an Escalation Process to be used by the CALNET CMO for this Contract. The CALNET CMO reserves the right to require changes to the Escalation Process prior to approval. The CALNET CMO Escalation Process shall:

1. Include a detailed escalation hierarchy within the Contractor's organization;
2. Include the Contractor's contact information of the individual(s) with increasing responsibility who will be available to resolve Contract and service issues 24x7x365 as they are escalated within the Contractor's organization. The Contractor shall provide three (3) levels of escalation (at least one (1) level higher than the Customer escalation contacts). Contact information shall include title/responsibility, office number, cell number and email address;

3. Remain current and provided to the CALNET CMO upon request, throughout the Contract Term; and
4. Include major milestones, roles and responsibilities, Deliverables, and commitment dates as negotiated between the CALNET CMO and the Contractor.

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

#### C.7.3.2 Customer Escalation Process (M)

Within 90 calendar days of execution of this Agreement, the Contractor shall provide an Escalation Process to be used by the Customer and be posted on the Contractor's User Portal. The Customer Escalation Process shall:

1. Include a detailed escalation hierarchy within the Contractor's organization;
2. Include the Contractor contact information of the individuals with increasing responsibility who will be available to resolve issues 24x7x365 as they are escalated within the Contractor's organization. The Contractor shall provide at least three (3) levels. Contact information shall include title/responsibility, office number, cell number, and email address;
3. Remain current throughout the Contract Term; and,
4. Include major milestones, roles and responsibilities, Deliverables, and commitment dates as negotiated between CALNET CMO and the Contractor.

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

#### C.7.4 CONTRACTOR'S CALNET PUBLIC WEBSITE (M)

The Contractor may provide a CALNET Public Website. The Contractor's CALNET Public Website shall contain only information related to CALNET services awarded to the Contractor. If the Contractor elects to provide a CALNET Public Website the CALNET CMO reserves the right to review and require modification of website content that contains any reference to "CALNET".

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

### C.7.5 CUSTOMER REPORTS

#### C.7.5.1 ZERO USAGE REPORT (M)

The Contractor shall provide a Zero Usage Report to the Customer on a quarterly basis. The report shall include a high-level summary of End-User lines that show no usage (zero minutes, zero texts, and zero data) for three (3) consecutive months.

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

#### C.7.5.2 ADDITIONAL REPORTS (M)

The Contractor shall provide industry standard reports to the Customers upon request.

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

### C.7.6 CONTRACTOR'S PORTAL (M)

Within 120 calendar days of Contract Award, the Contractor shall provide and support a secure web-based Cellular Voice and Data Services portal for the Customers. The Contractor's portal shall provide:

1. Access to the following:
  - a. Order System;
  - b. Billing and Invoicing application; and,
  - c. Web Based Catalog.
2. 24x7x365 availability, exclusive of maintenance windows;
3. Order acknowledgement;
4. Shipment confirmation;
5. Unfilled orders;
6. Account change/termination acknowledgement; and,
7. Activation capability for In-Hand devices.

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

### C.7.7 FRAUD MONITORING & PREVENTION (M)

The Contractor shall perform fraud detection, monitoring and prevention services that are consistent with industry common “best” practices on a 24x7x365 basis to reduce the State’s vulnerability to fraudulent activities.

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

### C.8 STATE ASSOCIATED ADMINISTRATIVE FEE (SAAF) (M)

The CALNET CMO will determine the methods and amount of the SAAF. Refer to eVAQ, Section 70, *Administrative Fee*, for additional Requirements.

1. Items contained in this Contract to include SAAF will be identified by the CALNET CMO. The CALNET CMO will provide SAAF instructions within 30 calendar days of Contract Award, which will include the SAAF rate, services to which it applies and instructions for EFT payments.
2. The SAAF rate may change during the Contract Term as determined by the CALNET CMO.
3. The CALNET CMO will provide the Contractor with notice of any changes to the SAAF rate at least 60 calendar days prior to the effective date of the new SAAF rate.

The Contractor shall, in accordance with the Contract, bill and collect the SAAF from the Customers on a monthly basis throughout the life of the Contract.

1. The Contractor shall only assess and remit the SAAF, as determined by the CALNET CMO, for CALNET services obtained by Customers pursuant to the Contract.
2. The Contractor shall apply the SAAF rate to identified items as a surcharge as defined in section C.6, *Billing and Invoicing*.
3. The Contractor shall calculate the SAAF from the CALNET Catalog A pricing only.
4. SAAF shall not be calculated on or applied to any taxes, fees, surcharges, and surcredits.
5. The Contractor shall not apply any taxes, fees, surcharges, and surcredits to the SAAF.
6. The Contractor shall not apply SAAF to non-CALNET products or services.
7. The Contractor shall remit a single monthly Electronic Fund Transfer (EFT) as payment to the California Department of Technology for the SAAF billed to the Customers.
8. The Contractor shall remit the total SAAF collected for each month to the California Department of Technology no later than 60 calendar days after the billing cycle.
9. The Contractor shall provide a SAAF notification of remittance to the CALNET CMO via email or other electronic means as directed by the CALNET CMO. Notification shall include the following:
  - a. Contract Number;



- b. Subcategory;
  - c. Contractor Name;
  - d. Date of remittance;
  - e. Amount of SAAF;
  - f. Service Month;
  - g. Total expenditures; and,
  - h. Total Amount of SAAF.
10. The Contractor shall document and report adjustments to SAAF monies as an Adjustment on subsequent reports including those identified in Section C.4, *Cellular Contract Data Requirements*.

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

## **C.9 INDIVIDUAL PRICING REDUCTIONS (IPR)**

### **C.9.1 IPR GENERAL PROVISIONS (M)**

The Contractor may enter into price negotiations with the Customers or the CALNET CMO. These price negotiations allow the Contractor to reduce prices: a) on one (1) or more service(s); b) for one (1) or more Customers at a time; and/or c) by geographic area or location(s). CALNET IFB C4CVD18 allows for two (2) different Individual Price Reduction (IPR) scenarios: Standard IPR or Duration IPR.

The Contractor shall apply the following general provisions to both Standard and Duration IPRs:

1. The Contractor shall submit to the CALNET CMO an electronic copy of the signed IPR Agreement (IPRA) (Appendix B, *IPRA*) document consisting of an analysis of current Contract pricing and proposed IPR pricing within five (5) business days of Customer signature;
2. The Contractor shall comply with the Section C.9.1, *IPR General Provisions* and Appendix B, *IPRA* when utilizing the IPR process;
3. An IPR must be signed by the Contractor and the Customer. The IPRA becomes effective on the date that it is signed by the Customer, unless otherwise noted for a future date in the IPR Agreement (IPRA) document;
4. No additional service taxes, fees, surcharges or surcredits will be allowed except as described in Section C.6.7, *Service Taxes, Fees, Surcharges, and Surcredits*, and the eVAQ, Section 41, *Service Taxes, Fees, Surcharges, and Surcredits*;
5. Once an IPRA is approved by the Customer, the Contractor shall not cancel or increase pricing during the Contract Term for any service listed, including Duration IPRs;

6. All approved IPRs shall remain in effect when options to extend the Contract are exercised by the State;
7. All IPRs shall be subject to examination and audit pursuant to eVAQ, Section 51, *Examination and Audit*;
8. The IPRA and information regarding the approved IPR service rate(s) shall be subject to the California Public Records Act;
9. Implementation of an approved IPR does not require reduction of contracted rate(s) for service(s), pursuant to eVAQ, Section 77, "*Most Favored Nation*" *Status of State*. However, if contracted rate(s) are amended to reduce the IPR rate(s) for such service(s), the reduced contracted rate(s) shall automatically apply to the IPR, but the term commitments shall remain in place for the Duration IPRs;
10. The Contractor shall obtain the CALNET CMO approval to automate the IPRA form before implementing any changes; and,
11. The CALNET CMO shall require the Contractor to correct any IPRA that do not comply with the requirements of this Contract. Corrections shall be completed within 30 calendar days of the CALNET CMO written notification.

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

#### C.9.2 STANDARD IPRs (M)

The following provisions apply to Standard IPRs:

1. The Contractor shall be allowed to reduce one (1) or more contracted service prices for a Customer for the Contract Term;
2. IPRs shall be for reduced service pricing only. The Contractor shall not include additional terms and conditions within the IPRA. All other Contract terms and conditions will remain unchanged; and,
3. The Customer may cancel any or all services(s) subject to the Standard IPR without penalty.

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

#### C.9.3 DURATION IPRs (M)

The following provisions apply to Duration IPRs:

1. The Contractor may offer Individual Price Reductions that require term commitments. The Contractor shall not include additional terms and conditions within the IPRA. All other Contract terms and conditions, including Service Level Agreements, will remain unchanged;
2. Acceptance of any offer from the Contractor shall be at the sole discretion of the Customer;

3. The Duration IPR service rate(s) shall continue in effect from the date of IPR approval by the Customer, through the remainder of the Contract Term.
4. The duration of a Duration IPR shall not exceed the Contract Term; and,
5. After the Duration IPR term commitment has been met, the Customer can cancel services without being subject to early termination charges. In the event that a Customer elects to terminate service(s) prior to the Customer's IPRA term commitment date for reasons other than (1) a Contractor default, or (2) circumstances outside such Customer's reasonable control, such Customer shall be liable to the Contractor for an early termination of the Duration IPR. The amount owed shall be calculated based on the following:
  - a. Monthly difference in the original Contract rate and the Duration IPR rate multiplied by the number of months the service was used under the Duration IPR;
  - b. Ten percent (10%) of the original Contract Rate multiplied by the number of months used under the Duration IPR; and,
  - c. Any unrecovered nonrecurring charges owed to the Contractor on the date of termination.

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

### **C.10 CONVERSION (M)**

Conversion includes Transition-In and Migration-Out scenarios. To the extent the Contractor deems appropriate, or as otherwise requested by the State, the Contractor shall design the Conversion Plans to use a phased-conversion strategy. The Contractor agrees to cooperate fully with the State and other Contractor(s) with planning, coordination, and implementation during all Conversion phases. The Contractor shall provide plans that will assure the State that all services will be transitioned or migrated in a timely and efficient manner.

The Contractor shall, at the Contractor's expense, assign a designated Conversion manager that will implement Conversion Plans, provide all the Contractor's labor resources necessary to implement the Conversion plans and perform all tasks in accordance with the approved Conversion Plan schedules. The Contractor shall minimize disruption of service and any period when the State is subject to charges from more than one (1) Contract, unless at the documented request of the Customer.

The Contractor shall not implement any Conversion Plans without the CALNET CMO's prior approval and oversight coordination.

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

C.10.1 TRANSITION-IN (M)

**This Requirement applies to Subcategory 19.1 only.**

In order to ensure uninterrupted services to the Customers who are required to use the Contracts, the Contractors shall facilitate the transition of required Customers from expiring Contracts.

Transition-In applies to Contractors who currently provide the same or significantly similar cellular voice and data services to the Customers currently using a statewide cellular services contract.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No  N/A  (Respond N/A if NOT bidding Subcategory 19.1)*

C.10.1.1 General Requirements (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractor shall not charge any Non-Recurring Charges to the Customers for Transition-In. All service activations and SIM cards shall be at no cost to the Customers.

The Contractor shall provide the Customer the option to maintain their existing cellular device(s) and/or phone number(s) when moving from the Contractor's existing contract to the CALNET Cellular Voice and Data Services Contract.

The Contractor shall assist the Customers as necessary to accomplish a transition to the IFB C4CVD18 Contract.

The Contractor shall coordinate and communicate with the CALNET CMO and Customers throughout all phases of the Transition-In.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No  N/A  (Respond N/A if NOT bidding Subcategory 19.1)*

C.10.1.2 Transition-In Plan Requirements (M)

**This Requirement applies to Subcategory 19.1 only.**

The Contractors with transitioning services shall submit a Transition-In Plan to the CALNET CMO within 30 days of Contract Award explaining how the Contractor intends to transition the Contractor's existing State customers with cellular voice and data services to IFB C4CVD18.



The CALNET CMO reserves the right to modify the Transition-In Plan when it is deemed in the best interest or benefit of the State or authorized Customers.

The Contractor's Transition-In Plan shall include the following information and describe in detail:

1. Major milestones, roles and responsibilities, Deliverables, and commitment dates;
2. How the Contractor will work with the Customers to minimize End-User impact or service interruption during Transition;
3. Steps the Contractor will take if an unscheduled service interruption occurs during the Transition of services;
4. Proposed Transition schedule that ensures timely Transition of all contracted services and invoicing;
5. The process for coordinating and communicating the Transition-In Plan with the CALNET CMO and Customers throughout all phases of the transition;
6. Transition tasks dependent on the State and/or Customer data or resources;
7. Industry standard project management methodology will be used throughout the Transition process; and,

A list of the Customers to be transitioned to Subcategory 19.1, Cellular Business Services that shall specify the quantity of services to be transitioned by service type.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No  N/A  (Respond N/A if NOT bidding Subcategory 19.1)*

#### C.10.1.3 Transition-In Status Report (M)

**This Requirement applies to Subcategory 19.1 only.**

Upon commencement of the Transition-In Plan, the Contractor shall provide the CALNET CMO a Transition-In Status Report that includes all the Customers to be transitioned. The delivery intervals of this report shall be mutually agreed upon by CALNET CMO and the Contractor.

The Contractor shall provide Transition-In Status Reports in Microsoft Excel or as text files as directed by the CALNET CMO.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No  N/A  (Respond N/A if NOT bidding Subcategory 19.1)*

## C.10.2 MIGRATION-OUT

### C.10.2.1 General Requirements (M)

Prior to expiration of this Contract, the Contractor shall comply with the eVAQ, Section 88, *Disentanglement (Migration-Out)*, and the following SOW Business Requirements. There shall be no additional cost to the Customers for Migration-Out.

The Contractor shall provide the Customer the option to maintain their existing voice phone number when moving to a new contract.

The Contractor shall coordinate and communicate with the CALNET CMO and Customers throughout all phases of the Migration-Out.

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

### C.10.2.2 Migration-Out Plan (M)

The Contractor shall provide the CALNET CMO a Migration-Out Plan within 30 calendar days of the CALNET CMO request. The Contractor's Migration-Out Plan shall include how the Contractor will move IFB C4CVD18 CALNET Cellular Voice and Data Services off the Contract with sufficient detail for the State's review and approval.

The State reserves the right to modify the Migration-Out Plan where it is deemed in the best interest or benefit of the State or authorized Customers.

The Contractor's Migration-Out Plan shall include and describe in detail:

1. How migration-out will be accomplished in the least disruptive way to the Customers and End-Users;
2. The Contractor's commitment to continue to provide services and Contract resources under the existing terms and conditions of the Contract during Migration-Out that includes any restrictions and/or limitations;
3. The Customer impact (e.g., business needs, complexity of service, services impacted by special programs, etc.);
4. Strategy for migration of the Contractor services to new Contract services;
5. Identification of tasks dependent upon the State's data or resources;
6. Identification of all Customers by service type and unique Product Identifier;

7. Plan for transparent Migration-Out of services to support the continued billing, collection, and remittance of SAAF for services billed under the CALNET Cellular Voice and Data Services Contract; and,
8. Use of industry-accepted project management methodology throughout the Migration-Out process.

The Contractor shall not deem Migration-Out complete until the Customer services have been transitioned, migrated or discontinued and the Contractor has billed the Customers their final invoices and resolved all disputed charges.

The Contractor shall implement the Migration-Out Plan and perform all tasks identified in the Migration-Out Plan in a timely manner to mitigate disruption in CALNET Cellular Voice and Data Service from the Contractor to the State or the Customer. The Contractor shall participate in meetings with the State, Customers, and alternate service provider(s) as reasonably required by the State in planning for the Migration-Out.

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

#### C.10.2.3 Migration-Out Status Report (M)

Upon commencement of the Migration-Out Plan, the Contractor shall provide the CALNET CMO a weekly Migration-Out Status Report which shall begin 60 calendar days prior to the physical or administrative migration of the first Customer. The report shall include all Customers to be migrated.

After each individual service migration is completed and the migration status and the CALNET billing account status both achieve 100% completion on the Migration-Out Status Report for two (2) consecutive weeks, the service line item may be deleted from the status report.

The Contractor shall provide the CALNET CMO with Migration-Out Status Reports in Microsoft Excel or as text files, as directed by the CALNET CMO. All final report formats shall be approved by the CALNET CMO and no changes shall be made to the data fields, format or headings without prior written consent of the CALNET CMO.

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

**INVITATION FOR BID  
IFB C4CVD18  
FOR  
CATEGORY 19  
CALNET CELLULAR VOICE AND DATA SERVICES**

**SUBCATEGORY 19.1 CELLULAR BUSINESS SERVICES  
SUBCATEGORY 19.2 FIRST RESPONDERS CELLULAR SERVICES**

**STATEMENT OF WORK  
SUPPLEMENTAL BUSINESS REQUIREMENTS**

**February 20, 2019**

**Addendum 6**

Issued by:  
**STATE OF CALIFORNIA**  
California Department of Technology  
Statewide Technology Procurement  
PO Box 1810  
Rancho Cordova, CA 95741

Disclaimer: The original PDF 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.

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**SUBCATEGORY 19.2 SUPPLEMENTAL SOW BUSINESS REQUIREMENTS**

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## **SUBCATEGORY 19.2 SUPPLEMENTAL SOW BUSINESS REQUIREMENTS**

### **S.1 OVERVIEW (M)**

This Section of IFB C4CVD18 provides the State's solicitation for the Supplemental SOW Business Requirements associated with the SOW Technical Requirements described in Subcategory 19.2, First Responder Cellular Services.

The Requirements provided in this Supplemental SOW Business Requirements are in addition to the Requirements provided in the SOW Business Requirements for Bidders responding to Subcategory 19.2. Only Bidders responding to Subcategory 19.2 are required to respond to these Supplemental SOW Business Requirements.

#### **S.1.1 BIDDER RESPONSE REQUIREMENTS (M)**

Throughout this IFB C4CVD18, the Bidder is required to acknowledge acceptance of the Requirements described herein by responding to one (1) of the following:

1. 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\_ X\_\_\_\_\_*  
*No\_\_\_\_\_"*

*Or,*

2. Example B (for Requirements that require a Bidder's description):

*"Bidder understands the Requirements in the Section above and shall meet or exceed them? Yes\_ X\_\_\_\_\_ No\_\_\_\_\_"*

*Bidder's Description"*

#### **S.1.2 DESIGNATION OF REQUIREMENTS (M)**

All Supplemental SOW Business Requirements specified in this Section are Mandatory and must be responded to as identified in this IFB C4CVD18, Part 1, Section 3.3.2.1, *SOW Mandatory Business Requirements* and Section 3.3.2.2, *SOW Technical Requirements* by the Bidder. The Customers will have the option whether or not to order services or features included in the Contract.

Costs associated with these Supplemental SOW Business Requirements 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.

### S.1.3 FIRST RESPONDER PROGRAM MANAGER

The Contractor shall provide a Program Manager (PM) to Cal OES as a primary point of contact that will ensure the Contractor performs technical responsibilities and other contractual compliance commitments pertaining to the functionality or operations of the services. The Contractor must notify Cal OES when a change to the Program Manager is made within five (5) calendar days of change.

To comply with Contract Requirements, PM responsibilities shall include:

1. Ensuring the Contractor responds to Cal OES' requests and/or directions regarding Contract issues;
2. Responding through written communication within five (5) calendar days to Cal OES' written requests;
3. Acting as a point of escalation for all technical and operational issues;
4. Attending scheduled Cal OES meetings either in person or remotely in order to address all technical and operational issues. The Contractor's remote attendance shall be at Cal OES' discretion;
5. Ensuring the Contractor provides Cal OES with written notice of regulatory changes that impact the Provisioning of Contract services; and,

Upon Cal OES written requests, Contractor shall provide Contract-required and/or supplemental information within ten (10) calendar days.

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

### S.1.4 EMERGENCY ORDERS

In the event of an emergency (as defined in Public Contract Code Section 1102), the Contractor shall accept all orders from authorized PSEs during the emergency event.

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

### S.1.5 CUSTOMER VERIFICATION (M)

All Customers must be a qualified PSE as approved by Cal OES. It is the Contractor's responsibility to authenticate the PSE eligibility to utilize this Contract, and the Contractor shall restrict use solely to authorized users.

The Contractor shall verify the Customer's authority to order services by verifying the information contained in the CALNET Application Management Systems (CAMS) for each Service Request for:

1. State PSE Customers - identified as a Chief Agency Telecommunications Representative (CATR) or an Agency Telecommunications Representative (ATR); or,
2. Non-State PSE Customers - identified by a fully executed Authorization to Order (ATO); (IFB C4CVD18 Appendix D, Authorization to Order – Subcategory 19.2);

Or,

The Contractor shall verify the Customer's authority to order services by verifying the information with Cal OES for other users eligible to use this Contract not listed above in this Section S.1.5.

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

#### S.1.6 LIABILITY FOR NON-AUTHORIZED PURCHASES (M)

The Contractor shall assume liability for costs incurred as a result of accepting an order from an unauthorized Customer.

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

#### S.1.7 EMERGENCY ORDER RECEIPT ACKNOWLEDGEMENT

The Contractor shall provide the Customer with an order acknowledgement within four (4) hours of receipt of PSE Service Request.

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

#### S.1.8 OUT OF STOCK NOTIFICATION - NON-EMERGENCY

The Contractor shall notify the PSE Customer if an item is out of stock within 24 hours after PSE Customer order is received.

The Contractor shall offer an equivalent substitute, and the Customer shall have the option of accepting or cancelling the item from the order. If the Customer opts for substitution, the Contractor must provide the Equipment to the Customer within the same delivery timeframes of the original order and at no additional cost.

Under no circumstance is the Contractor to make unauthorized substitutions.

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

### S.1.9 UNFILLED ORDERS - NON-EMERGENCY

The Contractor shall inform the Customer in writing of the available date of unfilled and partial shipment orders within 24 hours of order acknowledgement. The PSE may accept the partial shipment if the delivery of the remaining goods are assured by the Contractor. Unfilled orders and partial shipments shall be indicated on the packing list.

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

### S.1.10 SERVICE ACTIVATION NON-EMERGENCY

#### S.1.10.1 New Customer – New Equipment

The Contractor shall ship Equipment inactive and ready for activation within five (5) Business Days of receipt of PSE Service Request (delivery timeframe determined by the PSE Customer).

Activations that include number portability shall be completed at time of Customer request.

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

#### S.1.10.2 Existing Customer - Replacement/Upgrade Equipment

For existing Subscribers, the Contractor shall ship replacement Equipment inactive, unless specified otherwise on the purchase document within five (5) Business Days, of receipt of PSE Service Request (delivery timeframe determined by the PSE Customer). The Contractor shall comply with Customer requests for an activation period for new Equipment.

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

### S.1.11 SERVICE ACTIVATION - EMERGENCY

Upon Contract Award, the Contractor shall describe the process that is required to activate service for emergency purposes. In the event of an emergency as defined in Public Contract Code Section 1102, the Contractor must provide the ability to activate In-Hand Equipment with service within four (4) hours after request from an authorized PSE.

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



S.1.12 DELIVERY TIMEFRAME - NON-EMERGENCY

The Contractor must complete delivery of in-stock products within the timeframe specified by the authorized PSE Customer at time of order, or within a maximum of three (3) Business Days.

For out of stock item refer to Section S.1.8, *Out of Stock Notification - Non-Emergency*.

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

S.1.13 FREIGHT- DAMAGED OR DEFECTIVE ITEMS - NON-EMERGENCY

The Contractor shall provide applicable credit and/or replacement for freight-damaged or defective items and replace the items within 24 hours after notification by the Customer. The Contractor will be responsible for the credit and or replacement of any freight-damaged or defective products at time of delivery. The Contractor shall not require the Customer to deal directly with the manufacturer. Additionally the Contractor shall provide the Customer with a prepaid return label or prepaid self-addressed container suitable for the item's return within five (5) Business Days of the Customer notification

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

S.1.14 ITEMS SHIPPED IN ERROR

The Customer will notify the Contractor of a Contractor's error in shipment.

The Contractor must accept returns of items shipped in error and credit the Customer as applicable.

Within 24 hours of an authorized PSE notification of error, the Contractor shall ship the correct item(s). Delivery of correct items will be at no cost to the Customer.

The Contractor shall provide the Customer with a prepaid return label or prepaid self-addressed container suitable for returning the item within 24 hours of Customer notification.

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

### S.1.15 MANAGED PROJECT WORK

Managed Projects shall be initiated by the Contractor in situations where Provisioning and implementation of Subcategory 19.2 services exceed the requirements for routine provisioning service intervals. Managed Projects are either large, more complex in scope, or of a unique or specific nature.

Managed Projects include any of the following conditions:

1. Customer Service Requests exceeding 250 devices;
2. Major transition, migration/consolidation; and,
3. Specific implementation of service functionality, build out, construction, or network augmentation as mutually agreed upon by the Contractor and Cal OES.

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

#### S.1.15.1 Managed Project Work General Requirements

Upon determination that a Managed Project is required, the Contractor shall:

1. Assign a Project Manager to work and coordinate directly with the Customer or Cal OES. Cal OES may represent the State as the "Customer" for project conditions identified above in S.1.15;
2. Respond to the Customer to obtain additional preliminary information regarding the project within one (1) Business Day after receipt of the Customer service request;
3. Require the Contractor's Project Manager to meet with all stakeholders (e.g., Contractor, Customer) within five (5) Business Days of receipt of the Customer service request or notification of projects as listed above to clarify their understanding of the project scope and identify the information needed to establish due dates and a project schedule; and,
4. Provide a project "Scope of Work" to the Customer no more than ten (10) Business Days following receipt of Customer's approved service request or notification of projects as listed above. The Scope of Work shall include at a minimum:
  - a. General project summary;
  - b. Definition of each project task(s);
  - c. Project schedule of identified tasks or milestones with start and completion dates. Each project tasks or milestones date shall be mutually agreed upon by the Contractor and Customer. The schedule will also include a Contractor and Customer mutually agreed to completion date that indicates the end of the project;

- d. Contractual service elements (planning, applicable design, engineering, testing, termination, installation and Customer Service End-User training);
- e. Project deliverables with Contractor and Customer mutually agreed upon completion dates;
- f. Acceptance criteria or process; and,
- g. Customer required activity to prepare site for service installation.

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

**S.1.15.2 Managed Project Minimum Reporting Requirements**

- 1. Contractor shall develop, maintain, and update all project documents, and distribute to the Customer.
- 2. Contractor’s Project Manager shall provide the Customer status reports that are updated at intervals agreed upon between the Customer and the Contractor. The status reports shall include at a minimum:
  - a. Project Name;
  - b. Status of major milestones; and,
  - c. An updated project schedule that clearly depicts progress to date.

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

**S.1.16 CONTRACT PROGRAM MANAGEMENT PERFORMANCE**

The following Subcategory 19.2 contract program management performance deficiencies and charges shall be applied in accordance to Business Requirements Section C.2.3, *Contract Program Management Performance*.

Table S.1.16 below describes the deficiency and charges for Contractor’s performance.

Table S.1.16, Contract Program Management Performance Deficiencies and Charges

	Deficiency	Charges

1.	Contractor fails to perform the technical responsibilities and contractual compliance commitments defined in First Responder Program Manager (Section S.1.3)	Up to \$500 per Service Request. Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge. If a Service and/or Equipment has been identified and is in the cure process, no additional instances shall result in additional charges.
2.	Contractor fails to meet the Managed Project scheduled tasks, milestones, deliverables, or project completion dates as negotiated by the Customer (Section S.1.15.1 item 4).	Up to \$5,000 per missed completion date and \$500 per day thereafter until the Contractor is compliant with the mutually agreed to completion date.
3.	Contractor sells services or equipment to an entity not authorized by the State. (Section S.1.5 Customer Verification). This performance deficiency will not apply to eligible PSEs procuring Subcategory 19.2 services and equipment in response to an emergency event (as defined in Public Contract Code Section 1102) prior to completing all authorizing documents (Appendix D, Authorization to Order for Subcategory 19.2).	Up to \$500 per Service Request. . Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge.

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

**S.1.17 CUSTOMER SUPPORT AVAILABILITY**

Customer support shall be available 24x7x365 for PSE and their Authorized Users. Support staff must respond to any Customer service request within four (4) hours of notice.

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

### S.1.18 TROUBLE TICKET REPORTING PROCESS

Within 30 calendar days of Contract Award, the Contractor shall provide CALNET CMO with a process describing how the Customer reports service issues and opens trouble tickets for the services provided by the Contractor. If the Contractor provides an online trouble ticket reporting tool then details should be included in the process. The process shall include:

1. How the Customer reports an issue and opens a trouble ticket;
2. How the Customer shall inquire about status of service issues;
3. Toll-free number for Customers to report issues 24x7x365, except for established maintenance windows; and,
4. How the Contractor will provide each Customer department access to the complete trouble ticket data for 12 months after the trouble ticket has been closed. When requested by the Customer or CALNET CMO, the Contractor has up to ten (10) days to provide trouble ticket data to requestor. Data shall be provided as a report unless the Customer requests a different format.

The Contractor shall be responsible for partitioning all CALNET service issues by Customer. The Customers shall have access only to their department's trouble tickets. The level of access shall be determined by the Customer department management.

The Contractor shall provide CALNET CMO access to view all Customer trouble tickets.

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

### S.1.19 SERVICE LEVEL AGREEMENT (SLA) REPORTS

The Contractor shall provide CALNET CMO with data necessary to perform SLA compliance oversight in the form of SLA reports. The Contractor shall provide reports and address the SLA reports issues in accordance with the Service Level Agreements detailed in the SOW Technical Requirements of this IFB.

The Contractor shall provide an electronic copy of SLA Reports in Microsoft Excel or as text files, as directed by CALNET CMO, on a quarterly basis. The CALNET CMO shall approve all final report formats and no changes shall be made to the data fields, format or headings without prior written consent of CALNET CMO. The data fields listed in Section S.1.20, *SLA Credit Report Fields* shall follow the format and definitions as specified below. The Contractor shall make SLA Report data 100% accessible to CALNET CMO for a minimum of one (1) year.

The Contractor shall provide network statistics or other applicable data to be used by Cal OES and CALNET CMO to validate catastrophic outage SLA compliance, upon CALNET CMO request.



The SLA Credit Report shall include all credits for Subcategory 19.2 for failure to meet the committed objective for applicable SLA.

The report shall follow detailed format and file specifications as identified below.

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

S.1.20 SLA CREDIT REPORT FIELDS

Table S.1.20 SLA Credit Report Fields				
Field Order	Data Field Name	Pop	Max Field Length	Data Type and Format
1	Reporting Period	R	21	Text Ex: 04/01/2018 - 04/30/2018
2	Contractor ID	R	10	Text Varies, 10 char max
3	SR Number	A	100	Varies, 100 char max
4	Service ID	R	100	Text Varies, 100 char max
5	WTN	R	10	Telephone Number (XXX) XXX-XXXX
6	Customer Code	R	6	Numeric <XXXXX> Where <XXXXX> is a Number and leading zeros are not required
7	Customer Name	R	250	Text Varies, 250 char max
8	SLA	R	100	Text Varies, 100 char max

Table S.1.20 SLA Credit Report Fields				
Field Order	Data Field Name	Pop	Max Field Length	Data Type and Format
9	Total SLA Credits	R	20, 2	Numeric (M, D) • Where <M> is the maximum number of digits (20) And <D> is the maximum number of digits to the right of the decimal point (2).

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

**S.1.21 SLA INVOICE ADJUSTMENTS**

The Contractor shall post and identify Adjustments on invoices (i.e. credits, debits, or SLAs). Provide applicable cross referencing information and/or Product Identifier to correct previous month(s) billing.

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

## EXHIBIT 5: BIDDING PREFERENCES AND INCENTIVES

This Exhibit is required to be completed by all Bidders. Complete one (1) Exhibit for each Subcategory bid.

For Subcategory: SUBCATEGORY 19.1 CELLULAR BUSINESS SERVICES and SUBCATEGORY 19.2 FIRST RESPONDERS CELLULAR SERVICES

### 1. SMALL BUSINESS PREFERENCE

The Bidder must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference. My DGS Small Business certification number is: \_\_\_\_\_
- I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- I am not a DGS certified Small Business, but twenty-five (25%) or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.

*The Bidder must complete and submit Exhibit 7, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.*

*The Bidder must complete and submit an Exhibit 9, Commercially Useful Function Statement, for each Small Business Subcontractor.*

- X I am not claiming the DGS Small Business preference.

### 2. DVBE INCENTIVE

The Bidder must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. form 843 is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.
- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.

*The Bidder must submit a complete Exhibit 7, GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor.*

*The Bidder must also submit an Exhibit 6, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.*

*The Bidder must complete and submit an Exhibit 9, Commercially Useful Function Statement, for each DVBE Subcontractor or supplier.*

- X I am not claiming the DVBE incentive.

**EXHIBIT 5, CONTINUED**

**3. ADDITIONAL BIDDING PREFERENCES**

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

- I am not claiming the TACPA preference.
- I am claiming the TACPA Bidding Preference.  
*The Bidder must submit Exhibit 8, STD 830.*

Name of Bidder: Cellco Partnership d/b/a Verizon Wireless

Signature and Date: Todd Loccisano, Executive Director, Enterprise and Government  
Contracts  January 16, 2019

Master

**EXHIBIT 7: GSPD 05-105 BIDDER DECLARATION (M)**

This Exhibit is required to be completed by all Bidders. Complete one (1) Exhibit for each Subcategory bid.

A copy of the *GSPD-05-105 Bidder Declaration* and its instructions, is 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”.**

Master



Provide 1 Copy for Each subcategory

**SUBCATEGORY 19.1 CELLULAR BUSINESS SERVICES**

State of California – Department of General Services, Procurement Division  
GSFD 05-105 (REV 05/09)

Solicitation Number **IFB C4CVD18**

**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?
				0%	<input type="checkbox"/>	<input type="checkbox"/>
				0%	<input type="checkbox"/>	<input type="checkbox"/>
				0%	<input type="checkbox"/>	<input type="checkbox"/>

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

Page ... of ...

**EXHIBIT 7: GSPD 05-105 BIDDER DECLARATION (M)**

This Exhibit is required to be completed by all Bidders. Complete one (1) Exhibit for each Subcategory bid.

A copy of the *GSPD-05-105 Bidder Declaration* and its instructions, is 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”.**

Master

Provide 1 Copy for Each subcategory

**SUBCATEGORY 19.2 FIRST RESPONDERS CELLULAR SERVICES**

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

Solicitation Number **IFB C4CVD18**

**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?
				0%	<input type="checkbox"/>	<input type="checkbox"/>
				0%	<input type="checkbox"/>	<input type="checkbox"/>
				0%	<input type="checkbox"/>	<input type="checkbox"/>

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

Page \_\_\_\_ of \_\_\_\_

**INVITATION FOR BID**

**IFB C4CVD18**

**FOR**

**CATEGORY 19**

**CALNET CELLULAR VOICE AND DATA SERVICES**

**SUBCATEGORY 19.1**

**CELLULAR BUSINESS SERVICES**

**STATEMENT OF WORK**

**TECHNICAL REQUIREMENTS**

**December 21, 2018**

**Addendum 4**

Issued by:

**STATE OF CALIFORNIA**

California Department of Technology

Statewide Technology Procurement

PO Box 1810

Rancho Cordova, CA 95741

Disclaimer: The original PDF 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.

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**SOW TECHNICAL REQUIREMENTS**  
**SUBCATEGORY 19.1**  
**CELLULAR BUSINESS SERVICES**

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## SOW TECHNICAL REQUIREMENTS

### SUBCATEGORY 19.1

### CELLULAR BUSINESS SERVICES

#### 19.1.1 OVERVIEW (M)

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive cellular vendors to provide cellular voice and data communication service plans, Equipment, and accessories.

This IFB C4CVD18 Subcategory 19 provides the State's solicitation for best value solutions for cellular voice and data services. This IFB C4CVD18 Subcategory 19.1 also describes the SOW Technical Requirements and SOW Business Requirements necessary to support the Cellular Business Services Requirements.

This IFB C4CVD18 will be awarded to the Bidders that meet the award criteria as described in IFB Part 1, Section 4, *Bid Evaluation*. The Cellular Business Services Contract(s) that result from the award of this IFB C4CVD18 will be managed by the CALNET Contract Management and Oversight (CALNET CMO).

#### 19.1.1.1 BIDDER RESPONSE REQUIREMENTS (M)

Throughout this IFB C4CVD18, the Bidders are required to acknowledge acceptance of the Requirements described herein by responding to one (1) of the following:

1. 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   X   No       "*

Or,

2. Example B (for Requirements contained in Technical Feature and/or Service Tables):

<b>Table 19.x.x.a – Feature and/or Service Name</b>					
<b>Feature Name</b>	<b>Feature Description</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>	<b>Bidder Meets or Exceeds?</b>	
				<b>Y</b>	<b>N</b>

19.1.1.2 DESIGNATION OF REQUIREMENTS (M)

All SOW Technical Requirements that are specified by the State in this IFB are Mandatory and must be responded to as identified in IFB C4CVD18 Part 1, Section 3.3.2.2, *SOW Mandatory Technical Requirements*, by the Bidder. Additionally, some Mandatory “(M)” Requirements are “Mandatory Scorable”, and are designated as “(M-S)”.

The Bidders have the option to offer unsolicited items in specific product tables allowing the Bidder to offer additional items that are not specified in the State’s Mandatory tables. Refer to IFB Part 1 C4CVD18, Section 3.3.2.3, *Unsolicited Offerings*, for additional instruction. The State will have the option of whether or not to include each unsolicited item in the Contract, based on the best interest of the State.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Subcategory 19.1 Cost Worksheets. Items not specifically listed in the Subcategory 19.1 Cost Worksheets will not be billable by the Contractor. If unsolicited items include non-billable features described in the Mandatory Requirements of the IFB, the cost associated with the features shall not be included in the unsolicited item price.

Services and features included in the Subcategory 19.1 Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Subcategory 19.1 Cost Worksheets in the Bidder’s Final Proposal. Items submitted with no price will be considered as offered at no cost.

19.1.1.3 PACIFIC TIME ZONE (M)

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

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

**19.1.1.4 U.S. Based Services Waiver (M)**

The provisions detailed in the SOW Business Requirements, Section C.2.1.2, *United States Based Services*, will not apply to the following Sections.

1. 19.1.2.2.7 – International Unsolicited Cellular Services;
2. 19.1.2.2.8 – International Roaming; and,

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

**19.1.2 SERVICE AND PLAN SPECIFICATIONS**

**19.1.2.1 VOICE AND DATA SERVICES (M)**

The Contractor shall provide cellular voice and data services that include:

1. Network infrastructure that supports LTE or better primary network access;
2. The ability to access the Internet and Internet-based services;
3. A new Subscriber Identification Module (SIM) compatible with the Contractor’s network at no additional cost;
4. Allowing compatible SIM unlocked phones on the Contractor’s network; and,
5. Utilization notification. For all plans the Contractor shall notify the Customer when an End-User utilizes 90% or more of the Usage Threshold.

**19.1.2.1.1 Usage Threshold Definition (M)**

The MB/GB identified in the feature name of each service plan.

Example Table for Usage Threshold						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>Voice, Text and Data 2 GB (Usage Threshold) Service Plan</b>	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices				

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

**19.1.2.2 STANDARDIZED SERVICE PLANS (M)**

The Contractor shall provide all of the Standardized Service Plans described below.

1. Voice and Text Service Plan - includes voice calling and text messaging for Basic Phones as described in Section 19.1.2.2.1.



2. Voice, Text, and Data Service Plans - includes voice calling, text messaging, and data services for Smartphone devices as described in Section 19.1.2.2.2.
3. Data Only Service Plans –Includes data services for data only devices such as tablets and mobile hotspots as described in Section 19.1.2.2.3.
4. Machine-to-Machine (M2M) Plans – Includes data only services for machine-to-machine (M2M) devices and/or Internet of Things (IoT) devices as described in Section 19.1.2.2.4.

The Bidder's prices associated with these plans shall be detailed in the Cost Worksheets submitted with the Final Bid. The Cost Worksheets are provided as separate MS Excel files that list each Requirement that is to be priced by the Bidder as well as areas for the Bidder to offer unsolicited services and features.

The prices provided by the Bidder with their final Bid will be used to develop a Service Plan Catalog listing all of the Contractor's services approved by the State that will be part of the Contract. Services not approved by the State will not be included in the Service Plan Catalog.

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

#### 19.1.2.2.1 Voice and Text Service Plan for Basic Phones (M)

The Contractor shall provide the Voice and Text Service Plan for Basic Phones that includes the features described in Table 19.1.2.2.1.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS messages with no limits on the monthly number of texts used;
3. No overage charges shall apply;
4. Voicemail;
5. Voice over Long Term Evolution (VoLTE) with compatible Equipment;
6. Nationwide roaming for voice services;
7. Per line caller ID blocking;
8. Nationwide long distance;
9. Call forwarding; and,
10. Call waiting.

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

The Bidder shall offer the Voice and Text Service Plan for Basic Phones detailed in Table 19.1.2.2.1.a.

<b>Table 19.1.2.2.1.a – Voice and Text Service Plan for Basic Phones</b>						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
	<b>Voice and Text Service Plan for Basic Phones</b>	Voice and Text Service Plan for Basic Phones	CA0001	4G CALNET Basic Phone Plan	X	

The Bidder may offer additional unsolicited Voice and Text Service Plan features in Table 19.1.2.2.1.b.

<b>Table 19.1.2.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features</b>			
	Feature Name	Product Identifier	Bidder's Description
1	CUSTOM NATIONWIDE CONSUMPTION PLAN	CA0100	ST OF CA CUSTOM - NATIONWIDE FLAT RATE CONSUMPTION PPID: 85191
2	CUST PTT PLUS BASIC 4G FEATURE	CA0101	CUST PTT PLUS BASIC 4G SFO: 81301
3	UNLTXTPIX FLIX FEATURE	CA0102	UNLTXTPIX FLIX SFO: 75439
4	400 TXT/PIX/FLIX MSGS FEATURE	CA0103	400 TXT/PIX/FLIX MSGS SFO: 76811
5	1100 TXT PIX FLIX FEATURE	CA0104	1100 TXT PIX FLIX SFO: 76813
6	NATIONWIDE CALLING PLAN 200 SHR	CA0105	NVLPT NATIONWIDE FOR GOVERNMENT TALK 200 SHARE PPID: 73736
7	NATIONWIDE CALLING PLAN 400 SHR	CA0106	NVLPT NATIONWIDE BASIC 400 SHARE UNL IN + N&W PPID: 74539
8	NATIONWIDE CALLING PLAN 600 SHR	CA0107	NVLPT NATIONWIDE BASIC 600 SHARE UNL IN + N&W PPID: 74541
9	NATIONWIDE CALLING PLAN 1000 SHR	CA0108	NVLPT NATIONWIDE BASIC 1000 SHARE UNL IN + N&W PPID: 74543
10	NATIONWIDE CALLING PLAN 100 SHR	CA0109	NVLPT NATIONWIDE FOR GOVERNMENT BASIC 100 SHARE UNL M2M+N&W PPID: 80006
11	NATIONWIDE CALLING PLAN 0 SHR	CA0110	NVLPT NATIONWIDE FOR GOVERNMENT SHARE UNL M2M UNL N&W - ACCOUNT SHARE PPID: 86137

<b>Table 19.1.2.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
12	75MB DATA FEATURE	CA0111	DATA PACKAGES FOR FEATURE PHONES AND SMARTPHONES 75MB SFO: 77810
13	CALL FILTER FEATURE	CA0112	CALL FILTER/CALLER NAME ID SFO: 83439
14	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
15	FIELD FORCE MGR LTD FEATURE	CA0114	FIELD FORCE MGR LTD SFO: 76721
16	FIELD FORCE MGR BAS FEATURE	CA0115	FIELD FORCE MGR BAS SFO: 76722
17	FIELD FORCE MGR PRO FEATURE	CA0116	FIELD FORCE MGR PRO SFO: 76723
18	CUST PTT PLUS BASIC 4G ENT FEATURE	CA0117	CUST PTT PLUS BASIC 4G ENT SFO: 81129
19	PTT PLUS BASIC 4G ENTERPRISE FEATURE	CA0118	PTT PLUS BASIC 4G ENTERPRISE SFO: 80598
20	PUBLIC SAFETY UNLIMITED BASIC PHONE PLAN	CA0119	CUSTOM NATIONWIDE BASIC DEVICE FOR NATIONAL SECURITY, PUBLIC SAFETY, and Emergency Preparedness PPID: 16810
21	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 3G/4G	CA0120	3G/4G CUSTOM UNLIMITED PUSH TO TALK ONLY PLAN FOR NATIONAL SECURITY, PUBLIC SAFETY, AND EMERGENCY PREPAREDNESS PPID: 96625

#### 19.1.2.2.2 Voice, Text, and Data Service Plans (M)

The Contractor shall provide Voice, Text, and Data Service Plans that include the features described in Table 19.1.2.2.2.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS and MMS messages with no limits on the monthly number of texts used;
3. Data services shall not be deprioritized before the specified plan Usage Threshold;
4. No overage charges shall apply;

5. Visual Voicemail with compatible Equipment;
6. Nationwide roaming for voice and data services;
7. Tethering with compatible Equipment;
8. Wi-Fi calling with compatible Equipment;
9. VoLTE with compatible Equipment;
10. Per line caller ID blocking;
11. Nationwide long distance;
12. Call forwarding; and,
13. Call waiting.

