

PRE-SOLICITATION
IFB C4CVD18
FOR
CATEGORY 19
CALNET CELLULAR VOICE AND DATA SERVICES

SUBCATEGORY 19.1 CELLULAR BUSINESS SERVICES
SUBCATEGORY 19.2 CALNET FIRST RESPONDER CELLULAR SERVICES

STATEMENT OF WORK
BUSINESS REQUIREMENTS

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PRE-SOLICITATION

SOW BUSINESS REQUIREMENTS

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SOW BUSINESS REQUIREMENTS

C.1 OVERVIEW

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, Cellular Voice and Data.

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

C.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB C4CVD18, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

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

"Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____"

Or,

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

"Bidder understands the requirements in the Section above and shall meet or exceed them? Yes_____ No_____"

Bidder's Description:"

Or,

Example C (for responses that are only applicable to Bidders who intend to bid on only one category):

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ (Respond N/A if NOT Bidding Subcategory 19.1)	<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ (Respond N/A if NOT Bidding Subcategory 19.2)

C.1.2 DESIGNATION OF REQUIREMENTS

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 and Technical Requirements* by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract.

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

Unless specific otherwise, all requirements are stated in the Pacific Time Zone and Contractors 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

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 Customers. Contractors shall provide all reports, tools, procedures and other Deliverables that incorporate all Contractor, Subcontractor and Affiliate information and activity. All exceptions must be approved by the CALNET CMO in writing.

The Contractor must notify the CALNET CMO within five (5) Business Days of a change of status of the CPM.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.2.1.1 Marketing Requirements

1. Contractors shall obtain CALNET CMO's written approval prior to publication and/or release of the Contractor's CALNET marketing materials;
2. 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;

3. Contract marketing activities shall represent and be limited to the awarded Contractors Category; and,
4. The Contractor shall not present 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

All Contractors' 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

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_____ No_____

C.2.1.2.3 United States Based Support Personnel

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_____ No_____

C.2.1.3 Customer Proprietary Network Information

The Contractor shall not use Customer Proprietary Network Information (CPNI) for any activity other than permitted by applicable law. Any disclosure of CPNI to other parties (such as affiliates, vendors and agents) shall only occur if it is necessary to conduct a legitimate business activity related to CALNET contracted services provided by the Contractor to the Customer except in instances where the Contractor is required by law to disclose CPNI, such as through subpoenas or other request by law enforcement officials, or if the intended use is permitted by FCC Rules.

The Contractor shall first obtain the Customer's (opt-in) consent in writing prior to using or sharing CPNI to protect the confidentiality of Customer information.

The Contractor must authenticate a Customer prior to disclosing information by means of Customer-initiated telephone contact or requested access to any of the Contractor's CPNI containing portals, websites or databases.

The Contractor shall comply with all CPNI rules under Federal and State law to protect the confidentiality of Customer information. The Contractor shall not have the right to share Customer information among Subcontractors or Affiliates without specific written consent from the authorized Customer representative or authorized CALNET CMO agent. CPNI shall not be shared with unrelated third parties.

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

Contractor must obtain from all of its Customers (new and existing) that procure services offered under this Contract, a signed agreement to share its Customer Proprietary Network Information (CPNI) and any other account and usage information needed to fully comply with the reporting requirements specified in this IFB with the CALNET Program. Upon Contract award the Contractor shall present a template of the agreement for approval by the State.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.2.2 CONTRACTOR PROGRAM MANAGER (CPM) RESPONSIBILITIES

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 IFB C4CVD18 Program Manager's requests;
3. Obtain the CALNET CMO approval for Individual Pricing Reductions (IPR) (Section C.8 prior to implementation);
4. Attend regularly scheduled CALNET Executive Meetings and ad hoc meetings in order to address Contract compliance or Customer service issues;

5. The Contractor must notify the CALNET CMO within five (5) Business Days of a change of status of the CPM;
6. 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,
7. Ensuring the Contractor responds to CALNET CMO's written requests for Contract-required and/or supplemental information within ten (10) calendar days.

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

C.2.3 First Responder Program Manager

C.2.3.1 First Responder Program Manager Responsibilities Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
N/A	<p>The Contractor shall provide a Program Manager (PM) to Cal OES as a primary point of contact that will ensure the Contractor performs technical responsibilities and other contractual compliance commitments pertaining to the functionality or operations of the services. The Contractor must notify Cal OES when a change to the Program Manager is made within five (5) calendar days of change.</p> <p>To comply with Contract requirements, PM responsibilities shall include:</p> <ol style="list-style-type: none"> 1. Ensuring the Contractor responds to Cal OES' requests and/or directions regarding Contract issues; 2. Responding through written communication within five (5) calendar days to Cal OES' written requests; 3. Acting as a point of escalation for all technical and operational issues; 4. Attending scheduled Cal OES meetings in order to address all technical and operational issues. The Contractor's remote attendance shall be at Cal OES' discretion; 5. Ensuring the Contractor provides Cal OES with written notice of regulatory changes that impact the Provisioning of Contract services; and, 6. Ensuring the Contractor responds to Cal OES' written requests for Contract-required and/or supplemental information within ten (10) calendar days.

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
N/A	<p><i>Bidder understands the Requirement and shall meet or exceed it?</i></p> <p>Yes_____ No_____ N/A_____</p> <p><i>(Respond N/A if NOT Bidding Subcategory 19.2)</i></p>

C.3 PROVISIONING AND PLANNING

This Section describes the support responsibilities of the Contractor for activities related to Customer acquisition of Cellular Voice and Data services and equipment as defined in this IFB C4CVD18. All Equipment, Devices and Accessories must be new, of current design and function, and unused. Discontinued or used items will not be accepted. The Contractor shall be responsible for the coordination and processing of all acquisitions for services provided by Subcontractors and Affiliates.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.1 General Requirements

The Contractor shall:

1. Not charge for activation fees;
2. Notify the CALNET CMO in writing within 1 Business Day of the Contractor's receipt of the first complete Service Request for CALNET Voice and Wireless services;
3. Provide technical and business resources to the CALNET CMO and to 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 Subcontractors and Affiliates, are trained on Contract services and are knowledgeable on Contract terms and conditions;
4. Comply with the State's requirements for Telecommunication services as defined in the State's Telecommunications Management Manual (STMM), and Cellular Voice and Data User Instructions.
5. Identify Customer(s) as described in Section C.4.1, *CUSTOMER NAMING CONVENTIONS TABLE*;
6. Provide a toll-free telephone number for provisioning and status inquiries Monday through Friday, 8:00 a.m. to 5:00 p.m.;
7. Accept CAL-Card as a payment mechanism for one-time non-recurring charges only. STD.65 is required even when the ordering department chooses to pay the Contractor via CAL-Card; and

