

CHECK HERE IS ADDITIONAL PAGES ARE ATTACHED 217 PAGES

AGREEMENT NUMBER C4-CVD-19-001-03	AMENDMENT NUMBER 1
REGISTRATION NUMBER	

1. This Agreement is entered into between the Contracting Agency and Contractor named below:

CONTRACTING AGENCY NAME California Department of Technology
CONTRACTOR NAME Cellco Partnership d/b/a/ Verizon Wireless

2. The term of this Agreement is: Start Date: May 23, 2019 End Date: May 23, 2023

3. The maximum amount of this Agreement after this Amendment is: \$0.00

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

Effective upon signature of both parties and approved by STP, Amendment No. 1 incorporates the following changes to CALNET C4-CVD-19-001-03.

Refer to Attachment No. 1- List of Amended Contract Documents

All other terms and conditions remain the same.

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

CONTRACTOR		Department of Technology, Statewide Technology Procurement Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) Cellco Partnership d/b/a/ Verizon Wireless		
CONTRACTOR AUTHORIZED SIGNATURE <u>Todd Loccisano</u> <small>Todd Loccisano (Sep 10, 2020 13:23 EDT)</small>	DATE SIGNED (Do not type) Sep 10, 2020	
PRINTED NAME AND TITLE OF PERSON SIGNING Todd Loccisano, Executive Director, Enterprise and Government Contracts		
ADDRESS 10170 Junction Drive, Annapolis Junction, MD 20701		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME California Department of Technology		
CONTRACTING AGENCY AUTHORIZED SIGNATURE <u>Deborah Chu</u> <small>Deborah Chu (Sep 10, 2020 11:26 PDT)</small>	DATE SIGNED (Do not type) Sep 10, 2020	
PRINTED NAME AND TITLE OF PERSON SIGNING Deborah Chu, Branch Chief, Statewide Technology Procurement, CDT		
CONTRACTING AGENCY ADDRESS P.O. Box 1810, Rancho Cordova, CA 95741-1810		

Exempt Per:

**STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-CVD-19-001-03, Amendment 1
Cellco Partnership d/b/a/ Verizon Wireless**

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 05/12/2020 contains a list of revised 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.

Replaces the Contractor's Response for the following documents in their entirety:

- 1.g. Contractor's amended Response to Business Requirements (60 pages)
- 1.l. Contractor's amended Response to Category 19.1 Statement of Work (25 pages)
- 1.m. Contractor's amended Response to Category 19.2 Statement of Work (55 pages)
- 1.p. Contractor's amended Response to Subcategory 19.1 Catalog A (28 pages)
- 1.q. Contractor's amended Response to Subcategory 19.2 Catalog A (32 pages)

Revises the following IFB Documents originally incorporated by reference:

- 1.r. Appendix B, Individual Price Reduction Agreement (IPRA) (4 pages)
- 1.s. Appendix C, Authorization to Order 19.1 (ATO Form) (6 pages)
- 1.t. Appendix D, Authorization to Order 19.2 (ATO Form) (7 pages)

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.

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/01/2020	<ul style="list-style-type: none">• Administrative changes to support digital accessibility in accordance with department policy.• Replace INTENTIONAL BLANK PAGE with Amendment Log,• Clean up language to Sections C.8.• Memorialized previously agreed to language related to the Individual Price Reductions (Section C.9).

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 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 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 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 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__X__
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

	Deficiency	Charges
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 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 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 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 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 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 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_____*

- 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_____

- 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_____

- 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_____

- 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_____

- 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_____

- 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.

Data Item	Chars	Description	Provided by
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_reportnamemmdyyyy.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:

POP	Description
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	MCELLADFFEE 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	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 NRC Admin Fees are not associated with the Product, provide 0.0
12.	Total MRC Admin Fee	The total MRC SAAF collected for the Product ID 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 convert to 15.95 If MRC Admin Fees are not associated with the Product, provide 0.0

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 State Associated Administrative Fee (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 *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 with a Customer for one (1) or more services by location(s). The Contractor may also enter into an Individual Price Reduction (IPR) with the CALNET CMO, on behalf of CALNET Customers, which shall establish lower CALNET rated based upon, but not limited to: a) geographic area or location(s); b) for one (1) or more Customers; and/or c) by service quantity thresholds.

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 complete an Appendix B, Individual Price Reduction Agreement when offering Customers pricing below the CALNET catalog rates;
3. An IPRA must be signed by the Contractor and Customer. The IPRA becomes effective on the date that it is signed by both parties, unless otherwise noted for a future date in the IPRA document;

4. All Contract requirements, terms and conditions, including Service Level Agreements, will remain unchanged. The Contractor shall not include additional requirements or terms and conditions within the IPRA;
5. 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*;
6. Once a Standard or Duration IPRA is approved by the Contractor and Customer, the Contractor shall not cancel or increase the reduced pricing during the Contract Term for service(s) listed, in the IPRA;
7. All approved IPRAs shall remain in effect when options to extend the Contract are exercised by the State;
8. All IPRAs shall be subject to examination and audit pursuant to eVAQ, Section 51, *Examination and Audit*;
9. The IPRA and information regarding the approved IPR service rate(s) shall be subject to the California Public Records Act;
10. Implementation of an approved IPRA 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 and reduce below 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 Duration IPRs;
11. The Contractor shall obtain the CALNET CMO approval to automate the IPRA form before implementing any changes; and,
12. The CALNET CMO shall require the Contractor to correct any IPRAs 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 duration of the Contract;
2. Standard IPRs shall be for reduced service pricing only;
3. The Customer may cancel any or all services(s) subject to the Standard IPR without penalty; and,
4. The Standard IPR Service rate(s) shall continue in effect from the date the Standard IPRA is signed by both the Customer and Contractor, through the remainder of the duration of the Contract unless services are terminated earlier by the Customer or the CALNET CMO in accordance with the terms and conditions of the Contract.

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 duration commitments. Duration IPRs shall be used to reduce pricing and establish Customer duration commitments;
2. Acceptance of any solicitation or 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 the Duration IPR is signed by both the Customer and Contractor, through the remainder of the Contract Term.
4. The Customer's duration commitment shall not exceed the Contract expiration; and,
5. After the Duration IPRA duration 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 duration 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 IPRA. 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_ X____
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_ X____
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 X
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 X
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 X
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__X__
No_____*

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.