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

The Bidder shall offer the Voice, Text and Data Service Plans detailed in Table 19.1.2.2.2.a.

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>Voice, Text and Data 2 GB Service Plan</b>	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0002	4G CALNET 2 GB Smartphone Plan.	X	
2	<b>Voice, Text and Data 5 GB Service Plan</b>	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0003	4G CALNET 5 GB Smartphone Plan.	X	
3	<b>Voice, Text and Data 10 GB Service Plan</b>	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0004	4G CALNET 10 GB Smartphone Plan.	X	
4	<b>Voice, Text and Data 20 GB Service Plan</b>	20 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0005	4G CALNET 20 GB Smartphone Plan.	X	
5	<b>Voice, Text and Data 50 GB Service Plan</b>	50 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0006	4G CALNET 50 GB Smartphone Plan.	X	

The Bidder may offer additional unsolicited Voice, Text, and Data Service Plan features in Table 19.1.2.2.2.b.

<b>Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plan Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
1	CUSTOM NATIONWIDE CONSUMPTION PLAN	CA0100	ST OF CA CUSTOM - NATIONWIDE FLAT RATE CONSUMPTION PPID: 85191
2	CUST PTT PLUS BASIC 4G FEATURE	CA0101	CUST PTT PLUS BASIC 4G SFO: 81301
3	UNLTXT PIX FLIX FEATURE	CA0102	UNLTXT PIX FLIX SFO: 75439
4	400 TXT/PIX/FLIX MSGS FEATURE	CA0103	400 TXT/PIX/FLIX MSGS SFO: 76811
5	1100 TXT PIX FLIX FEATURE	CA0104	1100 TXT PIX FLIX SFO: 76813
6	NATIONWIDE CALLING PLAN 200 SHR	CA0105	NVLPT NATIONWIDE FOR GOVERNMENT TALK 200 SHARE PPID: 73736
7	NATIONWIDE CALLING PLAN 400 SHR	CA0106	NVLPT NATIONWIDE BASIC 400 SHARE UNL IN + N&W PPID: 74539
8	NATIONWIDE CALLING PLAN 600 SHR	CA0107	NVLPT NATIONWIDE BASIC 600 SHARE UNL IN + N&W PPID: 74541
9	NATIONWIDE CALLING PLAN 1000 SHR	CA0108	NVLPT NATIONWIDE BASIC 1000 SHARE UNL IN + N&W PPID: 74543
10	NATIONWIDE CALLING PLAN 100 SHR	CA0109	NVLPT NATIONWIDE FOR GOVERNMENT BASIC 100 SHARE UNL M2M+N&W PPID: 80006
11	NATIONWIDE CALLING PLAN 0 SHR	CA0110	NVLPT NATIONWIDE FOR GOVERNMENT SHARE UNL M2M UNL N&W - ACCOUNT SHARE PPID: 86137
12	75MB DATA FEATURE	CA0111	DATA PACKAGES FOR FEATURE PHONES AND SMARTPHONES 75MB SFO: 77810
13	CALL FILTER FEATURE	CA0112	CALL FILTER/CALLER NAME ID SFO: 83439
14	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
15	4G SMARTPHONE HOTSPOT FEATURE	CA0121	4G SMARTPHONE HOTSPOT SFO: 76440
16	PTT PLUS 4G ENTERPRISE FEATURE	CA0122	PTT PLUS 4G ENTERPRISE SFO: 80590
17	CUST PTT PLUS 4G ENT FEATURE	CA0123	CUST PTT PLUS 4G ENT SFO: 81174



<b>Table 19.1.2.2.b – Unsolicited Voice, Text and Data Service Plan Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
18	EMAIL & DATA UNLIMITED FEATURE	CA0124	EMAIL & DATA UNLIMITED SFO: 73419
19	4G SMARTPHONE HOTSPOT CA FEATURE	CA0125	4G SMARTPHONE HOTSPOT SFO: 76445
20	CUST PTT PLUS 4G ENT CA FEATURE	CA0126	CUST PTT PLUS 4G ENT SFO: 81815
21	NATIONWIDE BUNDLED PLAN 400MIN SHR	CA0127	NVLPT NATIONWIDE 400 SHARE EMAIL & DATA+ MSG - ACCOUNT SHARE PPID: 74511
22	NATIONWIDE BUNDLED PLAN 600MIN SHR	CA0128	NVLPT NATIONWIDE 600 SHARE EMAIL & DATA + MSG - ACCOUNT SHARE PPID: 74513
23	NATIONWIDE BUNDLED PLAN 1000MIN SHR	CA0129	NVLPT NATIONWIDE 1000 SHARE ANY EMAIL & DATA +MSG - ACCOUNT SHARE PPID: 74515
24	NATIONWIDE EMAIL ADD-A-LINE PLAN	CA0130	NVLPT 3G/4G NATIONWIDE EMAIL FOR GOVERNMENT NATIONWIDE ADD-A-LINE PLAN PPID: 86140
25	SMARTPHONE PAY-AS-YOU-GO VOICE	CA0131	NVLPT SMARTPHONE CALLING PLANS FOR GOVERNMENT SUBSCRIBERS PPID: 86139
26	DATA PACKAGE 2GB/ FEATURE	CA0132	DATA PACKAGE 2GB/ SFO: 76375
27	NUMBERSHARE LINE ACCESS FEATURE	CA0133	NUMBERSHARE LINE ACCESS SFO: 85617
28	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
29	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637
30	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638
31	UNLIMITED SMARTPHONE PLAN	CA0137	CUSTOM 4G VERIZON UNLIMITED SMARTPHONE PLAN FOR PUBLIC SECTOR PPID: 13656
32	UNLIMITED PLAN FOR SMARTPHONE	CA0138	UNLIMITED PLAN FOR SMARTPHONE - DOMESTIC, CANADA AND MEXICO PPID: 99719

<b>Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plan Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder’s Description</b>
33	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 4G	CA0139	4G CUSTOM UNLIMITED PUSH TO TALK ONLY PLAN FOR NATIONAL SECURITY, PUBLIC SAFETY, AND EMERGENCY PREPAREDNESS PPID: 96626
34	PUBLIC SAFETY UNLIMITED SMARTPHONE PLAN	CA0030	CUSTOM 4G UNLIMITED SMARTPHONE PLAN WITH MOBILE BROADBAND PRIORITY FOR NATIONAL SECURITY, PUBLIC SAFETY AND EMERGENCY PREPAREDNESS PPID: 16807

19.1.2.2.3 Data Only Service Plans (M)

The Contractor shall provide Data Only Service Plans for data only devices that include the features described in Table 19.1.2.2.3.a including the following features:

1. Nationwide roaming for data services;
2. Data services shall not be deprioritized before the specified plan Usage Threshold;
3. No overage charges shall apply; and,
4. Tethering with compatible Equipment.

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

The Bidder shall offer the Data Only Service Plans detailed in Table 19.1.2.2.3.a.

<b>Table 19.1.2.2.3.a – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Feature Description</b>	<b>Product Identifier</b>	<b>Bidder’s Description</b>	<b>Bidder Meets or Exceeds?</b>	
					<b>Y</b>	<b>N</b>
1	<b>Data Only 2 GB Service Plan</b>	2 GB high speed data usage for data only devices	CA0007	4G CALNET 2 GB Data Plan	X	
2	<b>Data Only 5 GB Service Plan</b>	5 GB high speed data usage for data only devices	CA0008	4G CALNET 5 GB Data Plan	X	
3	<b>Data Only 10 GB Service Plan</b>	10 GB high speed data usage for data only devices	CA0009	4G CALNET 10 GB Data Plan	X	
4	<b>Data Only 20 GB Service Plan</b>	20 GB high speed data usage for data only devices	CA0010	4G CALNET 20 GB Data Plan	X	

<b>Table 19.1.2.2.3.a – Data Only Service Plans</b>						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
5	<b>Data Only 50 GB Service Plan</b>	50 GB high speed data usage for data only devices	CA0011	4G CALNET 50 GB Data Plan	X	
6	<b>Data Only 100 GB Service Plan</b>	100 GB high speed data usage for data only devices	CA0012	4G CALNET 100 GB Data Plan	X	

The Bidder may offer additional unsolicited Data Only Service Plan features in Table 19.1.2.2.3.b.

<b>Table 19.1.2.2.3.b – Unsolicited Data Only Service Plan Features</b>			
	Feature Name	Product Identifier	Bidder's Description
1	UNLIMITED MOBILE BROADBAND PLAN	CA0300	MOBILE BROADBAND UNLIMITED - 4G PPID: 84356
2	FLEXIBLE DATA PLAN 1MB	CA0301	FLEXIBLE BUSINESS DATA DEVICE 1MB SHARED DATA PPID: 92739
3	FLEXIBLE DATA PLAN 100MB	CA0302	FLEXIBLE BUSINESS DATA DEVICE 100MB SHARED DATA PPID: 92741
4	FLEXIBLE DATA PLAN 2GB	CA0303	FLEXIBLE BUSINESS DATA DEVICE 2GB SHARED DATA PPID: 92742
5	FLEXIBLE DATA PLAN 4GB	CA0304	FLEXIBLE BUSINESS DATA DEVICE 4GB SHARED DATA PPID: 92744
6	FLEXIBLE DATA PLAN 6GB	CA0305	FLEXIBLE BUSINESS DATA DEVICE 6GB SHARED DATA PPID: 92745
7	FLEXIBLE DATA PLAN 8GB	CA0306	FLEXIBLE BUSINESS DATA DEVICE 8GB SHARED DATA PPID: 92746
8	FLEXIBLE DATA PLAN 10GB	CA0307	FLEXIBLE BUSINESS DATA DEVICE 10GB SHARED DATA PPID: 92747
9	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
10	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637
11	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638
12	PUBLIC SAFETY UNLIMITED MOBILE BROADBAND PLAN	CA0031	Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority for National Security, Public Safety, and First Responders PPID: 20312

19.1.2.2.4 Machine-to-Machine and Internet of Things Service Plans (M2M IoT Service Plans) (M)

The Contractor shall provide Machine-to-Machine and Internet of Things Service Plans that include the features described in Table 19.1.2.2.4.a as well as:

1. Nationwide roaming for data services;
2. All plans will be “shared” plans as defined by the Customer where data consumption can be shared among multiple End-Users; and,
3. Overage notification. The Contractor shall notify the Customer when the Customer incurs an M2M IoT usage overage in excess of 50% of the data subscription rate identified in the service plan for three consecutive months.

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

The Bidder shall offer the Machine-to-Machine and Internet of Things Service Plans detailed in Table 19.1.2.2.4.a.

Table 19.1.2.2.4.a – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>M2M IoT 1 MB Service Plan</b>	1 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0013	4G CALNET 1 MB M2M Plan	X	
2	<b>Overage Charge for M2M IoT 1 MB Service Plan</b>	Per MB charge for usage over 1 MB	OCA0013	4G CALNET 1 MB M2M Plan Overage	X	
3	<b>M2M IoT 10 MB Service Plan</b>	10 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0014	4G CALNET 10 MB M2M Plan	X	
4	<b>Overage Charge for M2M IoT 10 MB Service Plan</b>	Per MB charge for usage over 10 MB	OCA0014	4G CALNET 10 MB M2M Plan Overage	X	
5	<b>M2M IoT 50 MB Service Plan</b>	50 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0015	4G CALNET 50 MB M2M Plan	X	

<b>Table 19.1.2.2.4.a – Machine-to-Machine and Internet of Things Service Plans</b>						
	<b>Feature Name</b>	<b>Feature Description</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>	<b>Bidder Meets or Exceeds?</b>	
					<b>Y</b>	<b>N</b>
6	<b>Overage Charge for M2MIoT 50 MB Service Plan</b>	Per MB charge for usage over 50 MB	OCA0015	4G CALNET 50 MB M2M Plan Overage	X	
7	<b>M2MIoT 250 MB Service Plan</b>	250 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0016	4G CALNET 250 MB M2M Plan	X	
8	<b>Overage Charge for M2MIoT 250 MB Service Plan</b>	Per MB charge for usage over 250 MB	OCA0016	4G CALNET 250 MB M2M Plan Overage	X	
9	<b>M2MIoT 1 GB Service Plan</b>	1 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0017	4G CALNET 1 GB M2M Plan	X	
10	<b>Overage Charge for M2MIoT 1 GB Service Plan</b>	Per MB charge for usage over 1 GB	OCA0017	4G CALNET 1 GB M2M Plan Overage	X	
11	<b>M2MIoT 5 GB Service Plan</b>	5 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0018	4G CALNET 5 GB M2M Plan	X	
12	<b>Overage Charge for M2MIoT 5 GB Service Plan</b>	Per MB charge for usage over 5 GB	OCA0018	4G CALNET 5 GB M2M Plan Overage	X	
13	<b>M2MIoT 10 GB Service Plan</b>	10 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0019	4G CALNET 10 GB M2M Plan	X	
14	<b>Overage Charge for M2MIoT 10 GB Service Plan</b>	Per MB charge for usage over 10 GB	OCA0019	4G CALNET 10 GB M2M Plan Overage	X	
15	<b>M2MIoT 20 GB Service Plan</b>	20 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0020	4G CALNET 20 GB M2M Plan	X	
16	<b>Overage Charge for M2MIoT 20 GB Service Plan</b>	Per MB charge for usage over 20 GB	OCA0020	4G CALNET 20 GB M2M Plan Overage	X	



The Bidder may offer additional unsolicited Machine-to-Machine and Internet of Things Service plans or features in Table 19.1.2.2.4.b.

<b>Table 19.1.2.2.4.b – Unsolicited Machine-to-Machine and Internet of Things Service Plans or Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
1	CUSTOM MOBILE BROADBAND M2M PLAN	CA0400	STATE OF CA CUSTOM - MACHINE TO MACHINE 5GB PPID: 85975
2			
3			
4			
5			
6			
7			
8			
9			
10			

19.1.2.2.5 Video Streaming Quality (M-S)

The Bidder shall provide video streaming for the Voice, Text and Data Service Plans (Section 19.1.2.2.2) and the Data Only Service Plans (Section 19.1.2.2.3). The Bidder shall indicate the video streaming quality they commit to provide in Table 19.1.2.2.5.

<b>Table 19.1.2.2.5 – Video Streaming Quality</b>				
<b>Service Plan</b>	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S, or P)</b>
Voice, Text and Data Service Plans (19.1.2.2.2)	480p	720p	1080p	B
Data Only Service Plans (19.1.2.2.3)	480p	720p	1080p	B

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

19.1.2.2.6 Tethering Throughput (M-S)

Tethering is the sharing of a mobile device's data connection with other devices via WIFI, Bluetooth or physical cable (example: USB). The Contractor shall provide Tethering for the Voice, Text and Data Service Plans (Section 19.1.2.2.2) and the Data Only Service Plans (Section 19.1.2.2.3).

The Bidder shall indicate the Tethering throughput speeds they commit to provide in Table 19.1.2.2.6.

<b>Table 19.1.2.2.6 – Tethering Throughput</b>				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
Voice, Text and Data Service Plans (19.1.2.2.2)	3G	4G	Unrestricted	S
Data Only Service Plans (19.1.2.2.3)	3G	4G	Unrestricted	S

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

19.1.2.2.7 Domestic to International Calling and Messaging Services

The Bidder may offer international cellular service that allows for calls originating in the United States to complete to a mobile or land line phone in Table 19.1.2.2.7.

The Bidder may offer text messaging services that provide international outbound and inbound messaging as identified in the Bidder's Product Identification Codes in columns (b) and (c).

By providing a Product Identification Code in Table 19.1.2.2.7, the Bidder is committing to provide service to that country and will provide the per-minute rate or per-message rate in Cost Worksheets 19.1.2.2.7.a, 19.1.2.2.7.b and 19.1.2.2.7.c.

<b>Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services</b>				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/Receive per Message	(c) MMS Send/Receive per Message
1				
2				
3				
4				
5				
6				
7				
8				
9				

<b>Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services</b>				
	<b>Country, Countries, Regions, or Groupings</b>	<b>Bidder’s Product Identification Codes</b>		
		<b>(a) Outbound Voice per Minute</b>	<b>(b) SMS Send/ Receive per Message</b>	<b>(c) MMS Send/ Receive per Message</b>
10				

19.1.2.2.8 International Roaming (M)

The Contractor shall provide international cellular service that allows for calls, text messages and data while roaming in a foreign country. The Contractor shall maintain a list of countries where this service is available.

This service shall include:

1. Voice usage with no limits on the minutes used;
2. SMS and MMS messaging with no limits on the number of texts used;
3. Data services with usage limits aligned to the specified plan Usage Threshold;
4. No overage charges shall apply;
5. Allows for Tethering with compatible Equipment;
6. Per line caller ID blocking;
7. Call forwarding; and
8. Call Waiting.

The Bidder shall provide Product Identification Codes in Table 19.1.2.2.8.a for the daily services.

<b>Table 19.1.2.2.8.a - International Roaming</b>		
	<b>Country</b>	<b>Bidder’s Product Identification Code for Daily Services</b>
1	<b>Canada and Mexico</b>	0/
2	<b>All countries on the Contractor’s maintained list</b>	/10

The Bidder may offer additional International voice, text and data roaming services and/or features for usage originating outside of the United States in Table 19.1.2.2.8.b.

<b>Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
1	NATIONAL INTERNATIONAL PLAN 4G 400 SHR	CA0500	NVLPT NATIONWIDE INTERNATIONAL 4G 400 ANY UNL EMAIL+N&W+IN+TXT UNL (SHARE) PPID: 86741
2	NATIONAL INTERNATIONAL PLAN 4G 600 SHR	CA0501	NVLPT NATIONWIDE INTERNATIONAL 4G 600 ANY UNL EMAIL+N&W+IN+TXT UNL (SHARE) PPID: 86743
3	NATIONAL INTERNATIONAL PLAN 4G 1000 SHR	CA0502	NVLPT NATIONWIDE INTERNATIONAL 4G 1000 ANY UNL EMAIL+N&W+IN+TXT UNL (SHARE) PPID: 86745
4	INT TRVL 512MB/100MIN/100MSG FOR 1MO FEATURE	CA0503	INTERNATIONAL TRAVEL 512MB/100MIN/100MSG FOR 1 MONTH SFO: 1324
5	INT TRVL 512MB/100MIN/100MSG MONTHLY FEATURE	CA0504	INTERNATIONAL TRAVEL 512MB/100MIN/100MSG MONTHLY SFO: 1327
6	INT TRVL 2GB/250MIN/1000MSG FOR 1MO FEATURE	CA0505	INTERNATIONAL TRAVEL 2GB/250MIN/1000MSG FOR 1 MONTH SFO: 1328
7	INT TRVL 2GB/250MIN/1000MSG MONTHLY FEATURE	CA0506	INTERNATIONAL TRAVEL 2GB/250MIN/1000MSG MONTHLY SFO: 1329
8	INTERNATIONAL FEATURE 0 VM/100 MB - RECURRING	CA0507	INTERNATIONAL OPTIONS MONTHLY FEATURES 185+ COUNTRIES 0 VM/100 MB - RECURRING SFO: 412
9	INTERNATIONAL FEATURE 0 VM/100 MB - 1 MONTH	CA0508	INTERNATIONAL OPTIONS MONTHLY FEATURES 185+ COUNTRIES 0 VM/100 MB - 1 MONTH SFO: 431

<b>Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
10	INTERNATIONAL FEATURE 100 VM/100MB - RECURRING	CA0509	INTERNATIONAL OPTIONS MONTHLY FEATURES 185+ COUNTRIES 100 VM/100MB - RECURRING SFO: 444
11	INTERNATIONAL FEATURE 100 VM/100MB - 1 MONTH	CA0510	INTERNATIONAL OPTIONS MONTHLY FEATURES 100 VM/100MB - 1 MONTH SFO: 445
12	TRAVELPASS - 185+ ELIGIBLE COUNTRIES FEATURE	TRAVELPASS CAN/MEX INCL	TRAVELPASS FOR ROAMING IN 185+ ELIGIBLE COUNTRIES WITH CAN/MEX INCL SFO: 691 or 988
13	TRAVELPASS - CAN/MEX FEATURE	TRAVELPASS	TRAVELPASS FOR ROAMING IN CANADA AND MEXICO SFO: 383

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

**19.1.2.2.9 Suspended Service Plan (M)**

The Contractor must suspend and reactivate lines within one (1) Business Day of notification by the Customer. The cellular number must not change during suspension. The maximum period of suspension will be six (6) months.

The Bidder shall offer the Suspended Service Plan detailed in Table 19.1.2.2.9.a.

<b>Table 19.1.2.2.9 – Suspended Service Plan</b>						
	<b>Feature Name</b>	<b>Feature Description</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>	<b>Bidder Meets or Exceeds? Y N</b>	
1	Suspended Service Plan	Customer initiated temporary suspension.	S	Suspend without Billing	X	

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



19.1.2.3 CUSTOMIZED SERVICE PLANS (CSP) (M)

The Contractor may provide Customized Service Plans (CSP). CSPs may be existing Contractor plans or developed on an individual case basis. CSPs may include additional discounts to Equipment and services described in this IFB and/or additional provisions from those of the Standard Service Plans described in Section 19.1.2.2.

1. The Customized Service Plan will be identified as “CSP” in the Catalog with no dollar value identified.
2. The Contractor shall propose CSP pricing directly to the Customers.
3. CSP commitments shall not extend beyond the Term of this Contract, including any extension period(s).
4. The Contractor shall provide the Customer with a Scope of Work for the CSP.
5. The Contractor shall inform the Customer’s if refurbished or used devices will be provided with the CSP.
6. CSPs must adhere to all CPUC, FCC and other appropriate regulatory guidelines as applicable.
7. In the event that a Customer elects to terminate a CSP for reasons other than (1) a Contractor default, or (2) circumstances outside the Customer’s reasonable control, such Customer shall be liable to the Contractor for any unrecovered amortized capital costs for Equipment originally identified in the CSP Scope of Work documentation.
8. CSPs may also include technical attributes that address special or unique Customer needs.

Customized Service Plans will be identified in the Catalog with no dollar value identified.

The Bidder shall provide a Product Identifier for a Customized Service Plan as detailed in Table 19.1.2.3.

Table 19.1.2.3 – Customized Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	Customized Service Plans	Customer negotiated service plan.	CA0800	CALNET Non-standard: “Customer Name”	X	

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

#### 19.1.2.4 SERVICE WITH CUSTOMER OWNED AND MAINTAINED (COAM) EQUIPMENT (M)

The Contractor shall provide the service plans described in Section 19.1.2, *Service and Plan Specifications*, to End-Users who choose to use the Customer Owned and Maintained (COAM) Equipment that is compatible with the Contractor's network. The Contractor shall include new SIM compatible with the Contractor's network at no additional cost.

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

##### 19.1.2.4.1 SIM Unlock (M)

The Contractor shall SIM unlock COAM equipment upon the Customer request under the following conditions:

1. Equipment has been paid for in full;
2. The Customer has had Service for a minimum of two (2) billing cycles; and
3. There are no outstanding charges on the End-User's account.

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

#### 19.1.2.5 CELLULAR BUILDING AMPLIFICATION SERVICE (M)

The Contractor shall provide the option for Cellular Building Amplification Services in buildings where Customer cellular services are being provided. The service will amplify cellular signals with a signal booster and evenly distribute the amplified signals throughout the building. Providing this service shall be at the sole discretion of the Contractor.

The Contractor shall provide this service under the following conditions:

1. The Customer has existing cellular service provided by the Contractor;
2. The Customer requests a survey to determine the viability for the Contractor to improve service;
3. It is determined by the Contractor that cellular coverage is inadequate and the Contractor can provide an improvement in cellular service; and,
4. The Customer agrees to solution and orders service.

All costs for design, engineering and installation of Equipment shall be provided to the Customer at no price.

Cellular Building Amplification Service will be identified in the Catalog with no dollar value identified.

The Bidder shall provide a Product Identifier for Cellular Building Amplification Services as detailed in Table 19.1.2.5.

<b>Table 19.1.2.5 – Cellular Building Amplification Services</b>						
	<b>Feature Name</b>	<b>Feature Description</b>	<b>Product Identifier</b>	<b>Bidder’s Description</b>	<b>Bidder Meets or Exceeds?</b>	
					<b>Y</b>	<b>N</b>
1	Cellular Building Amplification Services	Amplifies cellular signals with a signal booster and evenly distribute the amplified signals throughout the building.	BCA0001	Verizon Wireless In-Building Solution	X	

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

### 19.1.3 CUSTOMER WEB BASED EQUIPMENT CATALOG (M)

No more than 30 days after Contract Award, the Contractor shall provide a Customer Web Based Equipment Catalog of Equipment and Accessories as identified in Section 19.1.4, Equipment.

The Customer Web Based Equipment Catalog shall display pricing that includes the percentage discount off the manufacturer’s suggested retail price.

Modification to the Equipment and Accessories contained in this catalog are not subject to the amendment process. The Contractor may update, change or modify the Equipment and Accessories offerings contained in the Customer Web Based Equipment Catalog at any time as needed without approval or consent. The Contractor’s committed discount percentage from manufacturer’s list price as identified in the Web Based Equipment Catalog cannot decrease.

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

#### 19.1.3.1 Pricing Format (M)

The Contractor shall provide a Web Based Catalog that will display pricing information in the following format:

1. Standardized Service Plans. All Standardized Service Plans shall display pricing that includes the monthly Standardized Service Plan price with the SAAF; and,
2. Equipment. All Equipment shall display pricing that includes the percentage discount off the manufacturer’s suggested retail price.

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

#### 19.1.3.2 Contractor Updates (M)

The Contractor may update the Customer Web Based Equipment Catalog as needed for the following items:

1. Equipment;

2. Accessories; and,
3. Coverage Maps.

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

#### **19.1.4 EQUIPMENT (M)**

The Contractor shall provide Equipment as defined under the following categories:

1. Basic Mobile Phone as described in Section 19.1.4.1;
2. Smartphone as described in Section 19.1.4.2;
3. Mobile Hotspot Device as described in Section 19.1.4.3;
4. Tablet as described in Section 19.1.4.4; and,
5. Accessories as described in Section 19.1.4.5.

The Bidder shall provide a percentage discount off manufacturer's list prices for all Equipment as described in IFB C4CVD18 Part 1, Section 3.3.2.6.2, *Equipment Discount Percentage – Mandatory*.

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

##### **19.1.4.1 BASIC MOBILE PHONE (M)**

A Basic Phone is a portable telephone capable of transmitting voice calls and SMS text messages over a cellular network while the user is stationary or moving within a defined coverage area.

The Contractor must provide Basic Mobile Phone(s) that include, at a minimum:

1. Mute functionality;
2. Vibrate alert for incoming phone calls and messages;
3. Ring alert for incoming phone calls and messages;
4. Caller ID capable;
5. Short Messaging Service (SMS) (i.e., text messaging);
6. Bluetooth capability; and,
7. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates.

The Bidder must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

#### 19.1.4.2 SMARTPHONE (M)

A Smartphone is a handheld personal computer capable of transmitting voice calls, SMS/MMS text messages, and internet data over a cellular network while the user is stationary or moving within a defined coverage area.

The Contractor must provide Smartphone(s) that include, at a minimum:

1. Ability to sync with email, contact/address, and calendar platforms (e.g., Office365);
2. Mute functionality;
3. Transmit and receive data while conducting a voice session;
4. Vibrate alert for incoming phone calls and messages;
5. Ring alert for incoming phone calls and messages;
6. Caller ID capable;
7. Short Messaging Service (SMS) and Multimedia Messaging Service (MMS) (i.e., text messaging);
8. Bluetooth capability;
9. Remote suspend/resume/wipe capable;
10. Tethering capable; and,
11. Firmware, system, and application updates via Over the Air (OTA), i.e., security patches and other application/system updates (as available).

The Contractor must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

#### 19.1.4.3 MOBILE HOTSPOT DEVICE (M)

A Mobile Hotspot Device is a type of modem that provides access to the internet via a broadband connection while the user is stationary or moving within a defined coverage area.

The Contractor must provide at least one Mobile Hotspot Device that includes, at a minimum, a USB, Wi-Fi, or Ethernet interface.

The Contractor must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, data transfer cable).

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



#### 19.1.4.4 TABLETS WITH SIM CARDS (M)

A Tablet is a mobile device with a touch screen display and mobile operating system that accesses cellular data services using a SIM Card. Tablets shall only be provisioned in conjunction with a CALNET Data Service Plan.

The Contractor must provide Tablet(s) that include, at a minimum:

1. Only Tablets that have the ability to access the cellular network through SIM Card activation;
2. Ability to sync with email, contact/address, and calendar platforms (e.g., Office365);
3. Bluetooth capability;
4. Tethering; and,
5. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates (as available).

The Contractor must include all accessories and user manuals with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

#### 19.1.4.5 ACCESSORIES (M)

Equipment accessories are defined as any hardware that is not integral to the operation of Equipment.

The Contractor must provide Accessories that may include, but are not limited to the following:

1. Cell phone batteries;
2. Cell phone chargers;
3. Cell phone hands-free devices;
4. Cell phone cases;
5. Cell phone covers;
6. Cell phone screen protectors;
7. Cell phone data cables;
8. ADA/Assistive cell phone devices and accessories;
9. Bluetooth headsets; and,
10. Cell phone car kits

All accessories must be provided new.

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

## 19.1.5 EQUIPMENT RELATED SERVICES

### 19.1.5.1 EQUIPMENT FINANCING (M-S)

The Bidder shall provide financing for the Equipment listed above. The Bidder shall indicate the interest rate they commit to charge the Customers in Table 19.1.5 for the Equipment described above.

Table 19.1.5 – Equipment Financing				
Term	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
12 Months	>3% or not available	.01% - 3.00%	0.00%	B
24 Months	>3% or not available	.01% - 3.00%	0.00%	B

If the Customer elects to terminate the order, the Customer shall pay the Contractor all unrecovered amortized nonrecurring charges owed on the date of termination.

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

### 19.1.5.2 EXPEDITE FEES (M)

The Contractor shall provide expedite shipping on all devices described in Section 19.1.4, *Equipment*, within the one (1) Business Day of receipt of the expedite request from the Customer.

The Bidder shall offer the Expedite Fee options detailed in Table 19.1.5.2.a.

Table 19.1.5.2.a – Expedite Fees						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Expedite Fee for up to 5 devices	Expedite fee for shipping up to 5 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA0905	Priority Overnight/Next Business Day 5 devices	X	
2	Expedite Fee for up to 10 devices	Expedite fee for shipping up to 10 devices described in Section 19.1.4, <i>Equipment</i> per devicegrouping.	CA0910	Priority Overnight/Next Business Day 10devices	X	

Table 19.1.5.2.a – Expedite Fees						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
3	Expedite Fee for up to 25 devices	Expedite fee for shipping up to 25 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA0925	Priority Overnight/Next Business Day 25devices	X	
4	Expedite Fee for up to 50 devices	Expedite fee for shipping up to 50 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA0950	Priority Overnight/Next Business Day 50 devices	X	

The Bidder may list and describe Unsolicited Expedite Fees it is offering in Table 19.1.5.2.b.

Table 19.1.5.2.b – Unsolicited Expedite Fees			
	Expedite Fee Name	Product Identifier	Bidder's Description
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

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

## 19.1.6 SERVICE COVERAGE

### 19.1.6.1 COVERAGE MAPS (M)

The Contractor shall provide the following information upon Contract Award:

- Local (California) Voice and Data Coverage:

Detailed In-Network voice and data coverage maps for California, with an overlay of counties and major highways including types of services available (e.g., 3G, LTE).

- Nationwide Voice & Data Coverage:

Detailed In-Network voice and data nationwide coverage maps including types of services available (e.g., 3G, LTE). Nationwide is defined as the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands.

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

#### 19.1.6.2 SERVICE COVERAGE CONTINUITY

The Contractor shall notify customers when the Contractor's geographic coverage is modified greater than 10% during the Contract Term.

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

#### 19.1.6.3 COVERAGE UPDATES (M)

The Contractor shall provide updated coverage maps on a quarterly basis by the 15<sup>th</sup> day of the month following the end of a quarter or as requested by the CALNET CMO.

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

**INVITATION FOR BID**

**IFB C4CVD18**

**FOR**

**CATEGORY 19**

**CALNET CELLULAR VOICE AND DATA SERVICES**

**SUBCATEGORY 19.2**

**CALNET FIRST RESPONDER CELLULAR SERVICES**

**STATEMENT OF WORK  
TECHNICAL REQUIREMENTS**

**Addendum 5**

**January 3, 2019**

Issued by:

**STATE OF CALIFORNIA**

California Department of Technology

Statewide Technology Procurement

PO Box 1810

Rancho Cordova, CA 95741

Disclaimer: The original PDF 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.

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## SOW TECHNICAL REQUIREMENTS

### SUBCATEGORY 19.2 – CALNET FIRST RESPONDER CELLULAR SERVICES

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## SOW TECHNICAL REQUIREMENTS

### SUBCATEGORY 19.2 – CALNET CELLULAR FIRST RESPONDER NETWORK

#### 19.2.1 OVERVIEW

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive cellular vendors to provide Cellular Broadband Services that support segregation of mission-critical voice and data, and associated ancillary services and Equipment for use by Public Safety Entities (PSEs).

This IFB C4CVD18 will be awarded to the Bidders that meet the award criteria as described in IFB C4CVD18 Part 1, Section 4, Bid Evaluation. The CALNET Cellular Voice and Data Contract(s) that result from the award of this IFB C4CVD18 will be managed on a day-to-day basis by the CALNET Contract Management and Oversight (CMO).

##### 19.2.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB C4CVD18, the Bidder is required to acknowledge acceptance of the Requirements described herein by responding to one (1) of the following:

1. 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,

2. Example B (for Requirements that require a Bidder’s description):

*“Bidder understands the Requirements in the Section above and shall meet or exceed them? Yes \_\_\_\_\_ No \_\_\_\_\_”*

*Bidder’s Description”*

Or,

3. Example C (for Requirements contained in Technical Feature and/or Service Tables):

Table 19.x.x.a – Feature and/or Service Name					
Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
				Y	N

### 19.2.1.2 DESIGNATION OF REQUIREMENTS

All SOW Technical Requirements that are specified by the State in this IFB C4CVD18 are Mandatory and must be responded to as identified in IFB C4CVD18 Part 1, Section 3.3.2.1, *SOW Mandatory Business Requirements*, by the Bidder. Additionally, some Mandatory “(M)” 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.

The Bidder has the option to offer unsolicited items in specific product tables allowing the Bidder to offer additional items that are not specified in the State’s Mandatory tables. Refer to IFB C4CVD18 Part 1, Section 3.3.2.3, *Unsolicited Offerings*, for additional instruction.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Subcategory 19.2 Cost Worksheets. Items not listed in the Subcategory 19.2 Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB C4CVD18 and are not included as billable in the Subcategory 19.2 Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Subcategory 19.2 Cost Worksheets are those that the Bidder must provide. The Bidders must provide individual prices as indicated in the Subcategory 19.2 Cost Worksheets in the Bidder’s Final Proposal. Items submitted with no price will be considered as offered at no cost.

### 19.2.1.3 PACIFIC TIME ZONE (M)

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

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

### 19.2.1.4 U.S. Based Services Waiver (M)

The provisions detailed in the SOW Business Requirements, Section C.2.1.2, *United States Based Services*, will not apply to the following Sections.

1. 19.2.3.2.7 – International Unsolicited Cellular Services;
2. 19.2.3.2.8 – International Roaming; and,

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

## 19.2.2 TECHNICAL SPECIFICATIONS

The technical specifications contained in this Section define minimum Requirements for PSEs use of cellular services that provide segregation of mission-critical voice and data on the Contractor’s network enabling priority and preemption functionality. Services provided by the Contractor shall meet all Requirements of this IFB C4CVD18.





Sector	NAICS Code/PSE	Subsector

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

**19.2.2.2 ELIGIBILITY LIST (M)**

An eligibility list of approved NAICS codes and PSEs shall be provided and maintained by Cal OES upon Contract Award. The Contractor shall not accept orders from any PSE unless such Entity is eligible as defined on the list of accepted NAICS codes or obtains written approval from Cal OES. The State reserves the right to update or modify the list of eligible PSEs at any time.

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

**19.2.2.3 APPLICATION INTEROPERABILITY (M)**

The Contractor shall ensure that applications it develops for PSEs will be interoperable with all carriers or other systems. The Contractor’s network shall not impede interoperability of any application between carriers and third party system/service providers. Applications that are part of this Contract shall be standards-based and promote interoperability. The Contractor shall not include applications that require access to core portions of the Contractor’s network that are not accessible by all carriers in order to ensure an open standards-based approach to facilitate interoperability between jurisdictions and disciplines at all levels of government.

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

**19.2.2.4 SUBSCRIBER IDENTIFICATION MODULE (SIM) CARD (M)**

A SIM Card is an integrated circuit used to identify and authenticate End-Users on mobile devices. The Bidder’s available SIM Card formats may include Mini-SIM, Micro-SIM, and Nano-SIM.

The Contractor shall provide one (1) SIM Card to each End-User, as required, at no cost.

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

**19.2.2.4.1 SIM Unlock (M)**

The Contractor shall SIM unlock the Customer owned equipment upon a Customer request when applicable.

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

#### 19.2.2.4.2 Universal Integrated Circuit (UICC) Card Support (M)

The Contractor shall support associated Universal Integrated Circuit Card (UICC) and embedded UICC features and options, including the ability to home and, if applicable, roam on to multiple networks while prioritizing them appropriately without requiring PSE's to replace End-User equipment.

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

#### 19.2.2.5 PUBLIC SAFETY VALIDATION (M)

The CALNET CMO, Cal OES and the Contractor shall develop standards and procedures for validation of PSEs and personnel before agencies can purchase services on this Contract.

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

#### 19.2.2.6 USER NOTIFICATIONS (M)

The Contractor shall provide an interface that can be used to monitor the broadband services in order to support operational needs and provide situational awareness. The long term goal is to develop a web or cloud based User Portal solution, however due to the software development process the following milestone shall be supported:

Within 90 days of Contract Award, the Contractor shall:

1. Provide access to PSE account information at the Department Level for all users that have subscribed to the service for that Department. Security measures are required to prevent viewing of information by unauthorized parties.
2. Provide Ad hoc reporting that can be used to determine the overall health of the network to facilitate situational awareness needed to support mutual aid, emergency management and to coordinate emergency response for a specific geographic area.
3. Provide outage notifications during periods when the State Operations Center or the County / City Emergency Operations Center is activated. Cal OES will provide notification to the Contractor supplied email when either the State Operations Center or City / County Emergency Operations Center is activated. The Contractor shall send notifications to authorized users as determined by Cal OES that shall include, but not limited to, site outages, date and recovery time of outages, blocking, backhaul outages, lost call percentage, and aggregate data usage.
4. Provide a process that provides authorized Department representatives and Cal OES with the ability to request uplift and set priority of PSEs both through manual input and batch data file input.

5. Provide critical and/or tactical information of geographic specific information (e.g., incident status, internal alerts, and situational awareness data) regarding network health of a geographic area through an adhoc reporting feature.
6. Provide data that users can subscribe to, including network alerts, and basic situational awareness of recent nationwide and local incidents.
7. Provide a service, or access to a service that facilitates Broadband Services Control and Device Management.
8. The Bidder shall describe:
  - a. How affected agencies will receive ongoing, timely alerts when an outage impacts them without receiving unnecessary alerts until final resolution.
  - b. Any additional reporting features that can be supported to supplement operational needs and provide situational awareness.

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

#### 19.2.2.7 USER PORTAL DEVELOPMENT PLAN (M)

Within six (6) months of Contract Award, the Contractor shall submit a User Portal Development Plan that includes milestones and a timeline to develop a public safety home page/User Portal that will be used to provide an interface for notifications, outages, services, and device management for the PSEs and the Customers. The Contractor shall work with Cal OES to ensure the User Portal meets PSE needs and implement Identity, Credential, and Access Management (ICAM). The User Portal Development Plan must describe in detail how the Contractor will develop and support the functions listed in Section 19.2.2.7.1.

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

##### 19.2.2.7.1 User Portal Functionality (M)

The Bidder shall describe their ability to accommodate the functions listed below at time of Bid submission and identify extent to which Cal OES will be involved in future development plans. Bidder shall include high level milestones and a timeline that identifies functionality implementation. The Requirement is to describe the Bidder's approach for the following functions.

1. User Portal shall be accessible via secure login. Security measures are required to prevent viewing of information by unauthorized parties.

*Bidder's Description: By the end of 2019, Verizon plans to provide measures related to identity credentialing and secure log in capabilities. The portal access is planned to have a single sign on method including user / password and second factor authentication. Verizon plans to leverage Identity Credential and Access Management (ICAM) to provide secure access. Verizon appreciates customer feedback and will make changes to the home page based on customer priorities.*

2. Interface to display outage maps, coverage status, and other key elements.

*Bidder's Description: By the end of 2019, the customer friendly user interface is planned to provide detailed view to congestion information and voice / data coverage maps. The capability to draw geofences around the incident area can be provided. The network status is planned to be showcased in a map view. Network outage information can be provided based on customer needs.*

3. Interface to display current status of the wireless network, including but not limited to site outages, date and recovery time of outages, blocking, backhaul outages, and lost call percentage, aggregate data usage, upload and download speeds.

*Bidder's Description: By the end of 2019, Verizon intends to provide detailed view of site outages and congestion conditions. The statistics related to call outages and network conditions can be included in the user portal.*

4. Interface that provides authorized Department representatives and Cal OES with the ability to monitor the overall health of the network to facilitate situational awareness needed to support mutual aid, emergency management and to coordinate emergency response.

*Bidder's Description: By the end of 2019, situation awareness tools are planned to provide near real time data, and the ability to manage priority levels of users through Local Control are currently being planned for release. Verizon is leveraging the best in class partner ecosystem to deliver these solutions.*

5. Interface that provides a method to build an incident and assign any registered PSE to that incident both through manual input and batch data file input.

*Bidder's Description: By the end of 2019, the Local Control user interface is planned to be designed to have the ability to create new incidents during emergencies. The qualified users can manage the emergency responders / users remotely in near real time. The incident management capabilities include incident category, status, responders associated with the incident and geofencing around incident area. The ability to support multiple incident commanders can be added.*

6. Interface that provides authorized Department representatives with validation by authorized representatives or Cal OES with the ability to request uplift and set priority of PSEs both through manual input and batch data file input.

*Bidder's Description: By the end of 2019, Local Control feature is planned to be designed to have the ability to change priorities of users based on the emergency situations. These priority changes can be performed by the incident commanders or authorized representatives. This capability shall be available through the portal. The elevation of user priority levels can be accomplished on an individual or by batches. This can be done based on user groups and roles using templates.*

7. Interface that can display critical and/or tactical information of geographic specific information (e.g., incident status, internal alerts, and situational awareness data).

*Bidder's Description: By the end of 2019, the user interface is planned to have a map-based visualization of the incident area. The portal is planned to provide network map and status for the geographical area where the incident has occurred. The ability to display voice and data coverage maps with an overlay of geographical information including latitude / longitude, assets, building, lakes, roads, highways and types of services available in the incident area can be added.*

8. Interface that allows authorized users to request data that users can subscribe to, including network, alerts, and basic situational awareness of recent nationwide and local incidents.

*Bidder's Description: By the end of 2019, Verizon intends to work on situation awareness applications that allow data sharing capabilities. Verizon can provide the ability to display notification and generate alerts for the users in the incident area. Alerts can be generated if a user loses network access in the incident area.*

9. Interface that ensures that the PSE home page meets the needs of public safety agencies and users and how agency/user feedback will be incorporated into new releases of the PSE home page.

*Bidder's Description: Verizon always appreciates our customers feedback and will make changes to the home page based on customer priorities. By the end of 2019, Verizon will push out the new releases on a regular basis with automation in place through state of the art tools. This will ensure that the customer has the latest version of the portal with all the enhancements*

10. Interface that supports Broadband Services Control and Device Management.

*Bidder's Description: The portal can support the ability to uplift the priority settings for the user devices during an incident. Device management can be accomplished by using Verizon's Mobile Device Management solutions.*

11. Interface that provides the ability for communications unit personnel in NIMS / ICS structure to view and monitor devices assigned to an incident.

*Bidder's Description: The portal provides the ability to view the users and devices associated with the incident. Network conditions can be monitored for effective management of the users*

- a. How affected agencies will receive ongoing, timely alerts when an outage impacts them without receiving unnecessary alerts until final resolution.

*Bidder's Description: The alert generation process can be determined based on user type. The user can have the ability to select the extent of alerts needed based on their needs as a part of the incident management process.*

- b. Any limitations on the viewing and monitoring of devices assigned to an incident.

*Bidder's Description: The portal will provide comprehensive capabilities for viewing and monitoring devices during an incident. Any additional specific requirements can be added based on customer needs.*

- c. Any additional reporting features that can be supported to supplement operational needs and provide situational awareness.

*Bidder's Description: Verizon is committed to building a state of the art self-serve portal for First Responders and the respective crisis management teams. We will continue to solicit customer feedback and development enhancements as needed.*

- d. How the User Portal could be integrated with User Portals supported by other Contractors.