8. Ensure charges for services cease on the Customer requested disconnect date, with no charge to disconnect a service.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.2 Provisioning and Implementation

The Contractor shall:

1. Verify Customer's authority to order services by verifying the information contained in the CALNET Application Management Systems (CAMS) for each Service Request for:
 - a. State Customers - identified as a Chief Agency Telecommunications Representative (CATR) or an Agency Telecommunications Representative (ATR);
 - b. Non-State Customers - identified by a fully executed Authorization To Order (ATO); (IFB C4CVD18 Attachment XX)
 - c. Cal OES-approved PSE - non-State Customers performing public safety services approved by Cal OES.
2. Accept the following State forms in accordance with IFB C4CVD18 Part 1, *General Instructions*:
 - a. Equipment – State of California Standard Purchasing Authority Purchase Order STD.65
 - b. Service – State of California Standard Telecommunications Service Request Form 20 (STD.20)
 - c. Authorized Non-State Customer Purchasing Document
3. Process and complete Customer's orders within 72 hours;

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.3 Emergency Orders

C.3.3.1 Emergency Order Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
N/A	In the event of an emergency (as defined in Public Contract Code Section 1102), the Contractor shall accept all orders from Authorized PSEs during the emergency event.

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
N/A	<p><i>Bidder understands the Requirement and shall meet or exceed it?</i></p> <p>Yes_____ No_____ N/A_____</p> <p><i>(Respond N/A if NOT Bidding Subcategory 19.2)</i></p>

C.3.4 Walk-In/Retail

C.3.4.1 Walk-In / Retail Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
N/A	Contractor shall provide the ability for authorized PSEs to acquire services and equipment at Contractor's retail outlets. Contractor shall provide a description of their retail outlet solution no more than 30 days after Contract award.
N/A	<p><i>Bidder understands the Requirement and shall meet or exceed it?</i></p> <p>Yes_____ No_____ N/A_____</p> <p><i>(Respond N/A if NOT Bidding Subcategory 19.2)</i></p>

C.3.5 Liability for Non-Authorized Purchases Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
<p>The Contractor shall only accept orders or modify a Customer account as described in Section C.3.2 above:</p> <ul style="list-style-type: none"> • CATR/ATR; or, • ATO. <p>The Contractor shall assume liability for costs incurred as a result of accepting an order from an unauthorized Customer.</p>	<p>The Contractor shall only accept orders or modify a Customer account as described in Section C.3.2 above:</p> <ul style="list-style-type: none"> • CATR/ATR; • ATO; or, • a Cal OES-approved PSE <p>The Contractor shall assume liability for costs incurred as a result of accepting an order from an unauthorized Customer.</p>
<p><i>Bidder understands the Requirement and shall meet or exceed it?</i></p> <p>Yes_____ No_____ N/A_____</p> <p><i>(Respond N/A if NOT Bidding Subcategory 19.1)</i></p>	<p><i>Bidder understands the Requirement and shall meet or exceed it?</i></p> <p>Yes_____ No_____ N/A_____</p> <p><i>(Respond N/A if NOT Bidding Subcategory 19.2)</i></p>

C.3.6 Acceptance Testing Period

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. 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.3.7 Order Numbers

Service request and/or purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence.

The Contractor will not issue duplicate order numbers among ordering departments.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.8 Emergency Order Receipt Acknowledgement

C.3.8.1 Emergency Order Receipt Acknowledgement Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
N/A	The Contractor shall provide Customer with an order acknowledgement within four (4) hours of receipt of PSE Service Request.
N/A	<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ (Respond N/A if NOT Bidding Subcategory 19.2)

C.3.9 Standard Order Acknowledgement

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. Contractor Order Number (if applicable)
4. Authorized Ordering Customer Name
5. Bill to address
6. Ship to address
7. Ordering Department
8. Account information
9. Additional information as requested by the Customer

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.10 Out of Stock Notification

C.3.10.1 Out of Stock Notification Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
<p>The Contractor shall notify the Customer within one (1) Business Day after order acknowledgement if an item is out of stock.</p> <p>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.</p> <p>Under no circumstance is the Contractor to make unauthorized substitutions.</p>	<p>The Contractor shall notify the PSE Customer if an item is out of stock within 24 hours after PSE Customer order is received.</p> <p>The Contractor shall offer an equivalent substitute, and the Customer shall have the option of accepting or cancelling the item from the order. If the Customer opts for substitution, the Contractor must provide the equipment to the Customer within the same delivery timeframes of the original order and at no additional cost.</p> <p>Under no circumstance is the Contractor to make unauthorized substitutions.</p>
<p><i>Bidder understands the Requirement and shall meet or exceed it?</i></p> <p>Yes_____ No_____ N/A_____</p> <p><i>(Respond N/A if NOT Bidding Subcategory 19.1)</i></p>	<p><i>Bidder understands the Requirement and shall meet or exceed it?</i></p> <p>Yes_____ No_____ N/A_____</p> <p><i>(Respond N/A if NOT Bidding Subcategory 19.2)</i></p>

C.3.11 Shipment Confirmation

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

1. Phone number for new lines;
2. Electronic serial number (ESN);
3. Date shipped;
4. Tracking number;

5. Account number;
6. Customer name; and,
7. Additional information mutually agreed upon the by the Customer and the Contractor.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.12 Unfilled Orders

C.3.12.1 Unfilled Orders Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
The Contractor shall automatically 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.	The Contractor shall automatically inform the Customer in writing of the available date of unfilled and partial shipment orders within 24 hours of order acknowledgement. The PSE may accept the partial shipment if the delivery of the remaining goods are assured by the Contractor. Unfilled orders and partial shipments shall be indicated on the packing list.
<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ (Respond N/A if NOT Bidding Subcategory 19.1)	<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ (Respond N/A if NOT Bidding Subcategory 19.2)

C.3.13 Account Change/Termination Acknowledgement

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_____ No_____

C.3.14 CELLULAR NUMBER PORTABILITY

The Contractor shall allow 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_____ No_____

C.3.15 WARRANTY

C.3.15.1 Equipment Warranty

The Contractor shall provide manufacturer's warranty information (terms and conditions, provider, etc.) with all equipment at the time of delivery. The Contractor shall provide additional warranty information to the CALNET CMO, upon request.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.15.2 Product Recall Notification to CALNET CMO

The Contractor shall notify the CALNET CMO about any product recall within 10-calendar days of official notification by the Manufacturer of a product recall and will provide a plan on how the Contractor will notify Customers.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.16 SERVICE ACTIVATION, TERMINATION, SUSPENSION, AND ACCOUNT CHANGES

Upon Contract award the Contractor shall provide the process to activate, terminate or suspend service.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.16.1 Activation and Account Changes

C.3.16.1.1 Activation and Account Changes Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
The Contractor shall activate, service or make account changes and complete requested plan changes within 24 hours of Customer notification, excluding account changes involving number portability.	<p>The Contractor shall activate service or make account changes and complete requested plan changes on requested effective date, excluding account changes involving number portability.</p> <ul style="list-style-type: none">• The Contractor shall provide the following services at no cost to the Customer:• Per line caller ID blocking; and,• Provide the ability for PSE Customers to switch local or wireless carriers and still retain the same phone number with no penalty.