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/12/2020	<ul style="list-style-type: none">• Replaced INTENTIONAL BLANK PAGE with Amendment Log,• Deleted date and Addendum 4 from footer,• Added Verizon Wireless to header,• Deleted unsolicited items and empty rows, and• Changed some Bidder's Descriptions and Feature Descriptions.

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 No ”

Or,

2. Example B (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

19.1.1.2 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	Voice, Text and Data 2 GB (Usage Threshold) Service Plan	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 _____

19.1.2.2 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 X 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.

Table 19.1.2.2.1.a – Voice and Text Service Plan for Basic Phones						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
	Voice and Text Service Plan for Basic Phones	Voice and Text Service Plan for Basic Phones	CA0001	4G Basic Phone Plan	X	

The Bidder may offer additional unsolicited Voice and Text Service Plan features in Table 19.1.2.2.1.b.

Table 19.1.2.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features			
	Feature Name	Product Identifier	Bidder's Description
1	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
2	FIELD FORCE MGR LTD FEATURE	CA0114	FIELD FORCE MGR LTD SFO: 76721

Table 19.1.2.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features			
	Feature Name	Product Identifier	Bidder’s Description
3	FIELD FORCE MGR BAS FEATURE	CA0115	FIELD FORCE MGR BAS SFO: 76722
4	FIELD FORCE MGR PRO FEATURE	CA0116	FIELD FORCE MGR PRO SFO: 76723
5	PTT PLUS BASIC 4G ENTERPRISE FEATURE	CA0118	PTT PLUS BASIC 4G ENTERPRISE SFO: 80598

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 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	Voice, Text and Data 2 GB Service Plan	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0002	4G 2 GB Flat Rate SP Plan.	X	
2	Voice, Text and Data 5 GB Service Plan	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0003	4G 5 GB Flat Rate SP Plan.	X	
3	Voice, Text and Data 10 GB Service Plan	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0004	4G 10 GB Flat Rate SP Plan.	X	
4	Voice, Text and Data 20 GB Service Plan	20 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0005	4G 20 GB Flat Rate SP Plan.	X	
5	Voice, Text and Data 50 GB Service Plan	50 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0006	4G 50 GB Flat Rate SP Plan.	X	

The Bidder may offer additional unsolicited Voice, Text, and Data Service Plan features in Table 19.1.2.2.2.b.

Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
2	PTT PLUS 4G ENTERPRISE FEATURE	CA0122	PTT PLUS 4G ENTERPRISE SFO: 80590
3	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
4	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637

Table 19.1.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
5	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638
6	NATIONWIDE UNLIMITED MIN&MSG+EMAIL&DATA	CA0137	CUSTOM 4G VERIZON UNLIMITED SMARTPHONE PLAN FOR PUBLIC SECTOR PPID: 13656
7	CUSTOM BUSINESS UNLIMITED MINS&DATA+CAN&MEX	CA0138	UNLIMITED PLAN FOR SMARTPHONE - DOMESTIC, CANADA AND MEXICO PPID: 99719

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 No

The Bidder shall offer the Data Only Service Plans detailed in Table 19.1.2.2.3.a.

Table 19.1.2.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Data Only 2 GB Service Plan	2 GB high speed data usage for data only devices	CA0007	4G 2 GB Flat Rate Data Plan	X	
2	Data Only 5 GB Service Plan	5 GB high speed data usage for data only devices	CA0008	4G 5 GB Flat Rate Data Plan	X	
3	Data Only 10 GB Service Plan	10 GB high speed data usage for data only devices	CA0009	4G 10 GB Flat Rate Data Plan	X	
4	Data Only 20 GB Service Plan	20 GB high speed data usage for data only devices	CA0010	4G 20 GB Flat Rate Data Plan	X	

Table 19.1.2.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
5	Data Only 50 GB Service Plan	50 GB high speed data usage for data only devices	CA0011	4G 50 GB Flat Rate Data Plan	X	
6	Data Only 100 GB Service Plan	100 GB high speed data usage for data only devices	CA0012	4G 100 GB Flat Rate Data Plan	X	

The Bidder may offer additional unsolicited Data Only Service Plan features in Table 19.1.2.2.3.b.

Table 19.1.2.2.3.b – Unsolicited Data Only Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
2	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637
3	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638

19.1.2.2.4 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 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 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 19.1.2.2.4.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	M2MIoT 1 MB Service Plan	1 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0013	4G 1 MB M2M Plan	X	
2	Overage Charge for M2MIoT 1 MB Service Plan	Per MB charge for usage over 1 MB	OCA0013	4G 1 MB M2M Plan Overage	X	
3	M2MIoT 10 MB Service Plan	10 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0014	4G 10 MB M2M Plan	X	
4	Overage Charge for M2MIoT 10 MB Service Plan	Per MB charge for usage over 10 MB	OCA0014	4G 10 MB M2M Plan Overage	X	
5	M2MIoT 50 MB Service Plan	50 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0015	4G 50 MB M2M Plan	X	
6	Overage Charge for M2MIoT 50 MB Service Plan	Per MB charge for usage over 50 MB	OCA0015	4G 50 MB M2M Plan Overage	X	
7	M2MIoT 250 MB Service Plan	250 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0016	4G 250 MB M2M Plan	X	
8	Overage Charge for M2MIoT 250 MB Service Plan	Per MB charge for usage over 250 MB	OCA0016	4G 250 MB M2M Plan Overage	X	
9	M2MIoT 1 GB Service Plan	1 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0017	4G 1 GB M2M Plan	X	
10	Overage Charge for M2MIoT 1 GB Service Plan	Per MB charge for usage over 1 GB	OCA0017	4G 1 GB M2M Plan Overage	X	
11	M2MIoT 5 GB Service Plan	5 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA0018	4G 5 GB M2M Plan	X	

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
12	Overage Charge for M2M IoT 5 GB Service Plan	Per MB charge for usage over 5 GB	OCA0018	4G 5 GB M2M Plan Overage	X	
13	M2M IoT 10 GB Service Plan	10 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0019	4G 10 GB M2M Plan	X	
14	Overage Charge for M2M IoT 10 GB Service Plan	Per MB charge for usage over 10 GB	OCA0019	4G 10 GB M2M Plan Overage	X	
15	M2M IoT 20 GB Service Plan	20 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0020	4G 20 GB M2M Plan	X	
16	Overage Charge for M2M IoT 20 GB Service Plan	Per MB charge for usage over 20 GB	OCA0020	4G 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.

Table 19.1.2.2.4.b – Unsolicited Machine-to-Machine and Internet of Things Service Plans or Features			
	Feature Name	Product Identifier	Bidder's Description
1			
2			

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.