*Bidder's Description: Verizon plans to leverage open standards to allow integration with other systems through API's. This capability will allow 3rd party applications to be integrated with Verizon's portal.*

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



19.2.2.8 REMOTE PROVISIONING (M)

The Contractor shall ensure devices operate with a comprehensive device management system to allow remote Provisioning and control.

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

19.2.2.9 PSE ECOSYSTEM PRESENCE (M)

The Contractor shall describe their approach to providing users with the ability to purchase Equipment and services throughout the State.

*Bidder understands the Requirements in the Section above and shall meet or exceed them? Yes  No*

*Bidder's Description: Verizon's My Business online resource is a self-service tool that enables your organization to manage your wireless accounts. Designated Users designated employees can purchase equipment, accessories and service using My Business' functionality. Additionally, Designated Users can view and pay your bills, create business structures, view select reports and maintain your account.*

19.2.2.10 BROADBAND SERVICE AVAILABILITY (M)

The Contractor shall provide cellular broadband service with a guaranteed availability with a minimum of 99% within the Contractor's LTE Network at an unobstructed street level (excluding environmental factors such as terrain/concrete structures, etc.). The Bidder shall indicate the level they commit to by identifying the percentage availability and the reporting metric level in Table 19.2.2.10 below.

<b>Table 19.2.2.10 – Broadband Service Availability</b>				
<b>Commitment</b>	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S, P)</b>
<b>Committed Availability</b>	99%	99.9%	99.99%	B
<b>Reporting Metric</b>	State Level	Regional Level	Department Level	B

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

19.2.2.11 SERVICE MEASUREMENT AND REPORTING PROCESS (M)

The Contractor shall provide service measurement and reporting to PSE, CALNET program and Cal OES as requested. The service measurement shall incorporate the Contractor's network coverage footprint at an unobstructed street level (excluding environmental factors such as terrain/concrete structures, etc). The Bidder shall describe their measurement processes and reporting intervals for the following:

1. Service availability;
2. Dropped Calls;
3. Performance in a congested network environment; and,
4. Data usage per PSE.

*Bidder understands the Requirements in the Section and shall meet or exceed them?*  
Yes  No

*Bidder's Description: Upon CAL OES or in intervals requested as requested by the State, Verizon can provide reporting on the service measurements. Through drive testings and other reporting mechanisms, Verizon can report on dropped calls, blocked calls, data usage and network congestion conditions.*

19.2.2.12 SERVICE RESTORATION START TIME (M)

The Contractor shall initiate service restoration activities within two (2) hours for any impaired service from the time of the outage identification to start of restoration activities. Restoration activities start when the Contractor dedicates resources to restoration.

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

19.2.2.13 CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) COMPLIANCE SOLUTION (M)

Within 120 days of implementation of CALNET services or a mutually agreed upon date between Cal OES and the Contractor, the Contractor shall provide a solution that ensures the Contractor's Network does not prohibit agency certification for all applications that access Department of Justice (DOJ) information are Criminal Justice Information Services (CJIS) and California Law Enforcement Telecommunications System (CLETS) compliant or provide ancillary Equipment needed to achieve CJIS and CLETS compliance.

The Bidder shall offer the CJIS compliance solution detailed in Table 19.2.2.13.a.

Table 19.2.2.13.a – CJIS Compliance Solution						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	CJIS/CLETS Compliance Solution	Solution that provides for end-to-end encryption to achieve CJIS/CLETS compliance.	CJIS01	Mobility VPN + Modules - NMSVZW-GOV-GOLD	X	

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

#### 19.2.2.14 CYBERSECURITY (M)

The Contractor shall deploy standards based security measures to ensure that PSE's data is protected using industry best practices to ensure data privacy, and operational security of PSE's data.

The Contractor shall provide cybersecurity solutions using the extensive set of industry standards and best practices identified by FCC TAB RMTR, and 3GPP specifications (TS23.401, TS33.102, TS33.210, TS33.310, TS33.401, and TS33.402).

The Contractor shall describe their ability to meet 3GPP requirements at time of bid submission. The Contractor shall provide a general timeline for future development plans to meet 3GPP standards.

The Contractor shall provide encryption capabilities to support federal, state, and local public safety users. Protective measures will need to be applied end-to-end across the enterprise environment and will include securing End-User's Equipment (UE), applications running on UE, the RAN, and the Core network.

*Bidder understands the Requirements in the Section and shall meet or exceed them?*  
Yes X No \_\_\_\_\_

*Bidder's Description: Verizon takes your organization's information security concerns seriously. We operate under a detailed, rigorous information security policy, and we maintain physical, electronic and procedural safeguards to protect the security of our internal systems. Policy and Governance is the cornerstone of any good security program, and Verizon has created enterprise-wide policies that conform to the ISO 27002.2005 and NIST standards for the protection of customer information. Verizon has created operational standards that reflect these corporate policies and has instituted a program to ensure adherence to the corporate policies.*

*Verizon secures your information on our wireless network by:*

- Employing strong user authentication technology to make certain that only authorized users and devices connect to our wireless network and systems.*
- Implementing internal and external security procedures to guard our networks and applications against unauthorized access.*
- Installing firewalls and intrusion detection sensors configured to notify IT staff in the event of an attack on the network.*
- Monitoring our wireless networks around the clock at our Network Operation Centers.*
- Maintaining an active security patch management process to deploy updated software releases when reliable sources identify potential security vulnerabilities.*

*We run 3GPP compliant wireless network infrastructure. Our 4G LTE network takes a layered approach to security.*

*The LTE access security is comprised of:*

- Secure storage – a device with credentials and secure data for accessing services provided by the mobile network.*
- Mutual authentication – the network authenticates the user identity and the user equipment authenticates the network credentials.*
- Root key length – 128-bit keys double the key strength and translate to requiring a significantly greater "level of effort" in attacking the algorithm.*

- *Security context – keys to encrypt signaling and user plane data are created for each data session.*
- *Integrity protection – integrity protection is used to verify the signaling has not been modified over the radio access interface and that the origin of signaling data is the one claimed.*

*Airlink encryption – encryption is used to provide confidentiality, so that the user data or signaling cannot be overheard on the radio access interface.*

*We currently offer Voice Cypher for the State’s voice encryption needs and plan to launch NetMotion for the State’s data encryption needs in the first half of 2019.*

**19.2.2.15 NETWORK THROUGHPUT (M-S)**

The Contractor shall support minimum downlink and uplink speeds as indicated in Table 19.2.2.15 Network Throughput below within the Contractor’s LTE Network at an unobstructed street level (excluding environmental factors such as terrain/concrete structures, etc), for any service that is utilizing the Contractor’s service to support data needs, even if the data is voice, video, text, or other forms of media. The Bidder shall indicate the level they commit to by identifying their level of guaranteed Network Throughput speed in Table 19.2.2.15 below.

<b>Table 19.2.2.15 – Network Throughput Guaranteed Speeds</b>				
	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S, P)
Guaranteed Network Throughput	756 Kbps downlink and 256 Kbps uplink	3 MBps downlink and 1 MBps uplink	6 MBps downlink and 2 MBps uplink	S

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

**19.2.2.16 TECHNOLOGY INTERFACE (M)**

The Contractor shall provide support for emerging Internet Protocol-based 9-1-1 system “Next Generation 9-1-1” or “NG9-1-1”, services (to the extent to which interfaces are defined and implemented within California) and support for most interfaces associated with any LTE/Land Mobile Radio (LMR) integration plan such as Inter RF Subsystem Interfaces (ISSI) within 180 days of Cal OES notification or a mutually agreed upon date between Cal OES and Contractor.

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

19.2.2.17 NETWORK PERFORMANCE (M-S)

The Contractor shall support 4G LTE coverage with a minimum of 90% confidence at -122 dBm within the Contractor’s LTE Network at an unobstructed street level (excluding environmental factors such as terrain/concrete structures/etc.). The Bidder shall indicate the confidence level it commits to by identifying the Network Performance Confidence Level percentage and the committed Network Performance Receive Level in Table 19.2.2.17 below.

<b>Table 19.2.2.17 – Network Performance</b>				
	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S, P)
Confidence Level	90%	93%	95%	P
Receive Level	-122 dBm	-120 dBm	-119 dBm	P

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

19.2.2.18 TRAINING (M)

The Contractor shall provide training to PSEs. At a minimum, the training shall include:

1. Device operation;
2. Using the Applications Store (App Store);
3. PSE Agency Home Page;
4. User Portal;
5. Service Provisioning and billing;
6. Identity, Credential, and Access Management (ICAM) administration;
7. Trouble ticketing and escalation;
8. Reporting and network monitoring; and,
9. Installation of mobile and fixed mounted UEs and supporting systems, including recommended part numbers and placement of antennas for mobile apparatus.

The Bidder shall describe how the training will include the minimum Requirements above as well as:

1. Information about training type, such as group leader-led, in-person/in-store, webinar, or video;
2. Availability; and,
3. Source.

*Bidder understands the Requirements in the Section above and shall meet or exceed them? Yes X No \_\_\_\_\_*

*Bidder's Description: Verizon will provide resources for training customers on the portal. This can be in form of training materials, webinar sessions and in-person meetings. The customer support team will be addressing customer questions to ensure that their needs are met.*

#### 19.2.2.19 QUALITY OF SERVICE, PRIORITY, AND PREEMPTION (M)

For the responses below Bidder shall describe their ability to meet the requirement as of bid submission date and identify future development plans, including a general timeline tied to functionality.

1. The Bidder shall describe how its solution will allow the assignment of Quality of Service, Priority, and Preemption (QPP) parameters to user profiles using the standard service control parameters defined by 3GPP and the Internet Engineering Task Force, including Access Class, Quality Class Indicator (QCI), Allocation and Retention Priority (ARP), and Differentiated Service (Diff Serve), when calls originate on the Contractor's network.

*Bidder's Description: QPP is available today through Verizon. The QPP parameters can be assigned based on user type and needs during the incident. The qualified user will have the ability to make changes remotely. Assignment of priority, ARP or access class can be modified from the portal. QPP can be effected from location, status map, outlined drawings or lists. The ability to to uplift users based on incident needs is planned to be available through Verizon's Local Control Portal by the end of 2019.*

2. The Bidder shall describe their ability to uplift users based on incident needs and describe how the Contractor will uplift the Customers that are not utilizing the Contract.

*Bidder's Description: The qualified user can elevate the priority and set preemption of user groups by using the portal. The priority levels of the users can be remotely uplifted based on the incident needs.*

3. The Bidder shall list all priority levels and how they interrelate with commercial traffic, methodology for uplift of PSEs and if any costs are associated with uplift capabilities.

*Bidder's Description: Verizon offers extensive priority and preemption capabilities. These services can be administered through the portal. Here is a summary of our commercially available Public Safety Services related to QPP-Quality of Service, Priority and Preemption.*

Priority

*When disaster strikes and emergencies happen, wireless network traffic can spike causing potential delays in important communication.*



*Verizon has implemented 3GPP standards based network feature for quality of service (QoS) priority within its 4G LTE network that was recently made available to Public Safety agencies at no additional cost. Basically it works by providing public safety users "high priority access" by putting them in front of the line for voice and data services over commercial users during times of heavy network congestion.*

#### *Mobile Broadband Priority*

*Mobile Broadband Priority Service (MBP) provides public safety users priority service for data transmissions. During times of heavy commercial network congestion, MBP users will receive priority over commercial users. MBP enables access priority service for public safety officials using applications on a Smartphone or tablets, transmitting data from first responder vehicles or video from surveillance cameras. MBP is available at no additional charge to qualified public safety customers.*

#### *Wireless Priority Services (WPS)*

*Wireless Priority Services (WPS) is a White House-directed emergency phone service managed by the Department of Homeland Security's Office of Emergency Communications (OEC). WPS complies with the Federal Communications Commission (FCC) Second Report and Order, FCC 00-242, Establishment of Rules and Requirements for Priority Access Service. WPS provides priority network access for qualified government and industry subscribers that are pre-authorized by the Office of Emergency Communications (OEC) division of the Department of Homeland Security. Wireless Priority Service (WPS) creates a special top-level voice priority for wireless communications access that key agency personnel can use during a crisis, such as national security alerts and natural disasters. WPS lets these individuals receive a higher priority over any available facilities for wireless voice service, so agencies and organizations that provide critical infrastructure and emergency services during response and disaster recovery have the reliable communications they need to fulfill their missions.*

#### *Preemption*

*Preemption also provides extra assurance that public safety communications will continue to operate during the rare instances of increased network congestion resulting from emergencies. Verizon automatically and temporarily reallocates network resources from commercial data/Internet users to first responders in the unlikely event network resources become congested. As part of the network access and registration process, first responders and public safety personnel are identified and given preemption designation. This helps to determine which users will receive allocated resources with preemption. Preemption is offered at no additional charge for qualified public safety customers.*

#### *Public Safety Private Core*

*Responder Private Core is a dedicated network core that Verizon offers at no charge to first responders and other qualified public safety customers.*

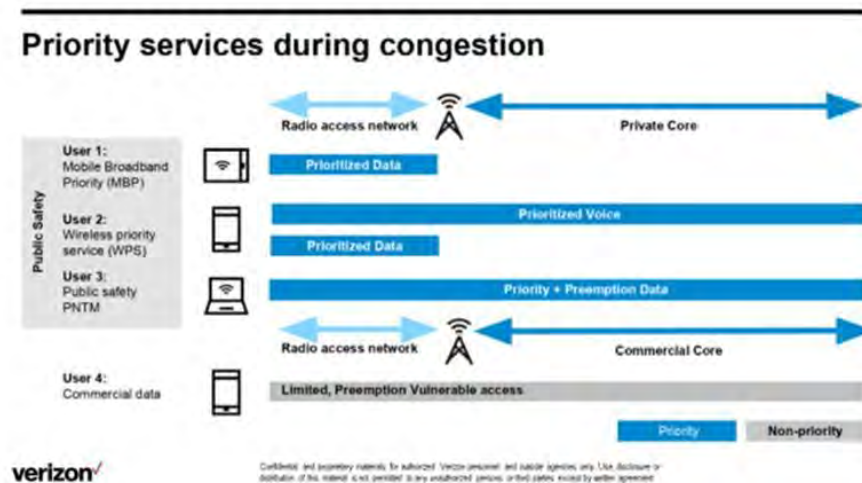
*The private core segregates public safety data traffic from the Verizon commercial and consumer traffic while providing secure connectivity to remote applications. You still get the benefits of the LTE radio access network (RAN) features such as quality of service, priority and preemption.*

**First Responder Personal Devices**

*Additionally, Verizon offers plans for First Responder personal devices to ensure they can be connected with priority services. Validation is required for all volunteers and/or employees; active badge or signed affidavit from the agency.*

- The Bidder shall describe how preemption works on its network.

*Bidder’s Description: Preemption provides prioritized access to network resources during times of network congestion. Verizon automatically reallocates network resources from commercial data/Internet users to first responders in the unlikely event network resources become congested. As part of the network access and registration process, first responders and public safety personnel are identified and given preemption designation. This helps to determine which users will receive allocated resources with preemption. Preemption is offered at no additional charge for qualified public safety customers.*



*Under the Federal Communications Commission’s definition of a first responder, only police, fire and EMS are considered primary users of a public safety dedicated network. Under the Department of Homeland Security definition - in an emergency situation - public works agencies would rise to primary user status. With regards to who establishes the priority, Verizon is considering various models and will work with State and Local officials on how best to implement*

- The Bidder shall describe if throttling of content occurs, what triggers content throttling, and how throttling affects a user with an elevated priority level.

*Bidder's Description: Verizon has introduced price plans that cater to varying needs of the customers. Price plans with no throttling are available for qualified first responders.*

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

19.2.2.20 QUALITY OF SERVICE, PRIORITY, AND PREEMPTION BETWEEN CARRIER NETWORKS (M)

The Bidder shall describe its ability to maintain QPP between carrier networks.

*Bidder understands the Requirements in the Section above and shall meet or exceed them? Yes  No*

*Bidder's Description: Verizon services are built based on standards and protocols. Verizon believes in interoperability and the need to share data across networks. Verizon is committed to providing the neccassary information for maintaining QPP across different carriers.*

19.2.2.21 PUSH-TO-TALK SOLUTION (M)

The Contractor shall implement a Push-to-Talk (PTT) services over LTE on the Contractor's network.

Minimal Requirements of PTT include: Minimal features that must be supported are the following:

1. Transcoding support for Adaptive Multi-Rate Wideband (AMR-WB) and Improved Multi-Band Excitation (IMBE)/Advanced Multi-Band Excitation (AMBE)
2. Advanced Encryption Standard for voice and signaling
3. PSAP dispatch console interface and integration
4. Group Call Setup/Teardown
5. Subscriber Unit (SU) Call Setup/Teardown
6. PTT Voice services for Group and SU Calls
7. Roaming Services
8. Subscriber Management and SU Authentication

**The Bidder shall offer the Push-to-Talk Solution detailed in Table 19.2.2.21.**

<b>Table 19.2.2.21 –Push-to-Talk Solution</b>						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	PTT Solution	Push-to-Talk service over LTE	CAFR50	Verizon Wireless PTT Plus Plan or Feature for Public Safety	X	

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

**19.2.2.22 SERVICE WITH CUSTOMER OWNED AND MAINTAINED (COAM) EQUIPMENT (M)**

The Contractor shall provide the service plans described in Section 19.2.3, *Service and Plan Specifications*, to End-Users who choose to use the Customer Owned and Maintained (COAM) Equipment that is compatible with the Contractor’s network. The Contractor shall include new SIM compatible with the Contractor’s network at no additional cost.

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

**19.2.2.23 CUSTOMER OWNED AND MAINTAINED EQUIPMENT INTEGRATION (M)**

The Bidder shall describe how it will provide the ability for PSEs to utilize COAM Equipment and will describe how COAM Equipment will be integrated into the broadband service.

*Bidder understands the Requirements in the Section above and shall meet or exceed them? Yes X No \_\_\_\_\_*

*Bidder’s Description: PSEs can use certain COAM equipment on the Verizon network. PSEs can request SIMs for qualified and Verizon compatible COAM equipment at no cost from Verizon. PSEs would submit a request to activate the SIM to allow the PSE to utilize the Verizon Network.*

**19.2.2.24 CELLULAR BUILDING AMPLIFICATION SERVICE (M)**

The Contractor shall provide the option for Cellular Building Amplification Services in buildings where CALNET Cellular Voice and Data Services are being provided. The service will amplify cellular signals with a signal booster and evenly distribute the amplified signals throughout the building. Providing this service shall be at the sole discretion of the Contractor.

The Contractor shall provide this service under the following conditions:

1. The Customer has existing cellular service provided by the Contractor;

2. The Customer requests a survey to determine the viability for the Contractor to improve service;
3. It is determined by the Contractor that cellular coverage is inadequate and the Contractor can provide an improvement in cellular service; and,
4. The Customer agrees to solution and orders service.

All costs for design, engineering and installation of Equipment shall be provided to the Customer at no price.

Cellular Building Amplification Service will be identified in the Catalog with no dollar value identified.

The Bidder shall provide a Product Identifier for Cellular Building Amplification Services as detailed in Table 19.2.2.24

Table 19.2.2.24 – Cellular Building Amplification Services						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	Cellular Building Amplification Services	Amplifies cellular signals with a signal booster and evenly distribute the amplified signals throughout the building.	BCA0001	Verizon Wireless In-Building Solution	X	

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

19.2.2.25 ROOT CAUSE ANALYSIS DELIVERABLES (M)

The Contractor shall provide Cal OES a root cause analysis within fifteen (15) calendar days for each occurrence of events identified in SLA sections below:

- 19.2.8.5.2, Contractor Network, Disaster or Catastrophic Outage Notification (M-S)
- 19.2.8.5.3, Contractor Maintenance Caused Outage Notification (M-S)
- 19.2.8.5.4, Cellular Site Failure (M-S)

The Contractor’s Root Cause Analysis should include a plan to mitigate future events. The Contractor shall review the plan with Cal OES.

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

**19.2.3 SERVICE AND PLAN SPECIFICATIONS (M)**

The Contractor shall provide the Cellular Voice and Data Service Plans described below. The Bidder’s costs associated with these plans shall be detailed in the Subcategory 19.2 Cost Worksheets submitted with the Final Bid. The Subcategory 19.2 Cost Worksheets are provided as separate MS Excel files that list each Requirement that is to be priced by the Bidder as well as areas for the Bidder to offer unsolicited services, features and Equipment.

The costs provided by the Bidder with its final Bid will be used to develop a Service Plan Catalog listing all of the Contractor’s services approved by the State that will be part of the Contract. Services not approved by the State will not be included in the Service Plan Catalog. All changes to the Service Plan Catalog after Contract Award shall be accomplished in accordance with the State’s Contract amendment process as described in the eVAQ Section 43, *Contract Modification*.

**19.2.3.1 VOICE AND DATA SERVICES (M)**

The Contractor shall provide cellular voice and data services that include:

1. Network infrastructure that supports LTE or better primary network access;
2. The ability to access the Internet and Internet-based services;
3. A new Subscriber Identification Module (SIM) compatible with the Contractor’s network at no additional cost;
4. Allowing compatible SIM unlocked phones on the Contractor’s network; and,
5. Utilization notification. For all plans the Contractor shall notify the Customer when an End-User utilizes 90% or more of the Usage Threshold.

**19.2.3.1.1 Usage Threshold Definition (M)**

The MB/GB identified in the feature name of each service plan.

Example Table for Usage Threshold						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>Voice, Text and Data 2 GB (Usage Threshold) Service Plan</b>	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices				

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

**19.2.3.2 STANDARDIZED SERVICE PLANS (M)**

The Contractor shall provide all of the Standardized Service Plans described below.

1. Voice and Text Service Plan - includes voice calling and text messaging for Basic Phones as described in Section 19.2.3.2.1.



2. Voice, Text, and Data Service Plans - includes voice calling, text messaging, and data services for Smartphone devices as described in Section 19.2.3.2.2.
3. Data Only Service Plans – includes data services for data only devices such as tablets and mobile hotspots as described in Section 19.2.3.2.3.
4. Machine-to-Machine (M2M) Plans – includes data only services for machine-to-machine (M2M) devices and/or Internet of Things (IoT) devices as described in Section 19.2.3.2.4.

The Bidder's prices associated with these plans shall be detailed in the Cost Worksheets submitted with the Final Bid. The Cost Worksheets are provided as separate MS Excel files that list each Requirement that is to be priced by the Bidder as well as areas for the Bidder to offer unsolicited services and features.

The prices provided by the Bidder with its final Bid will be used to develop a Service Plan Catalog listing all of the Contractor's services approved by the State that will be part of the Contract. Services not approved by the State will not be included in the Service Plan Catalog.

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

19.2.3.2.1 Voice and Text Service Plan for Basic Phones (M)

The Contractor shall provide the Voice and Text Service Plan for Basic Phones that includes the features described in Table 19.2.3.2.1.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS messages with no limits on the monthly number of texts used;
3. No overage charges shall apply;
4. Voicemail;
5. Voice over Long Term Evolution (VoLTE) with compatible Equipment;
6. Nationwide roaming for voice services;
7. Per line caller ID blocking;
8. Nationwide long distance;
9. Call forwarding; and,
10. Call waiting.

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

**The Bidder shall offer the Voice and Text Service Plan for Basic Phones detailed in Table 19.2.3.2.1.a.**

Table 19.2.3.2.1.a – Voice and Text Service Plan for Basic Phones						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
	<b>Voice and Text Service Plan for Basic Phones</b>	Voice and Text Service Plan for Basic Phones	CAFR01	4G CALNET Basic Phone Plan	X	

The Bidder may offer additional unsolicited Voice and Text Service Plan features in Table 19.2.3.2.1.b.

Table 19.2.3.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features			
	Feature Name	Product Identifier	Bidder's Description
1	PUBLIC SAFETY UNLIMITED BASIC PHONE PLAN	CA0119	CUSTOM NATIONWIDE BASIC DEVICE FOR NATIONAL SECURITY, PUBLIC SAFETY, and Emergency Preparedness PPID: 16810
2	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 3G/4G	CA0120	3G/4G CUSTOM UNLIMITED PUSH TO TALK ONLY PLAN FOR NATIONAL SECURITY, PUBLIC SAFETY, AND EMERGENCY PREPAREDNESS PPID: 96625
3	CUSTOM NATIONWIDE CONSUMPTION PLAN	CA0100	ST OF CA CUSTOM - NATIONWIDE FLAT RATE CONSUMPTION PPID: 85191
4	CUST PTT PLUS BASIC 4G FEATURE	CA0101	CUST PTT PLUS BASIC 4G SFO: 81301
5	UNLTXTPIX FLIX FEATURE	CA0102	UNLTXTPIX FLIX SFO: 75439
6	400 TXT/PIX/FLIX MSGS FEATURE	CA0103	400 TXT/PIX/FLIX MSGS SFO: 76811
7	1100 TXT PIX FLIX FEATURE	CA0104	1100 TXT PIX FLIX SFO: 76813
8	NATIONWIDE CALLING PLAN 200 SHR	CA0105	NVLPT NATIONWIDE FOR GOVERNMENT TALK 200 SHARE PPID: 73736
9	NATIONWIDE CALLING PLAN 400 SHR	CA0106	NVLPT NATIONWIDE BASIC 400 SHARE UNL IN + N&W PPID: 74539
10	NATIONWIDE CALLING PLAN 600 SHR	CA0107	NVLPT NATIONWIDE BASIC 600 SHARE UNL IN + N&W PPID: 74541
11	NATIONWIDE CALLING PLAN 1000 SHR	CA0108	NVLPT NATIONWIDE BASIC 1000 SHARE UNL IN + N&W PPID: 74543
12	NATIONWIDE CALLING PLAN 100 SHR	CA0109	NVLPT NATIONWIDE FOR GOVERNMENT BASIC 100 SHARE UNL M2M+N&W PPID: 80006
13	NATIONWIDE CALLING PLAN 0 SHR	CA0110	NVLPT NATIONWIDE FOR GOVERNMENT SHARE UNL M2M UNL N&W - ACCOUNT SHARE PPID: 86137
14	75MB DATA FEATURE	CA0111	DATA PACKAGES FOR FEATURE PHONES AND SMARTPHONES 75MB SFO: 77810
15	CALL FILTER FEATURE	CA0112	CALL FILTER/CALLER NAME ID SFO: 83439
16	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
17	FIELD FORCE MGR LTD FEATURE	CA0114	FIELD FORCE MGR LTD SFO: 76721

<b>Table 19.2.3.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder’s Description</b>
18	FIELD FORCE MGR BAS FEATURE	CA0115	FIELD FORCE MGR BAS SFO: 76722
19	FIELD FORCE MGR PRO FEATURE	CA0116	FIELD FORCE MGR PRO SFO: 76723
20	CUST PTT PLUS BASIC 4G ENT FEATURE	CA0117	CUST PTT PLUS BASIC 4G ENT SFO: 81129
21	PTT PLUS BASIC 4G ENTERPRISE FEATURE	CA0118	PTT PLUS BASIC 4G ENTERPRISE SFO: 80598

19.2.3.2.2 Voice, Text, and Data Service Plans (M)

The Contractor shall provide Voice, Text, and Data Service Plans that include the features described in Table 19.2.3.2.2.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS and MMS messages with no limits on the monthly number of texts used;
3. Data services shall not be deprioritized before the specified plan Usage Threshold, if a threshold is identified;
4. No overage charges shall apply;
5. Visual Voicemail with compatible Equipment;
6. Nationwide roaming for voice and data services;
7. Tethering with compatible Equipment;
8. Wi-Fi calling with compatible Equipment;
9. VoLTE with compatible Equipment;
10. Per line caller ID blocking;
11. Nationwide long distance;
12. Call forwarding; and,
13. Call waiting.

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

19.2.3.2.2.1 Limitless Plan

Any use of the term “limitless” in any price model will be interpreted to mean that all data, regardless of priority level, has an unlimited usage per month.

The Contractor shall provide monthly service plans that provide cellular service with the following functionality:

1. No limitation on the amount of data (GB) uploaded and

downloaded.

2. No Contractor implemented network controls limiting the throughput (bps) of the data used by public safety-oriented applications and public safety communications.
3. No deprioritization where data throughput prioritization shall remain at the same level (Class) provisioned for public safety-oriented applications and public safety communications.

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

The Bidder shall offer the Voice, Text and Data Service Plans detailed in Table 19.2.3.2.2.a.

Table 19.2.3.2.2.a – Voice, Text and Data Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>Voice, Text and Data 2 GB Service Plan</b>	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR02	4G CALNET 2 GB Smartphone Plan.	X	
2	<b>Voice, Text and Data 5 GB Service Plan</b>	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR03	4G CALNET 5 GB Smartphone Plan.	X	
3	<b>Voice, Text and Data 10 GB Service Plan</b>	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR04	4G CALNET 10 GB Smartphone Plan.	X	
4	<b>Voice, Text and Data 20 GB Service Plan</b>	20 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR05	4G CALNET 20 GB Smartphone Plan.	X	
5	<b>Voice, Text and Data 50 GB Service Plan</b>	50 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR06	4G CALNET 50 GB Smartphone Plan.	X	
6	<b>Voice, Text and Data Limitless Service Plan</b>	Limitless Data with No Throughput Restrictions	SP UNL	PUBLIC SAFETY UNLIMITED SMARTPHONE PLAN PPID 16807	X	

The Bidder may offer additional unsolicited Voice, Text, and Data Service Plan features in Table 19.2.3.2.2.b.

<b>Table 19.2.3.2.2.b – Unsolicited Voice, Text and Data Service Plan Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
1	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 4G	CA0139	4G CUSTOM UNLIMITED PUSH TO TALK ONLY PLAN FOR NATIONAL SECURITY, PUBLIC SAFETY, AND EMERGENCY PREPAREDNESS PPID: 96626
2	CUSTOM NATIONWIDE CONSUMPTION PLAN	CA0100	ST OF CA CUSTOM - NATIONWIDE FLAT RATE CONSUMPTION PPID: 85191
3	CUST PTT PLUS BASIC 4G FEATURE	CA0101	CUST PTT PLUS BASIC 4G SFO: 81301
4	UNLTXT PIX FLIX FEATURE	CA0102	UNLTXT PIX FLIX SFO: 75439
5	400 TXT/PIX/FLIX MSGS FEATURE	CA0103	400 TXT/PIX/FLIX MSGS SFO: 76811
6	1100 TXT PIX FLIX FEATURE	CA0104	1100 TXT PIX FLIX SFO: 76813
7	NATIONWIDE CALLING PLAN 200 SHR	CA0105	NVLPT NATIONWIDE FOR GOVERNMENT TALK 200 SHARE PPID: 73736
8	NATIONWIDE CALLING PLAN 400 SHR	CA0106	NVLPT NATIONWIDE BASIC 400 SHARE UNL IN + N&W PPID: 74539
9	NATIONWIDE CALLING PLAN 600 SHR	CA0107	NVLPT NATIONWIDE BASIC 600 SHARE UNL IN + N&W PPID: 74541
10	NATIONWIDE CALLING PLAN 1000 SHR	CA0108	NVLPT NATIONWIDE BASIC 1000 SHARE UNL IN + N&W PPID: 74543
11	NATIONWIDE CALLING PLAN 100 SHR	CA0109	NVLPT NATIONWIDE FOR GOVERNMENT BASIC 100 SHARE UNL M2M+N&W PPID: 80006
12	NATIONWIDE CALLING PLAN 0 SHR	CA0110	NVLPT NATIONWIDE FOR GOVERNMENT SHARE UNL M2M UNL N&W - ACCOUNT SHARE PPID: 86137
13	75MB DATA FEATURE	CA0111	DATA PACKAGES FOR FEATURE PHONES AND SMARTPHONES 75MB SFO: 77810
14	CALL FILTER FEATURE	CA0112	CALL FILTER/CALLER NAME ID SFO: 83439
15	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
16	4G SMARTPHONE HOTSPOT FEATURE	CA0121	4G SMARTPHONE HOTSPOT SFO: 76440
17	PTT PLUS 4G ENTERPRISE FEATURE	CA0122	PTT PLUS 4G ENTERPRISE SFO: 80590
18	CUST PTT PLUS 4G ENT FEATURE	CA0123	CUST PTT PLUS 4G ENT SFO: 81174
19	EMAIL & DATA UNLIMITED FEATURE	CA0124	EMAIL & DATA UNLIMITED SFO: 73419
20	4G SMARTPHONE HOTSPOT CA FEATURE	CA0125	4G SMARTPHONE HOTSPOT SFO: 76445
21	CUST PTT PLUS 4G ENT CA FEATURE	CA0126	CUST PTT PLUS 4G ENT SFO: 81815
22	NATIONWIDE BUNDLED PLAN 400MIN SHR	CA0127	NVLPT NATIONWIDE 400 SHARE EMAIL & DATA+ MSG - ACCOUNT SHARE PPID: 74511
23	NATIONWIDE BUNDLED PLAN 600MIN SHR	CA0128	NVLPT NATIONWIDE 600 SHARE EMAIL & DATA + MSG - ACCOUNT SHARE PPID: 74513
24	NATIONWIDE BUNDLED PLAN 1000MIN SHR	CA0129	NVLPT NATIONWIDE 1000 SHARE ANY EMAIL & DATA +MSG - ACCOUNT SHARE PPID: 74515

<b>Table 19.2.3.2.b – Unsolicited Voice, Text and Data Service Plan Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder’s Description</b>
25	NATIONWIDE EMAIL ADD-A-LINE PLAN	CA0130	NVLPT 3G/4G NATIONWIDE EMAIL FOR GOVERNMENT NATIONWIDE ADD-A-LINE PLAN PPID: 86140
26	SMARTPHONE PAY-AS-YOU-GO VOICE	CA0131	NVLPT SMARTPHONE CALLING PLANS FOR GOVERNMENT SUBSCRIBERS PPID: 86139
27	DATA PACKAGE 2GB/ FEATURE	CA0132	DATA PACKAGE 2GB/ SFO: 76375
28	NUMBERSHARE LINE ACCESS FEATURE	CA0133	NUMBERSHARE LINE ACCESS SFO: 85617
29	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
30	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637
31	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638

19.2.3.2.3 Data Only Service Plans (M)

The Contractor shall provide Data Only Service Plans for data only devices that include the features described in Table 19.2.3.2.3.a including the following features:

1. Nationwide roaming for data services;
2. Data services shall not be deprioritized before the specified plan Usage Threshold, if a threshold is identified;
3. No overage charges shall apply; and,
4. Tethering with compatible Equipment.

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

19.2.3.2.3.1 Limitless Plan

Any use of the term “limitless” in any price model will be interpreted to mean that all data, regardless of priority level, has an unlimited usage per month.

The Contractor shall provide monthly service plans that provide cellular service with the following functionality:

1. No limitation on the amount of data (GB) uploaded and downloaded.
2. No Contractor implemented network controls limiting the throughput (bps) of the data used by public safety-oriented applications and public safety communications.
3. No deprioritization where data throughput prioritization shall remain at the same level (Class) provisioned for public safety-oriented applications and public safety communications.



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

The Bidder shall offer the Data Only Service Plans detailed in Table 19.2.3.2.3.a.

Table 19.2.3.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>Data Only 2 GB Service Plan</b>	2 GB high speed data usage for data only devices	CAFR07	4G CALNET 2 GB Data Plan	X	
2	<b>Data Only 5 GB Service Plan</b>	5 GB high speed data usage for data only devices	CAFR08	4G CALNET 5 GB Data Plan	X	
3	<b>Data Only 10 GB Service Plan</b>	10 GB high speed data usage for data only devices	CAFR09	4G CALNET 10 GB Data Plan	X	
4	<b>Data Only 20 GB Service Plan</b>	20 GB high speed data usage for data only devices	CAFR10	4G CALNET 20 GB Data Plan	X	
5	<b>Data Only 50 GB Service Plan</b>	50 GB high speed data usage for data only devices	CAFR11	4G CALNET 50 GB Data Plan	X	
6	<b>Data Only 100 GB Service Plan</b>	100 GB high speed data usage for data only devices	CAFR12	4G CALNET 100 GB Data Plan	X	
7	<b>Data Only Limitless Service Plan</b>	Limitless Data with No Throughput Restrictions	MBB UNL	PUBLIC SAFETY UNLIMITED MOBILE BROADBAND PLAN PPID 20312	X	

The Bidder may offer additional unsolicited Data Only Service Plan features in Table 19.2.3.2.3.b.

Table 19.2.3.2.3.b – Unsolicited Data Only Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	FLEXIBLE DATA PLAN 1MB	CA0301	FLEXIBLE BUSINESS DATA DEVICE 1MB SHARED DATA PPID: 92739
2	FLEXIBLE DATA PLAN 100MB	CA0302	FLEXIBLE BUSINESS DATA DEVICE 100MB SHARED DATA PPID: 92741
3	FLEXIBLE DATA PLAN 2GB	CA0303	FLEXIBLE BUSINESS DATA DEVICE 2GB SHARED DATA PPID: 92742
4	FLEXIBLE DATA PLAN 4GB	CA0304	FLEXIBLE BUSINESS DATA DEVICE 4GB SHARED DATA PPID: 92744
5	FLEXIBLE DATA PLAN 6GB	CA0305	FLEXIBLE BUSINESS DATA DEVICE 6GB SHARED DATA PPID: 92745
6	FLEXIBLE DATA PLAN 8GB	CA0306	FLEXIBLE BUSINESS DATA DEVICE 8GB SHARED DATA PPID: 92746

<b>Table 19.2.3.2.3.b – Unsolicited Data Only Service Plan Features</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
7	FLEXIBLE DATA PLAN 10GB	CA0307	FLEXIBLE BUSINESS DATA DEVICE 10GB SHARED DATA PPID: 92747
8	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
9	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637
10	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638

19.2.3.2.4 Machine-to-Machine and Internet of Things Service Plans (M2MIoT Service Plans) (M)

The Contractor shall provide Machine-to-Machine and Internet of Things Service Plans (M2MIoT Service Plans) that include the features described in Table 19.2.3.2.4.a as well as:

1. Nationwide roaming for data services;
2. All plans will be “shared” plans as defined by the Customer where data consumption can be shared among multiple End-Users; and,
3. Overage notification. The Contractor shall notify the Customer when the Customer incurs an M2MIoT usage overage in excess of 50% of the data subscription rate identified in the service plan for three consecutive months.

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

The Bidder shall offer the Machine-to-Machine and Internet of Things Service Plans detailed in Table 19.2.3.2.4.a.

<b>Table 19.2.3.2.4.a – Machine-to-Machine and Internet of Things Service Plans</b>						
	<b>Feature Name</b>	<b>Feature Description</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>	<b>Bidder Meets or Exceeds? Y N</b>	
1	<b>M2MIoT 1 MB Service Plan</b>	1 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR13	4G CALNET 1 MB M2M Plan	X	
2	<b>Overage Charge for M2MIoT 1 MB Service Plan</b>	Per MB charge for usage over 1 MB	OCAFR13	4G CALNET 1 MB M2M Plan Overage	X	
3	<b>M2MIoT 10 MB Service Plan</b>	10 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR14	4G CALNET 10 MB M2M Plan	X	

<b>Table 19.2.3.2.4.a – Machine-to-Machine and Internet of Things Service Plans</b>						
	<b>Feature Name</b>	<b>Feature Description</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>	<b>Bidder Meets or Exceeds?</b>	
					<b>Y</b>	<b>N</b>
4	<b>Overage Charge for M2M IoT 10 MB Service Plan</b>	Per MB charge for usage over 10 MB	OCAFR14	4G CALNET 10 MB M2M Plan Overage	X	
5	<b>M2M IoT 50 MB Service Plan</b>	50 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR15	4G CALNET 50 MB M2M Plan	X	
6	<b>Overage Charge for M2M IoT 50 MB Service Plan</b>	Per MB charge for usage over 50 MB	OCAFR15	4G CALNET 50 MB M2M Plan Overage	X	
7	<b>M2M IoT 250 MB Service Plan</b>	250 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR16	4G CALNET 250 MB M2M Plan	X	
8	<b>Overage Charge for M2M IoT 250 MB Service Plan</b>	Per MB charge for usage over 250 MB	OCAFR16	4G CALNET 250 MB M2M Plan Overage	X	
9	<b>M2M IoT 1 GB Service Plan</b>	1 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR17	4G CALNET 1 GB M2M Plan	X	
10	<b>Overage Charge for M2M IoT 1 GB Service Plan</b>	Per MB charge for usage over 1 GB	OCAFR17	4G CALNET 1 GB M2M Plan Overage	X	
11	<b>M2M IoT 5 GB Service Plan</b>	5 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR18	4G CALNET 5 GB M2M Plan	X	
12	<b>Overage Charge for M2M IoT 5 GB Service Plan</b>	Per MB charge for usage over 5 GB	OCAFR18	4G CALNET 5 GB M2M Plan Overage	X	
13	<b>M2M IoT 10 GB Service Plan</b>	10 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR19	4G CALNET 10 GB M2M Plan	X	

Table 19.2.3.2.4.a – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
14	<b>Overage Charge for M2M IoT 10 GB Service Plan</b>	Per MB charge for usage over 10 GB	OCAFR19	4G CALNET 10 GB M2M Plan Overage	X	
15	<b>M2M IoT 20 GB Service Plan</b>	20 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR20	4G CALNET 20 GB M2M Plan	X	
16	<b>Overage Charge for M2M IoT 20 GB Service Plan</b>	Per MB charge for usage over 20 GB	OCAFR20	4G CALNET 20 GB M2M Plan Overage	X	

The Bidder may offer additional unsolicited Machine-to-Machine and Internet of Things Service plans or features in Table 19.2.3.2.4.b.

Table 19.2.3.2.4b – Unsolicited Machine-to-Machine and Internet of Things Service Plans or Features			
	Feature Name	Product Identifier	Bidder's Description
1	CUSTOM MOBILE BROADBAND M2M PLAN	CA0400	STATE OF CA CUSTOM - MACHINE TO MACHINE 5GB PPID: 85975
2			
3			
4			
5			
6			
7			
8			
9			
10			

19.2.3.2.5 Video Streaming Quality (M-S)

The Bidder shall provide video streaming for the Voice, Text and Data Service Plans (Section 19.2.3.2.2) and the Data Only Service Plans (Section 19.2.3.2.3). The Bidder shall indicate the video streaming quality it commits to provide in Table 19.2.3.2.5

<b>Table 19.2.3.2.5 – Video Streaming Quality</b>				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, P)
Voice, Text and Data Service Plans (19.2.3.2.2)	480p	720p	1080p	B
Data Only Service Plans (19.2.3.2.3)	480p	720p	1080p	B

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

19.2.3.2.6 Tethering Throughput (M-S)

Tethering is the sharing of a mobile device's data connection with other devices via WIFI, Bluetooth or physical cable (example: USB). The Contractor shall provide Tethering for the Voice, Text and Data Service Plans (Section 19.2.3.2.2) and the Data Only Service Plans (Section 19.2.3.2.3).

The Bidder shall indicate the Tethering throughput speeds they commit to provide in Table 19.2.3.2.6.

<b>Table 19.2.3.2.6 – Tethering Throughput</b>				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, P)
Voice, Text and Data Service Plans (19.2.3.2.2)	3G	4G	Unrestricted	<b>S</b>
Data Only Service Plans (19.2.3.2.3)	3G	4G	Unrestricted	<b>S</b>

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

19.2.3.2.7 Domestic to International Calling and Messaging Services

The Bidder may offer international cellular service that allows for calls originating in the United States to complete to a mobile or land line phone in Table 19.2.3.2.7

The Bidder may offer text messaging services that provide international outbound and inbound messaging as identified in the Bidder's Product Identification Codes in columns (b) and (c).

By providing a Product Identification Code in Table 19.2.3.2.7 the Bidder is committing to provide service to that country and will provide the per-minute rate or per-message rate in Cost Worksheets 19.2.3.2.7.a, 19.2.3.2.7.b and 19.2.3.2.7.c.

<b>Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services</b>				
	<b>Country, Countries, Regions, or Groupings</b>	<b>Bidder’s Product Identifiers</b>		
		<b>(a) Outbound Voice per Minute</b>	<b>(b) SMS Send/ Receive per Message</b>	<b>(c) MMS Send/ Receive per Message</b>
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

19.2.3.2.8 International Roaming (M)

The Contractor shall provide international cellular service that allows for calls, text messages and data while roaming in a foreign country. The Contractor shall maintain a list of countries where this service is available.

This service shall include:

1. Voice usage with no limits on the minutes used;
2. SMS and MMS messaging with no limits on the number of texts used;
3. Data services with usage limits aligned to the specified plan Usage Threshold;
4. No overage charges shall apply;
5. Allows for Tethering with compatible Equipment;
6. Per line caller ID blocking;
7. Call forwarding; and
8. Call Waiting.



The Bidder shall provide Product Identification Codes in Table 19.2.3.2.8.a for the daily services.

<b>Table 19.2.3.2.8.a - International Roaming</b>		
	<b>Country</b>	<b>Bidder's Product Identifiers for Daily Services</b>
<b>1</b>	<b>Canada and Mexico</b>	0/
<b>2</b>	<b>All countries on the Contractor's maintained list</b>	/10

The Bidder may offer additional International voice, text and data roaming services and/or features for usage originating outside of the United States in Table 19.2.3.2.8.b.