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
<i>Bidder understands the Requirement and shall meet or exceed it?</i>	<i>Bidder understands the Requirement and shall meet or exceed it?</i>
Yes_____ No_____ N/A_____	Yes_____ No_____ N/A_____
(Respond N/A if NOT Bidding Subcategory 19.1)	(Respond N/A if NOT Bidding Subcategory 19.2)

C.3.16.2 Service Activation – New, Replacement and Upgrade Equipment

C.3.16.2.1 Service Activation – New, Replacement and Upgrade Equipment Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
<p>1. New Customer – New Equipment The Contractor shall ship equipment activated, registered and ready-for-use within five (5) Business Days of receipt of Service Request, excluding activations involving number portability.</p> <p>2. Existing Customer - Replacement/Upgrade Equipment Replacement equipment shall be shipped inactive, unless specified otherwise on the purchase document within five (5) Business Days, of receipt of Service Request.</p>	<p>1. New Customer – New Equipment The Contractor shall ship equipment activated, registered and ready for use within five (5) days of receipt of PSE Service Request (delivery timeframe determined by the PSE Customer). Activations that include number portability shall be completed at time of Customer request.</p> <p>2. Existing Customer - Replacement/Upgrade Equipment For existing Subscribers, the Contractor shall ship replacement equipment inactive, unless specified otherwise on the purchase document within five (5) days, of receipt of PSE Service Request (delivery timeframe determined by the PSE Customer). The Contractor shall comply with Customer requests for an automatic activation period for new equipment.</p>
<i>Bidder understands the Requirement and shall meet or exceed it?</i>	<i>Bidder understands the Requirement and shall meet or exceed it?</i>
Yes_____ No_____ N/A_____	Yes_____ No_____ N/A_____
(Respond N/A if NOT Bidding Subcategory 19.1)	(Respond N/A if NOT Bidding Subcategory 19.2)

C.3.16.3 Service Activation – Emergency

Upon Contract award the Contractor shall describe the process that is required to activate service for emergency purposes as defined in C.3.16.3.1 Service Activation – Emergency Table below. Contractor shall indicate the timeframes (in hours) to activate service upon notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.16.3.1 Service Activation – Emergency Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
N/A	In the event of an emergency (as defined in Public Contract Code Section 1102), Contractor must be able to activate equipment with service within four (4) hours or less after request from an authorized PSE.
N/A	<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ <i>(Respond N/A if NOT Bidding Subcategory 19.2)</i>

C.3.16.4 Suspension & Reactivation

Contractor must suspend and reactivate lines within 24 hours of notification by the Customer. During periods of suspension, the line must not incur any charges and the cellular number must not change before, during or after suspension. The maximum period of suspension will be 6 months.

Upon award the Contractor shall provide the process for requesting temporary service suspension and subsequent service reactivation.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.16.4.1 Suspension and Reactivation Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
N/A	In the event of an emergency (as defined in Public Contract Code Section 1102), Contractor must reactivate lines within four (4) hours or less upon proper notification.
N/A	<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ <i>(Respond N/A if NOT Bidding Subcategory 19.2)</i>

C.3.16.5 Plan Changes Fees

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_____ No_____

C.3.16.6 Termination

The Contractor shall terminate service and complete requested plan changes within 24 hours of Customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.16.7 Termination Fees

Customers may cancel service without termination fees.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.17 DELIVERY

C.3.17.1 Delivery Cost

All prices provided shall be Free-On-Board (FOB) Destination; freight prepaid by the Contractor, except for expedites per Section C.3.17.2, *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.3.17.1 Delivery Time

C.3.17.1.1 Delivery Time Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
The Contractor must complete delivery of in-stock products within a maximum of three (3) Business Days after order acknowledgement. For out of stock item refer to Section C.3.10, <i>Out of Stock Notifications</i> .	The Contractor must complete delivery of in-stock products within the timeframe specified by the authorized PSE Customer at time of order, or within a maximum of three (3) days. For out of stock item refer to Section C.3.10, <i>Out of Stock Notifications</i> .
<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ (Respond N/A if NOT Bidding Subcategory 19.1)	<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes_____ No_____ N/A_____ (Respond N/A if NOT Bidding Subcategory 19.2)

C.3.17.2 Delivery – Emergency and/or Expedite Orders

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.17.3 Shipped Equipment

All shipped orders shall include a packing slip with the following:

1. Customer name, section or unit name, location (street address building floor and room numbers;
2. Designate contract/name of ordering person if different than Customer authorized to place order;
3. Billing address;
4. Ship to address;
5. Contractor Order number;
6. Agency Order number (purchase document number), as applicable
7. Service Request number (purchase order #);
8. Description of items; and,
9. Additional information required by the Customer.

Packages containing multiple products shall be clearly labeled as such.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.17.4 Damaged and Defective Items

The Contractor shall provide credit and/or replacement for freight-damaged or defective items and replace the items as defined in C.3.17.4.1 Damaged and Defective Items Table. 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 and self-addressed container suitable for the item's return within five (5) Business Days of Customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.17.4.1 Damaged and Defective Items Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
Defective or damaged items shall be replaced within 48 hours after notification by the Customer.	Defective or damaged items shall be replaced within 24 hours after notification by the Customer.
<i>Bidder understands the Requirement and shall meet or exceed it?</i>	<i>Bidder understands the Requirement and shall meet or exceed it?</i>
Yes_____ No_____ N/A_____	Yes_____ No_____ N/A_____
<i>(Respond N/A if NOT Bidding Subcategory 19.1)</i>	<i>(Respond N/A if NOT Bidding Subcategory 19.2)</i>

C.3.17.5 Items Shipped In Error

The Customer will notify the Contractor of a Contractor's error in shipment. The Contractor must accept returns of items shipped in error and credit the Customer for the full amount. Additionally, the Contractor shall provide the Customer with a prepaid and self-addressed container suitable for returning the item within 5 Business Days of Customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.3.17.5.1 Items Shipped in Error Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
The Customer will notify the Contractor of a Contractor's error in shipment.	The Customer will notify the Contractor of a Contractor's error in shipment.
The Contractor must accept returns of items shipped in error and credit the Customer for the full amount.	The Contractor must accept returns of items shipped in error and credit the Customer for the full amount.
The Contractor shall provide the Customer with a prepaid and self-addressed container suitable for returning the item within 5 Business Days of Customer notification. Delivery of correct items will be at no cost to the Customer.	Within 24 hours of an authorized PSE Customer's notification of error, the Contractor shall ship the correct item(s). Delivery of correct items will be at no cost to the Customer. If correct items are not available refer to Section C.3.12, <i>Unfilled Orders</i> . The Contractor shall provide the Customer with a prepaid and self-addressed container suitable for returning the item within 24 hours of Customer notification.