Table 19.1.2.2.5 – Video Streaming Quality				
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)	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 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.

Table 19.1.2.2.6 – Tethering Throughput				
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 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.

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	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				

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.

Table 19.1.2.2.8.a - International Roaming		
	Country	Bidder’s Product Identification Code for Daily Services
1	Canada and Mexico	0/
2	All countries on the Contractor’s maintained list	/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.

Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming			
	Feature Name	Product Identifier	Bidder’s Description
1			
2			

Bidder understands the Requirement and shall meet or exceed it? Yes X 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 0.a.

Table 0 – Suspended Service Plan						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
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 _____

19.1.2.3 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 No

19.1.2.4 SERVICE WITH CUSTOMER OWNED AND MAINTAINED (COAM) EQUIPMENT (M)

The Contractor shall provide the service plans described in Section 19.1.1.4, *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.

Table 19.1.2.5 – 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 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 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 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_ X_____ 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_ X_____ 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_ X_____ 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 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 19.1.4, <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 19.1.4, <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			

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:

1. 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).

2. 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_X_____ 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_X_____ No_____

19.1.6.3 COVERAGE UPDATES (M)

The Contractor shall provide updated coverage maps on a quarterly basis by the 15th 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_X_____ 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.

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/12/2020	<ul style="list-style-type: none">• Replaced INTENTIONAL BLANK PAGE with Amendment Log,• Deleted date and Addendum 4 from footer,• Added Verizon Wireless to header,• Deleted unsolicited items and empty rows, and• Changed some Bidder's Descriptions and Feature Descriptions.

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.

19.2.2.1 ELIGIBILITY (M)

PSEs eligible to use the services on this Contract may be classified by North American Industry Classification System (NAICS) codes approved by Cal OES and the CALNET CMO. The Contractors shall list all NAICS codes or PSEs that represent the industries the Contractor will provide services to.

Table 19.2.2.1.a The Contractor’s List of Proposed NAICS Codes/PSE

Sector	NAICS Code/PSE	Subsector
Ambulatory Health Care Services	621910	Ambulance Services
Justice, Public Order, and Safety Activities	922120	Police Protection
Justice, Public Order, and Safety Activities	922160	Fire Protection

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 Contactor 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 X 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 X 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 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.

Table 19.2.2.10 – Broadband Service Availability				
Commitment	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, P)
Committed Availability	99%	99.9%	99.99%	B
Reporting Metric	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.	GOLD	Mobility VPN + Modules - NMSVZW-GOV-GOLD	X	

Bidder understands the Requirement and shall meet or exceed it? Yes X 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.

Table 19.2.2.15 – Network Throughput Guaranteed Speeds				
	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 X 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.

Table 19.2.2.17 – Network Performance				
	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 X 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.

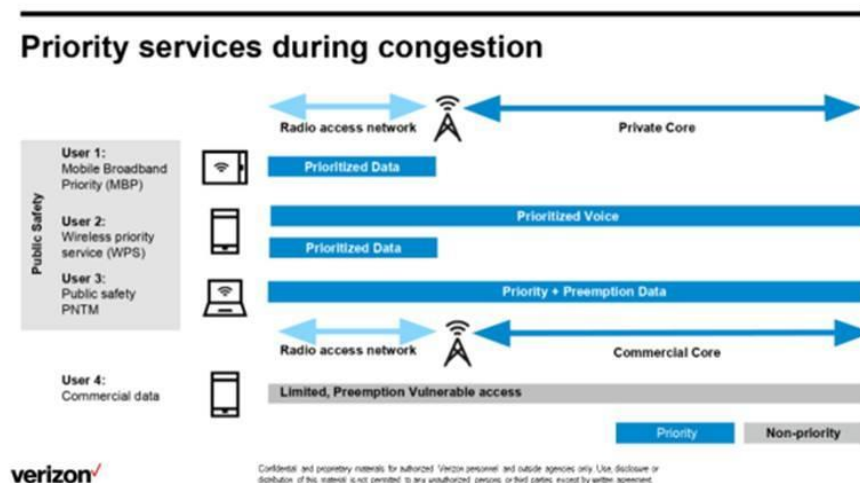
The private core segregates public safety data traffic from the Verizon commercial and consumer traffic while providing secure connectivity to remote applications. You still get the benefits of the LTE radio access network (RAN) features such as quality of service, priority and preemption.

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

5. 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 neccessary 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.

Table 19.2.2.21 –Push-to-Talk Solution						
	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	4G PTT Plus Plan	X	

Bidder understands the Requirement and shall meet or exceed it? Yes 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 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 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:

- 19.2.8.5.1, Contractor Network Outage Notification During SOC/EOC Activation (M-S)
- 19.2.8.5.2, Contractor Maintenance Caused Outage Notification (M-S)
- 19.2.8.5.4, Contractor 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	Voice, Text and Data 2 GB (Usage Threshold) Service Plan	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
	Voice and Text Service Plan for Basic Phones	Voice and Text Service Plan for Basic Phones	CAFR01	4G 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	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
2	FIELD FORCE MGR LTD FEATURE	CA0114	FIELD FORCE MGR LTD SFO: 76721
3	FIELD FORCE MGR BAS FEATURE	CA0115	FIELD FORCE MGR BAS SFO: 76722
4	FIELD FORCE MGR PRO FEATURE	CA0116	FIELD FORCE MGR PRO SFO: 76723
5	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 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	Voice, Text and Data 2 GB Service Plan	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR02	4G 2 GB Flat Rate SPPlan.	X	
2	Voice, Text and Data 5 GB Service Plan	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR03	4G 5 GB Flat Rate SP Plan.	X	

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
3	Voice, Text and Data 10 GB Service Plan	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR04	4G 10 GB Flat Rate SP Plan.	X	
4	Voice, Text and Data 20 GB Service Plan	20 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR05	4G 20 GB Flat Rate SP Plan.	X	
5	Voice, Text and Data 50 GB Service Plan	50 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR06	4G 50 GB Flat Rate SP Plan.	X	
6	Voice, Text and Data Limitless Service Plan	Limitless Data with No Throughput Restrictions	SP UNL	PUBLIC SAFETY UNLIMITED SMARTPHONE PLAN	X	

The Bidder may offer additional unsolicited Voice, Text, and Data Service Plan features in Table 19.2.3.2.2.b.