<b>Table 19.2.3.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder's Description</b>
1	NATIONAL INTERNATIONAL PLAN 4G 400 SHR	CA0500	NVLPT NATIONWIDE INTERNATIONAL 4G 400 ANY UNL EMAIL+N&W+IN+TXT UNL (SHARE) PPID: 86741
2	NATIONAL INTERNATIONAL PLAN 4G 600 SHR	CA0501	NVLPT NATIONWIDE INTERNATIONAL 4G 600 ANY UNL EMAIL+N&W+IN+TXT UNL (SHARE) PPID: 86743
3	NATIONAL INTERNATIONAL PLAN 4G 1000 SHR	CA0502	NVLPT NATIONWIDE INTERNATIONAL 4G 1000 ANY UNL EMAIL+N&W+IN+TXT UNL (SHARE) PPID: 86745
4	INT TRVL 512MB/100MIN/100MSG FOR 1MO FEATURE	CA0503	INTERNATIONAL TRAVEL 512MB/100MIN/100MSG FOR 1 MONTH SFO: 1324
5	INT TRVL 512MB/100MIN/100MSG MONTHLY FEATURE	CA0504	INTERNATIONAL TRAVEL 512MB/100MIN/100MSG MONTHLY SFO: 1327
6	INT TRVL 2GB/250MIN/1000MSG FOR 1MO FEATURE	CA0505	INTERNATIONAL TRAVEL 2GB/250MIN/1000MSG FOR 1 MONTH SFO: 1328
7	INT TRVL 2GB/250MIN/1000MSG MONTHLY FEATURE	CA0506	INTERNATIONAL TRAVEL 2GB/250MIN/1000MSG MONTHLY SFO: 1329
8	INTERNATIONAL FEATURE 0 VM/100 MB - RECURRING	CA0507	INTERNATIONAL OPTIONS MONTHLY FEATURES 185+ COUNTRIES 0 VM/100 MB - RECURRING SFO: 412
9	INTERNATIONAL FEATURE 0 VM/100 MB - 1 MONTH	CA0508	INTERNATIONAL OPTIONS MONTHLY FEATURES 185+ COUNTRIES 0 VM/100 MB - 1 MONTH SFO: 431
10	INTERNATIONAL FEATURE 100 VM/100MB - RECURRING	CA0509	INTERNATIONAL OPTIONS MONTHLY FEATURES 185+ COUNTRIES 100 VM/100MB - RECURRING SFO: 444
11	INTERNATIONAL FEATURE 100 VM/100MB - 1 MONTH	CA0510	INTERNATIONAL OPTIONS MONTHLY FEATURES 100 VM/100MB - 1 MONTH SFO: 445
12	TRAVELPASS - 185+ ELIGIBLE COUNTRIES FEATURE	TRAVELPASS CAN/MEX INCL	TRAVELPASS FOR ROAMING IN 185+ ELIGIBLE COUNTRIES WITH CAN/MEX INCL SFO: 691 or 988

<b>Table 19.2.3.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming</b>			
	<b>Feature Name</b>	<b>Product Identifier</b>	<b>Bidder’s Description</b>
13	TRAVELPASS - CAN/MEX FEATURE	TRAVELPASS	TRAVELPASS FOR ROAMING IN CANADA AND MEXICO SFO: 383

19.2.3.2.9 Suspended Service Plan (M)

The Contractor must suspend and reactivate lines within one (1) Business Day of notification by the Customer. The cellular number must not change during suspension. The maximum period of suspension will be six (6) months.

The Bidder shall offer the Suspended Service Plan detailed in Table 19.2.3.2.9.a.

<b>Table 19.2.3.2.9 – Suspended Service Plan</b>						
	<b>Feature Name</b>	<b>Feature Description</b>	<b>Bidder’s CALNET Product Identifier</b>	<b>Bidder’s Description</b>	<b>Bidder Meets or Exceeds? Y N</b>	
1	Suspended Service Plan	Customer initiated temporary suspension.	S	Suspend without Billing	X	

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

19.2.3.3 CUSTOMIZED SERVICE PLANS (CSP) (M)

The Contractor may provide Customized Service Plans (CSP). CSPs may be existing Contractor plans or developed on an individual case basis. CSPs may include additional discounts to Equipment and services described in this IFB and/or additional provisions from those of the Standard Service Plans described in Section 19.2.3.2.

1. The Customized Service Plan will be identified as “CSP” in the Catalog with no dollar value identified.
2. The Contractor shall propose CSP pricing directly to the Customers.
3. CSP commitments shall not extend beyond the Contract Term, including any extension period(s).
4. The Contractor shall provide the Customer a Scope of Work for the CSP.
5. The Contractor shall inform the Customers if refurbished or used devices will be provided with the CSP.
6. CSPs must adhere to all CPUC, FCC and other appropriate regulatory guidelines as applicable.
7. In the event that a Customer elects to terminate a CSP for reasons other than (1) a Contractor default, or (2) circumstances outside the Customer’s reasonable control, such Customer shall be liable to the Contractor for any unrecovered

amortized capital costs for Equipment originally identified in the CSP Scope of Work documentation.

8. CSPs may also include technical attributes that address special or unique Customer needs.

Customized Service Plans will be identified in the Catalog with no dollar value identified.

**The Bidder shall provide a Product Identifier for a Customized Service Plan as detailed in Table 19.2.3.3.a.**

Table 19.2.3.3.a– Customized Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	Customized Service Plans	Customer negotiated service plan.	CA0800	CALNET Non-standard: “Customer Name”	X	

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

#### 19.2.4 CUSTOMER WEB BASED EQUIPMENT CATALOG (M)

The Contractor shall provide a Customer Web Based Equipment Catalog of Equipment and Accessories.

The Customer Web Based Equipment Catalog shall display pricing that includes the percentage discount off the manufacturer’s suggested retail price.

Modification to the Equipment and Accessories contained in this catalog are not subject to the amendment process. The Contractor may update, change or modify the Equipment and Accessories offerings contained in the Customer Web Based Equipment Catalog at any time as needed without approval or consent. The Contractor’s committed discount percentage from manufacturer’s list price as identified in the Web Based Equipment Catalog cannot decrease.

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

##### 19.2.4.1 PRICING FORMAT (M)

The Contractor shall provide a Web Based Catalog that will display pricing information in the following format:

1. Standardized Service Plans. All Standardized Service Plans shall display pricing that includes the monthly Standardized Service Plan price with the SAAF; and,
2. Equipment. All Equipment shall display pricing that includes the percentage discount off the manufacturer’s suggested retail price.

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

#### 19.2.4.2 CONTRACTOR UPDATES (M)

The Contractor may update the Customer Web Based Equipment Catalog as needed for the following items:

1. Equipment;
2. Accessories; and
3. Coverage Maps.

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

#### 19.2.5 EQUIPMENT (M)

The Contractor shall provide Equipment as defined under the following categories:

1. Basic Mobile Phone as described in Section 19.2.5.1;
2. Smartphone as described in Section 19.2.5.2;
3. Mobile Hotspot Device as described in Section 19.2.5.3;
4. Tablet as described in Section 19.2.5.4; and,
5. Accessories as described in Section 19.2.5.5.

The Bidder may propose unsolicited Equipment in Section 19.2.6, Unsolicited Items.

The Bidder shall provide a percentage discount off manufacturer's list prices for all Equipment as described in IFB C4CVD18 Part 1, Section 3.3.2.6.2, *Equipment Discount Percentage – Mandatory*.

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

##### 19.2.5.1 BASIC MOBILE PHONE (M)

A Basic Phone is a portable telephone capable of transmitting voice calls and SMS text messages over a cellular network while the End-User is stationary or moving within a defined coverage area.

The Contractor must provide Basic Mobile Phone(s) that include, at a minimum:

1. Mute functionality;
2. Vibrate alert for incoming phone calls and messages;
3. Ring alert for incoming phone calls and messages;
4. Caller ID;
5. Call blocking;
6. Busy or No Answer Condition;
7. Short Messaging Service (SMS) (i.e., text messaging);
8. Bluetooth capability; and,

9. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates.

The Bidder must include all accessories and End-User manuals with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

#### 19.2.5.2 SMARTPHONE (M)

A Smartphone is a handheld personal computer capable of transmitting voice calls, SMS/MMS text messages, and internet data over a cellular network while the End-User is stationary or moving within a defined coverage area.

Contractor must provide Smartphone(s) that include the following functionality:

1. Ability to sync with email, contact/address, and calendar platforms (e.g. Office365);
2. Mute functionality;
3. Transmit and receive data while conducting a voice session;
4. Vibrate alert for incoming phone calls and messages;
5. Ring alert for incoming phone calls and messages;
6. Caller ID;
7. Call blocking;
8. Busy or No Answer Condition;
9. Short Messaging Service (SMS) and Multimedia Messaging Service (MMS) (i.e., text messaging);
10. Bluetooth capability;
11. Remote suspend/resume;
12. Tethering and mobile hotspot; and,
13. Firmware, system, and application updates via Over the Air (OTA), i.e. security patches and other application/system updates (as available).

The Contractor must include all accessories and End-User manuals with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

#### 19.2.5.3 MOBILE HOTSPOT DEVICE (M)

A Mobile Hotspot Device is a type of modem that provides access to the internet via a broadband connection while the End-User is stationary or moving within a defined coverage area.

The Contractor must provide at least one Mobile Hotspot Device that includes, at a minimum, a USB, Wi-Fi, or Ethernet interface connection option.

The Contractor must include all accessories and End-User manuals with the device as provided from the manufacturer (e.g., A/C charging adapter, data transfer cable).

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

#### 19.2.5.4 TABLETS WITH SIM CARDS (M)

A Tablet is a mobile device with a touch screen display and mobile operating system that accesses cellular data services using a SIM Card. Tablets shall only be provisioned in conjunction with a CALNET Data Service Plan.

The Contractor must provide Tablet(s) that include, at a minimum:

1. Only Tablets that have the ability to access the cellular network through SIM Card activation;
2. Ability to sync with email, contact/address, and calendar platforms (e.g., Office365);
3. Bluetooth capability;
4. Tethering; and,
5. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates (as available).

The Contractor must include all accessories and End-User manuals with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

#### 19.2.5.5 ACCESSORIES (M)

Equipment accessories are defined as any hardware that is not integral to the operation of Equipment. The Contractor may only provide Accessories in conjunction with CALNET Equipment and Service Plans. The Contractor Accessories may include, but are not limited to the following:

1. Cell phone batteries;
2. Cell phone chargers;
3. Cell phone hands-free devices;
4. Cell phone cases;
5. Cell phone covers;
6. Cell phone screen protectors;
7. Cell phone data cables;
8. ADA/Assistive cell phone devices and accessories;



- 9. Bluetooth headsets; and,
- 10. Cell phone car kits

All accessories must be provided new.

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

**19.2.5.6 EQUIPMENT FINANCING (M-S)**

The Bidder shall provide financing for the Equipment listed above. The Bidder shall indicate the interest rate it commits to charge the Customers in Table 19.2.5.6 for the Equipment described above.

<b>Table 19.2.5.6 – Equipment Financing</b>				
Term	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, P)
12 Months	>3% or not available	.01% - 3.00%	0.00%	B
24 Months	>3% or not available	.01% - 3.00%	0.00%	B

If the Customer elects to terminate the order, the Customer shall pay the Contractor all unrecovered amortized nonrecurring charges owed on the date of termination.

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

**19.2.5.7 EXPEDITE FEES (M)**

The Contractor shall provide expedite shipping on all devices described in Section 19.2.5, *Equipment*, within the one (1) Business Day of receipt of the expedite request from the Customer.

The Bidder shall offer the Expedite Fee options detailed in Table 19.2.5.7.a.

<b>Table 19.2.5.7.a – Expedite Fees</b>						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Expedite Fee for up to 5 devices	Expedite fee for shipping up to 5 devices described in Section 19.2.5, <i>Equipment</i> per grouping.	CA0905	Priority Overnight/ Next Business Day 5 devices	X	

Table 19.2.5.7.a – Expedite Fees						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
2	Expedite Fee for up to 10 devices	Expedite fee for shipping up to 10 devices described in Section 19.2.5, <i>Equipment</i> per grouping.	CA0910	Priority Overnight/Next Business Day 10 devices	X	
3	Expedite Fee for up to 25 devices	Expedite fee for shipping up to 25 devices described in Section 19.2.5, <i>Equipment</i> per grouping.	CA0925	Priority Overnight/Next Business Day 25 devices	X	
4	Expedite Fee for up to 50 devices	Expedite fee for shipping up to 50 devices described in Section 19.2.5, <i>Equipment</i> per grouping.	CA0950	Priority Overnight/Next Business Day 50 devices	X	

The Bidder may list and describe Unsolicited Expedite Fees it is offering in Table 19.2.5.7.b.

Table 19.2.5.7.b – Unsolicited Expedite Fees			
	Expedite Fee Name	Product Identifier	Bidder's Description
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

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

**19.2.5.8 EQUIPMENT AVAILABILITY (M)**

The Contractor shall provide a comprehensive list of devices available to End-Users. The list shall specify device manufacturer, model number, device type (smartphone, USB modem, etc.), and Contractor’s availability of model in quantities.

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

**19.2.6 UNSOLICITED ITEMS (M)**

**19.2.6.1 UNSOLICITED ANCILLARY SERVICES AND FEATURES AND EQUIPMENT**

The Bidder may offer ancillary services, features and Equipment that may be used in conjunction with the First Responder Cellular services in Table 19.2.6 below.

<b>Table 19.2.6.1 – Unsolicited Ancillary Services, Features and Equipment</b>			
	<b>Service or Feature Name</b>	<b>Product Identifier</b>	<b>Bidder’s Description</b>
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

**19.2.7 SERVICE COVERAGE**

**19.2.7.1 COVERAGE MAPS (M)**

The Contractor shall provide the following information upon Contract Award:

- Local (California) Voice and Data Coverage:

Detailed In-Network voice and data coverage maps for California, with an overlay of counties and major highways including types of services available (e.g., 3G, LTE).

- Nationwide Voice & Data Coverage:

Detailed In-Network voice and data nationwide coverage maps including types of services available (e.g., 3G, LTE). Nationwide is defined as the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands.

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

#### 19.2.7.2 SERVICE COVERAGE CONTINUITY (M)

The Contractor shall notify the Customers when the Contractor's geographic coverage is modified greater than 10% during the Contract Term.

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

#### 19.2.7.3 COVERAGE UPDATES (M)

The Contractor shall provide updated coverage maps on a quarterly basis by the 15<sup>th</sup> day of the month following the end of a quarter (if coverage has been enhanced during the quarter) or as requested by the CALNET CMO.

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

#### 19.2.7.4 PLANNED SERVICE OUTAGES (M)

The Contractor must notify the CALNET CMO and the affected Customers at least one (1) Business Day in advance of any planned service outages and/or scheduled maintenance that may impact service coverage or quality. This notification must include impacted coverage areas and an estimated duration of the outage.

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

#### 19.2.7.5 SIGNIFICANT OR CATASTROPHIC NETWORK OUTAGE NOTIFICATION (M)

In the event of a significant or Catastrophic Cellular Network Outage, the Contractor shall provide notification to Cal OES within 120 minutes of reported or identified outage. The Contractor shall provide the following details:

1. Discovery date and time of the outage;
2. Type and description of outage;
3. Affected geographic areas (county, city, etc.);
4. Estimated time to repair, if known;
5. A telephone number for a live representative from the Contractor;
6. Estimated timeframe for additional updates; and,
7. Any other relevant information.

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

## 19.2.8 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section 19.2.8 is to provide the Customers, Cal OES, the CALNET CMO and the Contractor with Requirements that define and assist in the management of the SLAs. This Section 19.2.8 includes the SLA formats, general Requirements, and the Technical SLAs for the services identified in this Subcategory 19.2 solicitation.

### 19.2.8.1 SERVICE LEVEL AGREEMENT FORMAT (M)

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 Contract Term:

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 will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters;
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; and,
  - c. Root Cause Analysis Deliverable(s): Remediation efforts to mitigate future failures shall be provided to Cal OES within the individual timelines identified in each SLA.

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 \_\_\_\_\_*

### 19.2.8.2 OUTAGE REPORTING METHODS (M)

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

The first method of outage reporting results from a Customer reporting service trouble to the Contractor via phone call or opening of a trouble ticket.

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.

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

### 19.2.8.3 RESPONSE TO SERVICE LEVEL AGREEMENTS (M)

Many of the Service Level Agreements (SLAs) described below include multiple objective levels – Basic, Standard and Premier. The Bidder 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*

### 19.2.8.4 TECHNICAL SLA GENERAL REQUIREMENTS (M)

The Contractor shall adhere to the following general Requirements which apply to all CALNET First Responder Cellular Services (CALFRCS) Technical SLAs (Section 19.2.8.5, *Technical Service Level Agreements*):

1. The total SLA rights and remedies for any given month shall not exceed the sum of 100 percent (100%) of the Total Monthly Recurring Charge (TMRC).
2. If a 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 CALFRCS 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 Subcategory is listed in the SLA, then all services under that 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. To the extent that the 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 the CALNET CMO for possible inclusion via amendments;
7. The election by the CALNET CMO of any SLA remedy covered by this Contract shall not exclude or limit the CALNET CMO's or any of the Customer's rights and remedies otherwise available within the Contract or at law or equity;
8. 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;



9. The Customer Escalation Process (SOW Business Requirements Section C.7.3) and/or the CALNET CMO Escalation Process (SOW Business Requirements Section C.7.3.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
10. Trouble reporting and restoration shall be provided 24x7x365 for CALFRCS services;
11. SLAs apply 24x7x365 unless SLA specifies an exception;
12. The Contractor's invoices shall clearly cross reference the SLA credit to the service BTN in accordance with SOW Business Requirements Section C.5, #14, Billing and Invoicing;
13. The Contractor shall provide a CALFRCS SLA Manager responsible for CALFRCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address the CALNET CMO SLA oversight, report issues, and problem resolution concerns. The CALFRCS SLA Manager shall also coordinate SLA support for the Customer's SLA inquiries and issue resolution;
14. The Contractor shall provide the Customer and the CALNET CMO support for SLA inquiries and issue resolution;
15. Any SLAs and remedies negotiated between the Contractor and third party service provider shall be passed through to the CALFRCS Customer; and,
16. For SLA application, the Contractor shall provide an email address to Cal OES for activation notifications of the State Operation Center or a County/City Emergency Operations Center.

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

#### 19.2.8.5 TECHNICAL SERVICE LEVEL AGREEMENTS (M)

The Contractor shall provide and manage the Technical SLAs identified in Sections 19.2.8.5.1 through 19.2.8.5.7.

19.2.8.5.1 Contractor Network Outage Notification During SOC/EOC Activation (M-S)

<b>SLA Name:</b> Contractor Network Outage Notification During SOC/EOC Activation					
<b>Definition:</b> The Contractor shall provide notification to Cal OES of any Subcategory 19.2 service impacting event during a period when the Cal OES has activated the State Operations Center or the County/City Emergency Operations Center for a disaster or catastrophic event and Cal OES has provided email notification to the Contractor. A Subcategory 19.2 service impacting event shall include any maintenance caused outage extending beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be excluded.					
<b>Measurement Process:</b> The Outage Duration begins when Cal OES provides email notification to the Contractor that the State Operations Center or the County/City Emergency Operations Center has been activated. The SLA duration will end upon Contractor notification that restoral activities for the Subcategory 19.2 service impacting event have begun.					
<b>Objective (s):</b> The objective notification time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B
Rights and Remedies	<p><b>Per Occurrence:</b></p> <p>An agency CATR/ATR or other Cal OES authorized user representative must request financial remedies directly from the Contractor for each End-User's service affected by the Contractor's Subcategory 19.2 service impacting event when SLAs apply.</p> <p>SLA remedies require the End-User to demonstrate that operational impact occurred during the activation of the State Operations Center and/or the County/City Emergency Operations Center.</p> <p>The Customer must provide the Contractor the Cal OES incident number for the disaster or catastrophic event.</p> <p>The Customer must provide the Computer Aided Dispatch record number which includes a time stamp as evidence that the End-User's service was interrupted during the same time period and within the vicinity as the Contractor's Subcategory 19.2 service impacting event.</p> <p>The Customer shall be entitled to a twenty percent (20%) credit of the TMRC if sufficient evidence is provided.</p> <p>Credits shall not exceed the TMRC for failures in any given month.</p>				

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

19.2.8.5.2 Contractor Statewide Network Outage Notification (M-S)

<b>SLA Name:</b> Contractor Statewide Network Outage Notification											
<p><b>Definition:</b> The Contractor shall provide notification to Cal OES of any Subcategory 19.2 service impacting event within the Contractor’s Cellular Network that results in a total loss of cellular voice and/or data service to End-User’s service on a system wide basis throughout the State of California that impacts End-User’s ability to support operational needs during an emergency response. Each emergency response must be entered into the Computer Aided Dispatch system as an incident.</p> <p>A Subcategory 19.2 service impacting event shall include any maintenance caused outage extending beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be excluded.</p>											
<p><b>Measurement Process:</b> The Outage Duration begins with a Contractor’s network alarm, trouble ticket opened by the Contractor or by a Customer for Subcategory 19.2 service impacting issues which occur during the operational period and within the vicinity of the outage and documented in the Computer Aided Dispatch record number.</p> <p>The SLA duration will end upon Contractor notification to Cal OES that restoral activities have begun for Subcategory 19.2 service impacting event.</p> <p>The Contractor shall provide CALNET CMO the method of how this SLA shall be measured by the Contractor and the process of identifying all impacted Customers within sixty (60) calendar days of Contract Award.</p>											
<p><b>Objective (s):</b> The objective notification time shall be:</p> <table border="1" style="width: 100%; text-align: center;"> <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>Notification</td> <td>≤ 2 Hours</td> <td>≤ 1 Hour</td> <td>≤ 30 Minutes</td> <td>B</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)	Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B
	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)							
Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B							
Rights and Remedies	<p><b>Per Occurrence:</b></p> <p>An agency CATR/ATR, or other Cal OES authorized user representative must request financial remedies directly from the Contractor for each End-User’s service affected by a Contractor Network Outage.</p> <p>SLA remedies require the End-User to demonstrate that operational impact occurred during the activation of the State Operations Center and/or the County/City Emergency Operations Center.</p> <p>The Customer must provide the Computer Aided Dispatch record number which includes a time stamp as evidence that the End-User’s service was interrupted during the same time period and vicinity as the Contractor’s Subcategory 19.2 service impacting event.</p> <p>The Customer shall be entitled to a twenty percent (20%) credit of the TMRC if sufficient evidence is provided.</p> <p>Credits shall not exceed the TMRC for failures in any given month.</p>										

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

19.2.8.5.3 Contractor Maintenance Caused Outage Notification (M-S)

<b>SLA Name:</b> Contractor Maintenance Caused Outage Notification											
<b>Definition:</b> The Contractor shall provide notification to Cal OES for any service impacting event within the Contractor’s Cellular Network caused by Contractor Maintenance that results in a loss of cellular voice and/or data service to End-User’s service. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. SLAs shall apply for any service outages occurring during a scheduled maintenance or upgrade period that are not caused by the scheduled maintenance. This SLA excludes Contractor’s intrusive testing that may occur during the scheduled maintenance window.											
<p><b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event and the opening of a trouble ticket by a Customer, or the Contractor.</p> <p>The SLA duration will end upon Contractor notification to Cal OES that restoral activities have begun for Subcategory 19.2 service impacting event</p> <p>The Contractor shall provide CALNET CMO the method of how this SLA shall be measured by the Contractor and the process of identifying all impacted Customers within sixty (60) calendar days of Contract Award.</p>											
<b>Objective (s):</b> The objective notification 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>Notification</td> <td>≤ 2 Hours</td> <td>≤ 1 Hour</td> <td>≤ 30 Minutes</td> <td>B</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)	Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B
	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)							
Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B							
Rights and Remedies	<p><b>Per Occurrence:</b></p> <p>An agency CATR/ATR, or other Cal OES authorized user representative must request financial remedies directly from the Contractor for each End-User’s service affected by a Contractor Network Outage.</p> <p>The Customer must provide the Computer Aided Dispatch record number which includes a time stamp as evidence that the End-User’s service was interrupted during the same time period and vicinity as the Contractor’s Subcategory 19.2 service impacting event.</p> <p>The Customer shall be entitled to a twenty percent (20%) credit of the TMRC if sufficient evidence is provided.</p> <p>Credits shall not exceed the TMRC for failures in any given month.</p>										

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

19.2.8.5.4 Contractor Cellular Site Failure (M-S)

<b>SLA Name:</b> Contractor Cellular Site Failure											
<b>Definition:</b> The interruption of Subcategory 19.2 services caused by any Macro or Micro Cellular Site failure that lasts longer than the committed SLA objective, during a period when Cal OES has activated the State Operations Center or the County/City Emergency Operations Center and Cal OES has provided email notification to the Contractor.											
<b>Measurement Process:</b> The outage duration begins when Cal OES provides email notification to the Contractor that the State Operations Center or the County/City Emergency Operations Center has been activated. The SLA duration will end upon restoration of services for the Subcategory 19.2 service impacting event.  This SLA excludes durations in which the Contractor is not allowed access to the site due to emergency conditions. The Contractor shall exercise all reasonable efforts to restore services and shall commence restoration when emergency conditions permit.											
<b>Objective (s):</b> The objective restoration time shall be:											
<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="width: 15%;"></th> <th style="width: 15%;">Basic (B)</th> <th style="width: 15%;">Standard (S)</th> <th style="width: 15%;">Premier (P)</th> <th style="width: 15%;">Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Restoration</td> <td style="text-align: center;">≤ 24 Hours</td> <td style="text-align: center;">≤ 12 Hours</td> <td style="text-align: center;">≤ 4 Hours</td> <td style="text-align: center;">B</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Restoration	≤ 24 Hours	≤ 12 Hours	≤ 4 Hours	B
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Restoration	≤ 24 Hours	≤ 12 Hours	≤ 4 Hours	B							
<b>Rights and Remedies</b>	<p><b>Per Occurrence:</b></p> <p>An agency CATR/ATR or other Cal OES authorized user representative must request financial remedies directly from the Contractor for each End-User's service affected by the Contractor's Subcategory 19.2 service impacting event when SLAs apply.</p> <p>SLA remedies require the End-User to demonstrate that operational impact occurred during the activation of the State Operations Center and/or the County/City Emergency Operations Center.</p> <p>The Customer must provide the Contractor the Cal OES incident number.</p> <p>The Customer must provide the Computer Aided Dispatch record which includes a time stamp as evidence that the End-User's service was interrupted during the same time period and within the vicinity as the Contractor's Subcategory 19.2 service impacting event.</p> <p>The Customer shall be entitled to a twenty percent (20%) credit of the TMRC if sufficient evidence is provided.</p> <p>Credits shall not exceed the TMRC for failures in any given month.</p>										

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

19.2.8.5.5 User Portal Development Plan (M)

<b>SLA Name:</b> User Portal Development Plan	
<b>Definition:</b> The Contractor shall provide a User Portal Development Plan as detailed in Section 19.2.2.7 within six (6) months of Contract Award.	
<b>Measurement Process:</b> Within six (6) months from time of Contract Award until the Contractor submits the User Portal Development Plan to Cal OES. This objective excludes timeframes for review and mutual approval.	
<b>Objective (s):</b> The Contractor shall submit the User Portal Development Plan within six (6) months of Contract Award.	
Rights and Remedies	<b>Per Occurrence:</b> For failure to submit User Portal Development Plan on time, the Contractor shall pay CDT liquidated damages in the amount of \$5,000.00 per additional day, until the Contractor submits User Portal Development Plan to Cal OES. The Contractor shall pay remedies to CDT within thirty (30) calendar days of CDT's notification of assessment of liquidated damages.
	Monthly Aggregated Measurements: N/A

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



19.2.8.5.6 User Portal Development Implementation (M)

<b>SLA Name:</b> User Portal Development Implementation	
<b>Definition:</b> The Contractor shall complete all requirements and deliverables by the negotiated dates as defined in the User Portal Development Plan, Section 19.2.2.7.	
<b>Measurement Process:</b> Each milestone shall be considered fully implemented upon Cal OES acceptance of the final requirements and deliverables on or before the negotiated due date(s).	
<b>Objective (s):</b> The Contractor shall fully implement each milestone by the negotiated due date(s).	
Rights and Remedies	<b>Per Occurrence:</b> For each “milestone” not fully implemented on time, the Contractor shall pay CDT in the amount of \$1,000.00 per milestone, not to exceed \$7,000.00 for the entire plan. The Contractor shall pay CDT an additional \$1,000.00 per late milestone every thirty (30) calendar days until the milestone has been fully implemented. The Contractor shall pay remedies to CDT within thirty (30) calendar days of CDT’s notification(s).
	Monthly Aggregated Measurements: N/A

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

19.2.8.5.7 Provisioning (M)

<b>SLA Name:</b> Provisioning	
<b>Definition:</b> The Contractor’s failure to complete the Provisioning and activation of new services and changes by the established time interval.	
<p><b>Measurement Process:</b> The Contractor shall meet the time interval for each individual Service Request in accordance to the Contract Sections identified below or as negotiated between the Customer and the Contractor in writing. The Contractor shall proactively monitor, identify, and credit the Customer for each occurrence when the Contractor fails to meet the objective.</p> <p>Provisioning SLAs have two (2) objectives:                  Objective 1 – Existing Service and Equipment; and,                  Objective 2 – New Services and Equipment.</p>	
<p>Objective (s):</p> <p><b>Objective 1: Existing Services as indicated below:</b>                  Emergency Reactivation – within four (4) hours of request by PSE                  Non-Emergency Reactivation – within 24 hours of request by PSE                  Suspension – within 24 hours of request by PSE                  Termination – within 24 hours of request by PSE                  Replacement/Upgrade Equipment – within five (5) Business Days of receipt of PSE order for in-stock devices (device to be shipped inactive, unless PSE requests activation prior to shipment)</p> <p><b>Objective 2: New Services as indicated below:</b>                  Service Activation Emergency – within four (4) hours                  Service Activation Non-Emergency – within five (5) Business Days of receipt of PSE order (delivered to PSE – ready for use)                  Delivery Time Non-Emergency – delivered within five (5) Business Days of PSE order for in-stock devices</p>	
Rights and Remedies	<p><b>Per Occurrence:</b>                  Per Occurrence/Individual Service Requests/PSE Order: For missed service plan activations, changes or replacements/upgrades, the Contractor shall credit 100 percent (100%) of the Customers monthly plan rate for one month.</p> <p>For Equipment the Contractor shall credit ten percent (10%) of the Non-recurring Cost to purchase the Equipment. Remedies shall be credited to the Customer within sixty (60) calendar days of the missed Due Date.</p>
	Monthly Aggregated Measurements: N/A

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

19.2.8.6 UNSOLICITED SERVICE ENHANCEMENT SLA(S) (M)

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 19.2.8.

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

19.2.8.7 PROPOSED UNSOLICITED OFFERINGS (M)

The Contractor shall provide SLAs as defined in Section 19.2.8, *Service Level Agreements*, for each unsolicited offering determined by the CALNET CMO not to be a feature of a service or a component of an unbundled service identified in the SOW 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*

19.2.8.8 CONTRACT AMENDMENT SERVICE ENHANCEMENT SLAS (M)

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 19.2.8.5.

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

19.2.8.9 ACCEPTANCE OF SLA LANGUAGE FOR UNSOLICITED SERVICES (M)

After award, the CALNET CMO will determine, for the purpose of applying SLAs, if a Bidder's unsolicited line item is a "service" or a feature of a Mandatory service. Upon determination by the CALNET CMO, the Contractor shall update the existing SLAs with the CALNET CMO approved modifications for the SLAs in this Section 19.2.8. Changes may include addition of service names, addition of objectives if current objectives do not apply, and Provisioning intervals.

The Contractor shall add the unsolicited services, as determined by CALNET CMO, to the "Service(s)" component of the SLA. If an unsolicited item, or group of unsolicited items, is determined to be a "service" the Contractor will honor the objective commitment made for the Mandatory service. If an SLA requires additional objectives or Provisioning intervals, then the CALNET CMO and the Contractor shall negotiate the objective and/or interval. If the CALNET CMO and the Contractor cannot mutually agree to an objective or interval, then the item and or group of items under the service shall be considered a feature of the Mandatory service and therefore shall be included as such under the SLA's as defined in each Subcategory.

All unsolicited service features shall be included as such under the SLAs as defined for each service in each SLA. If the CALNET CMO determines additional objectives or Provisioning intervals are required for the unsolicited feature, then the CALNET CMO and the Contractor shall negotiate the objective or Provisioning interval.

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

**INVITATION FOR BID**  
**IFB C4CVD18**  
**FOR**  
**SUBCATEGORY 19.1**  
**CELLULAR BUSINESS SERVICES**

**STATEMENT OF WORK**  
**COST WORKSHEETS**

**Addendum 3**

**December 14, 2018**

Issued by:  
**STATE OF CALIFORNIA**  
California Department of Technology  
Statewide Technology Procurement  
PO Box 1810  
Rancho Cordova, CA 95741

Disclaimer: The original PDF version and any subsequent addenda of the IFB released by the Procurement Official of this Bid remain the official version. In the even of any inconsistency between the Bidder's vesions, articles, attachments, specifications or provisions which constiute the Contract, the official State version of the IFB in it entirety shall take precedence.

## INSTRUCTIONS

The Bidder shall submit Cost Worksheets per the instructions in IFB C4CVD18 Section 3.1, *Submission Requirements*. **The Cost Worksheets shall only be provided in the Final Bid.** The Cost Worksheets must be submitted in a separately sealed, marked envelope or package containing only the completed Cost Worksheets and any other documents with cost data identified.

Quantities provided in the worksheets are for evaluation purposes only and should not be used as an indication of future orders.

The Bidder shall enter the Bidder's cost for each service element or feature in the unshaded cells in the Cost Worksheet. The submitted costs contained within these tables will be used for evaluation purposes per IFB Section 4.2.6, *Cost Worksheet Evaluation*, and will establish the maximum contracted costs and rates of the final awarded

The definitions of the services of this Subcategory that require costing are provided in the individual referenced SOW Business and Technical Requirements. The Bidder is cautioned that they are not to add language to the Cost Worksheets, nor are they allowed to add cost elements, except where specifically stated in the Cost Worksheets, for example in the "Unsolicited" cost worksheets.

The Contractor shall provide one single, uniform price throughout the Bidder's commercial service area or as defined by the SOW technical requirements for each service.

### COST WORKSHEET ELEMENTS

The SOW Cost Worksheets elements shall include the following definitions:

#### **Non-Recurring Charge**

Non-recurring charges are typically for installation charges. Cost Worksheets that include "N/A" in the "Non-Recurring Charge" field are intended to designate services or features where installation charges do not apply or where related equipment/installation costs are to be amortized by monthly recurring charges.

#### **Monthly Recurring Charge/item per unit:**

Monthly recurring charges are typically "fee for service" charges. Monthly recurring charges for services or features shall be provided, where applicable, in the Cost Worksheets. Cost Worksheets that include "N/A" in the Monthly Recurring field are intended to designate services that are to be charged on a one time basis.

#### **Equipment Discounts**

The table in Tab 19.1.3.1 requires the Bidders to enter the percentage discount off the manufacturer's list price the Contractor will apply to each of the Equipment types listed in the Table.

### UNSOLICITED ITEMS

Cost tables for Unsolicited items are provided to allow the Bidder to price offered Unsolicited items. The Bidders are not required to offer Unsolicited items. Any Unsolicited items identified by the Bidder in the Cost Worksheets must exactly match the proposed items in the Bidder's response to the SOW Business and Technical Requirements section. The State, at its sole discretion, will determine which of the proposed Unsolicited features or elements will be included in the awarded Contract.

The Bidder may add as many lines as are required to match the Bidder's response to the SOW Business and Technical Requirements.





<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>								
<b>Cost Table 19.1.2.2.1.a - Voice and Text Service Plan for Basic Phones</b>								
<b>Cost Table 19.1.2.2.1.a - Voice and Text Service Plan for Basic Phones</b>								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	Voice and Text Service Plan for Basic Phones	N/A	N/A	N/A	\$ 20.00	2,500	\$ 50,000.00	\$ 50,000.00
	<b>Monthly Total</b>			N/A			\$ 50,000.00	\$ 50,000.00
	<b>Annual Total</b>			N/A			\$ 600,000.00	\$ 600,000.00

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.1.2.2.1.b - Unsolicited Voice and Text Service Plan for Basic Phone Features**

**Total for this cost worksheet:**

Offered	Catalog	% Discount
\$ 4,172.04	\$ 4,875.24	14.4%

**Cost Table 19.1.2.2.1.b - Unsolicited Voice and Text Service Plan for Basic Phone Features**

\* Note: Extended prices based on 1 non-recurring charge and 12 months recurring charges

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1	CUSTOM NATIONWIDE CONSUMPTION PLAN	Month	0	\$0.00	\$ -	0	\$0.00	\$ -	#DIV/0!	85191	CA NASPO PRICING SHEET	CATALOG FOLDER	1
2	CUST PTT PLUS BASIC 4G FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	81301	CA NASPO PRICING SHEET	CATALOG FOLDER	3
3	UNLTX PIX FLIX FEATURE	Month	0	\$12.00	\$ 144.00	0	\$12.00	\$ 144.00	0.0%	75439	CA NASPO PRICING SHEET	CATALOG FOLDER	4
4	400 TXT/PIX/FLIX MSGS FEATURE	Month	0	\$3.00	\$ 36.00	0	\$3.00	\$ 36.00	0.0%	76811	CA NASPO PRICING SHEET	CATALOG FOLDER	3
5	1100 TXT PIX FLIX FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	76813	CA NASPO PRICING SHEET	CATALOG FOLDER	3
6	NATIONWIDE CALLING PLAN 200 SHR	Month	0	\$26.94	\$ 323.28	0	\$34.99	\$ 419.88	23.0%	73736	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
7	NATIONWIDE CALLING PLAN 400 SHR	Month	0	\$29.61	\$ 355.32	0	\$38.45	\$ 461.40	23.0%	74539	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
8	NATIONWIDE CALLING PLAN 600 SHR	Month	0	\$42.44	\$ 509.28	0	\$55.12	\$ 661.44	23.0%	74541	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
9	NATIONWIDE CALLING PLAN 1000 SHR	Month	0	\$54.29	\$ 651.48	0	\$70.50	\$ 846.00	23.0%	74543	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
10	NATIONWIDE CALLING PLAN 100 SHR	Month	0	\$23.68	\$ 284.16	0	\$30.75	\$ 369.00	23.0%	80006	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
11	NATIONWIDE CALLING PLAN 0 SHR	Month	0	\$15.99	\$ 191.88	0	\$15.99	\$ 191.88	0.0%	86137	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
12	75MB DATA FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	77810	NASPO #1907 PRICING SHEET	CATALOG FOLDER	16
13	CALL FILTER FEATURE	Month	0	\$2.99	\$ 35.88	0	\$2.99	\$ 35.88	0.0%	83439	Call Filter Feature FAQ Information Sheet	CATALOG FOLDER	1 - 3

14	PTT+ LAND MOBILE RADIO FEATURE	Month	0	\$4.50	\$ 54.00	0	\$4.50	\$ 54.00	0.0%	85280	NASPO #1907 PRICING SHEET	CATALOG FOLDER	26
15	FIELD FORCE MGR LTD FEATURE	Month	0	\$15.00	\$ 180.00	0	\$15.00	\$ 180.00	0.0%	76721	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
16	FIELD FORCE MGR BAS FEATURE	Month	0	\$20.00	\$ 240.00	0	\$20.00	\$ 240.00	0.0%	76722	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
17	FIELD FORCE MGR	Month	0	\$19.25	\$ 231.00	0	\$25.00	\$ 300.00	23.0%	76723	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
18	CUST PTT PLUS BASIC 4G ENT FEATURE	Month	0	\$2.00	\$ 24.00	0	\$2.00	\$ 24.00	0.0%	81129	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
19	PTT PLUS BASIC 4G ENTERPRISE FEATURE	Month	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	80598	NASPO #1907 PRICING SHEET	CATALOG FOLDER	10
20	PUBLIC SAFETY UNLIMITED BASIC PHONE PLAN	Mouth	0	\$22.99	\$ 275.88	0	\$22.99	\$ 275.88	0.0%	16810	NASPO #1907 PRICING SHEET	CATALOG FOLDER	3
21	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 3G/4G	Mouth	0	\$17.99	\$ 215.88	0	\$17.99	\$ 215.88	0.0%	96625	NASPO #1907 PRICING SHEET	CATALOG FOLDER	3
22					\$ -			\$ -	#DIV/0!				
23					\$ -			\$ -	#DIV/0!				
24					\$ -			\$ -	#DIV/0!				
25					\$ -			\$ -	#DIV/0!				