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
<i>Bidder understands the Requirement and shall meet or exceed it?</i>	<i>Bidder understands the Requirement and shall meet or exceed it?</i>
Yes_____ No_____ N/A_____	Yes_____ No_____ N/A_____
<i>(Respond N/A if NOT Bidding Subcategory 19.1)</i>	<i>(Respond N/A if NOT Bidding Subcategory 19.2)</i>

C.3.17.6 Restocking Policy

The Contractor shall not impose a restocking fee on the Customer if an item is returned due to damage or an order entry error by the Contractor's customer service representative or any other Contractor order related error. The Contractor shall not impose restocking fees on Customer for inventory that is returned, but exchange for other inventory.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4 DATA MANAGEMENT AND STANDARDIZATION

The purpose of this Section C.4 is to standardize data throughout this Contract and define the rules for referencing and reporting on the data. The Contractor shall be required to utilize the State prescribed data standards as defined in this Section C.4. In defining the data criteria, the State seeks to establish a level of accuracy, consistency, reliability and completeness in IFB C4CVD18 data. The Contractor shall comply with the State Data Management and Standardization requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.1 CUSTOMER NAMING CONVENTIONS TABLE

The Contractors shall use the most current version of the State maintained list of CALNET CATR/ATR and ATO Customer Names and Customer Identifiers. The Customer Names and Customer Identifiers shall be used on all service provisioning documentation, tools, reports, or as directed by the CALNET CMO.

The CALNET CMO will notify the Contractor when updates are made to the Customer Names and the Contractor shall implement the changes within 30 calendar days of the CALNET CMO notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.2 DATA EXCHANGE

The method of data exchange for standardized data/reports shall be provided by the CALNET CMO within 30 calendar days of Contract Award defined within each report specification. The Contractor shall support the data exchange methods described below for standardized data and reports.

1. File Upload Process via CALNET Application Management System (CAMS) web application operated by the State;
2. Secure File Transfer Protocol (SFTP): Pipe-Separated Value (PSV) exchanged via a server operated by or on behalf of the State; and,
3. The Contractor shall provide CALNET data and reports through private portal, secured email, encrypted USB drive or other media sources as requested by the State.

For ad-hoc reports the method of exchange will be determined by the State at the time of the request.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.3 CALNET APPLICATION MANAGEMENT SYSTEM (CAMS)

The Contractor shall use the CAMS File Upload User Interface (UI) to submit data to the CALNET CMO as directed.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.4 DATA FIELDS

The data fields for management and oversight of the Contract are defined in the IFB C4CVD18 Glossary (Appendix A) and/or the IFB C4CVD18 CALNET Cellular Data Guidelines (Appendix C). The State reserves the right to make modifications or additions to the data fields in the IFB C4CVD18 Glossary. These fields shall be utilized by the Contractor when referencing all Cellular Voice and Data services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.5 CALNET CELLULAR DATA GUIDELINES

The Contractor shall utilize the prescribed data standards, formats and guidelines presented and defined in the IFB C4CVD18 CALNET Cellular Data Guidelines when providing reports. The IFB C4CVD18 CALNET Cellular Data Guidelines are provided in Appendix C.

The CALNET CMO reserves the right to make modifications or additions to the IFB C4CVD18 CALNET Cellular Data Guidelines to accommodate the State's reporting needs.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.6 DATA REPORTING REQUIREMENTS

The Contractor shall meet the following data requirements on reports and data text files defined within these SOW Business Requirements and the IFB C4CVD18 CALNET Cellular Data Guidelines.

1. The Contractor shall be responsible for reporting on all products and services purchased under this Contract.
2. The Contractor shall provide the Management and Oversight Compliance Data (as defined within this IFB) within 60 calendar days of receipt of the Contractor's first Service Request related to this IFB C4CVD18, or prior to the Contractor's commencement of any Conversion Plan under this Contract, whichever occurs first;
3. The Contractor shall provide ad hoc reports as requested by the State at no cost to the State and acknowledge within 24 hours of receipt of request to determine the time frame agreed upon between the Contractor and the State;
4. The Contractor shall provide monthly CALNET Management and Oversight Compliance Data to the State within 30 calendar days of the end of each reporting period unless otherwise defined;
5. The Contractor shall ensure Management and Oversight Compliance Data includes all services provided under this Contract relative to that reporting period;
6. Data on all Management and Oversight Compliance Data shall include data from Subcontractors and Affiliates relative to that reporting period;
7. The Contractor shall populate the "Special Pricing" column with "IPR", when applicable, on all Management and Oversight Compliance Data;
8. The Contractor shall update Management and Oversight Compliance Data to align with any changes made to the application of Administrative Fee charges on Contracted services. This shall be done at the request of the CALNET CMO, and the CALNET CMO must approve all changes;
9. The Contractor shall proactively correct and resubmit all inaccurate and/or incomplete reports to the CALNET CMO to ensure compliance with reporting requirements within 30 calendar days of notification;
10. The Contractor shall provide reports in MS Excel or MS Access format as required by the State (version 2013 or higher). Report formats will be defined in each report specification or request; and,
11. All data formats shall be approved by the State and no changes shall be made to the data fields, format or headings within data files or reports without prior written consent of the State.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.7 DATA RETENTION

All CALNET data and reports shall be retained and maintained by the Contractor in a secure environment for the periods identified in the Vendor Application Qualification (VAQ) General Provisions Telecommunications, Section 44, *Examination and Audit*.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.8 MANAGEMENT AND OVERSIGHT COMPLIANCE DATA

The Contractor shall provide the following data files and/or reports to the CALNET CMO as detailed in the IFB C4CVD18 CALNET Cellular Data Guidelines.