Table 19.2.3.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
2	PTT PLUS 4G ENTERPRISE FEATURE	CA0122	PTT PLUS 4G ENTERPRISE SFO: 80590
3	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
4	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637
5	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 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 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	Data Only 2 GB Service Plan	2 GB high speed data usage for data only devices	CAFR07	4G 2 GB Flat Rate Data Plan	X	
2	Data Only 5 GB Service Plan	5 GB high speed data usage for data only devices	CAFR08	4G 5 GB Flat Rate Data Plan	X	
3	Data Only 10 GB Service Plan	10 GB high speed data usage for data only devices	CAFR09	4G 10 GB Flat Rate Data Plan	X	
4	Data Only 20 GB Service Plan	20 GB high speed data usage for data only devices	CAFR10	4G 20 GB Flat Rate Data Plan	X	
5	Data Only 50 GB Service Plan	50 GB high speed data usage for data only devices	CAFR11	4G 50 GB Flat Rate Data Plan	X	

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
6	Data Only 100 GB Service Plan	100 GB high speed data usage for data only devices	CAFR12	4G 100 GB Flat Rate Data Plan	X	
7	Data Only Limitless Service Plan	Limitless Data with No Throughput Restrictions	MBB UNL	PUBLIC SAFETY UNLIMITED MOBILE BROADBAND PLAN	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	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
2	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637
3	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 (M2M/IoT Service Plans) (M)

The Contractor shall provide Machine-to-Machine and Internet of Things Service Plans (M2M/IoT 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 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 No

The Bidder shall offer the Machine-to-Machine and Internet of Things Service Plans detailed in Table 19.2.3.2.4.a.

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
1	M2MIoT 1 MB Service Plan	1 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR13	4G 1 MB M2M Plan	X	
2	Overage Charge for M2MIoT 1 MB Service Plan	Per MB charge for usage over 1 MB	OCAFR13	4G 1 MB M2M Plan Overage	X	
3	M2MIoT 10 MB Service Plan	10 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR14	4G 10 MB M2M Plan	X	
4	Overage Charge for M2MIoT 10 MB Service Plan	Per MB charge for usage over 10 MB	OCAFR14	4G 10 MB M2M Plan Overage	X	
5	M2MIoT 50 MB Service Plan	50 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR15	4G 50 MB M2M Plan	X	
6	Overage Charge for M2MIoT 50 MB Service Plan	Per MB charge for usage over 50 MB	OCAFR15	4G 50 MB M2M Plan Overage	X	
7	M2MIoT 250 MB Service Plan	250 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR16	4G 250 MB M2M Plan	X	
8	Overage Charge for M2MIoT 250 MB Service Plan	Per MB charge for usage over 250 MB	OCAFR16	4G 250 MB M2M Plan Overage	X	
9	M2MIoT 1 GB Service Plan	1 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR17	4G 1 GB M2M Plan	X	
10	Overage Charge for M2MIoT 1 GB Service Plan	Per MB charge for usage over 1 GB	OCAFR17	4G 1 GB M2M Plan Overage	X	
11	M2MIoT 5 GB Service Plan	5 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR18	4G 5 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
12	Overage Charge for M2M IoT 5 GB Service Plan	Per MB charge for usage over 5 GB	OCAFR18	4G 5 GB M2M Plan Overage	X	
13	M2M IoT 10 GB Service Plan	10 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR19	4G 10 GB M2M Plan	X	
14	Overage Charge for M2M IoT 10 GB Service Plan	Per MB charge for usage over 10 GB	OCAFR19	4G 10 GB M2M Plan Overage	X	
15	M2M IoT 20 GB Service Plan	20 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR20	4G 20 GB M2M Plan	X	
16	Overage Charge for M2M IoT 20 GB Service Plan	Per MB charge for usage over 20 GB	OCAFR20	4G 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			
2			

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

Table 19.2.3.2.5 – Video Streaming Quality				
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.

Table 19.2.3.2.6 – Tethering Throughput				
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	S
Data Only Service Plans (19.2.3.2.3)	3G	4G	Unrestricted	S

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.

Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder’s Product Identifiers		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message
1				
2				

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.

Table 19.2.3.2.8.a - International Roaming		
	Country	Bidder’s Product Identifiers for Daily Services
1	Canada and Mexico	0/
2	All countries on the Contractor’s maintained list	/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.

Table 19.2.3.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming			
	Feature Name	Product Identifier	Bidder’s Description
1			
2			

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.

Table 19.2.3.2.9 – Suspended Service Plan						
	Feature Name	Feature Description	Bidder’s CALNET Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
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.

Table 19.2.5.6 – Equipment Financing				
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.

Table 19.2.5.7.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 19.2.5, <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			

Bidder understands the Requirement and shall meet or exceed it? Yes 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.

Table 19.2.6.1 – Unsolicited Ancillary Services, Features and Equipment			
	Service or Feature Name	Product Identifier	Bidder's Description
1			
2			

19.2.7 SERVICE COVERAGE

19.2.7.1 COVERAGE MAPS (M)

The Contractor shall provide the following information upon Contract Award:

1. 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).

2. 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 15th 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 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)

SLA Name: Contractor Network Outage Notification During SOC/EOC Activation					
Definition: 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.					
Measurement Process: 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.					
Objective (s): 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>Per Occurrence:</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)

SLA Name: Contractor Statewide Network Outage Notification											
<p>Definition: 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>Measurement Process: 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>Objective (s): 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>Per Occurrence:</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)

SLA Name: Contractor Maintenance Caused Outage Notification											
Definition: 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>Measurement Process: 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>											
<p>Objective (s): The objective notification time shall be:</p> <table border="1" data-bbox="451 951 1252 1184"> <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>Per Occurrence:</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)

SLA Name: Contractor Cellular Site Failure											
Definition: 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.											
<p>Measurement Process: 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.</p> <p>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.</p>											
Objective (s): The objective restoration 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>Restoral</td> <td>≤ 24 Hours</td> <td>≤12 Hours</td> <td>≤ 4 Hours</td> <td>B</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Restoral	≤ 24 Hours	≤12 Hours	≤ 4 Hours	B
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Restoral	≤ 24 Hours	≤12 Hours	≤ 4 Hours	B							
Rights and Remedies	<p>Per Occurrence:</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)

SLA Name: User Portal Development Plan	
Definition: The Contractor shall provide a User Portal Development Plan as detailed in Section 19.2.2.7 within six (6) months of Contract Award.	
Measurement Process: 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.	
Objective (s): The Contractor shall submit the User Portal Development Plan within six (6) months of Contract Award.	
Rights and Remedies	Per Occurrence: 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)

SLA Name: User Portal Development Implementation	
Definition: 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.	
Measurement Process: 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).	
Objective (s): The Contractor shall fully implement each milestone by the negotiated due date(s).	
Rights and Remedies	Per Occurrence: 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)

SLA Name: Provisioning	
Definition: The Contractor's failure to complete the Provisioning and activation of new services and changes by the established time interval.	
<p>Measurement Process: 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>Objective 1: Existing Services as indicated below:</p> <p>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>Objective 2: New Services as indicated below:</p> <p>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>Per Occurrence:</p> <p>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 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
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.