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>				
<b>Cost Table 19.1.2.2.2.a - Voice, Text and Data Service Plans</b>				
<b>Cost Table 19.1.2.2.2.a - Voice, Text and Data Service Plans</b>				
Item	Feature Name	Non-Recurring Charge	Monthly Recurring Charge	
1	Voice, Text and Data 2 GB Service Plan	N/A	\$	35.00
2	Voice, Text and Data 5 GB Service Plan	N/A	\$	40.00
3	Voice, Text and Data 10 GB Service Plan	N/A	\$	50.00
4	Voice, Text and Data 20 GB Service Plan	N/A	\$	80.00
5	Voice, Text and Data 50 GB Service Plan	N/A	\$	110.00

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>								
<b>Cost Table 19.1.2.2.a - Voice, Text and Data Service Plans</b>								
<b>Cost Table 19.1.2.2.a - Voice, Text and Data Service Plans</b>								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	Voice, Text and Data 2 GB Service Plan	N/A	N/A	N/A	\$ 35.00	35,000	\$ 1,225,000.00	\$ 1,225,000.00
2	Voice, Text and Data 5 GB Service Plan	N/A	N/A	N/A	\$ 40.00	10,000	\$ 400,000.00	\$ 400,000.00
3	Voice, Text and Data 10 GB Service Plan	N/A	N/A	N/A	\$ 50.00	5,000	\$ 250,000.00	\$ 250,000.00
4	Voice, Text and Data 20 GB Service Plan	N/A	N/A	N/A	\$ 80.00	2,000	\$ 160,000.00	\$ 160,000.00
5	Voice, Text and Data 50 GB Service Plan	N/A	N/A	N/A	\$ 110.00	1,500	\$ 165,000.00	\$ 165,000.00
	<b>Monthly Total</b>			N/A			\$ 2,200,000.00	\$ 2,200,000.00
	<b>Annual Total</b>			N/A			\$ 26,400,000.00	\$ 26,400,000.00

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.1.2.2.2.b - Unsolicited Voice, Text and Data Service Plan Features**

<b>Total for this cost worksheet:</b>			<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>
			<b>\$ 9,904.44</b>	<b>\$ 11,535.00</b>	<b>14.1%</b>

**Cost Table 19.1.2.2.2.b - Unsolicited Voice, Text and Data Service Plan Features** \* Note: Extended prices based on 1 non-recurring charge and 12 months recurring changes

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1	CUSTOM NATIONWIDE CONSUMPTION PLAN	Month	0	\$0.00	\$ -	0	\$0.00	\$ -	#DIV/0!	85191	CA NASPO PRICING SHEET	CATALOG FOLDER	1
2	CUST PTT PLUS BASIC 4G FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	81301	CA NASPO PRICING SHEET	CATALOG FOLDER	3
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7	NATIONWIDE CALLING PLAN 400 SHR	Month	0	\$29.61	\$ 355.32	0	\$38.45	\$ 461.40	23.0%	74539	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
8	NATIONWIDE CALLING PLAN 600 SHR	Month	0	\$42.44	\$ 509.28	0	\$55.12	\$ 661.44	23.0%	74541	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
9	NATIONWIDE CALLING PLAN 1000 SHR	Month	0	\$54.29	\$ 651.48	0	\$70.50	\$ 846.00	23.0%	74543	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
10	NATIONWIDE CALLING PLAN 100 SHR	Month	0	\$23.68	\$ 284.16	0	\$30.75	\$ 369.00	23.0%	80006	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1



11	NATIONWIDE CALLING PLAN 0 SHR	Month	0	\$15.99	\$ 191.88	0	\$15.99	\$ 191.88	0.0%	86137	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
12	75MB DATA FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	77810	NASPO #1907 PRICING SHEET	CATALOG FOLDER	16
13	CALL FILTER FEATURE	Month	0	\$2.99	\$ 35.88	0	\$2.99	\$ 35.88	0.0%	83439	Call Filter Feature FAQ Information Sheet	CATALOG FOLDER	1 - 3
14	PTT+ LAND MOBILE RADIO FEATURE	Month	0	\$4.50	\$ 54.00	0	\$4.50	\$ 54.00	0.0%	85280	NASPO #1907 PRICING SHEET	CATALOG FOLDER	26
15	UNLIMITED SMARTPHONE PLAN	Month	0	\$50.05	\$ 600.60	0	\$65.00	\$ 780.00	23.0%	13656	NASPO #1907 PRICING SHEET	CATALOG FOLDER	4
16	UNLIMITED PLAN FOR SMARTPHONE	Month	0	\$70.00	\$ 840.00	0	\$70.00	\$ 840.00	0.0%	99719	NASPO #1907 PRICING SHEET	CATALOG FOLDER	4
17	4G SMARTPHONE HOTSPOT FEATURE	Month	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	76440	NASPO #1907 PRICING SHEET	CATALOG FOLDER	11
18	PTT PLUS 4G ENTERPRISE FEATURE	Month	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	80590	NASPO #1907 PRICING SHEET	CATALOG FOLDER	10
19	CUST PTT PLUS 4G ENT FEATURE	Month	0	\$2.00	\$ 24.00	0	\$2.00	\$ 24.00	0.0%	81174	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
20	EMAIL & DATA UNLIMITED FEATURE	Month	0	\$24.99	\$ 299.88	0	\$24.99	\$ 299.88	0.0%	73419	CA NASPO PRICING SHEET	CATALOG FOLDER	2
21	4G SMARTPHONE HOTSPOT CA FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	76445	CA NASPO PRICING SHEET	CATALOG FOLDER	4
22	CUST PTT PLUS 4G ENT CA FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	81815	CA NASPO PRICING SHEET	CATALOG FOLDER	3
23	NATIONWIDE BUNDLED PLAN 400MIN SHR	Month	0	\$49.35	\$ 592.20	0	\$64.09	\$ 769.08	23.0%	74511	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
24	NATIONWIDE BUNDLED PLAN 600MIN SHR	Month	0	\$62.19	\$ 746.28	0	\$80.76	\$ 969.12	23.0%	74513	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9

25	NATIONWIDE BUNDLED PLAN 1000MIN SHR	Month	0	\$74.04	\$ 888.48	0	\$96.16	\$ 1,153.92	23.0%	74515	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
26	NATIONWIDE EMAIL ADD-A-LINE PLAN	Month	0	\$35.99	\$ 431.88	0	\$35.99	\$ 431.88	0.0%				
27	SMARTPHONE PAY-AS-YOU-GO VOICE	Month	0	\$35.99	\$ 431.88	0	\$35.99	\$ 431.88	0.0%				
28	DATA PACKAGE 2GB/ FEATURE	Month	0	\$23.10	\$ 277.20	0	\$30.00	\$ 360.00	23.0%				
29	NUMBERSHARE LINE ACCESS FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%				
30	FIELD FORCE MGR LTD AD FEATURE	Month	0	\$15.00	\$ 180.00	0	\$15.00	\$ 180.00	0.0%				
31	FIELD FORCE MGR BAS AD FEATURE	Month	0	\$20.00	\$ 240.00	0	\$20.00	\$ 240.00	0.0%				
32	FIELD FORCE MGR PRO AD FEATURE	Month	0	\$19.25	\$ 231.00	0	\$25.00	\$ 300.00	23.0%				
33	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 4G	Mouth	0	\$17.99	\$ 215.88	0	\$17.99	\$ 215.88	0.0%				
34	PUBLIC SAFETY UNLIMITED SMARTPHONE PLAN	Mouth	0	\$39.99	\$ 479.88	0	\$39.99	\$ 479.88	0.0%				

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>				
<b>Cost Table 19.1.2.2.3.a - Data Only Service Plans</b>				
<b>Cost Table 19.1.2.2.3.a - Data Only Service Plans</b>				
<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>	<b>Charge per Change</b>
1	Data Only 2 GB Service Plan	N/A	\$ 20.00	N/A
2	Data Only 5 GB Service Plan	N/A	\$ 30.00	N/A
3	Data Only 10 GB Service Plan	N/A	\$ 55.00	N/A
4	Data Only 20 GB Service Plan	N/A	\$ 95.00	N/A
5	Data Only 50 GB Service Plan	N/A	\$ 150.00	N/A
6	Data Only 100 GB Service Plan	N/A	\$ 350.00	N/A

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS								
Cost Table 19.1.2.2.3.a - Data Only Service Plans								
Cost Table 19.1.2.2.3.a - Data Only Service Plans								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	Data Only 2 GB Service Plan	N/A	N/A	N/A	\$ 20.00	5,000	\$ 100,000.00	\$ 100,000.00
2	Data Only 5 GB Service Plan	N/A	N/A	N/A	\$ 30.00	500	\$ 15,000.00	\$ 15,000.00
3	Data Only 10 GB Service Plan	N/A	N/A	N/A	\$ 55.00	200	\$ 11,000.00	\$ 11,000.00
4	Data Only 20 GB Service Plan	N/A	N/A	N/A	\$ 95.00	200	\$ 19,000.00	\$ 19,000.00
5	Data Only 50 GB Service Plan	N/A	N/A	N/A	\$ 150.00	200	\$ 30,000.00	\$ 30,000.00
6	Data Only 100 GB Service Plan	N/A	N/A	N/A	\$ 350.00	300	\$ 105,000.00	\$ 105,000.00
	<b>Monthly Total</b>			N/A			\$ 280,000.00	\$ 280,000.00
	<b>Annual Total</b>			N/A			\$ 3,360,000.00	\$ 3,360,000.00

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS														
Cost Table 19.1.2.2.3.b - Unsolicited Data Only Service Plan Features														
			Total for this cost worksheet:			Offered	Catalog	% Discount						
						\$ 4,283.76	\$ 5,522.88	22.4%						
Cost Table 19.1.2.2.3.b - Unsolicited Data Only Service Plan Features														
* Note: Extended prices based on 1 non-recurring charge and 12 months recurring charges														
	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information				
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page	
1	UNLIMITED MOBILE BROADBAND PLAN	Month	0	\$37.99	\$ 455.88	0	\$55.12	\$ 661.44	31.1%	84356	CA NASPO PRICING SHEET	CATALOG FOLDER	1	
2	FLEXIBLE DATA PLAN 1MB	Month	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	92739	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14	
3	FLEXIBLE DATA PLAN 100MB	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	92741	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14	
4	FLEXIBLE DATA PLAN 2GB	Month	0	\$26.95	\$ 323.40	0	\$35.00	\$ 420.00	23.0%	92742	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14	
5	FLEXIBLE DATA PLAN 4GB	Month	0	\$34.65	\$ 415.80	0	\$45.00	\$ 540.00	23.0%	92744	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14	
6	FLEXIBLE DATA PLAN 6GB	Month	0	\$42.35	\$ 508.20	0	\$55.00	\$ 660.00	23.0%	92745	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14	
7	FLEXIBLE DATA PLAN 8GB	Month	0	\$50.05	\$ 600.60	0	\$65.00	\$ 780.00	23.0%	92746	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14	
8	FLEXIBLE DATA PLAN 10GB	Month	0	\$57.75	\$ 693.00	0	\$75.00	\$ 900.00	23.0%	92747	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14	
9	FIELD FORCE MGR LTD AD FEATURE	Month	0	\$15.00	\$ 180.00	0	\$15.00	\$ 180.00	0.0%	76636	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4	

10	FIELD FORCE MGR BAS AD FEATURE	Month	0	\$20.00	\$ 240.00	0	\$20.00	\$ 240.00	0.0%	76637	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
11	FIELD FORCE MGR PRO AD FEATURE	Month	0	\$19.25	\$ 231.00	0	\$25.00	\$ 300.00	23.0%	76638	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
12	PUBLIC SAFETY UNLIMITED MOBILE BROADBAND PLAN	Month	\$ -	\$ 37.99	\$ 455.88	\$ -	\$ 55.12	\$ 661.44	31.1%	20312	CA NASPO PRICING SHEET	CATALOG FOLDER	2
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25					\$ -			\$ -	#DIV/0!				

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>					
<b>Cost Table 19.1.2.2.4.a - Machine-to-Machine and Internet of Things Service Plans</b>					
<b>Cost Table 19.1.2.2.4.a - Machine-to-Machine and Internet of Things Service Plans</b>					
<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>	<b>Charge per Change</b>	
1	M2MIoT 1 MB Service Plan	N/A	\$ 3.00	N/A	
2	Overage Charge for M2MIoT 1 MB Service Plan	\$ 1.000	N/A	N/A	
3	M2MIoT 10 MB Service Plan	N/A	\$ 9.00	N/A	
4	Overage Charge for M2MIoT 10 MB Service Plan	\$ 1.000	N/A	N/A	
5	M2MIoT 50 MB Service Plan	N/A	\$ 12.00	N/A	
6	Overage Charge for M2MIoT 50 MB Service Plan	\$ 1.000	N/A	N/A	
7	M2MIoT 250 MB Service Plan	N/A	\$ 15.00	N/A	
8	Overage Charge for M2MIoT 250 MB Service Plan	\$ 1.000	N/A	N/A	
9	M2MIoT 1 GB Service Plan	N/A	\$ 18.00	N/A	
10	Overage Charge for M2MIoT 1 GB Service Plan	\$ 0.008	N/A	N/A	
11	M2MIoT 5 GB Service Plan	N/A	\$ 35.00	N/A	
12	Overage Charge for M2MIoT 5 GB Service Plan	\$ 0.008	N/A	N/A	
13	M2MIoT 10 GB Service Plan	N/A	\$ 55.00	N/A	
14	Overage Charge for M2MIoT 10 GB Service Plan	\$ 0.008	N/A	N/A	
15	M2MIoT 20 GB Service Plan	N/A	\$ 100.00	N/A	
16	Overage Charge for M2MIoT 20 GB Service Plan	\$ 0.008	N/A	N/A	



CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS								
Cost Table 19.1.2.2.4.a - Machine-to-Machine and Internet of Things Service Plans								
Cost Table 19.1.2.2.4.a - Machine-to-Machine and Internet of Things Service Plans								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	M2MIoT 1 MB Service Plan	N/A	N/A	N/A	\$ 3.00	250	\$ 750.00	\$ 750.00
2	Overage Charge for M2MIoT 1 MB Service Plan	\$ 1.00	13	\$ 13.00	N/A	N/A	N/A	\$ 13.00
3	M2MIoT 10 MB Service Plan	N/A	N/A	N/A	\$ 9.00	500	\$ 4,500.00	\$ 4,500.00
4	Overage Charge for M2MIoT 10 MB Service Plan	\$ 1.00	25	\$ 25.00	N/A	N/A	N/A	\$ 25.00
5	M2MIoT 50 MB Service Plan	N/A	N/A	N/A	\$ 12.00	400	\$ 4,800.00	\$ 4,800.00
6	Overage Charge for M2MIoT 50 MB Service Plan	\$ 1.00	1,000	\$ 1,000.00	N/A	N/A	N/A	\$ 1,000.00
7	M2MIoT 250 MB Service Plan	N/A	N/A	N/A	\$ 15.00	500	\$ 7,500.00	\$ 7,500.00
8	Overage Charge for M2MIoT 250 MB Service Plan	\$ 1.00	5,250	\$ 5,250.00	N/A	N/A	N/A	\$ 5,250.00
9	M2MIoT 1 GB Service Plan	N/A	N/A	N/A	\$ 18.00	150	\$ 2,700.00	\$ 2,700.00
10	Overage Charge for M2MIoT 1 GB Service Plan	\$ 0.01	7,500	\$ 60.00	N/A	N/A	N/A	\$ 60.00
11	M2MIoT 5 GB Service Plan	N/A	N/A	N/A	\$ 35.00	60	\$ 2,100.00	\$ 2,100.00
12	Overage Charge for M2MIoT 5 GB Service Plan	\$ 0.01	7,500	\$ 60.00	N/A	N/A	N/A	\$ 60.00
13	M2MIoT 10 GB Service Plan	N/A	N/A	N/A	\$ 55.00	25	\$ 1,375.00	\$ 1,375.00
14	Overage Charge for M2MIoT 10 GB Service Plan	\$ 0.01	62,500	\$ 500.00	N/A	N/A	N/A	\$ 500.00
15	M2MIoT 20 GB Service Plan	N/A	N/A	N/A	\$ 100.00	25	\$ 2,500.00	\$ 2,500.00
16	Overage Charge for M2MIoT 20 GB Service Plan	\$ 0.01	125,000	\$ 1,000.00	N/A	N/A	N/A	\$ 1,000.00
	<b>Monthly Total</b>			\$ 7,908.00			\$ 26,225.00	\$ 34,133.00
	<b>Annual Total</b>						\$ 314,700.00	\$ 409,596.00

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS														
Cost Table 19.1.2.2.4.b - Unsolicited Machine-to-Machine Service and Internet of Things Service Plans or Features														
			Total for this cost worksheet:			Offered	Catalog	% Discount						
						\$ 455.88	\$ 661.44	31.1%						
Cost Table 19.1.2.2.4.b - Unsolicited Machine-to-Machine Service and Internet of Things Service Plans or Features														
	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information				
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page	
1	CUSTOM MOBILE BROADBAND M2M PLAN	Month	0	\$37.99	\$ 455.88	0	\$55.12	\$ 661.44	31.1%	85975	CA NASPO PRICING SHEET	CATALOG FOLDER	2	
2					\$ -			\$ -	#DIV/0!					
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<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>										
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**Cost Table 19.1.2.2.7.a - Domestic to International Calling and Messaging Services - Outbound Voice**

<b>Total for this cost worksheet:</b>				<b>Offered</b>	<b>List</b>	<b>% Discount</b>
				\$ -	\$ -	#DIV/0!

**Cost Table 19.1.2.2.7.a - Domestic to International Calling and Messaging Services - Outbound Voice**

	Country, Countries, Regions, or Groupings	Offer Price		Bidder's List Price		% Discount	List Price Reference Information			
		Outbound Voice per Minute	Extended Price *	Outbound Voice per Minute	Extended Price *		Bidder's Product Identifier	Reference document (name of catalog):	Location	Page
1			\$ -		\$ -	#DIV/0!				
2			\$ -		\$ -	#DIV/0!				
3			\$ -		\$ -	#DIV/0!				
4			\$ -		\$ -	#DIV/0!				
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12			\$ -		\$ -	#DIV/0!				
13			\$ -		\$ -	#DIV/0!				
14			\$ -		\$ -	#DIV/0!				

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.1.2.2.7.b - Domestic to International Calling and Messaging Services - SMS**

<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>List</b>	<b>% Discount</b>
	\$ -	\$ -	#DIV/0!

**Cost Table 19.1.2.2.7.b - Domestic to International Calling and Messaging Services - SMS**

	Country, Countries, Regions, or Groupings	Offer Price		Bidder's List Price		% Discount	List Price Reference Information			
		SMS Send/Receive per Message	Extended Price *	SMS Send/Receive per Message	Extended Price *		Bidder's Product Identifier	Reference document (name of catalog):	Location	Page
1			\$ -		\$ -	#DIV/0!				
2			\$ -		\$ -	#DIV/0!				
3			\$ -		\$ -	#DIV/0!				
4			\$ -		\$ -	#DIV/0!				
5			\$ -		\$ -	#DIV/0!				
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**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.1.2.2.7.c - Domestic to International Calling and Messaging Services - MMS**

<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>List</b>	<b>% Discount</b>
	\$ -	\$ -	#DIV/0!

**Cost Table 19.1.2.2.7.c - Domestic to International Calling and Messaging Services - MMS**

	Country, Countries, Regions, or Groupings	Offer Price		Bidder's List Price		% Discount	List Price Reference Information			
		MMS Send/Receive per Message	Extended Price *	MMS Send/Receive per Message	Extended Price *		Bidder's Product Identifier	Reference document (name of catalog):	Location	Page
1			\$ -		\$ -	#DIV/0!				
2			\$ -		\$ -	#DIV/0!				
3			\$ -		\$ -	#DIV/0!				
4			\$ -		\$ -	#DIV/0!				
5			\$ -		\$ -	#DIV/0!				
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19			\$ -		\$ -	#DIV/0!				

	<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>			
	<b>Cost Table 19.1.2.2.8.a - International Roaming</b>			
	<b>Cost Table 19.1.2.2.8.a - International Roaming</b>			
	<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
	1	Canada and Mexico	N/A	\$ -
	2	All countries on Contractor's maintained list	N/A	\$ 10.00

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>								
<b>Cost Table 19.1.2.2.8.a - International Roaming</b>								
<b>Cost Table 19.1.2.2.8.a - International Roaming</b>								
Item	Feature Name	Non-Recurring			Daily Recurring			Total
		Non-Recurring Charge	Qty	Extended	Daily Recurring Charge	Qty	Extended	
1	Canada and Mexico	N/A	N/A	N/A	\$ -	3.0	\$ -	\$ -
2	All countries on Contractor's maintained list	N/A	N/A	N/A	\$ 10.00	2.0	\$ 20.00	\$ 20.00
	<b>Monthly Total</b>			N/A			\$ 600.00	\$ 600.00
	<b>Annual Total</b>			N/A			\$ 7,200.00	\$ 7,200.00



**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.1.2.2.8.b - Unsolicited International Voice, Text or Data Services or Features for International Roaming**

<b>Total for this cost worksheet:</b>			<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>
			<b>\$ 6,019.49</b>	<b>\$ 7,236.77</b>	<b>16.8%</b>

**Cost Table 19.1.2.2.8.b - Unsolicited International Voice, Text or Data Services or Features for International Roaming**

\* Note: Extended prices based on 1 non-recurring charge and 12 months recurring charges

	Product or Feature	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1	NATIONAL INTERNATIONAL PLAN 4G 400 SHR	Month	0	\$66.66	\$ 799.92	0	\$86.57	\$ 1,038.84	23.0%	86741	NASPO #1907 PRICING SHEET	CATALOG FOLDER	20
2	NATIONAL INTERNATIONAL PLAN 4G 600 SHR	Month	0	\$78.87	\$ 946.44	0	\$102.43	\$ 1,229.16	23.0%	86743	NASPO #1907 PRICING SHEET	CATALOG FOLDER	20
3	NATIONAL INTERNATIONAL PLAN 4G 1000 SHR	Month	0	\$90.14	\$ 1,081.68	0	\$117.06	\$ 1,404.72	23.0%	86745	NASPO #1907 PRICING SHEET	CATALOG FOLDER	20
4	INT TRVL 512MB/100MIN/100MSG FOR 1MO FEATURE	Month	\$53.90	0	\$ 53.90	\$53.90	\$0.00	\$ 53.90	0.0%	1324	INTERNATIONAL CELL PHONE, INTERNATIONAL SERVICE INFORMATION SHEET	CATALOG FOLDER	3
5	INT TRVL 512MB/100MIN/100MSG MONTHLY FEATURE	Month	0	\$53.90	\$ 646.80	0	\$70.00	\$ 840.00	23.0%	1327	INTERNATIONAL CELL PHONE, INTERNATIONAL SERVICE INFORMATION SHEET	CATALOG FOLDER	3

6	INT TRVL 2GB/250MIN/1 000MSG FOR 1MO FEATURE	Month	\$100.10	0	\$ 100.10	\$100.10	\$0.00	\$ 100.10	0.0%	1328	INTERNATIO NAL CELL PHONE, INTERNATIO NAL SERVICE INFORMATI ON SHEET	CATALOG FOLDER	3
7	INT TRVL 2GB/250MIN/1 000MSG MONTHLY FEATURE	Month	0	\$130.00	\$ 1,560.00	0	\$130.00	\$ 1,560.00	0.0%	1329	INTERNATIO NAL CELL PHONE, INTERNATIO NAL SERVICE INFORMATI ON SHEET	CATALOG FOLDER	3
8	INTERNATIO NAL FEATURE 0 VM/100 MB - RECURRING	Month	0	\$19.25	\$ 231.00	0	\$25.00	\$ 300.00	23.0%	412	NASPO #1907 PRICING SHEET	CATALOG FOLDER	21
9	INTERNATIO NAL FEATURE 0 VM/100 MB - 1 MONTH	Month	\$19.25	0	\$ 19.25	\$19.25	\$0.00	\$ 19.25	0.0%	431	NASPO #1907 PRICING SHEET	CATALOG FOLDER	21
10	INTERNATIO NAL FEATURE 100 VM/100MB - RECURRING	Month	0	\$30.80	\$ 369.60	0	\$40.00	\$ 480.00	23.0%	444	NASPO #1907 PRICING SHEET	CATALOG FOLDER	21
11	INTERNATIO NAL FEATURE 100 VM/100MB - 1 MONTH	Month	\$30.80	0	\$ 30.80	\$30.80	\$0.00	\$ 30.80	0.0%	445	NASPO #1907 PRICING SHEET	CATALOG FOLDER	21
12	TRAVELPASS - 185+ ELIGIBLE COUNTRIES FEATURE	Day	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	988	INTERNATIO NAL CELL PHONE, INTERNATIO NAL SERVICE INFORMATI ON SHEET	CATALOG FOLDER	2
13	TRAVELPASS - CAN/MEX FEATURE	Day	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	383	INTERNATIO NAL CELL PHONE, INTERNATIO NAL SERVICE INFORMATI ON SHEET	CATALOG FOLDER	2

	<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>			
	<b>Cost Table 19.1.2.2.9 - Suspended Service Plan</b>			
	<b>Cost Table 19.1.2.2.9 - Suspended Service Plan</b>			
	<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
	1	Suspended Service Plan	N/A	\$ -

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS								
Cost Table 19.1.2.2.9 - Suspended Service Plan								
Cost Table 19.1.2.2.9 - Suspended Service Plan								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	Suspended Service Plan	N/A	N/A	N/A	\$ -	3,500	\$ -	\$ -
	Monthly Total			N/A			\$ -	\$ -
	Annual Total			N/A			\$ -	\$ -

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>					
<b>Cost Table 19.1.4 - Equipment</b>					
<b>Cumulative Weighted Discount for All Equipment: 34.500%</b>					
<b>Cost Table 19.1.4 - Equipment</b>					
	Type of Device	Unit of measure	Weighting	Percentage Discount off Manufacturer's List Prices	Weighted Discount
1	Basic Mobile Phone as described in Section 19.1.4.1	Each	15.0%	35.00%	5.250%
2	Smartphone as described in Section 19.1.4.2	Each	60.0%	35.00%	21.000%
3	Mobile Hotspot Device as described in Section 19.1.4.3	Each	5.0%	35.00%	1.750%
4	Tablet as described in Section 19.1.4.4	Each	15.0%	35.00%	5.250%
5	Accessories as described in Section 19.1.4.5	Each	5.0%	25.00%	1.250%

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>				
<b>Cost Table 19.1.5.2.a - Expedite Fees</b>				
<b>Cost Table 19.1.5.2.a - Expedite Fees</b>				
<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>	
1	Expedite Fee for 1-5 devices	\$ 20.99	N/A	
2	Expedite Fee for 6-10 devices	\$ 30.99	N/A	
3	Expedite Fee for 11-25 devices	\$ 60.99	N/A	
4	Expedite Fee for more than 25 devices	\$ 110.99	N/A	

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>								
<b>Cost Table 19.1.5.2.a - Expedite Fees</b>								
<b>Cost Table 19.1.5.2.a - Expedite Fees</b>								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	Expedite Fee for 1-5 devices	\$ 20.99	25	\$ 524.75	N/A	N/A	N/A	\$ 524.75
2	Expedite Fee for 6-10 devices	\$ 30.99	15	\$ 464.85	N/A	N/A	N/A	\$ 464.85
3	Expedite Fee for 11-25 devices	\$ 60.99	10	\$ 609.90	N/A	N/A	N/A	\$ 609.90
4	Expedite Fee for more than 25 devices	\$ 110.99	5	\$ 554.95	N/A	N/A	N/A	\$ 554.95
	<b>Monthly Total</b>			\$ 2,154.45			N/A	\$ 2,154.45
	<b>Annual Total</b>			\$ 25,853.40			N/A	\$ 25,853.40



<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>													
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**Cost Table 19.1.5.2.b - Unsolicited Expedite Fees**

			<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>							
				\$ -	\$ -	#DIV/0!							

**Cost Table 19.1.5.2.b - Unsolicited Expedite Fees**

\* Note: Extended prices based on 1 non-recurring charge and 12 months recurring charges

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1					\$ -			\$ -	#DIV/0!				
2					\$ -			\$ -	#DIV/0!				
3					\$ -			\$ -	#DIV/0!				
4					\$ -			\$ -	#DIV/0!				
5					\$ -			\$ -	#DIV/0!				
6					\$ -			\$ -	#DIV/0!				
7					\$ -			\$ -	#DIV/0!				
8					\$ -			\$ -	#DIV/0!				
9					\$ -			\$ -	#DIV/0!				
10					\$ -			\$ -	#DIV/0!				
11					\$ -			\$ -	#DIV/0!				
12					\$ -			\$ -	#DIV/0!				
13					\$ -			\$ -	#DIV/0!				
14					\$ -			\$ -	#DIV/0!				
15					\$ -			\$ -	#DIV/0!				
16					\$ -			\$ -	#DIV/0!				
17					\$ -			\$ -	#DIV/0!				
18					\$ -			\$ -	#DIV/0!				
19					\$ -			\$ -	#DIV/0!				
20					\$ -			\$ -	#DIV/0!				
21					\$ -			\$ -	#DIV/0!				
22					\$ -			\$ -	#DIV/0!				
23					\$ -			\$ -	#DIV/0!				
24					\$ -			\$ -	#DIV/0!				
25					\$ -			\$ -	#DIV/0!				

<b>SUBCATEGORY 19.1</b>	
<b>CELLULAR BUSINESS SERVICE</b>	
<b>SUMMARY COST WORKSHEET</b>	
<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>	
<b>Cost Table</b>	<b>Annual Model Total Extended Costs</b>
<b>Cost Table 19.1.2.2.1.a - Voice and Text Service Plan for Basic Phones</b>	\$ 600,000.00
<b>Cost Table 19.1.2.2.2.a - Voice, Text and Data Service Plans</b>	\$ 26,400,000.00
<b>Cost Table 19.1.2.2.3.a - Data Only Service Plans</b>	\$ 3,360,000.00
<b>Cost Table 19.1.2.2.4.a - Machine-to-Machine and Internet of Things Service Plans</b>	\$ 409,596.00
<b>Cost Table 19.1.2.2.8.a - International Roaming</b>	\$ 7,200.00
<b>Cost Table 19.1.2.2.9 - Suspended Service Plan</b>	\$ -
<b>Cost Table 19.1.5.2.a - Expedite Fees</b>	\$ 25,853.40
<b>Total Evaluated Annual Cost</b>	\$ 30,802,649.40
<b>Total Evaluated Four Year Cost</b>	\$ 123,210,597.60
<b>Total Evaluated Cost with One Two-Year Extension</b>	\$ 184,815,896.40
<b>Total Evaluated Cost with two Two-Year Extensions</b>	\$ 246,421,195.20

**SUBCATEGORY 19.1  
CELLULAR BUSINESS SERVICE**

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**EQUIPMENT DISCOUNT PERCENTAGE DISCOUNT**

	Average Percentage Discount for All Equipment
<b>Cost Table 19.1.4 - Equipment</b>	34.50%

**SUBCATEGORY 19.1  
 CELLULAR BUSINESS SERVICE**

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**UNSOLICITED OVERALL PERCENTAGE DISCOUNT**

<b>Cost Table</b>	<b>Extended Model Offered Prices</b>	<b>Extended Model Catalog Prices</b>
<b>Cost Table 19.1.2.2.1.b - Unsolicited Voice and Text Service Plan for Basic Phone Features</b>	\$ 4,172.04	\$ 4,875.24
<b>Cost Table 19.1.2.2.2.b - Unsolicited Voice, Text and Data Service Plan Features</b>	\$ 9,904.44	\$ 11,535.00
<b>Cost Table 19.1.2.2.3.b - Unsolicited Data Only Service Plan Features</b>	\$ 4,283.76	\$ 5,522.88
<b>Cost Table 19.1.2.2.4.b - Unsolicited Machine-to-Machine Service and Internet of Things Service Plans or Features</b>	\$ 455.88	\$ 661.44
<b>Cost Table 19.1.2.2.7.a - Domestic to International Calling and Messaging Services - Outbound Voice</b>	\$ -	\$ -
<b>Cost Table 19.1.2.2.7.b - Domestic to International Calling and Messaging Services - SMS</b>	\$ -	\$ -
<b>Cost Table 19.1.2.2.7.c - Domestic to International Calling and Messaging Services - MMS</b>	\$ -	\$ -
<b>Cost Table 19.1.2.2.8.b - Unsolicited International Voice, Text or Data Services or Features for International Roaming</b>	\$ 6,019.49	\$ 7,236.77
<b>Cost Table 19.1.5.2.b - Unsolicited Expedite Fees</b>	\$ -	\$ -
<b>Total Extended Model Prices:</b>	\$ 24,835.61	\$ 29,831.33
<b>Difference:</b>	\$	4,995.72
<b>Overall Percentage Discount:</b>	16.7%	

**INVITATION FOR BID**  
**IFB C4CVD18**  
**FOR**  
**SUBCATEGORY 19.2**  
**FIRST RESPONDER CELLULAR SERVICES**

**STATEMENT OF WORK**  
**COST WORKSHEETS**

**Addendum 3**

**December 14, 2018**

Issued by:  
**STATE OF CALIFORNIA**  
California Department of Technology  
Statewide Technology Procurement  
PO Box 1810  
Rancho Cordova, CA 95741

Disclaimer: The original PDF version and any subsequent addenda of the IFB released by the Procurement Official of this Bid remain the official version. In the even of any inconsistency between the Bidder's vesions, articles, attachments, specifications or provisions which constiute the Contract, the official State version of the IFB in it entirety shall take precedence.

## INSTRUCTIONS

The Bidders shall submit their Cost Worksheets per the instructions in IFB C4CVD18 Section 3.1, *Submission Requirements*. **The Cost Worksheets shall only be provided in the Final Bid.** The Cost Worksheets must be submitted in a separately sealed, marked envelope or package containing only the completed Cost Worksheets and any other documents with cost data identified.

Quantities provided in the worksheets are for evaluation purposes only and should not be used as an indication of future orders.

The Bidder shall enter the Bidder's cost for each service element or feature in the unshaded cells in the Cost Worksheet. The submitted costs contained within these tables will be used for evaluation purposes per IFB Section 4.2.6, *Cost Worksheet Evaluation*, and will establish the maximum contracted costs and rates of the final awarded Contracts.

The definitions of the services of each Category that require costing are provided in the individual referenced SOW Business and Technical Requirements. The Bidder is cautioned that they are not to add language to the Cost Worksheets, nor are they allowed to add cost elements, except where specifically stated in the Cost Worksheets, for example in the "Unsolicited" cost worksheets.

The Contractor shall provide one single, uniform price throughout the Bidder's commercial service area or as defined by the SOW technical requirements for each service.

### COST WORKSHEET ELEMENTS

The SOW Cost Worksheets elements shall include the following definitions:

#### **Non-Recurring Charge**

Non-recurring charges are typically for installation charges. Cost Worksheets that include "N/A" in the "Non-Recurring Charge" field are intended to designate services or features where installation charges do not apply or where related equipment/installation costs are to be amortized by monthly recurring charges.

#### **Monthly Recurring Charge/item per unit:**

Monthly recurring charges are typically "fee for service" charges. Monthly recurring charges for services or features shall be provided, where applicable, in the Cost Worksheets. Cost Worksheets that include "N/A" in the Monthly Recurring field are intended to designate services that are to be charged on a one time basis.

#### **Equipment Discounts**

The table in Tab 19.2.5 requires the Bidder to enter the percentage discount the Contractor will apply to each of the devices types listed in the Table.

### UNSOLICITED ITEMS

Cost tables for Unsolicited items are provided to allow the Bidder to price their offered Unsolicited items. The Bidder are not required to offer Unsolicited items. Any Unsolicited items identified by the Bidder in the Cost Worksheets must exactly match the proposed items in the Bidder's response to the SOW Business and Technical Requirements section. The State, at its sole discretion, will determine which of the proposed Unsolicited features or elements will be included in the awarded Contract.

Bidder may add as many lines as are required to match the Bidder's response to the SOW Business and Technical Requirements.







		<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>			
	<b>Cost Table 19.2.2.21 - Push-To-Talk Solution</b>				
	<b>Cost Table 19.2.2.21 - Push-To-Talk Solution</b>				
	<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>	
	1	Push-To-Talk Solution	\$ -	\$ 17.99	

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS								
Cost Table 19.2.2.21 - Push-To-Talk Solution								
Cost Table 19.2.2.21 - Push-To-Talk Solution								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	Push-To-Talk Solution	\$ -	25	\$ -	\$ 17.99	2,500	\$ 44,975.00	\$ 44,975.00
	Monthly Total			\$ -			\$ 44,975.00	\$ 44,975.00
	Annual Total			\$ -			\$ 539,700.00	\$ 539,700.00

		<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>			
<b>Cost Table 19.2.3.2.1.a - Voice and Text Service Plan for Basic Phones</b>					
<b>Cost Table 19.2.3.2.1.a - Voice and Text Service Plan for Basic Phones</b>					
	<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>	
	1	Voice and Text Service Plan for Basic Phones	N/A	\$ 15.99	



**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.2.3.2.1.b - Unsolicited Voice and Text Service Plan for Basic Phone Features**

<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>
	<b>\$ 4,172.04</b>	<b>\$ 4,875.24</b>	<b>14.4%</b>

**Cost Table 19.2.3.2.1.b - Unsolicited Voice and Text Service Plan for Basic Phone Features**

\* Note: Extended prices based on 1 Non-Recurring charge and 12 months recurring charges

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1	PUBLIC SAFETY UNLIMITED BASIC PHONE PLAN	Mouth	0	\$22.99	\$ 275.88	0	\$22.99	\$ 275.88	0.0%	16810	NASPO #1907 PRICING SHEET	CATALOG FOLDER	3
2	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 3G/4G	Mouth	0	\$17.99	\$ 215.88	0	\$17.99	\$ 215.88	0.0%	96625	NASPO #1907 PRICING SHEET	CATALOG FOLDER	3
3	CUSTOM NATIONWIDE CONSUMPTION PLAN	Month	0	\$0.00	\$ -	0	\$0.00	\$ -	#DIV/0!	85191	CA NASPO PRICING SHEET	CATALOG FOLDER	1
4	CUST PTT PLUS BASIC 4G FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	81301	CA NASPO PRICING SHEET	CATALOG FOLDER	3
5	UNLTXT PIX FLIX FEATURE	Month	0	\$12.00	\$ 144.00	0	\$12.00	\$ 144.00	0.0%	75439	CA NASPO PRICING SHEET	CATALOG FOLDER	4
6	400 TXT/PIX/FLIX MSGS FEATURE	Month	0	\$3.00	\$ 36.00	0	\$3.00	\$ 36.00	0.0%	76811	CA NASPO PRICING SHEET	CATALOG FOLDER	3
7	1100 TXT PIX FLIX FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	76813	CA NASPO PRICING SHEET	CATALOG FOLDER	3
8	NATIONWIDE CALLING PLAN 200 SHR	Month	0	\$26.94	\$ 323.28	0	\$34.99	\$ 419.88	23.0%	73736	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
9	NATIONWIDE CALLING PLAN 400 SHR	Month	0	\$29.61	\$ 355.32	0	\$38.45	\$ 461.40	23.0%	74539	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
10	NATIONWIDE CALLING PLAN 600 SHR	Month	0	\$42.44	\$ 509.28	0	\$55.12	\$ 661.44	23.0%	74541	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
11	NATIONWIDE CALLING PLAN 1000 SHR	Month	0	\$54.29	\$ 651.48	0	\$70.50	\$ 846.00	23.0%	74543	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
12	NATIONWIDE CALLING PLAN 100 SHR	Month	0	\$23.68	\$ 284.16	0	\$30.75	\$ 369.00	23.0%	80006	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
13	NATIONWIDE CALLING PLAN 0 SHR	Month	0	\$15.99	\$ 191.88	0	\$15.99	\$ 191.88	0.0%	86137	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1

14	75MB DATA FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	77810	NASPO #1907 PRICING SHEET	CATALOG FOLDER	16
15	CALL FILTER FEATURE	Month	0	\$2.99	\$ 35.88	0	\$2.99	\$ 35.88	0.0%	83439	Call Filter Feature FAQ Information Sheet	CATALOG FOLDER	1 - 3
16	PTT+ LAND MOBILE RADIO FEATURE	Month	0	\$4.50	\$ 54.00	0	\$4.50	\$ 54.00	0.0%	85280	NASPO #1907 PRICING SHEET	CATALOG FOLDER	26
17	FIELD FORCE MGR LTD FEATURE	Month	0	\$15.00	\$ 180.00	0	\$15.00	\$ 180.00	0.0%	76721	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
18	FIELD FORCE MGR BAS FEATURE	Month	0	\$20.00	\$ 240.00	0	\$20.00	\$ 240.00	0.0%	76722	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
19	FIELD FORCE MGR PRO FEATURE	Month	0	\$19.25	\$ 231.00	0	\$25.00	\$ 300.00	23.0%	76723	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
20	CUST PTT PLUS BASIC 4G ENT FEATURE	Month	0	\$2.00	\$ 24.00	0	\$2.00	\$ 24.00	0.0%	81129	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
21	PTT PLUS BASIC 4G ENTERPRISE FEATURE	Month	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	80598	NASPO #1907 PRICING SHEET	CATALOG FOLDER	10
22					\$ -			\$ -	#DIV/0!				
23					\$ -			\$ -	#DIV/0!				
24					\$ -			\$ -	#DIV/0!				
25					\$ -			\$ -	#DIV/0!				



<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>				
<b>Cost Table 19.2.3.2.2.a - Voice, Text and Data Service Plans</b>				
<b>Cost Table 19.2.3.2.2.a - Voice, Text and Data Service Plans</b>				
<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>	
1	Voice, Text and Data 2 GB Service Plan	N/A	\$	35.00
2	Voice, Text and Data 5 GB Service Plan	N/A	\$	40.00
3	Voice, Text and Data 10 GB Service Plan	N/A	\$	50.00
4	Voice, Text and Data 20 GB Service Plan	N/A	\$	80.00
5	Voice, Text and Data 50 GB Service Plan	N/A	\$	110.00
6	Voice, Text and Data Limitless Service Plan	N/A	\$	39.99



**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.2.3.2.2.b - Unsolicited Voice, Text and Data Service Plan Features**

<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>
	<b>\$ 6,503.88</b>	<b>\$ 7,803.24</b>	<b>16.7%</b>

**Cost Table 19.2.3.2.2.b - Unsolicited Voice, Text and Data Service Plan Features** \* Note: Extended prices based on 1 Non-Recurring charge and 12 months recurring charges

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 4G	Mouth	0	\$17.99	\$ 215.88	0	\$17.99	\$ 215.88	0.0%	96626	NASPO #1907 PRICING SHEET	CATALOG FOLDER	3
2	CUSTOM NATIONWIDE CONSUMPTION PLAN	Month	0	\$0.00	\$ -	0	\$0.00	\$ -	#DIV/0!	85191	CA NASPO PRICING SHEET	CATALOG FOLDER	1
3	CUSTOM PTT PLUS BASIC 4G FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	81301	CA NASPO PRICING SHEET	CATALOG FOLDER	3
4	UNLTXTPIX FLIX FEATURE	Month	0	\$12.00	\$ 144.00	0	\$12.00	\$ 144.00	0.0%	75439	CA NASPO PRICING SHEET	CATALOG FOLDER	4
5	400 TXT/PIX/FLIX MSGS FEATURE	Month	0	\$3.00	\$ 36.00	0	\$3.00	\$ 36.00	0.0%	76811	CA NASPO PRICING SHEET	CATALOG FOLDER	3
6	1100 TXT PIX FLIX FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	76813	CA NASPO PRICING SHEET	CATALOG FOLDER	3
7	NATIONWIDE CALLING PLAN 200 SHR	Month	0	\$26.94	\$ 323.28	0	\$34.99	\$ 419.88	23.0%	73736	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
8	NATIONWIDE CALLING PLAN 400 SHR	Month	0	\$29.61	\$ 355.32	0	\$38.45	\$ 461.40	23.0%	74539	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
9	NATIONWIDE CALLING PLAN 600 SHR	Month	0	\$42.44	\$ 509.28	0	\$55.12	\$ 661.44	23.0%	74541	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2

10	NATIONWIDE CALLING PLAN 1000 SHR	Month	0	\$54.29	\$ 651.48	0	\$70.50	\$ 846.00	23.0%	74543	NASPO #1907 PRICING SHEET	CATALOG FOLDER	2
11	NATIONWIDE CALLING PLAN 100 SHR	Month	0	\$23.68	\$ 284.16	0	\$30.75	\$ 369.00	23.0%	80006	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
12	NATIONWIDE CALLING PLAN 0 SHR	Month	0	\$15.99	\$ 191.88	0	\$15.99	\$ 191.88	0.0%	86137	NASPO #1907 PRICING SHEET	CATALOG FOLDER	1
13	75MB DATA FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	77810	NASPO #1907 PRICING SHEET	CATALOG FOLDER	16
14	CALL FILTER FEATURE	Month	0	\$2.99	\$ 35.88	0	\$2.99	\$ 35.88	0.0%	83439	Call Filter Feature FAQ Information Sheet	CATALOG FOLDER	1 - 3
15	PTT+ LAND MOBILE RADIO FEATURE	Month	0	\$4.50	\$ 54.00	0	\$4.50	\$ 54.00	0.0%	85280	NASPO #1907 PRICING SHEET	CATALOG FOLDER	26
16	4G SMARTPHONE HOTSPOT FEATURE	Month	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	76440	NASPO #1907 PRICING SHEET	CATALOG FOLDER	11
17	PTT PLUS 4G ENTERPRISE FEATURE	Month	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	80590	NASPO #1907 PRICING SHEET	CATALOG FOLDER	10
18	CUST PTT PLUS 4G ENT FEATURE	Month	0	\$2.00	\$ 24.00	0	\$2.00	\$ 24.00	0.0%	81174	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
19	EMAIL & DATA UNLIMITED FEATURE	Month	0	\$24.99	\$ 299.88	0	\$24.99	\$ 299.88	0.0%	73419	CA NASPO PRICING SHEET	CATALOG FOLDER	2
20	4G SMARTPHONE HOTSPOT CA FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	76445	CA NASPO PRICING SHEET	CATALOG FOLDER	4
21	CUST PTT PLUS 4G ENT CA FEATURE	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	81815	CA NASPO PRICING SHEET	CATALOG FOLDER	3
22	NATIONWIDE BUNDLED PLAN 400MIN SHR	Month	0	\$49.35	\$ 592.20	0	\$64.09	\$ 769.08	23.0%	74511	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9

23	NATIONWIDE BUNDLED PLAN 600MIN SHR	Month	0	\$62.19	\$ 746.28	0	\$80.76	\$ 969.12	23.0%	74513	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
24	NATIONWIDE BUNDLED PLAN 1000MIN SHR	Month	0	\$74.04	\$ 888.48	0	\$96.16	\$ 1,153.92	23.0%	74515	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
25	NATIONWIDE EMAIL ADD-A-LINE PLAN	Month	0	\$35.99	\$ 431.88	0	\$35.99	\$ 431.88	0.0%	86140	NASPO #1907 PRICING SHEET	CATALOG FOLDER	9
26	SMARTPHONE PAY-AS-YOU-GO VOICE	Month	0	\$35.99		0	\$35.99						
27	DATA PACKAGE 2GB/ FEATURE	Month	0	\$23.10		0	\$30.00						
28	NUMBERSHARE LINE ACCESS FEATURE	Month	0	\$10.00		0	\$10.00						
29	FIELD FORCE MGR LTD AD FEATURE	Month	0	\$15.00		0	\$15.00						
30	FIELD FORCE MGR BAS AD FEATURE	Month	0	\$20.00		0	\$20.00						
31	FIELD FORCE MGR PRO AD FEATURE	Month	0	\$19.25		0	\$25.00						

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>			
<b>Cost Table 19.2.3.2.3.a - Data Only Service Plans</b>			
<b>Cost Table 19.2.3.2.3.a - Data Only Service Plans</b>			
Item	Feature Name	Non-Recurring Charge	Monthly Recurring Charge
1	Data Only 2 GB Service Plan	N/A	\$ 20.00
2	Data Only 5 GB Service Plan	N/A	\$ 30.00
3	Data Only 10 GB Service Plan	N/A	\$ 55.00
4	Data Only 20 GB Service Plan	N/A	\$ 95.00
5	Data Only 50 GB Service Plan	N/A	\$ 150.00
6	Data Only 100 GB Service Plan	N/A	\$ 350.00
7	Data Only Limitless Service Plan	N/A	\$ 37.99

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS								
Cost Table 19.2.3.2.3.a - Data Only Service Plans								
Cost Table 19.2.3.2.3.a - Data Only Service Plans								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	Data Only 2 GB Service Plan	N/A	N/A	N/A	\$ 20.00	500	\$ 10,000.00	\$ 10,000.00
2	Data Only 5 GB Service Plan	N/A	N/A	N/A	\$ 30.00	50	\$ 1,500.00	\$ 1,500.00
3	Data Only 10 GB Service Plan	N/A	N/A	N/A	\$ 55.00	50	\$ 2,750.00	\$ 2,750.00
4	Data Only 20 GB Service Plan	N/A	N/A	N/A	\$ 95.00	50	\$ 4,750.00	\$ 4,750.00
5	Data Only 50 GB Service Plan	N/A	N/A	N/A	\$ 150.00	50	\$ 7,500.00	\$ 7,500.00
6	Data Only 100 GB Service Plan	N/A	N/A	N/A	\$ 350.00	50	\$ 17,500.00	\$ 17,500.00
7	Data Only Limitless Service Plan	N/A	N/A	N/A	\$ 37.99	50	\$ 1,899.50	\$ 1,899.50
	<b>Monthly Total</b>			N/A			\$ 45,899.50	\$ 45,899.50
	<b>Annual Total</b>			N/A			\$ 550,794.00	\$ 550,794.00