C.4.8.1 Equipment and Accessories Data

The Contractor shall provide an Equipment and Accessories Data file to the CALNET CMO on a monthly basis. This data file shall include all Cellular Voice and Data equipment and accessories purchased during the Service Month being reported and include associated billing related information.

The Equipment and Accessories Data file shall follow the reporting data specifications as defined in the IFB C4CVD18 CALNET Cellular Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.8.2 Service Usage Data

The Contractor shall provide a Service Usage Data file to the CALNET CMO on a monthly basis. This data file shall include service usage billing information for all IFB C4CVD18 plans including monthly billing detail for all lines/devices with monthly plans for the Service Month being reported.

The Services Billed Data file shall follow the reporting data specifications as defined in the IFB C4CVD18 CALNET Cellular Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.8.3 Administrative Fee Report

The Contractor shall provide an Administrative Fee Report to the CALNET CMO on a monthly basis as a data file. The data file is a high-level summary of all IFB C4CVD18 admin fee totals for all Plans, Equipment, and Accessories for the Service Month being reported.

The Administrative Fee by Services data file shall follow the reporting data specifications as defined in the IFB C4CVD18 CALNET Cellular Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.4.8.4 Summary of Expenditures by Plan Report

The Contractor shall provide a Summary of Expenditures by Plan Report to the CALNET CMO on a monthly basis. The report shall include a high-level summary of IFB C4CVD18 expenditures for each plan 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.

The Summary of Expenditures by Service report shall follow the data specifications as defined in the IFB C4CVD18 CALNET Cellular Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.5 BILLING AND INVOICING

To ensure timely payment, the Contractor shall provide accurate monthly invoices to Customers and provide a breakdown and explanation of all charges as specified throughout this Section. The Contractor shall integrate Affiliate's and Subcontractor's billing data into the Contractor's Billing and Invoicing system, creating one (1) inclusive invoice to the Customer. With the coordination and consolidation of invoices, the Contractor, its Affiliates and Sub-Contractors will establish processes and procedures to avoid errors. Payments to the Contractor will only be issued for receipt of valid and approved invoices.

The Contractor shall:

1. Provide invoices that shall reference the Contract Number in accordance to State Contracting Manual (SCM) Volume 3, Chapter 9.A5.0 (<http://www.dgs.ca.gov/pd/Resources/publications/SCM3.aspx>).
2. Provide a unique Product Identifier for each Service and Feature Name to appear on Customer invoices as identified in the Catalog A.
3. Maintain a secure password protected web-based Billing and Invoicing application which delivers integrated monthly invoices to Customers including services provided by the Contractor, its Sub-Contractors and Affiliates;
4. Allow the CALNET CMO access to the Customer accounts with the ability to view and analyze Billing and Invoicing information through the web-based Billing and Invoicing application, including account history;
5. Provide within the Billing and Invoicing application the ability to download/export data into .PDF or MS Excel 2013 or newer version document;
6. Generate monthly invoices to Customers that are accurate and provide sufficient data for the Customer to validate and reconcile;
7. Distribute invoice(s) to authorized Customer within 15 calendar days of the end of the monthly billing cycle;

8. Utilization of the Customer Naming Conventions described in Section C.4, *Data Management and Standardization*;
9. Itemize all charges by Product Identifiers for each Service and Feature Name. Monthly Recurring Charges, Non-Recurring Charges, and Adjustments must be itemized and shall not be comingled;
10. Identify late payment charges on the invoice and upon request provide proof that the late payment charge is valid;
11. Provide a Uniform Resource Locator (URL) for the Billing and Invoicing application ;
12. CAL-Card invoices shall be processed separately. The CAL-Card invoice must itemize charges, and show a balance of zero dollars (\$0.00) to reflect credit card payment;
13. 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; and,
14. Not include in the invoice any items that are not specifically listed in this Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.5.1 Invoice Content Requirements

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 Name and/or Logo
 - b. Billing Account Number (BAN) or equivalent;
 - c. Contract Number (State Contracting Manual (SCM) Volume 3, Chapter 9.A5.0);
 - d. Invoice Number;
 - e. Invoice Date;
 - f. Current Charges;
 - g. Previous Balance – the amount reflecting any unpaid charges from previous invoice(s) that has been carried forward;
 - h. Total Amount Due;
 - i. Payment(s);
 - j. Payment Due Date;
 - k. Adjustments; and,
 - l. Toll-Free Support Line.
2. Content for Non-Recurring Charges (NRC)
 - a. Activation Date (if applicable); and,
 - b. Service Request Number or equivalent, when available.

3. Content for Remittance Slip

- a. Contractor Name;
- b. Remittance Address;
- c. Contract Number;
- d. Invoice Number;
- e. Invoice Date;
- f. Current Charges;
- g. Total amount Due; and,
- h. Payment Due Date.

4. Additional Required Invoice Content (if applicable)

- a. BTN, WTN or equivalent;
- b. Product ID;
- c. Feature Name;
- d. Quantity;
- e. Billing Period – The billing cycle for which the MRC applies;
- f. Charge – the MRC for each Product ID;
- g. Usage Charge – to include Call Detail Record if applicable
- h. Adjustments; and
- i. 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_____ No_____

C.5.2 Invoice Delivery Methods

The Contractor shall provide invoicing as identified:

- 1. Web-based (Paperless) - secure password protected; and,
- 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_____ No_____

C.5.2.1 Web-Based (Paperless) Invoicing Delivery Options

The Contractor may offer Web-Based Paperless Invoicing Delivery Options, which shall be accessed through the web-based application allowing Customers to view and print invoices and detail online.

The Contractor shall describe their Web-Based (Paperless) invoice delivery options.

The Web-Based (Paperless) Invoicing Delivery Options will not change the required Invoice Delivery Methods.

Bidder understands the requirements in the Section above and shall meet or exceed them? Yes_____ No_____

Bidder's Description:

C.5.3 Invoicing Support

1. The Contractor shall provide to Customers:
 - a. Invoice Support including problem resolution and status updates within 48 hours of initial notification;
 - b. A toll-free support telephone number as a single point of contact;
 - 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 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.

C.5.4 Billing Disputes and Adjustments

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. 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.

Unresolved Billing Disputes exceeding one (1) year shall remove the Contractor's rights to back billing.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.5.5 Back Billing and Billing Credits

The Contractor shall be limited to no more than 12 previous months of back billing on all services, products and features ordered under the Contract.