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/12/2020	<ul style="list-style-type: none">• Replaced INTENTIONAL BLANK PAGE with Amendment Log,• Deleted date and Addendum 4 from footer,• Added Verizon Wireless to header,• Deleted unsolicited items and empty rows, and• Changed some Bidder's Descriptions and Feature Descriptions.

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Table 19.1.2.2.1 – Voice and Text Service Plan for Basic Phones

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Wireless Service for Basic Devices (See Below)
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.

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	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

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
2	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
3	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
4	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
5	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 19.1.2.2.2 – Voice, Text and Data Service Plans

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Wireless Service for Smartphones
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.

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

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
2	Voice, Text and Data 5 GB Service Plan	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	Voice, Text and Data 10 GB Service Plan	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

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
4	Voice, Text and Data 20 GB Service Plan	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	Voice, Text and Data 50 GB Service Plan	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
Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plans						
1	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

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
2	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
3	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
4	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
5	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 19.1.2.2.2 – 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 UNLIMITED MIN&MSG+EMAIL&DATA	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
7	CUSTOM BUSINESS UNLIMITED MINS&DATA+CAN&MEX	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

Table 19.1.2.2.3 – Data Only Service Plans

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Data Services for Wireless Devices
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.

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
Table 19.1.2.2.3.a – Data Only Service Plans						
1	Data Only 2 GB Service Plan	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

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
2	Data Only 5 GB Service Plan	Month	CA0008	<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.</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	\$30.00
3	Data Only 10 GB Service Plan	Month	CA0009	<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.</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	\$55.00

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
4	Data Only 20 GB Service Plan	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	Data Only 50 GB Service Plan	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

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
6	Data Only 100 GB Service Plan	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
Table 19.1.2.2.3.b – Unsolicited Data Only Service Plan Features						
1	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
2	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
3	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 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2MIoT)

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Machine-to-Machine Wireless Data Service
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.

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	M2MIoT 1 MB Service Plan	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. *1MB 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	Overage Charge for M2MIoT 1 MB Service Plan		OCA0013	* per Megabyte	\$1.00	N/A

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
3	M2MIoT 10 MB Service Plan	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>*10MB 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	Overage Charge for M2MIoT 10 MB Service Plan		OCA0014	per Megabyte	\$1.00	N/A
5	M2MIoT 50 MB Service Plan	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>*50MB 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	Overage Charge for M2MIoT 50 MB Service Plan		OCA0015	*data overate rate: \$1.00 per Megabyte	\$1.00	N/A

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
7	M2MIoT 250 MB Service Plan	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. * 250MB 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	Overage Charge for M2MIoT 250 MB Service Plan		OCA0016	per Megabyte	\$1.00	N/A
9	M2MIoT 1 GB Service Plan	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>*1GB 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

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
10	Overage Charge for M2MIoT 1 GB Service Plan		OCA0017	Per Megabyte	\$0.008	N/A
11	M2MIoT 5 GB Service Plan	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. * 5GB 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	Overage Charge for M2MIoT 5 GB Service Plan		OCA0018	Per Megabyte	\$0.008	N/A

Table 19.1.2.2.4 – Machine-to-Machine and Internet of Things Service Plans (M2M/IoT)						
	Feature Name	Unit of Measure	Product Identifier	Restrictions, Limitations and Additional Information	Non-Recurring Charge	Monthly Recurring Charge
13	M2M/IoT 10 GB Service Plan	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>*10GB 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	Overage Charge for M2M/IoT 10 GB Service Plan		OCA0019	Per Megabyte	\$0.008	N/A
15	M2M/IoT 20 GB Service Plan	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>*20GB 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						
2						

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:
Geographic Availability:
Service Limitations and Restrictions:

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services							
	Country, Countries, Regions, or Groupings	(a) Outbound Voice per Minute		(b) SMS Send/ Receive per Message		(c) MMS Send/ Receive per Message	
		Product Identifier	Bidder's per Minute Rate	Product Identifier	Bidder's per Message Rate	Product Identifier	Bidder's per Message Rate
1							
2							

Table 19.1.2.2.8 – International Roaming

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: International Roaming
Geographic Availability: Dependent on Availability of Facilities of Roaming Verizon Partners
Service Limitations and Restrictions: See Contractor's Web Maintained Reference List, And As Indicated Below

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

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
2	All countries on the Contractor’s web maintained reference list	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
Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming						
1						
2						

Table 19.1.2.2.9 – Suspended Service Plan

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Suspending Wireless Service
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: See Below

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	Suspended Service Plan	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

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Customized Plans, Features and Services
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Specific to Each Customized Plan, Feature and Service

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

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
Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:
Geographic Availability: Available in buildings as determined by requirements in the IFB.
Service Limitations and Restrictions: *Coverage may differ depending on building materials and obstructions. **Each unit delivers its own capacity.

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

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Verizon Equipment Discounts
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Subject to Availability and Stock

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

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Expedite Delivery Fees
Geographic Availability: Domestic Delivery Only
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.

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						
1						
2						

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.

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/12/2020	<ul style="list-style-type: none">• Replaced INTENTIONAL BLANK PAGE with Amendment Log,• Deleted date and Addendum 4 from footer,• Added Verizon Wireless to header,• Deleted unsolicited items and empty rows, and• Changed some Bidder's Descriptions and Feature Descriptions.