**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.2.3.2.3.b - Unsolicited Data Only Service Plan Features**

<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>
	<b>\$ 3,372.00</b>	<b>\$ 4,200.00</b>	<b>19.7%</b>

**Cost Table 19.2.3.2.3.b - Unsolicited Data Only Service Plan Features** \* Note: Extended prices based on 1 Non-Recurring charge and 12 months recurring charges

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1	FLEXIBLE DATA PLAN 1MB	Month	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	92739	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14
2	FLEXIBLE DATA PLAN 100MB	Month	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	92741	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14
3	FLEXIBLE DATA PLAN 2GB	Month	0	\$26.95	\$ 323.40	0	\$35.00	\$ 420.00	23.0%	92742	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14
4	FLEXIBLE DATA PLAN 4GB	Month	0	\$34.65	\$ 415.80	0	\$45.00	\$ 540.00	23.0%	92744	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14
5	FLEXIBLE DATA PLAN 6GB	Month	0	\$42.35	\$ 508.20	0	\$55.00	\$ 660.00	23.0%	92745	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14
6	FLEXIBLE DATA PLAN 8GB	Month	0	\$50.05	\$ 600.60	0	\$65.00	\$ 780.00	23.0%	92746	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14
7	FLEXIBLE DATA PLAN 10GB	Month	0	\$57.75	\$ 693.00	0	\$75.00	\$ 900.00	23.0%	92747	NASPO #1907 PRICING SHEET	CATALOG FOLDER	14
8	FIELD FORCE MGR LTD AD FEATURE	Month	0	\$15.00	\$ 180.00	0	\$15.00	\$ 180.00	0.0%	76636	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4

9	FIELD FORCE MGR BAS AD FEATURE	Month	0	\$20.00	\$ 240.00	0	\$20.00	\$ 240.00	0.0%	76637	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
10	FIELD FORCE MGR PRO AD FEATURE	Month	0	\$19.25	\$ 231.00	0	\$25.00	\$ 300.00	23.0%	76638	FIELD FORCE MANAGER (FFM) INFORMATION	CATALOG FOLDER	2 - 4
11					\$ -			\$ -	#DIV/0!				
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<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>				
<b>Cost Table 19.2.3.2.4.a - Machine-to-Machine and Internet of Things Service Plans</b>				
<b>Cost Table 19.2.3.2.4.a - Machine-to-Machine and Internet of Things Service Plans</b>				
<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>	<b>Change Charge per Change</b>
1	M2MIoT 1 MB Service Plan	N/A	\$ 3.00	N/A
2	Overage Charge for M2MIoT 1 MB Service Plan	\$ 1.000	N/A	N/A
3	M2MIoT 10 MB Service Plan	N/A	\$ 9.00	N/A
4	Overage Charge for M2MIoT 10 MB Service Plan	\$ 1.000	N/A	N/A
5	M2MIoT 50 MB Service Plan	N/A	\$ 12.00	N/A
6	Overage Charge for M2MIoT 50 MB Service Plan	\$ 1.000	N/A	N/A
7	M2MIoT 250 MB Service Plan	N/A	\$ 15.00	N/A
8	Overage Charge for M2MIoT 250 MB Service Plan	\$ 1.000	N/A	N/A
9	M2MIoT 1 GB Service Plan	N/A	\$ 18.00	N/A
10	Overage Charge for M2MIoT 1 GB Service Plan	\$ 0.008	N/A	N/A
11	M2MIoT 5 GB Service Plan	N/A	\$ 35.00	N/A
12	Overage Charge for M2MIoT 5 GB Service Plan	\$ 0.008	N/A	N/A
13	M2MIoT 10 GB Service Plan	N/A	\$ 55.00	N/A
14	Overage Charge for M2MIoT 10 GB Service Plan	\$ 0.008	N/A	N/A
15	M2MIoT 20 GB Service Plan	N/A	\$ 100.00	N/A
16	Overage Charge for M2MIoT 20 GB Service Plan	\$ 0.008	N/A	N/A

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS								
Cost Table 19.2.3.2.4.a - Machine-to-Machine and Internet of Things Service Plans								
Cost Table 19.2.3.2.4.a - Machine-to-Machine and Internet of Things Service Plans								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	M2MIoT 1 MB Service Plan	N/A	N/A	N/A	\$ 3.00	250	\$ 750.00	\$ 750.00
2	Overage Charge for M2MIoT 1 MB Service Plan	\$ 1.00	13	\$ 13.00	N/A	N/A	N/A	\$ 13.00
3	M2MIoT 10 MB Service Plan	N/A	N/A	N/A	\$ 9.00	500	\$ 4,500.00	\$ 4,500.00
4	Overage Charge for M2MIoT 10 MB Service Plan	\$ 1.00	25	\$ 25.00	N/A	N/A	N/A	\$ 25.00
5	M2MIoT 50 MB Service Plan	N/A	N/A	N/A	\$ 12.00	400	\$ 4,800.00	\$ 4,800.00
6	Overage Charge for M2MIoT 50 MB Service Plan	\$ 1.00	1,000	\$ 1,000.00	N/A	N/A	N/A	\$ 1,000.00
7	M2MIoT 250 MB Service Plan	N/A	N/A	N/A	\$ 15.00	500	\$ 7,500.00	\$ 7,500.00
8	Overage Charge for M2MIoT 250 MB Service Plan	\$ 1.00	5,250	\$ 5,250.00	N/A	N/A	N/A	\$ 5,250.00
9	M2MIoT 1 GB Service Plan	N/A	N/A	N/A	\$ 18.00	150	\$ 2,700.00	\$ 2,700.00
10	Overage Charge for M2MIoT 1 GB Service Plan	\$ 0.01	7,500	\$ 60.00	N/A	N/A	N/A	\$ 60.00
11	M2MIoT 5 GB Service Plan	N/A	N/A	N/A	\$ 35.00	60	\$ 2,100.00	\$ 2,100.00
12	Overage Charge for M2MIoT 5 GB Service Plan	\$ 0.01	7,500	\$ 60.00	N/A	N/A	N/A	\$ 60.00
13	M2MIoT 10 GB Service Plan	N/A	N/A	N/A	\$ 55.00	25	\$ 1,375.00	\$ 1,375.00
14	Overage Charge for M2MIoT 10 GB Service Plan	\$ 0.01	62,500	\$ 500.00	N/A	N/A	N/A	\$ 500.00
15	M2MIoT 20 GB Service Plan	N/A	N/A	N/A	\$ 100.00	25	\$ 2,500.00	\$ 2,500.00
16	Overage Charge for M2MIoT 20 GB Service Plan	\$ 0.01	125,000	\$ 1,000.00	N/A	N/A	N/A	\$ 1,000.00
	<b>Monthly Total</b>			\$ 7,908.00			\$ 26,225.00	\$ 34,133.00
	<b>Annual Total</b>						\$ 314,700.00	\$ 409,596.00

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.2.3.2.4.b - Unsolicited Machine-to-Machine Service and Internet of Things Service Plans or Features**

<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>
	<b>\$ 455.88</b>	<b>\$ 661.44</b>	<b>31.1%</b>

**Cost Table 19.2.3.2.4.b - Unsolicited Machine-to-Machine Service and Internet of Things Service Plans or Features**

\* Note: Extended prices based on 1 Non-Recurring charge and 12 months recurring charges

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1	CUSTOM MOBILE BROADBAND M2M PLAN	Month	0	\$37.99	\$ 455.88	0	\$55.12	\$ 661.44	31.1%	85975	CA NASPO PRICING SHEET	CATALOG FOLDER	2
2					\$ -			\$ -	#DIV/0!				
3					\$ -			\$ -	#DIV/0!				
4					\$ -			\$ -	#DIV/0!				
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CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS										
Cost Table 19.2.3.2.7.a - Domestic to International Calling and Messaging Services - Outbound Voice										
Total for this cost worksheet:			Offered	List	%					
			\$ -	\$ -	#DIV/0!					
Cost Table 19.2.3.2.7.a - Domestic to International Calling and Messaging Services - Outbound Voice										
	Country, Countries, Regions, or Groupings	Bidder's Offer Price		Bidder's List Price		Percentage Discount Per Country	Catalog Reference Information			
		Outbound Voice Call Per Minute	Extended Price *	Outbound Voice Call Per Minute	Extended Price *		Bidder's Product Identifier	Reference document (name of catalog):	Location	Page
1			\$ -		\$ -	#DIV/0!				
2			\$ -		\$ -	#DIV/0!				
3			\$ -		\$ -	#DIV/0!				
4			\$ -		\$ -	#DIV/0!				
5			\$ -		\$ -	#DIV/0!				
6			\$ -		\$ -	#DIV/0!				
7			\$ -		\$ -	#DIV/0!				
8			\$ -		\$ -	#DIV/0!				
9			\$ -		\$ -	#DIV/0!				
10			\$ -		\$ -	#DIV/0!				
11			\$ -		\$ -	#DIV/0!				



CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS										
Cost Table 19.2.3.2.7.b - Domestic to International Calling and Messaging Services - SMS										
Total for this cost worksheet:			Offered	List	%					
			\$ -	\$ -	#DIV/0!					
Cost Table 19.2.3.2.7.b - Domestic to International Calling and Messaging Services - SMS										
	Country, Countries, Regions, or Groupings	Bidder's Offer Price		Bidder's List Price		Percentage Discount Per Country	Catalog Reference Information			
		SMS Send/Receive per Message	Extended Price *	SMS Send/Receive per Message	Extended Price *		Bidder's Product Identifier	Reference document (name of catalog):	Location	Page
1			\$ -		\$ -	#DIV/0!				
2			\$ -		\$ -	#DIV/0!				
3			\$ -		\$ -	#DIV/0!				
4			\$ -		\$ -	#DIV/0!				
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13			\$ -		\$ -	#DIV/0!				

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS										
Cost Table 19.2.3.2.7.c - Domestic to International Calling and Messaging Services - MMS										
<b>Total for this cost worksheet:</b>				<b>Offered</b>	<b>List</b>	<b>%</b>				
				\$ -	\$ -	#DIV/0!				
Cost Table 19.2.3.2.7.c - Domestic to International Calling and Messaging Services - MMS										
	Country, Countries, Regions, or Groupings	Bidder's Offer Price		Bidder's List Price		Percentage Discount Per Country	Catalog Reference Information			
		MMS Send/Receive per Message	Extended Price *	MMS Send/Receive per Message	Extended Price *		Bidder's Product Identifier	Reference document (name of catalog):	Location	Page
1			\$ -		\$ -	#DIV/0!				
2			\$ -		\$ -	#DIV/0!				
3			\$ -		\$ -	#DIV/0!				
4			\$ -		\$ -	#DIV/0!				
5			\$ -		\$ -	#DIV/0!				
6			\$ -		\$ -	#DIV/0!				
7			\$ -		\$ -	#DIV/0!				
8			\$ -		\$ -	#DIV/0!				
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12			\$ -		\$ -	#DIV/0!				
13			\$ -		\$ -	#DIV/0!				
14			\$ -		\$ -	#DIV/0!				

		<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>		
		<b>Cost Table 19.2.3.2.8.a - International Roaming</b>		
		<b>Cost Table 19.2.3.2.8.a - International Roaming</b>		
	<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
	1	Canada and Mexico	N/A	\$ -
	2	All countries on Contractor's maintained list	N/A	\$ 10.00

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS								
Cost Table 19.2.3.2.8.a - International Roaming								
Cost Table 19.2.3.2.8.a - International Roaming								
Item	Feature Name	Non-Recurring			Daily Recurring			Total
		Non-Recurring Charge	Qty	Extended	Daily Recurring Charge	Qty	Extended	
1	Canada and Mexico	N/A	N/A	N/A	\$ -	3	\$ -	\$ -
2	All countries on Contractor's maintained list	N/A	N/A	N/A	\$ 10.00	2	\$ 600.00	\$ 600.00
	<b>Monthly Total</b>			N/A			\$ 600.00	\$ 600.00
	<b>Annual Total</b>			N/A			\$ 7,200.00	\$ 7,200.00

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**Cost Table 19.2.3.2.8.b - Unsolicited International Voice, Text or Data Services or Features for International Roaming**

<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>
	<b>\$ 6,019.49</b>	<b>\$ 7,236.77</b>	<b>16.8%</b>

**Cost Table 19.2.3.2.8.b - Unsolicited International Voice, Text or Data Services or Features for International Roaming \* Note: Extended prices based on 1 Non-Recurring charge and 12 months recurring charges**

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1	NATIONAL INTERNATIONAL PLAN 4G 400 SHR	Month	0	\$66.66	\$ 799.92	0	\$86.57	\$ 1,038.84	23.0%	86741	NASPO #1907 PRICING SHEET	CATALOG FOLDER	20
2	NATIONAL INTERNATIONAL PLAN 4G 600 SHR	Month	0	\$78.87	\$ 946.44	0	\$102.43	\$ 1,229.16	23.0%	86743	NASPO #1907 PRICING SHEET	CATALOG FOLDER	20
3	NATIONAL INTERNATIONAL PLAN 4G 1000 SHR	Month	0	\$90.14	\$ 1,081.68	0	\$117.06	\$ 1,404.72	23.0%	86745	NASPO #1907 PRICING SHEET	CATALOG FOLDER	20
4	INT TRVL 512MB/100MIN/100MSG FOR 1MO FEATURE	Month	\$53.90	0	\$ 53.90	\$53.90	\$0.00	\$ 53.90	0.0%	1324	INTERNATIONAL CELL PHONE, INTERNATIONAL SERVICE INFORMATION SHEET	CATALOG FOLDER	3
5	INT TRVL 512MB/100MIN/100MSG MONTHLY FEATURE	Month	0	\$53.90	\$ 646.80	0	\$70.00	\$ 840.00	23.0%	1327	INTERNATIONAL CELL PHONE, INTERNATIONAL SERVICE INFORMATION SHEET	CATALOG FOLDER	3

6	INT TRVL 2GB/250MIN/1 000MSG FOR 1MO FEATURE	Month	\$100.10	0	\$ 100.10	\$100.10	\$0.00	\$ 100.10	0.0%	1328	INTERNATIO NAL CELL PHONE, INTERNATIO NAL SERVICE INFORMATI ON SHEET	CATALOG FOLDER	3
7	INT TRVL 2GB/250MIN/1 000MSG MONTHLY FEATURE	Month	0	\$130.00	\$ 1,560.00	0	\$130.00	\$ 1,560.00	0.0%	1329	INTERNATIO NAL CELL PHONE, INTERNATIO NAL SERVICE INFORMATI ON SHEET	CATALOG FOLDER	3
8	INTERNATIO NAL FEATURE 0 VM/100 MB - RECURRING	Month	0	\$19.25	\$ 231.00	0	\$25.00	\$ 300.00	23.0%	412	NASPO #1907 PRICING SHEET	CATALOG FOLDER	21
9	INTERNATIO NAL FEATURE 0 VM/100 MB - 1 MONTH	Month	\$19.25	0	\$ 19.25	\$19.25	\$0.00	\$ 19.25	0.0%	431	NASPO #1907 PRICING SHEET	CATALOG FOLDER	21
10	INTERNATIO NAL FEATURE 100 VM/100MB - RECURRING	Month	0	\$30.80	\$ 369.60	0	\$40.00	\$ 480.00	23.0%	444	NASPO #1907 PRICING SHEET	CATALOG FOLDER	21
11	INTERNATIO NAL FEATURE 100 VM/100MB - 1 MONTH	Month	\$30.80	0	\$ 30.80	\$30.80	\$0.00	\$ 30.80	0.0%	445	NASPO #1907 PRICING SHEET	CATALOG FOLDER	21
12	TRAVELPASS - 185+ ELIGIBLE COUNTRIES FEATURE	Day	0	\$10.00	\$ 120.00	0	\$10.00	\$ 120.00	0.0%	988	INTERNATIO NAL CELL PHONE, INTERNATIO NAL SERVICE INFORMATI ON SHEET	CATALOG FOLDER	2
13	TRAVELPASS - CAN/MEX FEATURE	Day	0	\$5.00	\$ 60.00	0	\$5.00	\$ 60.00	0.0%	383	INTERNATIO NAL CELL PHONE, INTERNATIO NAL SERVICE INFORMATI ON SHEET	CATALOG FOLDER	2

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		<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>		
	<b>Cost Table 19.2.3.2.9 - Suspended Service Plan</b>			
	<b>Cost Table 19.2.3.2.9 - Suspended Service Plan</b>			
	<b>Item</b>	<b>Feature Name</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
	1	Suspended Service Plan	N/A	\$ -



<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>					
<b>Cost Table 19.2.5 - Equipment</b>					
<b>Cumulative Weighted Discount for All Equipment: 34.500%</b>					
<b>Cost Table 19.2.5 - Equipment</b>					
	<b>Type of Device</b>	<b>Unit of measure</b>	<b>Weighting</b>	<b>Percentage Discount off Manufacturer's List Prices</b>	<b>Weighted Discount</b>
1	Basic Mobile Phone as described in Section 19.2.5.1	Each	15.0%	35.00%	5.250%
2	Smartphone as described in Section 19.2.5.2	Each	60.0%	35.00%	21.000%
3	Mobile Hotspot Device as described in Section 19.2.5.3	Each	5.0%	35.00%	1.750%
4	Tablet as described in Section 19.2.5.4	Each	15.0%	35.00%	5.250%
5	Accessories as described in Section 19.2.5.5	Each	5.0%	25.00%	1.250%

<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>					
<b>Cost Table 19.2.5.7.a - Expedite Fees</b>					
<b>Cost Table 19.2.5.7.a - Expedite Fees</b>					
Item	Feature Name	Non-Recurring Charge	Monthly Recurring Charge		
1	Expedite Fee for 1-5 devices	\$ 20.99	N/A		
2	Expedite Fee for 6-10 devices	\$ 30.99	N/A		
3	Expedite Fee for 11-25 devices	\$ 60.99	N/A		
4	Expedite Fee for more than 25 devices	\$ 110.99	N/A		

CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS								
Cost Table 19.2.5.7.a - Expedite Fees								
Cost Table 19.2.5.7.a - Expedite Fees								
Item	Feature Name	Non-Recurring			Monthly Recurring			Total
		Non-Recurring Charge	Qty	Extended	Monthly Recurring Charge	Qty	Extended	
1	Expedite Fee for 1-5 devices	\$ 20.99	10	\$ 209.90	N/A	N/A	N/A	\$ 209.90
2	Expedite Fee for 6-10 devices	\$ 30.99	5	\$ 154.95	N/A	N/A	N/A	\$ 154.95
3	Expedite Fee for 11-25 devices	\$ 60.99	2	\$ 121.98	N/A	N/A	N/A	\$ 121.98
4	Expedite Fee for more than 25 devices	\$ 110.99	1	\$ 110.99	N/A	N/A	N/A	\$ 110.99
<b>Monthly Total</b>				\$ 597.82			N/A	\$ 597.82
<b>Annual Total</b>				\$ 7,173.84			N/A	\$ 7,173.84

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

<b>Cost Table 19.2.5.7.b - Unsolicited Expedite Fees</b>				
	<b>Total for this cost worksheet:</b>	<b>Offered</b>	<b>Catalog</b>	<b>% Discount</b>
		\$ -	\$ -	#DIV/0!

**Cost Table 19.2.5.7.b - Unsolicited Expedite Fees** \* Note: Extended prices based on 1 Non-Recurring charge and 12 months recurring charges

	Unsolicited Product or Feature Name	Unit of measure	Offer Price			Catalog Price			% Discount	Catalog Reference Information			
			Non- Recurring Charge	Monthly Recurring Charge	Extended Price *	Non- Recurring Charge	Monthly Recurring Charge	Extended Price *		Bidder's Catalog Product Identifier	Reference document (name of catalog):	Location	Page
1					\$ -			\$ -	#DIV/0!				
2					\$ -			\$ -	#DIV/0!				
3					\$ -			\$ -	#DIV/0!				
4					\$ -			\$ -	#DIV/0!				
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18					\$ -			\$ -	#DIV/0!				

<b>SUBCATEGORY 19.2</b>	
<b>CELLULAR BUSINESS SERVICE</b>	
<b>SUMMARY COST WORKSHEET</b>	
<b>CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS</b>	
<b>Cost Table</b>	<b>Annual Model Total Extended Costs</b>
<b>Cost Table 19.2.2.13 - CJIS Compliance Solution</b>	\$ 240,000.00
<b>Cost Table 19.2.2.21 - Push-To-Talk Solution</b>	\$ 539,700.00
<b>Cost Table 19.2.3.2.1.a - Voice and Text Service Plan for Basic Phones</b>	\$ 47,970.00
<b>Cost Table 19.2.3.2.2.a - Voice, Text and Data Service Plans</b>	\$ 2,687,988.00
<b>Cost Table 19.2.3.2.3.a - Data Only Service Plans</b>	\$ 550,794.00
<b>Cost Table 19.2.3.2.4.a - Machine-to-Machine and Internet of Things Service Plans</b>	\$ 409,596.00
<b>Cost Table 19.2.3.2.8.a - International Roaming</b>	\$ 7,200.00
<b>Cost Table 19.2.3.2.9 - Suspended Service Plan</b>	\$ -
<b>Cost Table 19.2.5.7.a - Expedite Fees</b>	\$ 7,173.84
<b>Total Evaluated Annual Cost</b>	\$ 4,490,421.84
<b>Total Evaluated Four Year Cost</b>	\$ 17,961,687.36
<b>Total Evaluated Cost with One Two-Year Extension</b>	\$ 26,942,531.04
<b>Total Evaluated Cost with two Two-Year Extensions</b>	\$ 35,923,374.72



**SUBCATEGORY 19.2  
CELLULAR BUSINESS SERVICE**

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**EQUIPMENT DISCOUNT PERCENTAGE DISCOUNT**

	Average Percentage Discount for All Equipment
<b>Cost Table 19.2.5 - Equipment</b>	34.50%

**SUBCATEGORY 19.2  
 CELLULAR BUSINESS SERVICE**

**CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS**

**UNSOLICITED OVERALL PERCENTAGE DISCOUNT**

<b>Cost Table</b>	<b>Extended Model Offered Prices</b>	<b>Extended Model Catalog Prices</b>
<b>Cost Table 19.2.3.2.1.b - Unsolicited Voice and Text Service Plan for Basic Phone Features</b>	\$ 4,172.04	\$ 4,875.24
<b>Cost Table 19.2.3.2.2.b - Unsolicited Voice, Text and Data Service Plan Features</b>	\$ 6,503.88	\$ 7,803.24
<b>Cost Table 19.2.3.2.3.b - Unsolicited Data Only Service Plan Features</b>	\$ 3,372.00	\$ 4,200.00
<b>Cost Table 19.2.3.2.4.b - Unsolicited Machine-to-Machine Service and Internet of Things Service Plans or Features</b>	\$ 455.88	\$ 661.44
<b>Cost Table 19.2.3.2.7.a - Domestic to International Calling and Messaging Services - Outbound Voice</b>	\$ -	\$ -
<b>Cost Table 19.2.3.2.7.b - Domestic to International Calling and Messaging Services - SMS</b>	\$ -	\$ -
<b>Cost Table 19.2.3.2.7.c - Domestic to International Calling and Messaging Services - MMS</b>	\$ -	\$ -
<b>Cost Table 19.2.3.2.8.b - Unsolicited International Voice, Text or Data Services or Features for International Roaming</b>	\$ 6,019.49	\$ 7,236.77
<b>Cost Table 19.2.5.7.b - Unsolicited Expedite Fees</b>	\$ -	\$ -
<b>Total Extended Model Prices:</b>	<b>\$ 20,523.29</b>	<b>\$ 24,776.69</b>
<b>Difference:</b>	<b>\$</b>	<b>4,253.40</b>
<b>Overall Percentage Discount:</b>	<b>17.2%</b>	

**INVITATION FOR BID**  
**IFB C4CVD18**  
**FOR**  
**CATEGORY 19**  
**CALNET CELLULAR VOICE AND DATA SERVICES**  
**SUBCATEGORY 19.1 CELLULAR BUSINESS SERVICES**

**STATEMENT OF WORK**  
**CATALOG A**

**Addendum 3**

**December 14, 2018**

Issued by:  
**STATE OF CALIFORNIA**  
California Department of Technology  
Statewide Technology Procurement  
PO Box 1810  
Rancho Cordova, CA 95741

Disclaimer: The original PDF 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.

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**Table 19.1.2.2.1 – Voice and Text Service Plan for Basic Phones**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Wireless Service for Basic Devices (See Below)</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b>

Table 19.1.2.2.1 –Voice and Text Service Plan for Basic Phones						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.1.2.2.1.a –Voice and Text Service Plan for Basic Phones						
1	Voice and Text Service Plan for Basic Phones	Month	CA0001	*Monthly rate covers 1 user for network access on a Basic phone. *100MB of domestic data allowance *Verizon will reduce speeds should 100MB of data usage be reached in the current month/bill cycle to 200kbps *No domestic roaming or domestic long distance charges *Coverage includes the Verizon Wireless 4G network *Also includes: Basic Voicemail, Call forwarding, call waiting, and VoLTE with compatible equipment *Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$20.00
Table 19.1.2.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features						
1	CUSTOM NATIONWIDE CONSUMPTION PLAN	Month	CA0100	A variety of custom features may be attached to this rate plan. Smartphones and Multimedia Phones require a data package. Push to Talk Plus feature (CA0101 or CA0126), Government Email feature (CA0124) and Hotspot feature (CA0125) may be attached to this rate plan. Subscriber may be subject to a \$0.06 per minute voice usage charge. Includes 100 messages. Per message charges apply after allowance is reached.	N/A	\$0.00

<b>Table 19.1.2.2.1 –Voice and Text Service Plan for Basic Phones</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
2	CUST PTT PLUS BASIC 4G FEATURE	Month	CA0101	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$10.00
3	UNLTXTPIX FLIX FEATURE	Month	CA0102	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$12.00
4	400 TXT/PIX/FLIX MSGS FEATURE	Month	CA0103	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. Overage charges apply after allowance is reached.	N/A	\$3.00
5	1100 TXT PIX FLIX FEATURE	Month	CA0104	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. Overage charges apply after allowance is reached.	N/A	\$10.00
6	NATIONWIDE CALLING PLAN 200 SHR	Month	CA0105	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$26.94

Table 19.1.2.2.1 –Voice and Text Service Plan for Basic Phones						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
7	NATIONWIDE CALLING PLAN 400 SHR	Month	CA0106	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$29.61
8	NATIONWIDE CALLING PLAN 600 SHR	Month	CA0107	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$42.44
9	NATIONWIDE CALLING PLAN 1000 SHR	Month	CA0108	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$54.29



Table 19.1.2.2.1 –Voice and Text Service Plan for Basic Phones						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
10	NATIONWIDE CALLING PLAN 100 SHR	Month	CA0109	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$23.68
11	NATIONWIDE CALLING PLAN 0 SHR	Month	CA0110	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$15.99
12	75MB DATA FEATURE	Month	CA0111	Add on Data feature. Not compatible with all plans.	N/A	\$10.00
13	CALL FILTER FEATURE	Month	CA0112	Call Filter, formerly known as Caller Name ID, enables subscribers to manage and block spam callers, as well as provides contact details for unknown received calls, texts and voicemails.	N/A	\$2.99
14	PTT+ LAND MOBILE RADIO FEATURE	Month	CA0113	Add on feature. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$4.50

<b>Table 19.1.2.2.1 –Voice and Text Service Plan for Basic Phones</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
15	FIELD FORCE MGR LTD FEATURE	Month	CA0114	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$15.00
16	FIELD FORCE MGR BAS FEATURE	Month	CA0115	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$20.00
17	FIELD FORCE MGR PRO FEATURE	Month	CA0116	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$19.25
18	CUST PTT PLUS BASIC 4G ENT FEATURE	Month	CA0117	Add on feature. Not compatible with all plans. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$2.00
19	PTT PLUS BASIC 4G ENTERPRISE FEATURE	Month	CA0118	Add on feature. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$5.00

Table 19.1.2.2.1 –Voice and Text Service Plan for Basic Phones						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
20	PUBLIC SAFETY UNLIMITED BASIC PHONE PLAN	Month	CA0119	No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by specified NAICS (formerly SIC) Codes (928110, 922190, 922110, 922130, 922140, 922150, 923120, 926120, 926150, 926130, 921150, 921190, and 921110)	N/A	\$22.99
21	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 3G/4G	Month	CA0120	No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by specified NAICS (formerly SIC) Codes (928110, 922190, 922110, 922130, 922140, 922150, 923120, 926120, 926150, 926130, 921150, 921190, and 921110). Smartphones and Multimedia Phones require a data package. Domestic voice calls are subject to per minute usage charges.	N/A	\$17.99
22						
23						
24						
25						

**Table 19.1.2.2.2 – Voice, Text and Data Service Plans**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Wireless Service for Smartphones</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b>

Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.1.2.2.2.a – Voice, Text and Data Service Plans						
1	Voice, Text and Data 2 GB Service Plan	Month	CA0002	*Monthly rate covers 1 user for network access on a Smartphone *2GB domestic data allowance *Verizon will reduce speeds should 2GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance)*Coverage includes the Verizon Wireless 4G network *Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment *Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$35.00

<b>Table 19.1.2.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
2	<b>Voice, Text and Data 5 GB Service Plan</b>	Month	CA0003	*Monthly rate covers 1 user for network access on a Smartphone *5GB domestic data allowance *Verizon will reduce speeds should 5GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network *Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment*Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$40.00
3	<b>Voice, Text and Data 10 GB Service Plan</b>	Month	CA0004	*Monthly rate covers 1 user for network access on a Smartphone *10GB domestic data allowance *Verizon will reduce speeds should 10GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network *Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment.*Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$50.00

<b>Table 19.1.2.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
4	<b>Voice, Text and Data 20 GB Service Plan</b>	Month	CA0005	*Monthly rate covers 1 user for network access on a Smartphone *20GB domestic data allowance *Verizon will reduce speeds should 20GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network*Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment *Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$80.00
5	<b>Voice, Text and Data 50 GB Service Plan</b>	Month	CA0006	*Monthly rate covers 1 user for network access on a Smartphone *50GB domestic data allowance *Verizon will reduce speeds should 50GB of data usage be reached in the current month/bill cycle to 200kbps * mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network *Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment*Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$110.00

<b>Table 19.1.2.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
<b>Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plans</b>						
1	CUSTOM NATIONWIDE CONSUMPTION PLAN	Month	CA0100	A variety of custom features may be attached to this rate plan. Smartphones and Multimedia Phones require a data package. Push to Talk Plus feature (CA0101 or CA0126), Government Email feature (CA0124) and Hotspot feature (CA0125) may be attached to this rate plan. Subscriber may be subject to a \$0.06 per minute voice usage charge. Includes 100 messages. Per message charges apply after allowance is reached.	N/A	\$0.00
2	CUST PTT PLUS BASIC 4G FEATURE	Month	CA0101	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$10.00
3	UNLTXTPIX FLIX FEATURE	Month	CA0102	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$12.00
4	400 TXT/PIX/FLIX MSGS FEATURE	Month	CA0103	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. Overage charges apply after allowance is reached.	N/A	\$3.00
5	1100 TXT PIX FLIX FEATURE	Month	CA0104	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. Overage charges apply after allowance is reached.	N/A	\$10.00

Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
6	NATIONWIDE CALLING PLAN 200 SHR	Month	CA0105	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$26.94
7	NATIONWIDE CALLING PLAN 400 SHR	Month	CA0106	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$29.61
8	NATIONWIDE CALLING PLAN 600 SHR	Month	CA0107	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$42.44



Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
9	NATIONWIDE CALLING PLAN 1000 SHR	Month	CA0108	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$54.29
10	NATIONWIDE CALLING PLAN 100 SHR	Month	CA0109	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$23.68
11	NATIONWIDE CALLING PLAN 0 SHR	Month	CA0110	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$15.99
12	75MB DATA FEATURE	Month	CA0111	Add on feature. Not compatible with all plans. Additional terms and conditions can apply.	N/A	\$10.00
13	CALL FILTER FEATURE	Month	CA0112	Call Filter, formerly known as Caller Name ID, enables subscribers to manage and block spam callers, as well as provides contact details for unknown received calls, texts and voicemails.	N/A	\$2.99

<b>Table 19.1.2.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
14	PTT+ LAND MOBILE RADIO FEATURE	Month	CA0113	Add on feature. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$4.50
15	4G SMARTPHONE HOTSPOT FEATURE	Month	CA0121	Add on feature. Not compatible with all plans. Mobile Hotspot is available for capable devices and allows users to use their device and share data allowance with multiple Wi-Fi enabled devices.	N/A	\$5.00
16	PTT PLUS 4G ENTERPRISE FEATURE	Month	CA0122	Add on feature. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$5.00
17	CUST PTT PLUS 4G ENT FEATURE	Month	CA0123	Add on feature. Not compatible with all plans. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$2.00
18	EMAIL & DATA UNLIMITED FEATURE	Month	CA0124	This Feature must be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100) when the device is a smartphone. This feature cannot be used with any other plans. The underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$24.99
19	4G SMARTPHONE HOTSPOT CA FEATURE	Month	CA0125	This Feature can be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100) when the device is a smartphone. This feature cannot be used with any other plans. The underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$10.00
20	CUST PTT PLUS 4G ENT CA FEATURE	Month	CA0126	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$10.00

Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
21	NATIONWIDE BUNDLED PLAN 400MIN SHR	Month	CA0127	Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after allowance is reached. Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.	N/A	\$49.35
22	NATIONWIDE BUNDLED PLAN 600MIN SHR	Month	CA0128	Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after allowance is reached. Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.	N/A	\$62.19

Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
23	NATIONWIDE BUNDLED PLAN 1000MIN SHR	Month	CA0129	Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after allowance is reached. Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.	N/A	\$74.04
24	NATIONWIDE EMAIL ADD-A-LINE PLAN	Month	CA0130	The Add-a-Line plan can only be 50% of an accounts total share lines. The Add-A-Line plan shares with the NVLPT Nationwide for Government 400, 600 and 1000 minute plans. Overage charges apply after allowance is reached. * Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need.	N/A	\$35.99

Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
25	SMARTPHONE PAY-AS-YOU-GO VOICE	Month	CA0131	Subject to the Data Services terms and conditions; additional terms and conditions apply to Unlimited, Megabyte (MB), Smartphone and BlackBerry Plans. Per minute roaming applies to Voice calls. Domestic long distance is included when placing calls in the America's Choice home airtime rate and coverage area. Domestic voice calls are subject to per minute usage charges. Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.	N/A	\$35.99
26	DATA PACKAGE 2GB/ FEATURE	Month	CA0132	2GB data package is eligible for a monthly access fee discounts when combined with select Business calling plans 3Smartphone Subscribers require a data package with a minimum allowance of 2GB.	N/A	\$23.10

Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
27	NUMBERSHARE LINE ACCESS FEATURE	Month	CA0133	This plan is for use only in the United States on the Verizon Wireless 4G network. When NumberShare is active on a 4G Smartwatch, certain services will not work on the Smartwatch device including: Call Forwarding, No Answer Transfer, Busy Transfer, Caller Name ID, Voicemail (access voicemail on the Smartwatch device by dialing the host smartphone number and pin)), and RingBack Tones. Calls and messages to/from blocked contacts will not be blocked on the Smartwatch when NumberSharing with a host smartphone. Verizon does not guarantee that NumberShare will work at all times in every situation and the service works only with eligible devices. 1. Only lines on select smartwatches with the NumberShare service can be activated on this plan. Certain conditions must be met prior to activation. This plan can only be used when paired with a Verizon Wireless Smartphone that has unlimited data. 2. Usage may be prioritized behind other customers in the event of network congestion. 3. Unlimited messaging from within the United States to anywhere in the world where messaging services are available.	N/A	\$10.00
28	FIELD FORCE MGR LTD AD FEATURE	Month	CA0134	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$15.00
29	FIELD FORCE MGR BAS AD FEATURE	Month	CA0135	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$20.00

<b>Table 19.1.2.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
30	FIELD FORCE MGR PRO AD FEATURE	Month	CA0136	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$19.25
31	UNLIMITED SMARTPHONE PLAN	Month	CA0137	No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. In the event of network congestion, after 10GB of data usage on a line during any billing cycle, usage on such line may result in slightly slower download speeds relative to another user. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p. Mobile Hotspot is available on all capable devices and allows Corporate Subscribers to use their device and share data allowance with multiple Wi-Fi enabled devices. If 10GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage. Unlimited Messaging from within the United States to anywhere in the world where messaging services are available.	N/A	\$50.05

Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
32	UNLIMITED PLAN FOR SMARTPHONE	Month	CA0138	Coverage area includes the Verizon Wireless 4G network; and the 3G and Extended partner networks, while available. Data speeds are not guaranteed while on Extended or roaming partner networks. Only a 4G LTE GSM/UMTS global-capable smartphone can be activated on this plan. No domestic roaming or long distance charges. After 25 GB of data usage on a line during any billing cycle usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 480p. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds will be reduced for the remainder of the day. Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If 15 GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage. Toll free calling from the US to Canada and Mexico, from Mexico to the US and Canada, and from Canada to the US and Mexico. Unlimited Messaging from within the United States to anywhere in the world where messaging services are available.	N/A	\$70.00
33	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 4G	Month	CA0139	No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by specified NAICS (formerly SIC) Codes (928110, 922190, 922110, 922130, 922140, 922150, 923120, 926120, 926150, 926130, 921150, 921190, and 921110). Smartphones and Multimedia Phones require a data package. Domestic voice calls are subject to per minute usage charges.	N/A	\$17.99



Table 19.1.2.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
34	PUBLIC SAFETY UNLIMITED SMARTPHONE PLAN	Month	CA0030	*Monthly rate covers 1 user for network access using a Smartphone device *User must have a qualifying NAICS Codes (928110, 922190, 922110, 922130, 922140, 922150, 923120, 926120, 926150, 926130, 921150, 921190, and 921110) to utilize plan *Unlimited 4G data allowance In the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced for data usage exceeding 25GB per billing cycle on a go forward basis. *To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p *Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary *Video surveillance cameras), and IoT devices are expressly prohibited on this rate plan. *No domestic roaming charges *Coverage includes the Verizon Wireless network	N/A	\$39.99

**Table 19.1.2.2.3 – Data Only Service Plans**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Data Services for Wireless Devices</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b>

<b>Table 19.1.2.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
<b>Table 19.1.2.2.3.a – Data Only Service Plans</b>						
1	<b>Data Only 2 GB Service Plan</b>	Month	CA0007	*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet. *2GB domestic data allowance *Verizon will reduce speeds should 2GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network.* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.	N/A	\$20.00

<b>Table 19.1.2.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
2	<b>Data Only 5 GB Service Plan</b>	Month	CA0008	*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet. *5GB domestic data allowance *Verizon will reduce speeds should 5GB of data usage be reached in the current month/bill cycle to 200kbps * mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network. * Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.	N/A	\$30.00
3	<b>Data Only 10 GB Service Plan</b>	Month	CA0009	*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet. *10GB domestic data allowance *Verizon will reduce speeds should 10GB of data usage be reached in the current month/bill cycle to 200kbps * mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network. * Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan	N/A	\$55.00

<b>Table 19.1.2.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
4	<b>Data Only 20 GB Service Plan</b>	Month	CA0010	<p>*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet.</p> <p>*20GB domestic data allowance</p> <p>*Verizon will reduce speeds should 20GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>* mobile hotspot/tethering included (utilizes plan's data allowance)</p> <p>*Coverage includes the Verizon Wireless 4G network.* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.</p>	N/A	\$95.00
5	<b>Data Only 50 GB Service Plan</b>	Month	CA0011	<p>*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet.</p> <p>*50GB domestic data allowance</p> <p>*Verizon will reduce speeds should 50GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>* mobile hotspot/tethering included (utilizes plan's data allowance).</p> <p>* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.</p> <p>*No domestic roaming charges</p> <p>*Coverage includes the Verizon Wireless 4G network</p>	N/A	\$150.00

<b>Table 19.1.2.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
6	<b>Data Only 100 GB Service Plan</b>	Month	CA0012	<p>*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet*100GB domestic data allowance</p> <p>*Verizon will reduce speeds should 2GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>*Mobile hotspot/tethering included (utilizes plan's data allowance)</p> <p>*Coverage includes the Verizon Wireless 4G network.</p> <p>* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.</p>	N/A	\$350.00
<b>Table 19.1.2.2.3.b – Unsolicited Data Only Service Plan Features</b>						
1	UNLIMITED MOBILE BROADBAND PLAN	Month	CA0300	<p>4G service requires 4G equipment and 4G coverage.</p> <p>Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.</p>	N/A	\$37.99
2	FLEXIBLE DATA PLAN 1MB	Month	CA0301	<p>For Connected Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.</p>	N/A	\$5.00

<b>Table 19.1.2.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
3	FLEXIBLE DATA PLAN 100MB	Month	CA0302	For Connected Devices, Tablets, Netbooks, Notebooks. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$10.00
4	FLEXIBLE DATA PLAN 2GB	Month	CA0303	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$26.95
5	FLEXIBLE DATA PLAN 4GB	Month	CA0304	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$34.65

<b>Table 19.1.2.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
6	FLEXIBLE DATA PLAN 6GB	Month	CA0305	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$42.35
7	FLEXIBLE DATA PLAN 8GB	Month	CA0306	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$50.05
8	FLEXIBLE DATA PLAN 10GB	Month	CA0307	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$57.75

<b>Table 19.1.2.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
9	FIELD FORCE MGR LTD AD FEATURE	Month	CA0134	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$15.00
10	FIELD FORCE MGR BAS AD FEATURE	Month	CA0135	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$20.00
11	FIELD FORCE MGR PRO AD FEATURE	Month	CA0136	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$19.25



Table 19.1.2.2.3 – Data Only Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
12	<b>PUBLIC SAFETY UNLIMITED MOBILE BROADBAND PLAN</b>	Month	CA0031	<p>*monthly rate covers 1 user for network access using a mobile broadband device (e.g. MiFi, aircard, Jetpack)</p> <p>*User must have a qualifying NAICS (928110, 922190, 922110, 922130, 922140, 922150, 923120, 926120, 926150, 926130, 921150, 921190, and 921110) to utilize plan</p> <p>*Unlimited 4G data allowance</p> <p>*Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions ("throttling") regardless of data usage during any billing cycle. For others, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced for data usage exceeding 25GB per billing cycle on a go forward basis.</p> <p>*Video applications will stream at 720p</p> <p>*Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.</p> <p>*No domestic roaming charges</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$37.99
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<b>Table 19.1.2.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
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**Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Machine-to-Machine Wireless Data Service</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b>

Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.1.2.2.4.a – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)						
1	<b>M2MIoT 1 MB Service Plan</b>	Month	CA0013	* Monthly rate covers 1 user for domestic network access * Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and are prohibited for use on M2M and IoT Service Plans. <b>*1MB</b> of 4G domestic data allowance * Data is not pooled with any other plans and is only pooled with other Product Identifiers CA0013, CA0014, CA0015, and CA0016 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage. *Coverage includes the Verizon Wireless network	N/A	\$3.00
2	<b>Overage Charge for M2MIoT 1 MB Service Plan</b>		OCA0013	* per Megabyte	\$1.00	N/A

<b>Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
3	<b>M2MIoT 10 MB Service Plan</b>	Month	CA0014	<p>*Monthly rate covers 1 user for domestic network access.</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans.</p> <p><b>*10MB</b> of 4G domestic data allowance</p> <p>* Data is not pooled with any other plans and is only pooled with other Product Identifiers CA0013, CA0014, CA0015, and CA0016 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$9.00
4	<b>Overage Charge for M2MIoT 10 MB Service Plan</b>		OCA0014	per Megabyte	\$1.00	N/A
5	<b>M2MIoT 50 MB Service Plan</b>	Month	CA0015	<p>* Monthly rate covers 1 user for domestic network access.</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans:Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans.</p> <p><b>*50MB</b> of 4G domestic data allowance</p> <p>* Data is not pooled with any other plans and is only pooled with other Product Identifiers CA0013, CA0014, CA0015, and CA0016 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$12.00
6	<b>Overage Charge for M2MIoT 50 MB Service Plan</b>		OCA0015	*data overate rate: \$1.00 per Megabyte	\$1.00	N/A

<b>Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
7	<b>M2MIoT 250 MB Service Plan</b>	Month	CA0016	<p>* Monthly rate covers 1 user for domestic network access.</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans. * <b>250MB</b> of 4G domestic data allowance</p> <p>* Data is not pooled with any other plans and is only pooled with other Product Identifiers CA0013, CA0014, CA0015, and CA0016 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$15.00
8	<b>Overage Charge for M2MIoT 250 MB Service Plan</b>		OCA0016	per Megabyte	\$1.00	N/A
9	<b>M2MIoT 1 GB Service Plan</b>	Month	CA0017	<p>*Monthly rate covers 1 user for domestic network access</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans.</p> <p>*Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans.</p> <p>*<b>1GB</b> of 4G domestic data allowance</p> <p>Data is not pooled with any other plans and is only pooled with other Product Identifiers CA0017, CA0018, CA0019 and CA0020 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$18.00