The Contractor shall provide Customer billing credits for up to three (3) years from the time of invoice billing date for any invoicing errors requiring a credit adjustment. The Contractor shall issue credit adjustment within sixty (60) calendar days of CALNET CMO or Customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.5.6 Systemic Invoicing Errors

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 mutually 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_____ No_____

C.5.7 Invoicing Refund

The Contractor shall provide a refund when a credit resides on a closed account. Customer shall not be responsible for refund initiation and the refund is to be reflected on the Billing Account Number (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 Customers' service request number when applicable

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.5.8 Service Taxes, Fees, Surcharges, and Surcredits

Taxes, Surcharges, and Surcredits should be assessed on the contract price (Catalog A pricing) excluding the administrative fees. Administrative fees, 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 administrative fees.**

The Contractor shall provide to the CALNET CMO, upon request, an itemized detailed report of all service taxes, fees and surcharges that are included in its monthly invoices.

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 exemption certificate(s) for 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.5.9 Examination and Audits

The CALNET CMO may audit any Customer's invoice for rate compliance and accuracy. The Contractor shall provide access to billing information and provide a copy of any Customer's bill and supporting detail in a mutually agreed upon electronic format upon CALNET CMO request without Customer's prior authorization.

The Contractor shall provide billing records within 30 calendar days of receipt of request from CALNET CMO. Refer to VAQ General Provisions – Telecommunications, Section 44, Examination and Audit for additional requirements.

Under certain and special conditions, the Contractor shall provide State auditing and/or investigative agencies (i.e., Bureau of State Audits, Department of Justice, court orders, or other law enforcement agencies) with copies of billing records without Customer authorization for audit purposes at no cost to the State or Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.5.10 USAGE BASED ROUNDING STANDARDS

The Contractor shall comply with the following requirements for Usage Based Rounding:

1. The Contractor shall show all usage based charges at four (4) decimal places.
2. Upward rounding shall occur when the fifth decimal place is a value of five (5) or higher.

3. Maintaining the full 4 decimal places, total each of the usage based cost components that comprise the service including: service charges, any prorated charges, taxes, fees, surcharges (if applicable).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.5.10.1 Usage Based Rounding Standards Example Table A

(Unit Values are for example only)

Pricing Category	Pricing Component	Unit Value	Quantity	Cost of Each Component
Converged VoIP Off-Net Toll Free	Network Queuing (UOM = minute): MRC	1.9587	358	\$701.2146
State Associated Administrative Fee	SAAF	2.5%		\$17.5304
Taxes and Surcharges	Universal Services Fund	19.5%		\$136.7368
	CA High Cost Fund Surcharge-A	0.28%		\$1.9634
	California Teleconnect Fund Surcharge	1.080%		\$7.5731
Total Converged VoIP Toll Free Off-Net Cost (Total Service Cost + Fees + Surcharges)				865.0183
Converged VoIP Off-Net Toll Free	Message Announcement: MRC	0.13	327	42.5100
	Network Queuing (install): NRC	300	1	300.0000
State Associated Administrative Fee	SAAF	2.50%		1.0628
Taxes and Surcharges	Local Surcharge	58.66		58.6600
Total Converged VoIP Toll Free Off-Net Cost (Total Service Cost + Fees + Surcharges)				402.2328

Round the total 4 decimal place value to two (2) decimal places using the Usage Based Rounding Standards.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.5.10.2 Usage Based Rounding Standards Example Table B

TOTAL BILLED	\$1,267.25
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Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.6 CUSTOMER SERVICES

C.6.1 PRIMARY CUSTOMER SERVICE REPRESENTATIVE

Contractor shall designate a primary customer service representative for each Customer Agency/Department. The Customer Service Representative (CSR) shall be available for activating and terminating services, making changes to accounts, answering questions and assisting in problem resolution.

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

C.6.2 CUSTOMER SUPPORT AVAILABILITY

C.6.2.1 Customer Support Availability Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
Customer services shall be available during regular business hours (Monday- Friday 8:00 a.m. – 4:59 p.m. PST/PDT). Customer services must respond to any Customer service request within four (4) hours of notice.	Customer services shall be available 24x7x365 days per year for Public Safety Entities and their Authorized Users. Customer services must respond to any Customer service request within four (4) hours of notice.
<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes _____ No _____ N/A _____ (Respond N/A if NOT Bidding Subcategory 19.1)	<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes _____ No _____ N/A _____ (Respond N/A if NOT Bidding Subcategory 19.2)

C.6.3 TECHNICAL SUPPORT AVAILABILITY

C.6.3.1 Technical Support Availability Table

19.1 Cellular Business Services	19.2 CALNET First Responder Cellular Services
Contractor shall provide technical support services which will be available during normal business hours Monday- Friday 8:00 a.m. – 5:00 p.m. (PST/PDT). Technical services must respond request within four (4) hours of notice.	Contractor shall provide technical support services which will be available 24x7x365 days per year for Public Safety Entities and their Authorized Users.
<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes _____ No _____ N/A _____ (Respond N/A if NOT Bidding Subcategory 19.1)	<i>Bidder understands the Requirement and shall meet or exceed it?</i> Yes _____ No _____ N/A _____ (Respond N/A if NOT Bidding Subcategory 19.2)

C.6.4 TROUBLE TICKET REPORTING PROCESS

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

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

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

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

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

C.6.5 ESCALATION PROCESS PLAN

C.6.5.1 CALNET CMO Escalation Process Plan

Within sixty (60) calendar days of execution of this Agreement, the Contractor shall provide a CALNET CMO Escalation Process Plan to be used for this Contract. 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 Contractor 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. Contractor shall provide 3 levels of escalation (at least one (1) level higher than 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 CALNET CMO and the Contractor.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.6.5.2 Customer Escalation Process Plan

Within ninety (90) calendar days of execution of this Agreement, the Contractor shall provide a Customer Escalation Process Plan to be posted on the Contractor's User Portal. The Customer Escalation Process shall:

1. Include a detailed escalation hierarchy within Contractor's organization;
2. Include 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. Contractor shall provide at least 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_____ No_____

C.6.6 CONTRACTOR'S CALNET PUBLIC WEBSITE

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_____ No_____

C.6.7 EQUIPMENT PRICING SCHEDULE

The Contractor shall maintain a web-based CALNET pricing schedule that provides Customers with information and pricing for all equipment and accessories offered on this IFB. This pricing shall be adjusted and contain the proposed awarded discounted rate.

Contractor shall describe their approach to providing equipment, pricing, and discount information.

Bidder understands the requirements in the Section above and shall meet or exceed them? Yes_____ No_____

Bidder's Description:

C.6.8 CUSTOMER PORTAL

Within 60 calendar days of Contract Award, the Contractor shall develop, maintain and support a secure web-based Cellular Voice and Data Customer portal available 24x7x365, exclusive of maintenance windows.