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Table 19.2.2.13 – Criminal Justice Information Services (CJIS) Compliance Solution

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.
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Full solution under development

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	GOLD	<p>All features of the Mobility VPN base product, plus the Policy, Network Access Control (NAC) and Mobile Analysis Modules. Note: Customer may purchase NetMotion Software, Inc. ("NetMotion") licenses and services ("NetMotion Services") at the prices listed. Verizon Wireless is not the licensor of the NetMotion Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. NetMotion Services are manufactured by NetMotion. NetMotion Software is subject to a separate End User License Agreement (EULA) with NetMotion, found at https://www.netmotionsoftware.com/legal-and-copyright. Use of the NetMotion licenses or NetMotion Services is deemed to be the Customer's acceptance of the terms of the EULA. Customer must accept the EULA as the party liable for each license, and agrees that the Customer will comply with the obligations under the EULA. Verizon Wireless reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. Customer's sole and exclusive remedy for any damages, losses, claims, costs, and expenses arising out of or relating to use of the Solution will be termination of service.</p> <p>Any additional NetMotion Services must be obtained directly from NetMotion either upon purchase or installation of the NetMotion Services. NetMotion Services are subject to NetMotion's terms and conditions and can be viewed here: https://www.netmotionsoftware.com/legal-and-copyright.</p> <p>Verizon Wireless will direct NetMotion to fulfill Customer's NetMotion Services order. Basic functionality questions and other general customer support can be obtained by calling Verizon Wireless Customer Support. All other customer support questions and issues for NetMotion Services must be obtained directly</p>	N/A	\$6.93
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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
				from NetMotion Software, Inc. If Verizon Wireless, in its sole discretion, determines that an inquiry from a subscriber is related to NetMotion Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate NetMotion representatives.		

Table 19.2.2.21 – Push-To-Talk Solution

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
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.

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	Push-to-Talk Solution	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 & 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

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
Geographic Availability: Available in buildings as determined by requirements in the IFB.
Service Limitations and Restrictions: *Coverage may differ depending on building materials and obstructions. **Each unit delivers its own capacity.

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	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 19.2.3.2.1 – Voice and Text Service Plan for Basic Phones

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Wireless Service for Basic Devices (See Below)
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.

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	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
2	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

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
3	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
4	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
5	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 19.2.3.2.2 – Voice, Text and Data Service Plans

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Wireless Service for Smartphones
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.

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

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
2	Voice, Text and Data 5 GB Service Plan	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	Voice, Text and Data 10 GB Service Plan	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

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
4	Voice, Text and Data 20 GB Service Plan	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	Voice, Text and Data 50 GB Service Plan	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	Voice, Text and Data Limitless Service Plan	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	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
2	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
3	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
4	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
5	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 19.2.3.2.3 – Data Only Service Plans

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Data Services for Wireless Devices
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below. 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

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
2	Data Only 5 GB Service Plan	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	Data Only 10 GB Service Plan	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

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
4	Data Only 20 GB Service Plan	Month	CAFR10	*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet. *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.* 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	\$95.00
5	Data Only 50 GB Service Plan	Month	CAFR11	*Monthly rate covers 1 user for domestic network access on a MiFi, Aircard, Jetpack, or tablet. *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). * 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. *Coverage includes the Verizon Wireless 4G network	N/A	\$150.00

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
6	Data Only 100 GB Service Plan	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 100GB 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
7	Data Only Limitless Service Plan	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
Table 19.2.3.2.3.b – Unsolicited Data Only Service Plan Features						
1	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

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
2	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
3	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 19.2.3.2.4 – Machine-to-Machine and Internet of Things (M2MIoT) Service Plans

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Machine-to-Machine Wireless Data Service
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Equipment must be Verizon Compatible/Authenticated. Additional Limitations and Restrictions listed below.

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	M2MIoT 1 MB Service Plan	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. * 1MB 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	Overage Charge for M2MIoT 1 MB Service Plan		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	M2MIoT 10 MB Service Plan	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. *10MB 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	Overage Charge for M2MIoT 10 MB Service Plan		OCAFR14	per Megabyte	\$1.00	N/A
5	M2MIoT 50 MB Service Plan	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>*50MB 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

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
6	Overage Charge for M2MIoT 50 MB Service Plan		OCAFR15	per Megabyte	\$1.00	N/A
7	M2MIoT 250 MB Service Plan	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>* 250MB 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	Overage Charge for M2MIoT 250 MB Service Plan		OCAFR16	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
9	M2MIoT 1 GB Service Plan	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>*1GB 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	Overage Charge for M2MIoT 1 GB Service Plan		OCAFR17	* Per Megabyte	\$0.008	N/A
11	M2MIoT 5 GB Service Plan	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>*5GB 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

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
12	Overage Charge for M2MIoT 5 GB Service Plan		OCAFR18	* Per Megabyte	\$0.008	N/A
13	M2MIoT 10 GB Service Plan	Month	CAFR19	<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>*10GB 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	\$55.00
14	Overage Charge for M2MIoT 10 GB Service Plan		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	M2MIoT 20 GB Service Plan	Month	CAFR20	*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* 20GB 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	\$100.00
16	Overage Charge for M2MIoT 20 GB Service Plan		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						
2						

Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor:
Geographic Availability:
Service Limitations and Restrictions:

Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services							
	Country, Countries, Regions, or Groupings	(a) Outbound Voice per Minute		(b) SMS Send/ Receive per Message		(c) MMS Send/ Receive per Message	
		Product Identifier	Bidder's per Minute Rate	Product Identifier	Bidder's per Message Rate	Product Identifier	Bidder's per Message Rate
1							
2							

Table 19.2.3.2.8 – International Roaming

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: International Roaming
Geographic Availability: Dependent on Availability of Facilities of Roaming Verizon Partners
Service Limitations and Restrictions: See Contractor's Web Maintained Reference List, And As Indicated Below

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

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
2	All countries on the Contractor’s web maintained reference list	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
Table 19.2.3.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming						
1						
2						

Table 19.2.3.2.9 – Suspended Service Plan

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Suspending Wireless Service
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: See Below

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	Suspended Service Plan	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

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Customized Plans, Features and Services
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: Specific to Each Customized Plan, Feature and Service

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

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Verizon Wireless Equipment
Geographic Availability: Verizon's Nationwide Network Coverage
Service Limitations and Restrictions: 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

Contractor's Description of Service, include required service description, features and additional features offered by the Contractor: Expedite Delivery Fees
Geographic Availability: Domestic Delivery Only
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.

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						
1						
2						

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

APPENDIX B
INDIVIDUAL PRICE REDUCTION AGREEMENT (IPRA)

November 29, 2018

Addendum 2

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.

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/01/2020	<ul style="list-style-type: none">• Administrative Amendment memorializing previously agreed to language.• Administrative changes to support digital accessibility in accordance with department policy.