<b>Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
10	<b>Overage Charge for M2MIoT 1 GB Service Plan</b>		OCA0017	Per Megabyte	\$0.008	N/A
11	<b>M2MIoT 5 GB Service Plan</b>	Month	CA0018	*Monthly rate covers 1 user for domestic network access * Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. *Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans. * <b>5GB</b> of 4G domestic data allowance Data is not pooled with any other plans and is only pooled with other Product Identifiers CA0017, CA0018, CA0019 and CA0020 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage. *Coverage includes the Verizon Wireless network	N/A	\$35.00
12	<b>Overage Charge for M2MIoT 5 GB Service Plan</b>		OCA0018	Per Megabyte	\$0.008	N/A

<b>Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
13	<b>M2MIoT 10 GB Service Plan</b>	Month	CA0019	<p>*Monthly rate covers 1 user for domestic network access</p> <p>*Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans.</p> <p>*Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans.</p> <p>*<b>10GB</b> of 4G domestic data allowance Data is not pooled with any other plans and is only pooled with other Product Identifiers CA0017, CA0018, CA0019 and CA0020 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$55.00
14	<b>Overage Charge for M2MIoT 10 GB Service Plan</b>		OCA0019	Per Megabyte	\$0.008	N/A
15	<b>M2MIoT 20 GB Service Plan</b>	Month	CA0020	<p>*Monthly rate covers 1 user for domestic network access</p> <p>*Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans.</p> <p>*Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans.</p> <p>*<b>20GB</b> of 4G domestic data allowance Data is not pooled with any other plans and is only pooled with other Product Identifiers CA0017, CA0018, CA0019 and CA0020 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$100.00

Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
16	Overage Charge for M2MIoT 20 GB Service Plan		OCA0020	Per Megabyte	\$0.008	N/A
Table 19.1.2.2.4.b – Unsolicited Machine-to-Machine and Internet of Things Service Plan Features (M2MIoT)						
1	CUSTOM MOBILE BROADBAND M2M PLAN	Month	CA0400	Machine to Machine coverage included the Verizon Wireless 4G, 3G and 3G Extended networks. 4G service requires 4G equipment and 4G coverage. Typical 4G speeds: 5 to 12 Mbps download, 2 to 5 Mbps upload. When traveling in the 3G Coverage Area, you can expect download speeds of 600 Kbps to 1.4 Mbps and upload speeds of 500 to 800 Kbps. When traveling in the Extended 3G Coverage Area, you can expect download speeds of 400 to 700 Kbps and upload speeds of 60 to 80 Kbps. Outside the Mobile Broadband Rate and Coverage Area, the NationalAccess network allows connections at typical speeds of 60 to 80 Kbps. Overage charges apply after allowance is reached.	N/A	\$37.99
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<b>Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
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**Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:</b>
<b>Geographic Availability:</b>
<b>Service Limitations and Restrictions:</b>

<b>Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services</b>							
	<b>Country, Countries, Regions, or Groupings</b>	<b>(a) Outbound Voice per Minute</b>		<b>(b) SMS Send/ Receive per Message</b>		<b>(c) MMS Send/ Receive per Message</b>	
		<b>Product Identifier</b>	<b>Bidder's per Minute Rate</b>	<b>Product Identifier</b>	<b>Bidder's per Message Rate</b>	<b>Product Identifier</b>	<b>Bidder's per Message Rate</b>
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<b>Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services</b>							
	<b>Country, Countries, Regions, or Groupings</b>	<b>(a) Outbound Voice per Minute</b>		<b>(b) SMS Send/ Receive per Message</b>		<b>(c) MMS Send/ Receive per Message</b>	
		<b>Product Identifier</b>	<b>Bidder's per Minute Rate</b>	<b>Product Identifier</b>	<b>Bidder's per Message Rate</b>	<b>Product Identifier</b>	<b>Bidder's per Message Rate</b>
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**Table 19.1.2.2.8 – International Roaming**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: International Roaming</b>
<b>Geographic Availability: Dependent on Availability of Facilities of Roaming Verizon Partners</b>
<b>Service Limitations and Restrictions: See Contractor's Web Maintained Reference List, And As Indicated Below</b>

Table 19.1.2.2.8 – International Roaming						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Daily Recurring Charge
Table 19.1.2.2.8.a – International Roaming						
1	Canada and Mexico	Day	0/	Allows travelers to use their device with the usage coming out of their Domestic Talk, Message, and Data allowances while roaming in Canada or Mexico	N/A	\$0.00

<b>Table 19.1.2.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
2	<b>All countries on the Contractor’s web maintained reference list</b>	Day	/10	<p>Allows travelers to use their device with the usage coming out of their Domestic Talk, Message, and Data allowances while roaming in more than 185 countries with a daily charge for a 24-hour session.</p> <p>TravelPass is only available on 4G LTE World dual or quad band devices on an eligible monthly Smartphone plan. TravelPass lets the customer use their talk, text and data allowances for a daily fee. A 4G World device with HD voice is required. International data will be reduced to 2G speeds after 500 MB/day. Calls while traveling are permitted within the destination of travel and back to the USA. If more than 50% of the customer’s talk, text or data usage in a 60-day period is within the destination of travel, Verizon may disable or limit the use of those services in those destinations.</p> <p>When the customer connects to a foreign carrier’s network, Verizon may send him or her text messages to explain how to dial for the destination they’re in and the rates they will pay to use services there. When traveling, some services such as domestic data applications, voicemail or call waiting, may not be available or work as expected. Please be sure to disable TravelPass in MyBiz if the customer does not want to incur daily TravelPass fees while traveling internationally.</p>	N/A	\$10.00
<b>Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming</b>						

1	NATIONAL INTERNATIONAL PLAN 4G 400 SHR	Month	CA0500	<p>Requires a 4G Global capable smartphone. The domestic data allowance applies in the United States. The international travel data allowance applies in Canada, Mexico, and the rest of the world where coverage is available. Verizon Wireless will terminate a line of service if more than half of the usage over three consecutive billing cycles is outside of the United States. Domestic Data Allowance: Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Account Share - Voice Sharing (Domestic Only): At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached. Zone 1 Countries are as follows: Aland Islands, Albania, American Samoa, Andorra, Anguilla, Antigua, Antarctica, Argentina, Aruba, Australia, Austria, Bahamas, Barbados, Belarus, Belgium, Belize, Bermuda, Bolivia, Bosnia and Herzegovina, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Cayman Islands, Chile, China, Christmas Island, Colombia, Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, El Salvador, England, Estonia, Falkland Islands, Faroe Islands, Fiji Islands, Finland, France, French Guiana, French Polynesia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Italy, Jamaica, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Nauru, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Norfolk Island, Northern Ireland, Northern Mariana</p>	N/A	\$66.66
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Table 19.1.2.2.8 – International Roaming						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Daily Recurring Charge
				Island, Norway, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Reunion, Romania, Russia, Samoa, San Marino, Scotland, Serbia, Singapore, Slovakia, Slovenia, Solomon Islands, Spain, South Korea, St. Barthelemy, St. Kitts and Nevis, St. Lucia, St. Martin, St. Vincent & Grenadines, Suriname, Svalbard, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, Turks and Caicos Islands, Ukraine, Uruguay, Vanuatu, Vatican City, Venezuela, Vietnam and Wales. Zone 2 Countries are as follows: Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central African Republic, Chad, Comoros, Congo, Cuba, Djibouti, East Timor, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea Bissau, Indonesia, Iraq, Israel, Ivory Coast, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Mauritania, Mauritius, Mayotte Island, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Niger, Nigeria, Oman, Pakistan, Philippines, Qatar, Rwandese Republic, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, Sri Lanka, South Sudan, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togo, Trinidad and Tobago, Tunisia, Turkmenistan, Uganda, United Arab Emirates, Uzbekistan, Western Sahara, Yemen, Zambia and Zimbabwe. Other available countries will be billed at the Zone 2 rates. The list of countries is subject to change.		

2	NATIONAL INTERNATIONAL PLAN 4G 600 SHR	Month	CA0501	<p>Requires a 4G Global capable smartphone. The domestic data allowance applies in the United States. The international travel data allowance applies in Canada, Mexico, and the rest of the world where coverage is available. Verizon Wireless will terminate a line of service if more than half of the usage over three consecutive billing cycles is outside of the United States. Domestic Data Allowance: Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Account Share - Voice Sharing (Domestic Only): At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached. Zone 1 Countries are as follows: Aland Islands, Albania, American Samoa, Andorra, Anguilla, Antigua, Antarctica, Argentina, Aruba, Australia, Austria, Bahamas, Barbados, Belarus, Belgium, Belize, Bermuda, Bolivia, Bosnia and Herzegovina, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Cayman Islands, Chile, China, Christmas Island, Colombia, Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, El Salvador, England, Estonia, Falkland Islands, Faroe Islands, Fiji Islands, Finland, France, French Guiana, French Polynesia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Italy, Jamaica, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Nauru, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Norfolk Island, Northern Ireland, Northern Mariana</p>	N/A	\$78.87
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<b>Table 19.1.2.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
				Island, Norway, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Reunion, Romania, Russia, Samoa, San Marino, Scotland, Serbia, Singapore, Slovakia, Slovenia, Solomon Islands, Spain, South Korea, St. Barthelemy, St. Kitts and Nevis, St. Lucia, St. Martin, St. Vincent & Grenadines, Suriname, Svalbard, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, Turks and Caicos Islands, Ukraine, Uruguay, Vanuatu, Vatican City, Venezuela, Vietnam and Wales. Zone 2 Countries are as follows: Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central African Republic, Chad, Comoros, Congo, Cuba, Djibouti, East Timor, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea Bissau, Indonesia, Iraq, Israel, Ivory Coast, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Mauritania, Mauritius, Mayotte Island, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Niger, Nigeria, Oman, Pakistan, Philippines, Qatar, Rwandese Republic, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, Sri Lanka, South Sudan, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togo, Trinidad and Tobago, Tunisia, Turkmenistan, Uganda, United Arab Emirates, Uzbekistan, Western Sahara, Yemen, Zambia and Zimbabwe. Other available countries will be billed at the Zone 2 rates. The list of countries is subject to change.		

3	NATIONAL INTERNATIONAL PLAN 4G 1000 SHR	Month	CA0502	<p>Requires a 4G Global capable smartphone. The domestic data allowance applies in the United States. The international travel data allowance applies in Canada, Mexico, and the rest of the world where coverage is available. Verizon Wireless will terminate a line of service if more than half of the usage over three consecutive billing cycles is outside of the United States. Domestic Data Allowance: Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Account Share - Voice Sharing (Domestic Only): At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached. Zone 1 Countries are as follows: Aland Islands, Albania, American Samoa, Andorra, Anguilla, Antigua, Antarctica, Argentina, Aruba, Australia, Austria, Bahamas, Barbados, Belarus, Belgium, Belize, Bermuda, Bolivia, Bosnia and Herzegovina, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Cayman Islands, Chile, China, Christmas Island, Colombia, Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, El Salvador, England, Estonia, Falkland Islands, Faroe Islands, Fiji Islands, Finland, France, French Guiana, French Polynesia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Italy, Jamaica, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Nauru, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Norfolk Island, Northern Ireland, Northern Mariana</p>	N/A	\$90.14
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<b>Table 19.1.2.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
				Island, Norway, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Reunion, Romania, Russia, Samoa, San Marino, Scotland, Serbia, Singapore, Slovakia, Slovenia, Solomon Islands, Spain, South Korea, St. Barthelemy, St. Kitts and Nevis, St. Lucia, St. Martin, St. Vincent & Grenadines, Suriname, Svalbard, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, Turks and Caicos Islands, Ukraine, Uruguay, Vanuatu, Vatican City, Venezuela, Vietnam and Wales. Zone 2 Countries are as follows: Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central African Republic, Chad, Comoros, Congo, Cuba, Djibouti, East Timor, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea Bissau, Indonesia, Iraq, Israel, Ivory Coast, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Mauritania, Mauritius, Mayotte Island, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Niger, Nigeria, Oman, Pakistan, Philippines, Qatar, Rwandese Republic, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, Sri Lanka, South Sudan, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togo, Trinidad and Tobago, Tunisia, Turkmenistan, Uganda, United Arab Emirates, Uzbekistan, Western Sahara, Yemen, Zambia and Zimbabwe. Other available countries will be billed at the Zone 2 rates. The list of countries is subject to change.		

<b>Table 19.1.2.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
4	INT TRVL 512MB/100MIN/100MSG FOR 1MO FEATURE	Month	CA0503	4G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	\$53.90	N/A
5	INT TRVL 512MB/100MIN/100MSG MONTHLY FEATURE	Month	CA0504	4G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	N/A	\$53.90
6	INT TRVL 2GB/250MIN/1000MSG FOR 1MO FEATURE	Month	CA0505	4G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	\$100.10	N/A

<b>Table 19.1.2.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
7	INT TRVL 2GB/250MIN/1000MSG MONTHLY FEATURE	Month	CA0506	4G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	N/A	\$130.00
8	INTERNATIONAL FEATURE 0 VM/100 MB - RECURRING	Month	CA0507	3G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	N/A	\$19.25
9	INTERNATIONAL FEATURE 0 VM/100 MB - 1 MONTH	Month	CA0508	3G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	\$19.25	N/A

<b>Table 19.1.2.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
10	INTERNATIONAL FEATURE 100 VM/100MB - RECURRING	Month	CA0509	3G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	N/A	\$30.80
11	INTERNATIONAL FEATURE 100 VM/100MB - 1 MONTH	Month	CA0510	3G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	\$30.80	N/A

12	TRAVELPASS - 185+ ELIGIBLE COUNTRIES FEATURE	Day	TRAVELPASS CAN/MEX INCL	<p>Requires a 4G Global capable smartphone. Eligible monthly Smartphone plan, TravelPass lets the customer use their talk, text and data allowances for a daily fee. A 4G World device with HD voice is required. International data will be reduced to 2G speeds after 500 MB/day. Calls while traveling are permitted within the destination of travel and back to the USA. If more than 50% of the customer's talk, text or data usage in a 60-day period is within the destination of travel, Verizon may disable or limit the use of those services in those destinations.</p> <p>When the customer connects to a foreign carrier's network, Verizon may send him or her text messages to explain how to dial for the destination they're in and the rates they will pay to use services there. When traveling, some services such as domestic data applications, voicemail or call waiting, may not be available or work as expected. Please be sure to disable TravelPass in MyBiz if the customer does not want to incur daily TravelPass fees while traveling internationally. CDMA-only devices will not work outside the U.S. LTE-only devices will not work off the Verizon network.</p> <p>Setting up Your Account for International Travel: To use International Services while traveling outside of the U.S., the customer must have a world capable device with HD voice and be on an eligible CALNET smartphone plan. If the customer meets these conditions, TravelPass will be automatically added to line when they sign up for service. If they convert to an incompatible price plan, TravelPass will be disabled. The customer will be notified by SMS of daily fees, and can accept terms and enable or disable. Get TravelPass on demand by using MyBiz before the customer travels to or from an eligible destination. TravelPass will automatically be disabled after 30 days of inactivity, but can be re-enabled at any time.</p> <p>SIM Cards: You are responsible for any use of your SIM Card and must safeguard the security codes associated with it. Upon termination of your Verizon Wireless service, please destroy your SIM Card.</p>	N/A	\$10.00
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<b>Table 19.1.2.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
				Charges When You Are Traveling: If the customer enables TravelPass on their monthly plan, the TravelPass daily fee will give them access to their domestic plan allowances for voice, text, and data. Verizon may send them text alerts to inform them of international rates that may apply, or when their service may be impacted by high usage. These are free courtesy alerts and Verizon can't guarantee the customer will receive them or that Verizon will limit what they are charged for these services. If the customer travels to multiple TravelPass destinations with different fees within a 24 hour TravelPass session, you will be charged both fees..		



13	TRAVELPASS - CAN/MEX FEATURE	Day	TRAVELPAS S	<p>Requires a 4G Global capable smartphone. Eligible monthly Smartphone plan, TravelPass lets the customer use their talk, text and data allowances for a daily fee. A 4G World device with HD voice is required. International data will be reduced to 2G speeds after 500 MB/day. Calls while traveling are permitted within the destination of travel and back to the USA. If more than 50% of the customer's talk, text or data usage in a 60-day period is within the destination of travel, Verizon may disable or limit the use of those services in those destinations.</p> <p>When the customer connects to a foreign carrier's network, Verizon may send him or her text messages to explain how to dial for the destination they're in and the rates they will pay to use services there. When traveling, some services such as domestic data applications, voicemail or call waiting, may not be available or work as expected. Please be sure to disable TravelPass in MyBiz if the customer does not want to incur daily TravelPass fees while traveling internationally. CDMA-only devices will not work outside the U.S. LTE-only devices will not work off the Verizon network.</p> <p>Setting up Your Account for International Travel: To use International Services while traveling outside of the U.S., the customer must have a world capable device with HD voice and be on an eligible CALNET smartphone plan. If the customer meets these conditions, TravelPass will be automatically added to line when they sign up for service. If they convert to an incompatible price plan, TravelPass will be disabled. The customer will be notified by SMS of daily fees, and can accept terms and enable or disable. Get TravelPass on demand by using MyBiz before the customer travels to or from an eligible destination. TravelPass will automatically be disabled after 30 days of inactivity, but can be re-enabled at any time.</p> <p>SIM Cards: You are responsible for any use of your SIM Card and must safeguard the security codes associated with it. Upon termination of your Verizon Wireless service, please destroy your SIM Card.</p>	N/A	\$5.00
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<b>Table 19.1.2.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
				Charges When You Are Traveling: If the customer enables TravelPass on their monthly plan, the TravelPass daily fee will give them access to their domestic plan allowances for voice, text, and data. Verizon may send them text alerts to inform them of international rates that may apply, or when their service may be impacted by high usage. These are free courtesy alerts and Verizon can't guarantee the customer will receive them or that Verizon will limit what they are charged for these services. If the customer travels to multiple TravelPass destinations with different fees within a 24 hour TravelPass session, you will be charged both fees.		
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**Table 19.1.2.2.9 – Suspended Service Plan**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Suspending Wireless Service</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: See Below</b>

Table 19.1.2.2.9 – Suspended Service Plan						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
1	<b>Suspended Service Plan</b>	Month	S	The maximum period of suspension will be 180 days per rolling 12 month period.	N/A	\$0.00

**Table 19.1.2.3 – Customized Service Plans**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:</b> Customized Plans
<b>Geographic Availability:</b> Verizon's Nationwide Network Coverage
<b>Service Limitations and Restrictions:</b> Specific to Each Customized Plan

Table 19.1.2.3 – Customized Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
1	Customized Service Plans	Month	CA0800		N/A	N/A

**Table 19.1.2.5 – Cellular Building Amplification Services**

<b>Contractor's Description of Service: Single unit to support approximately up to 31,500 square feet of circular coverage area with 42 active users/connections. The number of idle devices supported may vary based on the location's usage pattern</b>
<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:</b>
<b>Geographic Availability: Available in buildings as determined by requirements in the IFB.</b>
<b>Service Limitations and Restrictions: *Coverage may differ depending on building materials and obstructions. **Each unit delivers its own capacity.</b>

Table 19.1.2.5 – Cellular Building Amplification Services						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
1	Cellular Building Amplification Services	N/A	BCA0001	Providing cellular in-building amplification services are at the sole discretion of Verizon Wireless.	N/A	N/A

**Table 19.1.4 – Equipment**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Verizon Equipment Discounts</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Subject to Availability and Stock</b>

Table 19.1.4 – Equipment				
	Feature Name	Unit of Measure	Product Identifier	Percentage Discount off Manufacturer's List Prices
1	Basic Mobile Phone	Each	B	35%
2	Smartphone	Each	SP	35%
3	Mobile Hotspot Device	Each	M	35%
4	Tablet with SIM Card	Each	T	35%
5	Accessories	Each	A	25%

**Table 19.1.5.2 – Expedite Fees**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Expedite Delivery Fees</b>
<b>Geographic Availability: Domestic Delivery Only</b>
<b>Service Limitations and Restrictions: Standard Overnight by End of Business Day. Verizon cannot ship to U.S. territories such as Guam, Puerto Rico or the U.S. Virgin Islands, military P.O. Boxes (Army and Fleet) or Federal (FPO) boxes. •Equipment deliveries are made only to street addresses.</b>

Table 19.1.5.2 – Expedite Fees						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.1.5.2.a Expedite Fees						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
1	Expedite Fee for up to 5 devices	Each	CA0905	Standard Overnight by End of Business Day.	20.99	N/A
2	Expedite Fee for up to 10 devices	Each	CA0910	Standard Overnight by End of Business Day.	30.99	N/A
3	Expedite Fee for up to 25 devices	Each	CA0925	Standard Overnight by End of Business Day.	60.99	N/A
4	Expedite Fee for up to 50 devices	Each	CA0950	Standard Overnight by End of Business Day.	110.99	N/A
Table 19.1.5.2.b – Unsolicited Expedite Fees						
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<b>Table 19.1.5.2 – Expedite Fees</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
<b>Table 19.1.5.2.a Expedite Fees</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
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**INVITATION FOR BID**  
**IFB C4CVD18**  
**FOR**  
**CATEGORY 19**  
**CALNET CELLULAR VOICE AND DATA SERVICES**  
  
**SUBCATEGORY 19.2**  
**FIRST RESPONDERS CELLULAR SERVICES**

**STATEMENT OF WORK**  
**CATALOG A**

**Addendum 3**

**December 14, 2018**

Issued by:  
**STATE OF CALIFORNIA**  
California Department of Technology  
Statewide Technology Procurement  
PO Box 1810  
Rancho Cordova, CA 95741

Disclaimer: The original PDF 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.

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**Table 19.2.2.13 – Criminal Justice Information Services (CJIS) Compliance Solution**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Software interface that customers can purchase for any compatible device, that allows customers to review and deploy end-user device security capabilities, securing the mobile radio frequency interfaces, securing the connections between the cell sites and core network systems and gateways, and monitoring mission critical systems with a variety of sophisticated tools and solutions.</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Full solution under development</b>

Table 19.2.2.13 – Criminal Justice Information Services (CJIS) Compliance Solution						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.2.2.13 – Criminal Justice Information Services (CJIS) Compliance Solution						
1	CJIS/CLETS Compliance Solution	Month	CJIS01	Function will continue to be enhanced and made available in 2019	N/A	\$8.00

**Table 19.2.2.21 – Push-To-Talk Solution**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Using a compatible device, Push to Talk Plus connects you to contacts with one-button calling over the Verizon 4G LTE network or a compatible Wi-Fi hotspot</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b>

Table 19.2.2.21 –Push-To-Talk Solution						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.2.2.21 – Push-To-Talk Solution						

Table 19.2.2.21 –Push-To-Talk Solution						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
1	<b>Push-to-Talk Solution</b>	Month	CAFR50	<p>Push to Talk Plus: Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Subscribers switching from a Push to Talk Plus Calling Plan to another calling plan may not be able to use certain Push to Talk Plus capable Equipment with the new plan. Push to Talk Plus calls may only be made with other Verizon Wireless Push to Talk Plus subscribers. Push to Talk Plus Subscribers may initiate or participate on a call, simultaneously, with as many as 250 total participants (total is limited to (50) if interoperating between 3G and 4G participants). . Push to Talk Plus is only available within the National Enhanced Services Rate and Coverage Area and WiFi access points. There will be a delay from the time a Push to Talk Plus call is initiated until the Push to Talk Plus call is first received by the called party. Only one person can speak at a time during a Push to Talk Plus call. In-Call Talker Override (Talker Priority) allows a pre-determined user priority to take the floor to communicate urgent message over participant. Push to Talk Plus services cannot be used for (i) access to the Internet, intranets or other data networks, except as the device's native applications &amp; capabilities permit, (ii) any applications that tether Equipment to laptops, personal computers or other devices for any purpose..</p>	N/A	\$17.99

**Table 19.2.2.24 – Cellular Building Amplification Services**

<b>Contractor's Description of Service: Single unit to support approximately up to 31,500 square feet of circular coverage area with 42 active users/connections. The number of idle devices supported may vary based on the location's usage pattern</b>
<b>Geographic Availability: Available in buildings as determined by requirements in the IFB.</b>
<b>Service Limitations and Restrictions: *Coverage may differ depending on building materials and obstructions.                  **Each unit delivers its own capacity.</b>

Table 19.2.2.24 – Cellular Building Amplification Services						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
1	<b>Cellular Building Amplification Services</b>	N/A	BCA0001	Providing cellular in-building amplification services are at the sole discretion of Verizon Wireless. .	N/A	N/A

**Table 19.2.3.2.1 – Voice and Text Service Plan for Basic Phones**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Wireless Service for Basic Devices (See Below)</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b>

Table 19.2.3.2.1 –Voice and Text Service Plan for Basic Phones						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.2.3.2.1.a –Voice and Text Service Plan for Basic Phones						
1	Voice and Text Service Plan for Basic Phones	Month	CAFR01	*Monthly rate covers 1 user for network access on a Basic phone. *100MB of domestic data allowance *Verizon will reduce speeds should 100MB of data usage be reached in the current month/bill cycle to 200kbps *Coverage includes the Verizon Wireless 4G network *Also includes: Basic Voicemail, Call forwarding, call waiting, and VoLTE with compatible equipment *Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$15.99
Table 19.2.3.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features						
1	PUBLIC SAFETY UNLIMITED BASIC PHONE PLAN	Month	CA0119	No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by specified NAICS (formerly SIC) Codes	N/A	\$22.99



<b>Table 19.2.3.2.1 –Voice and Text Service Plan for Basic Phones</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
2	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 3G/4G	Month	CA0120	No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by specified NAICS (formerly SIC) Codes. Smartphones and Multimedia Phones require a data package. Domestic voice calls are subject to per minute usage charges.	N/A	\$17.99
3	CUSTOM NATIONWIDE CONSUMPTION PLAN	Month	CA0100	A variety of custom features may be attached to this rate plan. Smartphones and Multimedia Phones require a data package. Push to Talk Plus feature (CA0101 or CA0126), Government Email feature (CA0124) and Hotspot feature (CA0125) may be attached to this rate plan. Subscriber may be subject to a \$0.06 per minute voice usage charge. Includes 100 messages. Per message charges apply after allowance is reached.	N/A	\$0.00
4	CUST PTT PLUS BASIC 4G FEATURE	Month	CA0101	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$10.00
5	UNLTXTPIX FLIX FEATURE	Month	CA0102	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$12.00
6	400 TXT/PIX/FLIX MSGS FEATURE	Month	CA0103	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. Overage charges apply after allowance is reached.	N/A	\$3.00

<b>Table 19.2.3.2.1 –Voice and Text Service Plan for Basic Phones</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
7	1100 TXT PIX FLIX FEATURE	Month	CA0104	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. Overage charges apply after allowance is reached.	N/A	\$10.00
8	NATIONWIDE CALLING PLAN 200 SHR	Month	CA0105	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$26.94
9	NATIONWIDE CALLING PLAN 400 SHR	Month	CA0106	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$29.61
10	NATIONWIDE CALLING PLAN 600 SHR	Month	CA0107	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$42.44

Table 19.2.3.2.1 –Voice and Text Service Plan for Basic Phones						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
11	NATIONWIDE CALLING PLAN 1000 SHR	Month	CA0108	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$54.29
12	NATIONWIDE CALLING PLAN 100 SHR	Month	CA0109	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$23.68
13	NATIONWIDE CALLING PLAN 0 SHR	Month	CA0110	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$15.99
14	75MB DATA FEATURE	Month	CA0111	Add on Data feature. Not compatible with all plans.	N/A	\$10.00

<b>Table 19.2.3.2.1 –Voice and Text Service Plan for Basic Phones</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
15	CALL FILTER FEATURE	Month	CA0112	Call Filter, formerly known as Caller Name ID, enables subscribers to manage and block spam callers, as well as provides contact details for unknown received calls, texts and voicemails.	N/A	\$2.99
16	PTT+ LAND MOBILE RADIO FEATURE	Month	CA0113	Add on feature. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$4.50
17	FIELD FORCE MGR LTD FEATURE	Month	CA0114	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$15.00
18	FIELD FORCE MGR BAS FEATURE	Month	CA0115	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$20.00
19	FIELD FORCE MGR PRO FEATURE	Month	CA0116	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$19.25
20	CUST PTT PLUS BASIC 4G ENT FEATURE	Month	CA0117	Add on feature. Not compatible with all plans. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$2.00

<b>Table 19.2.3.2.1 –Voice and Text Service Plan for Basic Phones</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
21	PTT PLUS BASIC 4G ENTERPRISE FEATURE	Month	CA0118	Add on feature. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$5.00
22						
23						
24						
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**Table 19.2.3.2.2 – Voice, Text and Data Service Plans**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Wireless Service for Smartphones</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b>

Table 19.2.3.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.2.3.2.2.a – Voice, Text and Data Service Plans						
1	Voice, Text and Data 2 GB Service Plan	Month	CAFR02	Monthly rate covers 1 user for network access on a Smartphone *2GB domestic data allowance *Verizon will reduce speeds should 2GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance)*Coverage includes the Verizon Wireless 4G network *Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment *Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$35.00

<b>Table 19.2.3.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
2	<b>Voice, Text and Data 5 GB Service Plan</b>	Month	CAFR03	*Monthly rate covers 1 user for network access on a Smartphone *5GB domestic data allowance *Verizon will reduce speeds should 5GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network *Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment*Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$40.00
3	<b>Voice, Text and Data 10 GB Service Plan</b>	Month	CAFR04	*Monthly rate covers 1 user for network access on a Smartphone *10GB domestic data allowance *Verizon will reduce speeds should 10GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network *Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment.*Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.	N/A	\$50.00

<b>Table 19.2.3.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
4	<b>Voice, Text and Data 20 GB Service Plan</b>	Month	CAFR05	<p>*Monthly rate covers 1 user for network access on a Smartphone</p> <p>*20GB domestic data allowance</p> <p>*Verizon will reduce speeds should 20GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>Mobile hotspot/tethering included (utilizes plan's data allowance)*Coverage includes the Verizon Wireless 4G network*Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment</p> <p>*Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.</p>	N/A	\$80.00
5	<b>Voice, Text and Data 50 GB Service Plan</b>	Month	CAFR06	<p>*Monthly rate covers 1 user for network access on a Smartphone</p> <p>*50GB domestic data allowance</p> <p>*Verizon will reduce speeds should 50GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>* mobile hotspot/tethering included (utilizes plan's data allowance)</p> <p>*Coverage includes the Verizon Wireless 4G network</p> <p>*Also includes: Visual Voicemail with compatible equipment, Call forwarding, call waiting, and VoLTE/WiFi calling with compatible equipment*Calls and SMS/MMS messages to Canada and Mexico that originate domestically are included.</p>	N/A	\$110.00
6	<b>Voice, Text and Data Limitless Service Plan</b>	Month	SP UNL	<p>*Monthly rate covers 1 user for network access using a Smartphone device</p> <p>*Unlimited 4G data allowance</p> <p>*Video applications will stream at 480p</p> <p>*Service plan does not to support continuous, unattended connections, including, but not limited to, automatic data feeds, mobile video transmissions for non-emergency use, and automated machine-to-machine connections.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$39.99



Table 19.2.3.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.2.3.2.2.b – Unsolicited Voice, Text and Data Service Plans						
1	PUBLIC SAFETY UNLIMITED PTT+ ONLY PLAN 4G	Month	CA0139	No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by specified NAICS (formerly SIC) Codes. Smartphones and Multimedia Phones require a data package. Domestic voice calls are subject to per minute usage charges.	N/A	\$17.99
2	CUSTOM NATIONWIDE CONSUMPTION PLAN	Month	CA0100	A variety of custom features may be attached to this rate plan. Smartphones and Multimedia Phones require a data package. Push to Talk Plus feature (CA0101 or CA0126), Government Email feature (CA0124) and Hotspot feature (CA0125) may be attached to this rate plan. Subscriber may be subject to a \$0.06 per minute voice usage charge. Includes 100 messages. Per message charges apply after allowance is reached.	N/A	\$0.00
3	CUST PTT PLUS BASIC 4G FEATURE	Month	CA0101	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$10.00
4	UNLTXTPIX FLIX FEATURE	Month	CA0102	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$12.00
5	400 TXT/PIX/FLIX MSGS FEATURE	Month	CA0103	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. Overage charges apply after allowance is reached.	N/A	\$3.00

Table 19.2.3.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
6	1100 TXT PIX FLIX FEATURE	Month	CA0104	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. Overage charges apply after allowance is reached.	N/A	\$10.00
7	NATIONWIDE CALLING PLAN 200 SHR	Month	CA0105	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$26.94
8	NATIONWIDE CALLING PLAN 400 SHR	Month	CA0106	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$29.61
9	NATIONWIDE CALLING PLAN 600 SHR	Month	CA0107	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$42.44

Table 19.2.3.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
10	NATIONWIDE CALLING PLAN 1000 SHR	Month	CA0108	Friends & Family eligibility varies on selected calling plan. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$54.29
11	NATIONWIDE CALLING PLAN 100 SHR	Month	CA0109	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$23.68
12	NATIONWIDE CALLING PLAN 0 SHR	Month	CA0110	Plan with Price Plan Identifier 86137 can only be 50% of an accounts total share lines. Smartphones and Data Multimedia Phones require a data package. 4G service requires 4G Equipment and 4G coverage. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached.	N/A	\$15.99
13	75MB DATA FEATURE	Month	CA0111	Add on Data feature. Not compatible with all plans..	N/A	\$10.00
14	CALL FILTER FEATURE	Month	CA0112	Call Filter, formerly known as Caller Name ID, enables subscribers to manage and block spam callers, as well as provides contact details for unknown received calls, texts and voicemails.	N/A	\$2.99

<b>Table 19.2.3.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
15	PTT+ LAND MOBILE RADIO FEATURE	Month	CA0113	Add on feature. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$4.50
16	4G SMARTPHONE HOTSPOT FEATURE	Month	CA0121	Add on feature. Not compatible with all plans. Mobile Hotspot is available for capable devices and allows users to use their device and share data allowance with multiple Wi-Fi enabled devices.	N/A	\$5.00
17	PTT PLUS 4G ENTERPRISE FEATURE	Month	CA0122	Add on feature. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$5.00
18	CUST PTT PLUS 4G ENT FEATURE	Month	CA0123	Add on feature. Not compatible with all plans. Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Additional information available regarding using Push-to-Talk Plus.	N/A	\$2.00
19	EMAIL & DATA UNLIMITED FEATURE	Month	CA0124	This Feature must be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100) when the device is a smartphone. This feature cannot be used with any other plans. The underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$24.99
20	4G SMARTPHONE HOTSPOT CA FEATURE	Month	CA0125	This Feature can be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100) when the device is a smartphone. This feature cannot be used with any other plans. The underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$10.00
21	CUST PTT PLUS 4G ENT CA FEATURE	Month	CA0126	Optional Feature may only be added to the CUSTOM NATIONWIDE CONSUMPTION PLAN (CA0100). For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance.	N/A	\$10.00

<b>Table 19.2.3.2.2 – Voice, Text and Data Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
22	NATIONWIDE BUNDLED PLAN 400MIN SHR	Month	CA0127	Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after allowance is reached. Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.	N/A	\$49.35
23	NATIONWIDE BUNDLED PLAN 600MIN SHR	Month	CA0128	Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after allowance is reached. Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.	N/A	\$62.19

Table 19.2.3.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
24	NATIONWIDE BUNDLED PLAN 1000MIN SHR	Month	CA0129	Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after allowance is reached. Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.	N/A	\$74.04
25	NATIONWIDE EMAIL ADD-A-LINE PLAN	Month	CA0130	The Add-a-Line plan can only be 50% of an accounts total share lines. The Add-A-Line plan shares with the NVLPT Nationwide for Government 400, 600 and 1000 minute plans. Overage charges apply after allowance is reached. * Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Account Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need.	N/A	\$35.99

Table 19.2.3.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
26	SMARTPHONE PAY-AS-YOU-GO VOICE	Month	CA0131	Subject to the Data Services terms and conditions; additional terms and conditions apply to Unlimited, Megabyte (MB), Smartphone and BlackBerry Plans. Per minute roaming applies to Voice calls. Domestic long distance is included when placing calls in the America's Choice home airtime rate and coverage area. Domestic voice calls are subject to per minute usage charges. Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.	N/A	\$35.99
27	DATA PACKAGE 2GB/ FEATURE	Month	CA0132	2GB data package is eligible for a monthly access fee discounts when combined with select Business calling plans 3Smartphone Subscribers require a data package with a minimum allowance of 2GB.	N/A	\$23.10

Table 19.2.3.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
28	NUMBERSHARE LINE ACCESS FEATURE	Month	CA0133	This plan is for use only in the United States on the Verizon Wireless 4G network. When NumberShare is active on a 4G Smartwatch, certain services will not work on the Smartwatch device including: Call Forwarding, No Answer Transfer, Busy Transfer, Caller Name ID, Voicemail (access voicemail on the Smartwatch device by dialing the host smartphone number and pin)), and RingBack Tones. Calls and messages to/from blocked contacts will not be blocked on the Smartwatch when NumberSharing with a host smartphone. Verizon does not guarantee that NumberShare will work at all times in every situation and the service works only with eligible devices. 1. Only lines on select smartwatches with the NumberShare service can be activated on this plan. Certain conditions must be met prior to activation. This plan can only be used when paired with a Verizon Wireless Smartphone that has unlimited data. 2. Usage may be prioritized behind other customers in the event of network congestion. 3. Unlimited messaging from within the United States to anywhere in the world where messaging services are available.	N/A	\$10.00
29	FIELD FORCE MGR LTD AD FEATURE	Month	CA0134	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$15.00
30	FIELD FORCE MGR BAS AD FEATURE	Month	CA0135	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$20.00



Table 19.2.3.2.2 – Voice, Text and Data Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
31	FIELD FORCE MGR PRO AD FEATURE	Month	CA0136	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$19.25
32	PUBLIC SAFETY UNLIMITED SMARTPHONE PLAN	Month	SP UNL	*Monthly rate covers 1 user for network access using a Smartphone device *Unlimited 4G data allowance To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p *Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary *Video surveillance cameras), and IoT devices are expressly prohibited on this rate plan *Coverage includes the Verizon Wireless network	N/A	\$39.99

**Table 19.2.3.2.3 – Data Only Service Plans**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Data Services for Wireless Devices</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b> Service plans do not support continuous, unattended network connections, including, but not limited to, automatic data feeds, mobile video transmissions for non-emergency use, and automated machine-to-machine connections (refer to service plans available under Section 19.2.3.2.4 – Machine-to-Machine and Internet of Things Service Plans).

Table 19.2.3.2.3 – Data Only Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.2.3.2.3.a – Data Only Service Plans						
1	Data Only 2 GB Service Plan	Month	CAFR07	*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet. *2GB domestic data allowance *Verizon will reduce speeds should 2GB of data usage be reached in the current month/bill cycle to 200kbps *Mobile hotspot/tethering included (utilizes plan's data allowance) *Coverage includes the Verizon Wireless 4G network.* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan	N/A	\$20.00

<b>Table 19.2.3.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
2	<b>Data Only 5 GB Service Plan</b>	Month	CAFR08	<p>*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet.</p> <p>*5GB domestic data allowance</p> <p>*Verizon will reduce speeds should 5GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>* mobile hotspot/tethering included (utilizes plan's data allowance)</p> <p>*Coverage includes the Verizon Wireless 4G network.* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.</p>	N/A	\$30.00
3	<b>Data Only 10 GB Service Plan</b>	Month	CAFR09	<p>*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet.</p> <p>*10GB domestic data allowance</p> <p>*Verizon will reduce speeds should 10GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>* mobile hotspot/tethering included (utilizes plan's data allowance)</p> <p>*Coverage includes the Verizon Wireless 4G network.* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan</p>	N/A	\$55.00

<b>Table 19.2.3.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
4	<b>Data Only 20 GB Service Plan</b>	Month	CAFR10	<p>*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet.</p> <p>*20GB domestic data allowance</p> <p>*Verizon will reduce speeds should 20GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>*mobile hotspot/tethering included (utilizes plan's data allowance)*Coverage includes the Verizon Wireless 4G network.* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.</p>	N/A	\$95.00
5	<b>Data Only 50 GB Service Plan</b>	Month	CAFR11	<p>*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet.</p> <p>*50GB domestic data allowance</p> <p>*Verizon will reduce speeds should 50GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>* mobile hotspot/tethering included (utilizes plan's data allowance).</p> <p>* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.</p> <p>*Coverage includes the Verizon Wireless 4G network</p>	N/A	\$150.00

<b>Table 19.2.3.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
6	<b>Data Only 100 GB Service Plan</b>	Month	CAFR12	<p>*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet.*100GB domestic data allowance</p> <p>*Verizon will reduce speeds should 2GB of data usage be reached in the current month/bill cycle to 200kbps</p> <p>*Mobile hotspot/tethering included (utilizes plan's data allowance)</p> <p>*Coverage includes the Verizon Wireless 4G network.* Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan.</p>	N/A	\$350.00
7	<b>Data Only Limitless Service Plan</b>	Month	MBB UNL	<p>*monthly rate covers 1 user for network access using a mobile broadband device (e.g. MiFi, aircard, Jetpack)</p> <p>*Unlimited 4G data allowance</p> <p>*Video applications will stream at 720p</p> <p>*Service plan does not to support continuous, unattended connections, including, but not limited to, automatic data feeds, mobile video transmissions for non-emergency use, and automated machine-to-machine connections.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$37.99
<b>Table 19.2.3.2.3.b – Unsolicited Data Only Service Plan Features</b>						
1	FLEXIBLE DATA PLAN 1MB	Month	CA0301	<p>For Connected Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.</p>	N/A	\$5.00

<b>Table 19.2.3.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
2	FLEXIBLE DATA PLAN 100MB	Month	CA0302	For Connected Devices, Tablets, Netbooks, Notebooks. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$10.00
3	FLEXIBLE DATA PLAN 2GB	Month	CA0303	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$26.95
4	FLEXIBLE DATA PLAN 4GB	Month	CA0304	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$34.65

<b>Table 19.2.3.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
5	FLEXIBLE DATA PLAN 6GB	Month	CA0305	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$42.35
6	FLEXIBLE DATA PLAN 8GB	Month	CA0306	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$50.05
7	FLEXIBLE DATA PLAN 10GB	Month	CA0307	For Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices. 4G service requires 4G Equipment and 4G coverage. Data Sharing: This plan only shares with other lines on Flexible Business Data Plans. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. Overage charges apply after allowance is reached.	N/A	\$57.75

<b>Table 19.2.3.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
8	FIELD FORCE MGR LTD AD FEATURE	Month	CA0134	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$15.00
9	FIELD FORCE MGR BAS AD FEATURE	Month	CA0135	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$20.00
10	FIELD FORCE MGR PRO AD FEATURE	Month	CA0136	Field Force Manager (FFM) is available on basic phones, smartphones, and tablets on android and iOS operating systems. FFM requires a data package. Data usage for FFM is billed according to the rules governing the customer's plan, not the rules governing the customer's FFM features.	N/A	\$19.25
11	<b>PUBLIC SAFETY UNLIMITED MOBILE BROADBAND PLAN</b>	Month	MBB UNL	*monthly rate covers 1 user for network access using a mobile broadband device (e.g. MiFI, aircard, Jetpack) *Unlimited 4G data allowance *Video applications will stream at 720p *Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan. *Coverage includes the Verizon Wireless network	N/A	\$37.99
12						
13						
14						
15						



<b>Table 19.2.3.2.3 – Data Only Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
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**Table 19.2.3.2.4 – Machine-to-Machine and Internet of Things (M2MIoT) Service Plans**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Machine-to-Machine Wireless Data Service</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.</b>

Table 19.2.3.2.4 – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.2.3.2.4.a – Machine-to-Machine and Internet of Things Service Plans						
1	<b>M2MIoT 1 MB Service Plan</b>	Month	CAFR13	* Monthly rate covers 1 user for domestic network access * Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and are prohibited for use on M2M and IoT Service Plans. * <b>1MB</b> of 4G domestic data allowance * Data is not pooled with any other plans and is only pooled with other Product Identifiers CAFR13, CAFR14, CAFR15, and CAFR16 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage. *Coverage includes the Verizon Wireless network	N/A	\$3.00
2	<b>Overage Charge for M2MIoT 1 MB Service Plan</b>		OCAFR13	per Megabyte	\$1.00	N/A

Table 19.2.3.2.4 – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
3	<b>M2MIoT 10 MB Service Plan</b>	Month	CAFR14	<p>*Monthly rate covers 1 user for domestic network access.</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans. <b>*10MB</b> of 4G domestic data allowance</p> <p>* Data is not pooled with any other plans and is only pooled with other Product Identifiers CAFR13, CAFR14, CAFR15, and CAFR16 M2M and IoT data allowance plans on the account.</p> <p>4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$9.00
4	<b>Overage Charge for M2MIoT 10 MB Service Plan</b>		OCAFR14	per Megabyte	\$1.00	N/A
5	<b>M2MIoT 50 MB Service Plan</b>	Month	CAFR15	<p>* Monthly rate covers 1 user for domestic network access.</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans.</p> <p><b>*50MB</b> of 4G domestic data allowance</p> <p>* Data is not pooled with any other plans and is only pooled with other Product Identifiers CAFR13, CAFR14, CAFR15, and CAFR16 M2M and IoT data allowance plans on the account.</p> <p>4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*data overate rate: \$1.00 per Megabyte</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$12.00