1. Contractor's web based Customer Portal shall allow access to:
 - a. Order System;
 - b. Billing and Invoicing application;
 - c. Trouble Ticket and Reporting System;
2. Order acknowledgement;
3. Out of stock;
4. Shipment confirmation;
5. Unfilled orders;
6. Account change/termination acknowledgement; and
7. Processes for Emergency ordering/activation.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.6.8.1 Online Access to Accounts

The Contractor shall only provide secure online access for Customers and the CALNET CMO to manage accounts and order services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.6.8.2 Electronic Order Entry Availability

The Contractor shall provide an electronic order entry system which shall be available 24 hours a day, 7 days a week for ordering products and services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.6.9 FRAUD MONITORING & PREVENTION

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.

For the purpose of this Contract, Fraud is considered the theft of services for deliberate misuse of voice or data networks by perpetrators whose intention is to secure an unfair or unlawful gain. Contractor shall report unusual calling volumes and patterns to the ATR/ATO, such as usage or cost doubling from the previous month, etc. Should the ATR/ATO declare such activity as fraudulent, the Customer shall determine if the service should remain active, be suspended or deactivated. CALNET Customers will not be responsible for costs of services associated with the failure of a Contractor to secure their network.

Bidder understands the requirements in the Section above and shall meet or exceed them? Yes_____ No_____

Bidder’s Description:

C.7 STATE ASSOCIATED ADMINISTRATIVE FEE (SAAF)

The Contractor shall, on behalf of the CALNET Contract, bill and collect the SAAF from Customers on a monthly basis throughout the life of the Contract excluding taxes and freight. The total SAAF collected for each month shall be remitted to the California Department of Technology no later than 30 calendar days after the billing cycle.

The SAAF is determined by the CALNET CMO for all services, Equipment, products or features ordered under this Contract. The CALNET CMO may consider applying percentages and/or flat rates (or a combination thereof) to services as alternative methods with the final determination made by CALNET CMO. Refer to VAQ General Provisions – Telecommunications, Section 69, *Administrative Fee*, for additional requirements.

1. The Contractor shall apply the SAAF rate to all of the Contractor’s services as a surcharge that shall appear on Customers invoice in the Itemized Taxes, Fees and Surcharges section;
2. The State Associated Administrative Fee shall be identified as SAAF on the Customer Invoice;
3. The Contractor shall calculate the SAAF from the Contractor’s Catalog pricing. Service taxes, fees, surcharges, and surcredits shall not be imposed in the SAAF;
4. The SAAF rate may change during the period of performance of this contract as determined in writing by the CALNET CMO;
5. The CALNET CMO will provide the Contractor with notice of any changes to the SAAF rate at least 30 calendar days prior to the effective date of the new rate;

6. The Contractor shall remit an Electronic Fund Transfer (EFT) as payment to the California Department of Technology based on the SAAF billed to Customers;
7. The Contractor shall provide an SAAF notification of remittance to the CALNET CMO via email or other electronic means as directed by 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.
8. Adjustments to SAAF monies shall be included and documented as an Adjustment on subsequent reports including those identified in Section C.4, *Data Management and Standardization*.

SAAF instructions will be provided by the CALNET CMO within 30 calendar days of Contract Award, which include the SAAF rate and what services or charges it may apply to and will include EFT specifics for payments.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.8 INDIVIDUAL PRICING REDUCTIONS (IPR)

C.8.1 IPR GENERAL PROVISIONS

The Contractor may enter into price negotiations with Cellular Voice and Data Customers. These price negotiations allow the Contractor to reduce prices: a) on one (1) or more service(s); b) for one (1) or more Customers at a time; and/or c) by geographic area or location(s). IFB C4CVD18 allows for IPR.

The following general provisions apply to all IPRs:

1. The Contractor shall submit to the CALNET CMO an electronic copy of the IPR Notification (IPRN) (Part 1, Attachment 4, IPRN) document consisting of an analysis of current Contract pricing and proposed IPR pricing;
2. The following data fields shall be populated on the IPRN document:
 - a. Service Type;
 - a. Feature Name;
 - b. Product Identifier;
 - c. Non Recurring Charge (NRC);

- d. Proposed IPR NRC;
 - e. IPR Percentage Discount for NRC;
 - f. Monthly Recurring Charge (NRC);
 - g. Proposed IPR MRC; and,
 - h. IPR Percentage Discount for MRC.
3. An IPR becomes effective on the date that it is signed by the Customer, unless otherwise noted for a future date in the IPR Notification (IPRN) document;
 4. No additional service taxes, fees, surcharges or surcredits will be allowed except as described in Section C.5.8, Service Taxes, Fees, Surcharges, and Surcredits, and IFB C4CVD18 SOW Appendix B, Special Terms and Conditions – Cellular, Section S, Service Taxes, Fees, Surcharges, and Surcredits;
 5. Once an IPRN is approved by the Customer, the Contractor shall not cancel or increase pricing during the Contract Term for any service listed;
 6. All approved IPRs shall remain in effect when options to extend the Contract are exercised by the State;
 7. All IPRs shall be subject to examination and audit pursuant to VAQ General Provisions – Telecommunications, Section 44, Examination and Audit;
 8. The IPRN and information regarding the approved IPR service rate(s) shall be subject to the California Public Records Act;
 9. Implementation of an approved IPR does not require reduction of Contracted rate(s) for service(s), pursuant to IFB C4CVD18 SOW Appendix B, Special Terms and Conditions – Cellular, Section I, Most Favored Nation Status of State, and VAQ General Provisions – Telecommunications, Section 30, Additional Rights. However, if Contracted rate(s) are reduced below the IPR rate(s) for such service(s), the reduced Contracted rate(s) shall automatically apply to the IPR;
 10. The Contractor shall be allowed to reduce one (1) or more Contracted service prices for a Customer for the Contract Term;
 11. IPRs shall be for reduced service pricing only. All other Contract terms and conditions, including Service Level Agreements, will remain unchanged; and,
 12. Customer may cancel any or all services(s) subject to the Standard IPR without penalty.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.9 SERVICE LEVEL AGREEMENT (SLA) REPORTS

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

Contractor shall provide an electronic copy of SLA Reports in Microsoft Excel or as text files, as directed by CALNET CMO, on the monthly mutually agreed upon due date. All final report formats shall be approved by CALNET CMO and no changes shall be made to the data fields, format or headings without prior written consent of CALNET CMO. The following data fields shall follow the format and definitions as specified below. Contractor shall make SLA Report data 100% accessible to CALNET CMO for a minimum of one (1) year.