CALNET INDIVIDUAL PRICE REDUCTION AGREEMENT (IPRA)

Submission Date:		
Contractor Name:		
CALNET STD 213 Agreement Number:		
Customer/Entity Name:		
IPR Type <i>(Select one)</i> :	<input type="checkbox"/> Standard IPR	<input type="checkbox"/> Duration IPR Duration Term: <i>(The reduced pricing shall remain in effect after the IPR duration end date and shall continue through the Contract Term).</i>

This Individual Price Reduction Agreement (IPRA) obligates the Contractor to provide the Customer rate reductions for CALNET services in accordance to the CALNET SOW Business Requirements Section, Individual Pricing Reductions (IPR). **The service rate(s) for Standard or Duration shall become effective upon Customer approval of this IPRA.** The reduced rates shall remain in effect through the term of the Contract and includes any State exercised Contract extension(s) or, upon Customer service cancellation, or additional rate reductions that occur in accordance to the Contract identified within this IPRA. Upon execution of this IPRA, the Contractor shall provide a copy of this signed document to California Department of Technology (CDT), CALNET Program at CALNETSupport@state.ca.gov.

Description of Contract Service(s) <i>(when applicable)</i> :	
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IPR SERVICE RATE(S):

**Insert Category or Subcategory and Section Number
 (complete a separate table for each Category or Subcategory):**

Feature Name	Product Identifier	Current NRC	Proposed IPR NRC	% Discount for NRC	Current MRC	Proposed IPR MRC*	% Discount for MRC

Service address(es) where reduced rate(s) apply:

(Use additional pages as necessary and attach to the IPRA document.)

The undersigned Contractor and Customer/Entity, upon execution of this IPRA, certifies each has received, reviewed and concurs to the IPRA proposed rate(s) applicable to the Service(s) described herein above.

 (Contractor name)

 (Customer/Entity Name)

Signed: _____

Signed: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date Signed: _____

Date Signed: _____

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

APPENDIX C
AUTHORIZATION TO ORDER FOR SUBCATEGORY 19.1

November 29, 2018

Addendum 2

Issued by:
STATE OF CALIFORNIA
California Department of Technology
Statewide Technology Procurement
PO Box 1810
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Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/01/2020	<ul style="list-style-type: none">• Administrative Amendment memorializing previously agreed to language.• Administrative changes to support digital accessibility in accordance with department policy.

AUTHORIZATION TO ORDER (ATO)

Cellular – Category 19.1

[Contractor Name] and the California Department of Technology (CDT) have entered into a four-year statewide contract for CALNET Cellular Voice and Data Services, C4CVD18, Category 19. The CDT may, at its sole option elect to extend the Contract Term for up to the number of years as indicated in the Contract.

Category/Subcategory: 19.1, CALNET Cellular Business Services

- **Contract award: MM/YY/YYYY**
- **Contract end: MM/YY/YYYY**
- **Number of optional extensions and extension duration(s): 2 extensions, 2 years per extension**

Pursuant to the Contract [Contract Number], which is incorporated herein by reference, any eligible non-state public entity (herein "Non-State Entity"), as authorized in Government Code section 11541 and is allowed to order services and products (collectively 'Services') solely as set forth in the Contract.

To establish CALNET eligibility, the Non-State Entity shall be required to have a [Non-State Entity Service Policy and Agreement](#) (NESPA) on file with the CDT CALNET Program, prior to submitting this Authorization to Order (ATO).

Once the Non-State Entity and the Contractor approve and sign the ATO, the Contractor shall deliver this ATO to the CALNET Program for review and approval. No Service(s) shall be ordered by the Non-State Entity or provided by the Contractor until both parties and the CALNET Program execute this ATO.

By executing this ATO, the Non-State Entity may subscribe to the Service(s), and the Contractor agrees to provide the Service(s), in accordance with the terms and conditions of this ATO and the Contract. Service catalogs, rates and Contract terms are available at [the CALNET Program website](#).

The ATO, and any resulting order for Service(s), is a contract between the Non-State Entity and the Contractor. As such, the CDT will not facilitate, intervene, advocate or escalate any disputes between the Non-State Entity and the Contractor or represent the Non-State Entity in resolution of litigated disputes between the parties.

This ATO shall not exceed the term of the Contract and shall remain in effect for the duration of the contract unless:

- The CDT, at its discretion, revokes the approved ATO; or
- The Non-State Entity terminates the ATO, for specific Service(s) in part or in total, prior to termination of the Contract, by providing the Contractor with a 30 calendar days' prior written notice of cancellation.

The Non-State Entity, upon execution of this ATO, certifies that:

- The Non-State Entity understands that the Contractor and the CDT may, from time to time and without the Non-State Entity's consent, amend the terms and conditions of the Contract thereby affecting the terms of service the Non-State Entity receives from the Contractor.
- The Non-State Entity has reviewed the terms and conditions, including the rates and charges, of the Contract.
- The Non-State Entity, understands and agrees that Contractor invoices for Service(s) subscribed to under the Contract are subject to review and/or audit by the CDT, pursuant to provisions of the Contract.
- All Service(s) ordered under this ATO will be submitted to the Contractor using an authorized purchasing document, signed by the Non-State Entity's authorized signatory. Any additions, changes to, or deletions of Service(s) shall be accomplished by submission of a purchasing document to the Contractor, noting the changes.
- The Non-State Entity, understands and agrees that the Contractor shall provide the CALNET Program all data, invoices, reports, and access to trouble tickets for Service(s) subscribed to under the Contract, pursuant to provisions of the Contract. Upon execution of this ATO, the Non-State Entity authorizes the CALNET Contractor to release the Non-State Entity's Customer Proprietary Network Information (CPNI) to the CALNET Program for purposes of administering this Contract.
- The Non-State Entity understands that, the Contractor shall bill the Non-State Entity, and the Non-State Entity shall pay Contractor according to the terms and conditions, and rates set forth in the Contract for such Service(s).

E-Rate Customers Only – Complete if applying for E-Rate funding:

(Enter Non-State Entity name) intends to seek Universal Service Funding (E-Rate) for eligible Service(s) provided under the ATO. The Service(s) ordered under the ATO shall commence MM/DD/YYYY ("Service Date"). Upon the Service Date, the ATO supersedes and replaces any applicable servicing arrangements between the Contractor and the Non-State Agency for the Service(s) ordered under the ATO.

Contact Information

Any notice or demand given under this Contract to the Contractor or the Non-State Entity shall be in writing and addressed to the following:

Non-State Entity

Non-State Entity Name

Authorized Agent

Title of Authorized Agent

Address

Contact Number

City, State, Zip Code

Email

Contractor

Contractor Name

Authorized Agent

Attention:

Address

Contact Number:

City, State, Zip Code

Email:

IN WITNESS WHEREOF, the parties below hereto have caused the execution of this ATO. The effective date of this ATO, between the Non-State Entity, the Contractor and CDT/CALNET shall be pursuant to the CDT/CALNET “**DATE EXECUTED**” shown below.