<b>Table 19.2.3.2.4 – Machine-to-Machine and Internet of Things Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
6	<b>Overage Charge for M2MIoT 50 MB Service Plan</b>		OCAFR15	per Megabyte	\$1.00	N/A
7	<b>M2MIoT 250 MB Service Plan</b>	Month	CAFR16	<p>* Monthly rate covers 1 user for domestic network access.</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans.</p> <p>* <b>250MB</b> of 4G domestic data allowance</p> <p>* Data is not pooled with any other plans and is only pooled with other Product Identifiers CAFR13, CAFR14, CAFR15, and CAFR16 M2M and IoT data allowance plans on the account.</p> <p>4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$15.00
8	<b>Overage Charge for M2MIoT 250 MB Service Plan</b>		OCAFR16	per Megabyte	\$1.00	N/A

<b>Table 19.2.3.2.4 – Machine-to-Machine and Internet of Things Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
9	<b>M2MIoT 1 GB Service Plan</b>	Month	CAFR17	<p>*Monthly rate covers 1 user for domestic network access</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans.</p> <p>*<b>1GB</b> of 4G domestic data allowance</p> <p>Data is not pooled with any other plans and is only pooled with other Product Identifiers CAFR17, CAFR18, CAFR19 and CAFR20 M2M and IoT data allowance plans on the account.</p> <p>4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$18.00
10	<b>Overage Charge for M2MIoT 1 GB Service Plan</b>		OCAFR17	* Per Megabyte	\$0.008	N/A
11	<b>M2MIoT 5 GB Service Plan</b>	Month	CAFR18	<p>*Monthly rate covers 1 user for domestic network access</p> <p>* Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans</p> <p>*<b>5GB</b> of 4G domestic data allowance</p> <p>Data is not pooled with any other plans and is only pooled with other Product Identifiers CAFR17, CAFR18, CAFR19 and CAFR20 M2M and IoT data allowance plans on the account.</p> <p>4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>Coverage includes the Verizon Wireless network</p>	N/A	\$35.00

<b>Table 19.2.3.2.4 – Machine-to-Machine and Internet of Things Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
12	<b>Overage Charge for M2MIoT 5 GB Service Plan</b>		OCAFR18	* Per Megabyte	\$0.008	N/A
13	<b>M2MIoT 10 GB Service Plan</b>	Month	CAFR19	*Monthly rate covers 1 user for domestic network access *Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans. *Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans. * <b>10GB</b> of 4G domestic data allowance Data is not pooled with any other plans and is only pooled with other Product Identifiers CAFR17, CAFR18, CAFR19 and CAFR20 M2M and IoT data allowance plans on the account. 4G service requires 4G Telemetry equipment and 4G coverage. *Coverage includes the Verizon Wireless network	N/A	\$55.00
14	<b>Overage Charge for M2MIoT 10 GB Service Plan</b>		OCAFR19	* Per Megabyte	\$0.008	N/A

Table 19.2.3.2.4 – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
15	<b>M2MIoT 20 GB Service Plan</b>	Month	CAFR20	<p>*Monthly rate covers 1 user for domestic network access</p> <p>*Government Subscribers may supply their own compatible and authenticated Equipment (COAM) certified by Verizon Wireless to be activated on these plans.*Smartphone, Netbooks, MiFi, Aircard, Jetpack, and tablet devices are not eligible and prohibited for use on M2M and IoT Service Plans*<b>20GB</b> of 4G domestic data allowance</p> <p>Data is not pooled with any other plans and is only pooled with other Product Identifiers CAFR17, CAFR18, CAFR19 and CAFR20 M2M and IoT data allowance plans on the account.</p> <p>4G service requires 4G Telemetry equipment and 4G coverage.</p> <p>*Coverage includes the Verizon Wireless network</p>	N/A	\$100.00
16	<b>Overage Charge for M2MIoT 20 GB Service Plan</b>		OCAFR20	Per Megabyte	\$0.008	N/A
Table 19.2.3.2.4.b – Unsolicited Machine-to-Machine and Internet of Things Service Plan Features						
1	CUSTOM MOBILE BROADBAND M2M PLAN	Month	CA0400	<p>Machine to Machine coverage included the Verizon Wireless 4G, 3G and 3G Extended networks. 4G service requires 4G equipment and 4G coverage. Typical 4G speeds: 5 to 12 Mbps download, 2 to 5 Mbps upload. When traveling in the 3G Coverage Area, you can expect download speeds of 600 Kbps to 1.4 Mbps and upload speeds of 500 to 800 Kbps. When traveling in the Extended 3G Coverage Area, you can expect download speeds of 400 to 700 Kbps and upload speeds of 60 to 80 Kbps. Outside the Mobile Broadband Rate and Coverage Area, the NationalAccess network allows connections at typical speeds of 60 to 80 Kbps. Overage charges apply after allowance is reached.</p>	N/A	\$37.99
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3						

<b>Table 19.2.3.2.4 – Machine-to-Machine and Internet of Things Service Plans</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
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**Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:</b>
<b>Geographic Availability:</b>
<b>Service Limitations and Restrictions:</b>

<b>Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services</b>							
	<b>Country, Countries, Regions, or Groupings</b>	<b>(a) Outbound Voice per Minute</b>		<b>(b) SMS Send/ Receive per Message</b>		<b>(c) MMS Send/ Receive per Message</b>	
		<b>Product Identifier</b>	<b>Bidder's per Minute Rate</b>	<b>Product Identifier</b>	<b>Bidder's per Message Rate</b>	<b>Product Identifier</b>	<b>Bidder's per Message Rate</b>
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<b>Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services</b>							
	Country, Countries, Regions, or Groupings	<b>(a) Outbound Voice per Minute</b>		<b>(b) SMS Send/ Receive per Message</b>		<b>(c) MMS Send/ Receive per Message</b>	
		Product Identifier	Bidder's per Minute Rate	Product Identifier	Bidder's per Message Rate	Product Identifier	Bidder's per Message Rate
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<b>Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services</b>							
	Country, Countries, Regions, or Groupings	<b>(a) Outbound Voice per Minute</b>		<b>(b) SMS Send/ Receive per Message</b>		<b>(c) MMS Send/ Receive per Message</b>	
		Product Identifier	Bidder's per Minute Rate	Product Identifier	Bidder's per Message Rate	Product Identifier	Bidder's per Message Rate
40							

**Table 19.2.3.2.8 – International Roaming**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: International Roaming</b>
<b>Geographic Availability: Dependent on Availability of Facilities of Roaming Verizon Partners</b>
<b>Service Limitations and Restrictions: See Contractor's Web Maintained Reference List, And As Indicated Below</b>

Table 19.2.3.2.8 – International Roaming						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Daily Recurring Charge
Table 19.2.3.2.8.a – International Roaming						
1	Canada and Mexico	Day	0/	Allows travelers to use their device with the usage coming out of their Domestic Talk, Message, and Data allowances while roaming in Canada or Mexico.	N/A	\$0.00

<b>Table 19.2.3.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
2	<b>All countries on the Contractor's web maintained reference list</b>	Day	/10	<p>Allows travelers to use their device with the usage coming out of their Domestic Talk, Message, and Data allowances while roaming in more than 185 countries with a daily charge for a 24-hour session..</p> <p>TravelPass is only available on 4G LTE World dual or quad band devices on an eligible monthly Smartphone plan TravelPass lets the customer use their talk, text and data allowances for a daily fee. International data will be reduced to 2G speeds after 500 MB/day. Calls while traveling are permitted within the destination of travel and back to the USA. If more than 50% of the customer's talk, text or data usage in a 60-day period is within the destination of travel, Verizon may disable or limit the use of those services in those destinations.</p> <p>When the customer connects to a foreign carrier's network, Verizon may send him or her text messages to explain how to dial for the destination they're in and the rates they will pay to use services there. When traveling, some services such as domestic data applications, voicemail or call waiting, may not be available or work as expected. Please be sure to disable TravelPass in MyBiz if the customer does not want to incur daily TravelPass fees while traveling internationally.</p>	N/A	\$10.00
<b>Table 19.2.3.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming</b>						

1	NATIONAL INTERNATIONAL PLAN 4G 400 SHR	Month	CA0500	<p>Requires a 4G Global capable smartphone. The domestic data allowance applies in the United States. The international travel data allowance applies in Canada, Mexico, and the rest of the world where coverage is available. Verizon Wireless will terminate a line of service if more than half of the usage over three consecutive billing cycles is outside of the United States. Domestic Data Allowance: Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Account Share - Voice Sharing (Domestic Only): At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached. Zone 1 Countries are as follows: Aland Islands, Albania, American Samoa, Andorra, Anguilla, Antigua, Antarctica, Argentina, Aruba, Australia, Austria, Bahamas, Barbados, Belarus, Belgium, Belize, Bermuda, Bolivia, Bosnia and Herzegovina, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Cayman Islands, Chile, China, Christmas Island, Colombia, Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, El Salvador, England, Estonia, Falkland Islands, Faroe Islands, Fiji Islands, Finland, France, French Guiana, French Polynesia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Italy, Jamaica, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Nauru, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Norfolk Island, Northern Ireland, Northern Mariana</p>	N/A	\$66.66
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Table 19.2.3.2.8 – International Roaming						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Daily Recurring Charge
				Island, Norway, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Reunion, Romania, Russia, Samoa, San Marino, Scotland, Serbia, Singapore, Slovakia, Slovenia, Solomon Islands, Spain, South Korea, St. Barthelemy, St. Kitts and Nevis, St. Lucia, St. Martin, St. Vincent & Grenadines, Suriname, Svalbard, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, Turks and Caicos Islands, Ukraine, Uruguay, Vanuatu, Vatican City, Venezuela, Vietnam and Wales. Zone 2 Countries are as follows: Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central African Republic, Chad, Comoros, Congo, Cuba, Djibouti, East Timor, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea Bissau, Indonesia, Iraq, Israel, Ivory Coast, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Mauritania, Mauritius, Mayotte Island, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Niger, Nigeria, Oman, Pakistan, Philippines, Qatar, Rwandese Republic, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, Sri Lanka, South Sudan, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togo, Trinidad and Tobago, Tunisia, Turkmenistan, Uganda, United Arab Emirates, Uzbekistan, Western Sahara, Yemen, Zambia and Zimbabwe. Other available countries will be billed at the Zone 2 rates. The list of countries is subject to change.		

2	NATIONAL INTERNATIONAL PLAN 4G 600 SHR	Month	CA0501	<p>Requires a 4G Global capable smartphone. The domestic data allowance applies in the United States. The international travel data allowance applies in Canada, Mexico, and the rest of the world where coverage is available. Verizon Wireless will terminate a line of service if more than half of the usage over three consecutive billing cycles is outside of the United States. Domestic Data Allowance: Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Account Share - Voice Sharing (Domestic Only): At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached. Zone 1 Countries are as follows: Aland Islands, Albania, American Samoa, Andorra, Anguilla, Antigua, Antarctica, Argentina, Aruba, Australia, Austria, Bahamas, Barbados, Belarus, Belgium, Belize, Bermuda, Bolivia, Bosnia and Herzegovina, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Cayman Islands, Chile, China, Christmas Island, Colombia, Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, El Salvador, England, Estonia, Falkland Islands, Faroe Islands, Fiji Islands, Finland, France, French Guiana, French Polynesia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Italy, Jamaica, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Nauru, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Norfolk Island, Northern Ireland, Northern Mariana</p>	N/A	\$78.87
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<b>Table 19.2.3.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
				Island, Norway, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Reunion, Romania, Russia, Samoa, San Marino, Scotland, Serbia, Singapore, Slovakia, Slovenia, Solomon Islands, Spain, South Korea, St. Barthelemy, St. Kitts and Nevis, St. Lucia, St. Martin, St. Vincent & Grenadines, Suriname, Svalbard, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, Turks and Caicos Islands, Ukraine, Uruguay, Vanuatu, Vatican City, Venezuela, Vietnam and Wales. Zone 2 Countries are as follows: Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central African Republic, Chad, Comoros, Congo, Cuba, Djibouti, East Timor, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea Bissau, Indonesia, Iraq, Israel, Ivory Coast, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Mauritania, Mauritius, Mayotte Island, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Niger, Nigeria, Oman, Pakistan, Philippines, Qatar, Rwandese Republic, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, Sri Lanka, South Sudan, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togo, Trinidad and Tobago, Tunisia, Turkmenistan, Uganda, United Arab Emirates, Uzbekistan, Western Sahara, Yemen, Zambia and Zimbabwe. Other available countries will be billed at the Zone 2 rates. The list of countries is subject to change.		

3	NATIONAL INTERNATIONAL PLAN 4G 1000 SHR	Month	CA0502	<p>Requires a 4G Global capable smartphone. The domestic data allowance applies in the United States. The international travel data allowance applies in Canada, Mexico, and the rest of the world where coverage is available. Verizon Wireless will terminate a line of service if more than half of the usage over three consecutive billing cycles is outside of the United States. Domestic Data Allowance: Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Account Share - Voice Sharing (Domestic Only): At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need. Overage charges apply after the full share allowance is reached. Zone 1 Countries are as follows: Aland Islands, Albania, American Samoa, Andorra, Anguilla, Antigua, Antarctica, Argentina, Aruba, Australia, Austria, Bahamas, Barbados, Belarus, Belgium, Belize, Bermuda, Bolivia, Bosnia and Herzegovina, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Cayman Islands, Chile, China, Christmas Island, Colombia, Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, El Salvador, England, Estonia, Falkland Islands, Faroe Islands, Fiji Islands, Finland, France, French Guiana, French Polynesia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Italy, Jamaica, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Nauru, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Norfolk Island, Northern Ireland, Northern Mariana</p>	N/A	\$90.14
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<b>Table 19.2.3.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
				Island, Norway, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Reunion, Romania, Russia, Samoa, San Marino, Scotland, Serbia, Singapore, Slovakia, Slovenia, Solomon Islands, Spain, South Korea, St. Barthelemy, St. Kitts and Nevis, St. Lucia, St. Martin, St. Vincent & Grenadines, Suriname, Svalbard, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, Turks and Caicos Islands, Ukraine, Uruguay, Vanuatu, Vatican City, Venezuela, Vietnam and Wales. Zone 2 Countries are as follows: Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central African Republic, Chad, Comoros, Congo, Cuba, Djibouti, East Timor, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea Bissau, Indonesia, Iraq, Israel, Ivory Coast, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Mauritania, Mauritius, Mayotte Island, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Niger, Nigeria, Oman, Pakistan, Philippines, Qatar, Rwandese Republic, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, Sri Lanka, South Sudan, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togo, Trinidad and Tobago, Tunisia, Turkmenistan, Uganda, United Arab Emirates, Uzbekistan, Western Sahara, Yemen, Zambia and Zimbabwe. Other available countries will be billed at the Zone 2 rates. The list of countries is subject to change.		

<b>Table 19.2.3.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
4	INT TRVL 512MB/100MIN/100MSG FOR 1MO FEATURE	Month	CA0503	4G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	\$53.90	N/A
5	INT TRVL 512MB/100MIN/100MSG MONTHLY FEATURE	Month	CA0504	4G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	N/A	\$53.90
6	INT TRVL 2GB/250MIN/1000MSG FOR 1MO FEATURE	Month	CA0505	4G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	\$100.10	N/A

<b>Table 19.2.3.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
7	INT TRVL 2GB/250MIN/1000MSG MONTHLY FEATURE	Month	CA0506	4G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	N/A	\$130.00
8	INTERNATIONAL FEATURE 0 VM/100 MB - RECURRING	Month	CA0507	3G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	N/A	\$19.25
9	INTERNATIONAL FEATURE 0 VM/100 MB - 1 MONTH	Month	CA0508	3G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	\$19.25	N/A

<b>Table 19.2.3.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
10	INTERNATIONAL FEATURE 100 VM/100MB - RECURRING	Month	CA0509	3G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	N/A	\$30.80
11	INTERNATIONAL FEATURE 100 VM/100MB - 1 MONTH	Month	CA0510	3G International Bundle option. The data allowance applies in 185+ countries where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. The overage rate is not eligible for discounts. Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance).	\$30.80	N/A

12	TRAVELPASS - 185+ ELIGIBLE COUNTRIES FEATURE	Day	TRAVELPASS CAN/MEX INCL	<p>Requires a 4G Global capable smartphone. Eligible monthly Smartphone plan, TravelPass lets the customer use their talk, text and data allowances for a daily fee. A 4G World device with HD voice is required. International data will be reduced to 2G speeds after 500 MB/day. Calls while traveling are permitted within the destination of travel and back to the USA. If more than 50% of the customer's talk, text or data usage in a 60-day period is within the destination of travel, Verizon may disable or limit the use of those services in those destinations.</p> <p>When the customer connects to a foreign carrier's network, Verizon may send him or her text messages to explain how to dial for the destination they're in and the rates they will pay to use services there. When traveling, some services such as domestic data applications, voicemail or call waiting, may not be available or work as expected. Please be sure to disable TravelPass in MyBiz if the customer does not want to incur daily TravelPass fees while traveling internationally. CDMA-only devices will not work outside the U.S. LTE-only devices will not work off the Verizon network.</p> <p>Setting up Your Account for International Travel: To use International Services while traveling outside of the U.S., the customer must have a world capable device with HD voice and be on an eligible CALNET smartphone plan. If the customer meets these conditions, TravelPass will be automatically added to line when they sign up for service. If they convert to an incompatible price plan, TravelPass will be disabled. The customer will be notified by SMS of daily fees, and can accept terms and enable or disable. Get TravelPass on demand by using MyBiz before the customer travels to or from an eligible destination. TravelPass will automatically be disabled after 30 days of inactivity, but can be re-enabled at any time.</p> <p>SIM Cards: You are responsible for any use of your SIM Card and must safeguard the security codes associated with it. Upon termination of your Verizon Wireless service, please destroy your SIM Card.</p>	N/A	\$10.00
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<b>Table 19.2.3.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
				Charges When You Are Traveling: If the customer enables TravelPass on their monthly plan, the TravelPass daily fee will give them access to their domestic plan allowances for voice, text, and data. Verizon may send them text alerts to inform them of international rates that may apply, or when their service may be impacted by high usage. These are free courtesy alerts and Verizon can't guarantee the customer will receive them or that Verizon will limit what they are charged for these services. If the customer travels to multiple TravelPass destinations with different fees within a 24 hour TravelPass session, you will be charged both fees.		



13	TRAVELPASS - CAN/MEX FEATURE	Day	TRAVELPAS S	<p>Requires a 4G Global capable smartphone. Eligible monthly Smartphone plan, TravelPass lets the customer use their talk, text and data allowances for a daily fee. A 4G World device with HD voice is required. International data will be reduced to 2G speeds after 500 MB/day. Calls while traveling are permitted within the destination of travel and back to the USA. If more than 50% of the customer's talk, text or data usage in a 60-day period is within the destination of travel, Verizon may disable or limit the use of those services in those destinations.</p> <p>When the customer connects to a foreign carrier's network, Verizon may send him or her text messages to explain how to dial for the destination they're in and the rates they will pay to use services there. When traveling, some services such as domestic data applications, voicemail or call waiting, may not be available or work as expected. Please be sure to disable TravelPass in MyBiz if the customer does not want to incur daily TravelPass fees while traveling internationally. CDMA-only devices will not work outside the U.S. LTE-only devices will not work off the Verizon network.</p> <p>Setting up Your Account for International Travel: To use International Services while traveling outside of the U.S., the customer must have a world capable device with HD voice and be on an eligible CALNET smartphone plan. If the customer meets these conditions, TravelPass will be automatically added to line when they sign up for service. If they convert to an incompatible price plan, TravelPass will be disabled. The customer will be notified by SMS of daily fees, and can accept terms and enable or disable. Get TravelPass on demand by using MyBiz before the customer travels to or from an eligible destination. TravelPass will automatically be disabled after 30 days of inactivity, but can be re-enabled at any time.</p> <p>SIM Cards: You are responsible for any use of your SIM Card and must safeguard the security codes associated with it. Upon termination of your Verizon Wireless service, please destroy your SIM Card.</p>	N/A	\$5.00
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<b>Table 19.2.3.2.8 – International Roaming</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Daily Recurring Charge</b>
				Charges When You Are Traveling: If the customer enables TravelPass on their monthly plan, the TravelPass daily fee will give them access to their domestic plan allowances for voice, text, and data. Verizon may send them text alerts to inform them of international rates that may apply, or when their service may be impacted by high usage. These are free courtesy alerts and Verizon can't guarantee the customer will receive them or that Verizon will limit what they are charged for these services. If the customer travels to multiple TravelPass destinations with different fees within a 24 hour TravelPass session, you will be charged both fees.		
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**Table 19.2.3.2.9 – Suspended Service Plan**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Suspending Wireless Service</b>
<b>Geographic Availability: Verizon's Nationwide Network Coverage</b>
<b>Service Limitations and Restrictions: See Below</b>

Table 19.2.3.2.9 – Suspended Service Plan						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
1	<b>Suspended Service Plan</b>	Month	S	The maximum period of suspension will be 180 days per rolling 12 month period.	N/A	\$0.00

**Table 19.2.3.3 – Customized Service Plans**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:</b> Customized Plans
<b>Geographic Availability:</b> Verizon's Nationwide Network Coverage
<b>Service Limitations and Restrictions:</b> Specific to Each Customized Plan

Table 19.2.3.3 – Customized Service Plans						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
1	Customized Service Plans	Month	CA0800		N/A	N/A

**Table 19.2.5 – Equipment**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:</b> Verizon Wireless Equipment
<b>Geographic Availability:</b> Verizon's Nationwide Network Coverage
<b>Service Limitations and Restrictions:</b> Subject to Availability and Stock

Table 19.2.5 – Equipment				
	Feature Name	Unit of Measure	Product Identifier	Percentage Discount off Manufacturer's List Prices
1	Basic Mobile Phone	Each	B	35%
2	Smartphone	Each	SP	35%
3	Mobile Hotspot Device	Each	M	35%
4	Tablet with SIM Card	Each	T	35%
5	Accessories	Each	A	25%



**Table 19.2.5.7 – Expedite Fees**

<b>Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Expedite Delivery Fees</b>
<b>Geographic Availability: Domestic Delivery Only</b>
<b>Service Limitations and Restrictions: Standard Overnight by End of Business Day. Verizon cannot ship to U.S. territories such as Guam, Puerto Rico or the U.S. Virgin Islands, military P.O. Boxes (Army and Fleet) or Federal (FPO) boxes. •Equipment deliveries are made only to street addresses.</b>

Table 19.2.5.7 Expedite Fees						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
Table 19.2.5.7.a Expedite Fees						
1	Expedite Fee for up to 5 devices	Each	CA0905	Standard Overnight by End of Business Day.	20.99	N/A
2	Expedite Fee for up to 10 devices	Each	CA0910	Standard Overnight by End of Business Day.	30.99	N/A
3	Expedite Fee for up to 25 devices	Each	CA0925	Standard Overnight by End of Business Day.	60.99	N/A
4	Expedite Fee for up to 50 devices	Each	CA0950	Standard Overnight by End of Business Day.	110.99	N/A
Table 19.2.5.7.b – Unsolicited Expedite Fees						
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<b>Table 19.2.5.7 Expedite Fees</b>						
	<b>Feature Name</b>	<b>Unit of Measure</b>	<b>Product Identifier</b>	<b>Restrictions, Limitations and Additional Information</b>	<b>Non-Recurring Charge</b>	<b>Monthly Recurring Charge</b>
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19						
20						



## Verizon Wireless Plan and Feature Details

Verizon Wireless Plan and Feature Details only apply to the Customized Service Plans available on the CALNET contract.

Certain agreed upon revisions to the Contractor's standard terms are set forth in this Catalog Attachment A. Such mutually agreed upon terms shall take precedence over any conflicting terms in the Contractor's standard Acceptable Use Policy as may be modified from time to time.

To the extent that this Catalog Attachment A conflicts with other provisions in the Contract, the terms set forth in the Contract shall take precedence, pursuant General Provisions Section 14 (Order of Precedence). Catalog Attachment A may be modified by the mutual written consent of the parties.

**Plans and Associated Charges:** Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides service. Charges for calls will be based on the cell sites used, which may be outside the calling plan coverage area even when the subscriber is physically within the coverage area. Time of the call is based on the telephone switching office that carries the call, which may be different from the time of day shown on subscriber's phone. Unused monthly minutes and/or Megabytes are lost. On outgoing calls, charges start when subscriber presses **SEND** or the call connects to a network, and on incoming calls, when the call connects to a network (which may be before it rings). A call may end several seconds after subscriber presses **END** or the call disconnects. Calls made on the Verizon Wireless network are only billed if they connect (which includes calls answered by machines). Billing for airtime and related charges may sometimes be delayed. Calls to "911" and certain other emergency services are toll-free and airtime-free. Airtime may be charged when dialing toll-free numbers.

**Anytime Minutes:** Anytime Minutes apply when making or receiving calls from a calling plan's rate and coverage area. Coverage information is available at [www.verizonwireless.com](http://www.verizonwireless.com). Airtime is rounded up to the next full minute. Allowance minutes/Megabytes are not transferable except as may be available on plans with sharing. In order to gain access to coverage in newly expanding markets, subscribers must periodically dial \*228 to update roaming information from voice or Smartphone devices; from the VZAccess Manager, go into "Options" and click "Activation," while in the National Enhanced Services Rate and Coverage Area every three months. This may alter the rate and coverage area. Automatic roaming may not be available in all areas and rates may vary. Roaming charges may be delayed to a later bill.

**Long Distance:** Unlimited domestic long distance is included when calling from the plan's rate and coverage area, unless otherwise specified in the plan.

**Unlimited Messaging:** Unlimited Messaging is included with select plans and is available in the National Enhanced Services rate and coverage area in the United States. Messaging applies when sending and receiving (i) text, picture and video messages to and from Verizon Wireless and Non-Verizon Wireless customers in the United States, (ii) Text, picture, and video messages sent via email, (iii) Instant messages, and (iv) Text messages with customers of wireless carriers in Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands. Messaging is subject to Text, Picture, and Video Messaging Terms and conditions. Premium messages are not included. **Friends & Family for Business:** Calls directed to and received from an account's listed Friends & Family numbers shall not use Monthly Anytime Voice Minutes. For Nationwide for Business plans with 900 minutes or more or 450 minute plan with the share option can add up to ten (10) Friends & Family numbers. Only calls from Nationwide Coverage Area to designated domestic landline or wireless numbers (excluding Directory Assistance, 900 numbers, or customer's own wireless or Voicemail access numbers) may be added; all qualifying lines on an account share the same Friends & Family numbers, up to account's eligibility limits; My Verizon, My Business Account or Verizon Enterprise Center is required to set up and manage Friends & Family numbers.

**Mobile to Mobile Calling:** Mobile to Mobile Calling minutes apply when making calls directly to or receiving calls directly from another Verizon Wireless subscriber while in the Nationwide Rate and Coverage area. Mobile to Mobile calls must originate and terminate while both Verizon Wireless subscribers are within the Mobile to Mobile Calling area. Mobile to Mobile Calling is not available (i) with fixed wireless devices with usage substantially from a single cell site, (ii) for data usage including Push to Talk Plus calls, Picture or Video Messaging (iii) if Call Forwarding or No Answer/Busy Transfer features are activated, (iv) for calls to Verizon Wireless customers using any of the International services, (v) for calls to check Voice Mail, (vi) in those areas of Louisiana and Mississippi where the users roaming indicator flashes, (vii) in Canada and Mexico and (viii) to users whose current wireless exchange restricts the delivery of Caller ID And (viii) for incoming

calls if Caller ID is not present or Caller ID Block is initiated. Mobile to Mobile Calling minutes will be applied before Anytime Minutes.

**Night and Weekend Minutes:** Apply to calls made in a calling plan's rate and coverage area only during the following hours: 12:00 am Saturday through 11:59 pm Sunday and 9:01 pm to 5:59 am Monday through Friday. If both Night and Weekend and Mobile to Mobile Calling minute allowances apply to a given call, Mobile to Mobile Calling minutes will apply before Night and Weekend minutes. However, if either allowance is unlimited, the unlimited allowance will always apply first.

**Nationwide for Business Share Option:** The Share Option is available to businesses with a minimum of five (5) Nationwide for Business lines on the same account with the share option. The Monthly Anytime Minutes of all lines on an account will be aggregated, and then allocated first to the line with the highest anytime minute usage, and then to the line with the next highest usage.

**Push to Talk Plus:** Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. **Subscribers switching from a Push to Talk Plus Calling Plan to another calling plan may not be able to use certain Push to Talk Plus capable Equipment with the new plan.** Push to Talk Plus calls may only be made with other Verizon Wireless Push to Talk Plus subscribers. Push to Talk Plus Subscribers may initiate or participate on a call, simultaneously, with as many as 250 total participants (total is limited to (50) if interoperating between 3G and 4G participants). Administrators can be designated to manage the Push to Talk contact lists via a single website interface with a single user name/password. Existing Push to Talk Subscriber Equipment may require a software upgrade to use Push to Talk Plus or replacement with a Push to Talk Plus capable device. Push to Talk Plus is only available within the National Enhanced Services Rate and Coverage Area and WiFi access points. There will be a delay from the time a Push to Talk Plus call is initiated until the Push to Talk Plus call is first received by the called party. If an incoming voice call is received while on a Push to Talk Plus call the voice call may be answered and the Push to Talk Plus placed on hold. If an incoming Push to Talk Plus call is received while on a Push to Talk Plus call the PTT call icon can be selected to connect to the Push to Talk Plus call. If the incoming voice or Push to Talk Plus call is not answered a missed call alert will display. Network registration information will be sent to the Equipment each time it is powered on in the National Enhanced Services Rate and Coverage Area, each time the Subscriber travels into the National Enhanced Services Rate and Coverage Area, and every 12 hours if the Subscriber stays within the National Enhanced Services Rate and Coverage Area. While the updated network registration information is being sent to the Equipment, incoming voice calls will go directly to voice mail. Contact list cannot be modified from certain Equipment. Subscriber cannot prevent others who have the Subscriber's MTN from entering the MTN into their Push to Talk contact list. Only one person can speak at a time during a Push to Talk Plus call. In-Call Talker Override (Talker Priority) allows a pre-determined user priority to take the floor to communicate urgent message over participant. Push to Talk Plus services cannot be used for (i) access to the Internet, intranets or other data networks, except as the device's native applications & capabilities permit, (ii) any applications that tether Equipment to laptops, personal computers or other devices for any purpose. Please visit our website [www.verizonwireless.com](http://www.verizonwireless.com) for additional Push to Talk Plus information.

**International Long Distance:** You need International Eligibility to make international calls to most countries, but you can make calls to some North American destinations without it. Additional surcharges may apply when calling certain countries; see [verizonwireless.com/International](http://verizonwireless.com/International) for details.

**Verizon Wireless International Long Distance Value Plan:** International Eligibility required to call most countries. Value Plan feature is not available on all Plans. Rates are subject to change without notice. Standard International Long Distance rates apply in addition to airtime charges per your Plan on calls made from the Verizon Wireless network. Rates and service availability may vary when your phone's banner displays "Extended Network." Value Plan rates apply only on calls to Value Plan Countries made from your Plan's Rate and Coverage Area. If a subscriber's Plan's Rate and Coverage Area includes calls to any Value Plan country, those calls will be billed per the Plan. Except when roaming on another carrier's network, in which case that carrier's rates, taxes and surcharges apply. For Value Plan subscribers, calls made from the Verizon Wireless network to countries not included in the Value Plan will be billed at standard International Long Distance rates. Additional surcharges may apply when calling certain destinations, see [www.verizonwireless.com/international](http://www.verizonwireless.com/international) for details.

## Verizon Wireless Plan and Feature Details

**International Roaming:** Some services, such as premium text messaging, directory assistance, entertainment lines and third-party services, may be available, and charges for these services will be billed (along with applicable toll charges) in addition to roaming rates. Message-waiting-indicator service is not available where Text Messaging is not available. When using International Phone, or International Data services, or if you subscribe to a Nationwide Plus Canada or Nationwide Plus Mexico Plan, and you're roaming near country borders, calls may be carried by a cell site located in a neighboring country and billed at that country's rates. Verizon Wireless will terminate your service for good cause if less than half of your voice or data usage over three consecutive billing cycles is on the Verizon Wireless National Enhanced Services Rate and Coverage Area. See [verizonwireless.com/International](http://verizonwireless.com/International) for rates and destinations, which are subject to change without notice. International Eligibility required for GSM roaming, and for roaming in many destinations. Rates, terms and conditions apply only when roaming on participating GSM networks in published destinations. Availability of service, calling features, and Text messaging varies by country and network and may be restricted without notice. You must add International Eligibility to your account to roam in many destinations. Visit [verizonwireless.com/narooming](http://verizonwireless.com/narooming). By using Equipment outside the United States, subscriber is solely responsible for complying with all applicable foreign laws, rules and regulations ("Foreign Laws"), including Foreign Laws regarding use of wireless phones while driving and use of wireless camera phones. Verizon Wireless is not liable for any damages that may result from subscriber's failure to comply with Foreign Laws.

**Roaming in GSM countries:** GSM International Phone, activated in the United States with compatible subscriber Identity Module (SIM) card required. Rates, terms and conditions apply only when roaming on participating GSM networks in published International Phone countries. Service may be available in additional countries, but airtime rates, availability of calling features, and ability to receive incoming calls (including return calls from emergency services personnel) may be restricted. See [www.verizonwireless.com](http://www.verizonwireless.com) for coverage and airtime rates. Service in certain countries may be blocked without prior notice. Text messaging rates are subject to change. Text messages may be sent only to MTNs of (i) Verizon Wireless customers, and (ii) customers of foreign wireless carriers that participate in international text messaging. **Data Services:** Verizon Wireless charges you for all data and content sent or received using our network (including any network overhead and/or Internet Protocol overhead associated with content sent or received), as well as resolution of Internet Protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data in the background, without any action by the user, and you will be billed for such data use. Applications may automatically re-initiate data sessions without you pressing or clicking the **SEND** or connect button. Data sessions automatically terminate after 24 hours. A data session is inactive when no data is being transferred. Data sessions may seem inactive while data is actively being transferred, or may seem active when the data is actually cached and data is not being transferred. If you have a Data Only plan and use voice service, domestic voice calls will be billed.

Verizon Wireless strives to provide customers with the best experience when using our network, a shared resource among tens of millions of customers. To further this objective, Verizon Wireless has implemented Network Optimization Practices designed to ensure that the overwhelming majority of data customers aren't negatively impacted by the inordinate data consumption of a few users. The reduction can last for the remainder of the current bill cycle and the immediately following bill cycle to ensure high quality network performance for other users at locations and times of peak demand. If you download an audio or video file, the file may be downloaded in sections or in its entirety; data charges will apply to the portion downloaded, regardless of whether you listen to or watch all of it. You may access and monitor your own data usage during a particular billing period, including during the Return Period, by accessing My Verizon online or by contacting Customer Service.

**Data Services: Permitted Uses:** You can use Verizon Wireless Data Services for accessing the Internet and for such uses as: (i) Internet browsing; (ii) email; (iii) intranet access (including accessing corporate intranets, email and individual productivity applications made available by your company); (iv) uploading, downloading and streaming of audio, video and games; and (v) Voice over Internet Protocol (VoIP).

**Data Services: Prohibited Uses.** You may not use our Data Services for illegal purposes or purposes that infringe upon others' intellectual property

rights, or in a manner that interferes with other users' service, that violates trade and economic sanctions and prohibitions as promulgated by the Departments of Commerce, Treasury or any other U.S. government agency, that interferes with network's ability to fairly allocate capacity among users, or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications that are broadcast to multiple servers or recipients such that they could enable "bots" or similar routines (as set forth in more detail (ii) below) or otherwise denigrate network capacity or functionality; (ii) "auto-responders," "cancel-bots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or e-mail use by others; (iii) generating "spam" or unsolicited commercial or bulk e-mail (or activities that facilitate the dissemination of such e-mail); (iv) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet-based resources of others, including the generation of dissemination of viruses, malware, or "denial of service" attacks; (v) accessing or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate Verizon Wireless' or another entity's network or systems; or (vi) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle or "any keep alive" functions, unless they adhere to Verizon Wireless' requirements for such usage, which may be changed from time to time.

Verizon Wireless further reserves the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and Verizon Wireless reserves the right to deny, modify or terminate service, with or without notice, to anyone Verizon Wireless believes is using Data Services in a manner that adversely impacts the Verizon Wireless network. Verizon Wireless may monitor your compliance, or other subscribers' compliance, with these terms and conditions, but Verizon Wireless will not monitor the content of the communications except as otherwise expressly permitted or required by law. [See [verizonwireless.com/privacy](http://verizonwireless.com/privacy)]

**Unlimited Data Plans and Features (such as NationalAccess, BroadbandAccess, Push to Talk Plus, and certain VZEmail services) may ONLY be used with wireless devices for the following purposes:** (i) Internet browsing; (ii) email; and (iii) intranet access (including access to corporate intranets, email, and individual productivity applications like customer relationship management, sales force, and field service automation). The Unlimited Data Plans and Features MAY NOT be used for any other purpose. Examples of prohibited uses include, without limitation, the following: (i) continuous uploading, downloading or streaming of audio or video programming or games; (ii) server devices or host computer applications, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, automated machine-to-machine connections or peer-to-peer (P2P) file sharing; or (iii) as a substitute or backup for private lines or dedicated data connections. This means, by way of example only, that checking email, surfing the Internet, downloading legally acquired songs, and/or visiting corporate intranets is permitted, but downloading movies using P2P file sharing services and/or redirecting television signals for viewing on laptops is prohibited.

For individual use only and not for resale. We will protect our network from harm, which may impact legitimate data flows. We will limit throughput or amount of data transferred exceeding 25 GB in any given billing cycle on any line, in any given billing cycle, for all additional usage for the remainder of the then-current bill cycle for the line that exceeds the data usage, and reserve the right to deny or terminate service, without notice, to anyone we believe is using an Unlimited Data Plan or Feature in any manner prohibited above or whose usage adversely impacts our network or service levels. Anyone using more than 25 GB per line in a given billing cycle is presumed to be using the service in a manner prohibited above, and we reserve the right to immediately terminate the service of any such person without notice. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB in with prior written notice. We also reserve the right to terminate service upon notification to the customer.

Unlimited VZAccess and VZEmail: NationalAccess, BroadbandAccess, and InternationalAccess data sessions may be used for the following purposes: (i) Internet browsing, (ii) e-mail, and (iii) intranet access (including access to corporate intranets, e-mail and individual productivity applications like customer relationship management, sales force and field service automation). Unlimited VZAccess, VZEmail and Push to Talk Plus services cannot be used (i) for

uploading, downloading or streaming of movies, music or games, (ii) with server devices or with host computer applications, other than applications required for BlackBerry or Wireless Sync service, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, Voice over IP (VoIP), automated machine-to-machine connections, or peer-to-peer (P2P) file sharing, or (iii) as a substitute or backup for private lines or dedicated data connections. Additionally, Unlimited VZEmail services cannot be used for, (i) access to the Internet, intranets or other data networks, except as the Equipment's native applications and capabilities permit, or (ii) for any applications that tether Equipment to laptops or personal computers other than for use of the Wireless Sync or BlackBerry Solutions. Unlimited BroadbandAccess and NationalAccess data sessions automatically terminate after 2 hours of inactivity, unless Subscriber has Mobile IP (MIP) capable Equipment

**Data Roaming:** International Eligibility is needed to roam in many destinations. Current coverage details, and list of Other Available Countries can be found at [www.verizonwireless.com/International](http://www.verizonwireless.com/International).

**International Data Optional Features:** International PC Card required for international use. International PC Cards will not work in the United States or Canada and International Data Optional Features subscribers will need a NationalAccess or Mobile Broadband PC card for domestic use. The domestic and International PC Cards cannot be used at the same time. Prior to leaving the United States, subscribers must install International Data Optional Features VZAccess Manager<sup>SM</sup> and run the OTA wizard. International Data Optional Features subscribers must activate and update their Preferred Roaming lists while in the National Enhanced Services Rate and Coverage Area every three months. Verizon Wireless reserves the right to terminate the service of any subscriber whose total usage is less than half on the Verizon Wireless National Enhanced Services Rate and Coverage Area over three consecutive billing cycles. .

**International Email SIM Cards:** SIM Cards are available for use with your International PC Card, International Smartphone, or International Phone. Verizon Wireless is not responsible for any unauthorized use of subscriber's SIM Cards and subscriber must safeguard security codes. Placing your InternationalEmail SIM in any other non BlackBerry or Smartphone device could result in additional charges or termination of service. Upon termination of service, subscriber must destroy SIM Card.

## M2M Data Plan Terms and Conditions

A data session is inactive when no data is being transferred, and may seem inactive while data is actively being transferred to a device, or seem active when actually cached and not transferring data. Customer must maintain virus protection when accessing the service and is responsible for all data sent and received including "overhead" (data that is in addition to user-transmitted data, including control, operational and routing instructions, error-checking characters as well as retransmissions of user-data messages that are received in error) whether or not such data is actually received. Verizon Wireless will not be liable for problems receiving Service that result from Customer's device.

**Megabyte (MB) Data Plans:** M2M data usage is rounded to next full kilobyte at end of each billing cycle. Any unused portion of the megabyte allowance is lost. Equipment will not indicate kilobyte usage.

**Data Roaming I-Dial** is needed to roam in many destinations. Only the Canadian Broadband Rate and Coverage Area supports EV-DO.

## M2M Data Plan Share Options

**Share Options:** Sharing is available only among Government Subscribers on applicable M2M Low Usage and High Usage calling plans.

**Account Share:** Customer may activate up to 15 share groups per account. Sharing is available only among M2M Lines on the Mobile Broadband M2M Account Share Plans **on the same billing account, in the same usage group** (Low Usage and High Usage plans cannot share with each other). Unused KBs will be distributed to M2M Lines with an overage on an as needed basis to M2M Lines **on the same billing account** that have exceeded their MB allowance during the same monthly billing period. At the end of each bill cycle any unused KBs allowances will be applied to the overages of the other M2M Lines on the same account beginning with the line with the lowest overage need until depleted. Customers subscribing to Mobile Broadband M2M Account Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Profile Share Plans.

**Profile (Multi-Account) Share:** Customer may activate one (1) share group per profile (Low Usage and High Usage plans cannot share with each other); however, customer may have multiple bill accounts on the same profile. Sharing is available only among M2M Lines on the Mobile Broadband M2M Multi-Account Share Plans **on the same profile, in the same usage group**. Each sharing M2M Lines unused KBs will pass to other sharing M2M Lines that have exceeded their data allowance during the same monthly bill cycle. Unused KBs will be distributed proportionally as a ratio of the KBs needed by each applicable M2M Line to the total KBs needed by all sharing M2M Lines **on the same profile**. Customers subscribing to Mobile Broadband M2M Profile Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Account Share Plans.

**Note:** <sup>1</sup>A profile is defined as a Customer's overarching account of record under which Customer may have multiple billing accounts

Verizon Wireless' pricing does not include federal, state, local or foreign fees, assessments or other charges (collectively "fees"), which must be billed based on the jurisdiction in which the subscriber's cellular number is set up and located. Fees vary by state and local areas and are subject to change without notice.

Verizon Wireless cannot provide a comprehensive list of all charges and regulatory fees required and assessed when using a wireless device because they vary greatly from one jurisdiction to another.

In addition to taxes, surcharges and fees that we are required to collect, we will also collect charges to recover or help defray costs of taxes and governmental surcharges and fees imposed on us, and costs associated with governmental regulations and mandates on our business. These charges include, among others, a Regulatory Charge and a Federal Universal Service Charge, and are described below in more detail. These charges are Verizon Wireless charges, not taxes, and are subject to change. Because these charges are not taxes, your tax exemptions, if any, will not apply to these charges.

#### **Federal Universal Service Charge**

Wireless carriers are assessed by the federal government to fund the delivery of universally-affordable telecommunications and information services under the Federal Universal Service Fund (FUSF) program.

The Federal Universal Service Charge (FUSC) collected by Verizon is a percentage of the customer's monthly bill and is used to defray the costs of the FUSF. The FUSC is collected on most items on the bill, other than data charges for wireless broadband Internet access, equipment charges and taxes. As of January 1, 2019, the basic FUSC rate is 20.00% and changes quarterly. The FUSC rate for bundled minute plans is 5.46% if the customer does not exceed the included number of minutes. The 20.00% rate applies to long distance interstate calls that exceed the customer's included bundle of minutes. Other services, such as VOIP, are charged a lower FUSC rate.

- Cellular Access for voice calling plans (only on first 79% of this item)
- Verizon Wireless Toll
- Roaming Charges
- Activation Charges
- Re-connect fees
- Landline Connect Fee
- TXT Messaging monthly service
- TXT Messaging usage
- Airtime usage for voice calls
- Mobile to Mobile feature
- Nights and Weekends feature
- Toll free feature

The quarterly percentage rate described above for the FUSC is applied in our billing system.

Verizon Wireless also imposes state universal service charges. These charges vary by jurisdiction and are subject to change depending on changes in the state universal service impositions on Verizon Wireless.

#### **Regulatory Charge**

**The Regulatory Charge is an assessment that helps defray our ongoing costs of complying with various governmental mandates and assessments. Examples include:**

- The cost of the license fees assessed by the FCC.
- Costs assessed by the FCC to administer local number portability requirements.

**This charge is subject to change over time upon notice and is taxable in most jurisdictions.**

Regulatory fees impacting the wireless industry are constantly evolving and are subject to change without notice. For more information you can visit the FCC's website at [www.fcc.gov](http://www.fcc.gov).