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

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

C.9.1 SLA PROVISIONING REPORT

Contractor shall provide the SLA Provisioning Report each month via email to CALNET CMO, and include all Service Requests completed in the previous month for CALNET Services.

Contractor's report shall indicate if the Provisioning objectives were not met in accordance with the IFB C4CVD18 Technical Requirements Provisioning SLAs. The Provisioning rights and remedies percentage will be identified by Contractor as 0%, 50% or 100% credit/refund, depending on Contractor's ability to meet the SLA objective.

The SLA Provisioning Report shall include all Service Requests for all Categories and Subcategories awarded to Contractor as a result of this IFB. Contractor shall ensure no duplicate Service Requests are reported in the same month or across multiple months.

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

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

C.9.1.1 SLA Provisioning Report Fields

For each Service Request the Contractor shall provide the following information and the data fields shall appear as columns on the report in Table C.9.1.1.

Table C.9.1.1 SLA Provisioning Report Fields				
Field Order	Data Field Name	Pop	Max Field Length	Data Type and Format
1	Provisioning Period	R	7	Date MM/YYYY
2	Contractor ID	R	10	Text Varies, 10 char max

Table C.9.1.1 SLA Provisioning Report Fields

Field Order	Data Field Name	Pop	Max Field Length	Data Type and Format
3	Category	R	2	Number Varies, 2 digit max
4	SR Number	A	100	Varies, 100 char max
5	Change Type	R	1	Text Varies, "M", "A", "C", or "D"
6	Service ID	R	100	Text Varies, 100 char max
7	Service Type	R	500	Text Varies, 500 char max
8	Customer Name	R	250	Text Varies, 250 char max
9	SR Date	R	7	Date MM/DD/YYYY
10	Due Date	R	7	Date MM/DD/YYYY
11	Change Date	A	7	Date MM/DD/YYYY
12	SCC	R	150	Text List of Values: End-User Request Observation End-User Not Available Wiring Power Access Staff Application CPE No Response Maintenance Third Party Force Majeure

Table C.9.1.1 SLA Provisioning Report Fields				
Field Order	Data Field Name	Pop	Max Field Length	Data Type and Format
13	SCC Minutes	R	30, 2	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).
14	Days PD	A	10	Number Varies, 10 digits max
15	SLA Applied	R	3	Text "Yes" or "No"
16	Provisioning R&R%	R	4	Percentage: 0%, 50%, 100%

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.10 Conversion

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. Contractor shall provide Conversion Plans to the CALNET CMO for review and approval no more than 60 days after Contract award. 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 manger that will implement Conversion Plans, provide all Contractor 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 CALNET CMO prior approval and oversight coordination.

Conversion shall be Transition-In or Migration-Out as defined below.

1. Transition-In

Applies to Contractors who currently provide the same or significantly similar cellular voice and data services to Customers qualified to use the CALNET contracts. Transition-In applies only to the Contractor's current state Customers who are required to use CALNET. 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.

2. Migration-Out

Contractor shall comply with IFB C4CVD18 SOW Appendix B, Special Terms and Conditions – Section M, *Migration-Out*, and the following Business Requirements. There shall be no additional cost to the CALNET CMO or Customers for Migration-Out.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

C.10.1 TRANSITION-IN

C.10.1.1 General Requirements

Contractor shall provide Customer the option to maintain their existing cellular device(s) and/or phone number(s) when moving from the Contractor's existing contract to IFB C4CVD18 Cellular Voice and Data Contract.

For services Transitioned prior to four (4) months after IFB C4CVD18 Contract award, the new rates will begin on the Transition date.

If Customer transition is still pending four (4) months after IFB C4CVD18 Contract award, and if CALNET rates are lower, Contractor must track and provide existing Customers credit for the difference in previous contract rates and CALNET rates. Extension of the previous rate period shall be at the sole discretion of the CALNET CMO.

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

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

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

C.10.1.2 Transition-In Plan Requirements

Contractors with transitioning services shall submit a Transition-In Plan to CALNET CMO within 15 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 Contractor shall provide separate transition-in plans for Category 19.1 Cellular Business Services and 19.2 CALNET First Responder Cellular Services.

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 of the Contract.

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 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 coordination and communicating the Transition-In plan with the CALNET CMO and Customers throughout all phases of the transition;
6. Transition tasks dependent on State and/or Customer data or resources;
7. Industry standard project management methodology will be used throughout the Transition process; and,
8. A list of Customers to be transitioned to CALNET Cellular Voice and Data services. The list shall:
 - a. Specify the quantity of services to be transitioned by service type; and,
 - b. Identify which services require hardware upgrades.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____
N/A_____

C.10.1.3 Transition-In Status Report

Upon commencement of the Transition-In Plan, the Contractor shall provide the CALNET CMO a weekly Transition-In Status Report that includes all Customers to be transitioned.

The Contractor shall provide separate reports for Category 19.1 Cellular Business Services and 19.2 CALNET First Responder Cellular Services.

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

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____
N/A_____

C.10.2 MIGRATION-OUT

C.10.2.1 General Requirements

Contractor shall comply with IFB C4CVD18 SOW Appendix B, Special Terms and Conditions – Telecommunications, Section M, *Migration-Out*, and the following Business Requirements. There shall be no additional cost to the CALNET CMO or Customers for Migration-Out.

Contractor shall provide Customer the option to maintain their existing voice phone number when moving to the new contract. All exceptions must be approved by the CALNET CMO.

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

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

C.10.2.2 Migration-Out Plan

Contractor shall provide CALNET CMO a Migration-Out Plan within 30 calendar days of CALNET CMO request. Contractor's Migration-Out Plan shall include how 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 of the Contract.

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

1. Describe how migration-out will be accomplished in the least disruptive way to Customers and End-Users;
2. 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. Customer impact (e.g., business needs, complexity of service, services impacted by special programs, etc.);
4. Strategy for migration of Contractor services to new Contract services;
5. Identification of tasks dependent upon State data or resources;
6. Identification of all Cellular Voice and Data Customers, service locations by street address and city, service type, circuit identification, and unique product identifier;
7. Plan for transparent Migration-Out of services to support the continued billing, collection, and remittance of Administrative Fees for services billed under the Cellular Voice and Data Contract; and,

8. Use of industry-accepted project management methodology throughout the Migration-Out process.

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

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 Cellular Voice and Data Service from Contractor to the State or Customer. Contractor shall participate in meetings with the State, Customers, and alternate service provider(s) as reasonably required by the State in planning for a Conversion and implementing the Migration-Out Plan.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

C.10.2.3 Migration-Out Status Report

Upon commencement of the Migration-Out Plan, 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 site. 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.

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

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____