Non-State Entity

Authorized Agent Name

Title of Authorized Agent

Signature

Date Signed

Contractor

Authorized Agent Name

Title of Authorized Agent

Signature

Date Signed

Approved By: State of California, Department of Technology

Authorized Agent Name

Title of Authorized Agent

Signature

Date Executed

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

APPENDIX D
AUTHORIZATION TO ORDER FOR SUBCATEGORY 19.2

November 29, 2018

Addendum 2

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

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Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/01/2020	<ul style="list-style-type: none">• Administrative Amendment memorializing previously agreed to language.• Administrative changes to support digital accessibility in accordance with department policy.

AUTHORIZATION TO ORDER (ATO)

Cellular - Category 19.2

[Contractor Name]. and the California Department of Technology (CDT) have entered into a four year statewide contract for CALNET Cellular Voice and Data Services, C4CVD18, Category 19. The CDT may, at its sole option elect to extend the Contract Term for up to the number of years as indicated in the Contract.

Category/Subcategory: 19.2, CALNET First Responder Cellular Services

- **Contract award: MM/DD/YYYY**
- **Contract end: MM/DD/YYYY**
- **Number of optional extensions and extension duration(s): 2 extensions, 2 years per extension**

Pursuant to the Contract [Contract number], which is incorporated herein by reference, any eligible government non-state Public Safety Entity (herein "Non-State PSE), as approved by California Governor's Office of Emergency Services (Cal OES) and authenticated by the Contractor as an authorized Non-State PSE may order services and products (collectively "Services") solely as set forth in the Contract.

To establish CALNET eligibility, the Non-State PSEs shall be required to have a [Non-State Entity Service Policy and Agreement](#) (NESPA) on file with the CDT CALNET Program, prior to submitting this Authorization to Order (ATO). Non-State PSEs who do not qualify under the NESPA, must obtain approval from Cal OES.

In the event of an emergency, as defined within this Contract, Non-State PSEs may order the Services and submit this ATO as soon as feasible after Services are provided.

The ATO shall become effective upon execution by the Non-State PSE, Contractor, and CDT. No Service(s) shall be ordered by Non-State PSE or provided by Contractor until this ATO has been executed by both parties and CDT (except as provided herein for emergencies).

By executing the ATO, the Non-State PSE may subscribe to the Services, and the Contractor agrees to provide the Service(s), in accordance with the terms and conditions of this ATO and the Contract. Service, catalogs, rates and Contract terms are available at [CALNET Program website](#).

The ATO, and any resulting order for Service(s), is a contract between the Non-State PSE and the Contractor. As such, the CDT will not facilitate, intervene, advocate or escalate any disputes between the Non-State PSE and the Contractor or represent the Non-State PSE in resolution of litigated disputes between the parties.

This ATO shall not exceed the term of the Contract and shall remain in effect for the duration of the contract unless:

- The CDT, at its sole discretion, revokes the approved ATO; or
- The Non-State PSE terminates the ATO, for specific Service(s) in part or in total, prior to termination of the Contract, by providing the Contractor with thirty (30) days' prior written notice of cancellation.

The Non-State PSE, upon execution of this ATO, certifies that:

- The Non-State PSE understands that the Contractor and the CDT may, from time to time and without the Non-State PSE's consent, amend the terms and conditions of the Contract thereby affecting the terms of service the Non-State PSE receives from the Contractor.
- The Non-State PSE has reviewed the terms and conditions, including the rates and charges, of the Contract.
- The Non-State PSE, understands and agrees that Contractor invoices for Service(s) subscribed to under the Contract are subject to review and/or audit by the CDT, pursuant to provisions of the Contract.
- All Service(s) ordered under the ATO will be submitted to the Contractor using an authorized purchasing document, signed by the Non-State PSE's authorized signatory. Any additions, changes to, or deletions of Service(s) shall likewise be accomplished by submission of a purchasing document to the Contractor, noting changes.
- The Non-State PSE understands and agrees that the Contractor shall provide the CALNET Program all data, invoices, reports and access to trouble tickets for Service(s) subscribed to under the Contract, pursuant to provisions of the Contract. Upon execution of the ATO, the Non-State PSE authorizes the CALNET Contractor to release the Non-State PSE's Customer Proprietary Network Information (CPNI) to the CALNET Program for purposes of administering the Contract.
- A Non-State PSE understands that, the Contractor shall bill the Non-State PSE, and the Non-State PSE shall pay the Contractor according to the terms and conditions, and rates set forth in the Contract for such Service(s).

E-Rate Customers Only – Complete if applying for E-Rate funding:

[Enter Non-State Entity name] intends to seek Universal Service Funding (E-Rate) for eligible Service(s) provided under the ATO. The Service(s) ordered under the ATO shall commence [MM/DD/YYYY] ("Service Date"). Upon the Service Date, the ATO supersedes and replaces any applicable servicing arrangements between the Contractor and the Non-State PSE for the Service(s) ordered under the ATO.

Contact Information

Any notice or demand given under this Contract to the Contractor or the Non-State PSE shall be in writing and addressed to the following:

Contractor

Contractor Name

Authorized Agent

Attention:

Address

City, State Zip Code

Contact Number :

Email:

Non-State PSE

North American Industry Classification System Code (NAICS)

NAICS Industry Title

North American Industry Classification System Code (NAICS)

NAICS Industry Title

North American Industry Classification System Code (NAICS)

NAICS Industry Title

North American Industry Classification System Code (NAICS)

NAICS Industry Title

Emergency Services PSE Name Requesting Support

Name

Title

Address

Contact Number

City, State, Zip Code

Email:

Support Function and Incident (if known)

Alternate Non-State PSE Contact

Name

Title

Phone

Email

IN WITNESS WHEREOF, the parties below hereto have caused the execution of this ATO. The effective date of this ATO, between the Non-State PSE, the Contractor and CDT/CALNET shall be pursuant to the CDT/CALNET "**DATE EXECUTED**" shown below.

Non-State PSE

Authorized Agent Name

Title of Authorized Agent

Signature

Date Signed

Contractor

Authorized Agent Name

Title of Authorized Agent

Signature

Date Signed

Approved By: State of California Department of Technology

Authorized Agent Name

Title of Authorized Agent

Signature

Date Executed