INVITATION FOR BID

IFB C5DTS25
Data Transport Services

CATEGORY 510 – SOFTWARE-DEFINED WIDE AREA NETWORK

CHARTER COMMUNICATIONS OPERATING, LLC

STATEMENT OF WORK

TECHNICAL REQUIREMENTS

NOVEMBER 6, 2025

ADDENDUM #3

Issued by:

STATE OF CALIFORNIA

OFFICE OF STATEWIDE TECHNOLOGY PROCUREMENT

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Disclaimer: The original PDF version and any subsequent addenda to this IFB remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, exhibits, specifications, or provisions, which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

ADDENDUM LOG

Addendum #	Date	Addendum Description
1	10/17/2025	Updated Cover Page for Addendum #1. Modified Section 510.2.1.1 Modified Section 510.2.1.2 Modified Section 510.2.1.2.1 Modified Section 510.2.1.2.2 Modified Section 510.2.1.6 Modified Section 510.2.1.6.2 Modified Section 510.2.1.7 Modified Section 510.2.1.8 Modified Section 510.2.2 Modified Section 510.2.3.1.1 Modified Section 510.2.3.1.2 Modified Table 510.2.3.a Modified Section 510.3.2 Modified Section 510.4.2 Modified Section 510.4.8.5
2	10/28/2025	Modified Section 510.2.1.2.1
3	11/6/2025	Removed comment from document.
4	02/26/2026	Modified Section 510.2.3.a Modified Section 510.3.2.a

TABLE OF CONTENTS

510.1 OVERVIEW 5
510.1.1 Bidder Response Requirements 5
510.1.2 Designation of Requirements 5
510.1.3 Pacific Time Zone 6
510.2 SOFTWARE-DEFINED WIDE AREA NETWORK 6
510.2.1 SD-WAN General Requirements 6
510.2.1.1 Industry Standards 7
510.2.1.2 Security 7
510.2.1.2.1 Access Protocol 8
510.2.1.2.2 Common Vulnerabilities and Exposure 8
510.2.1.2.3 Security Incident Notification 9
510.2.1.3 Zero Touch Provisioning 9
510.2.1.4 Dynamic Traffic Shaping and Distribution 9
510.2.1.5 Edge Devices 10
510.2.1.6 SD-WAN Configuration and Management 10
510.2.1.6.1 Incident Management 11
510.2.1.6.2 SD-WAN Management Features 11
510.2.1.6.3 SD-WAN Web Portal 11
510.2.1.6.4 Multi-Tenancy 12
510.2.1.7 Hosted Service 12
510.2.1.8 SD-WAN Site Implementation 13
510.2.2 SD-WAN Service Packages 13
510.2.3 Additional SD-WAN Services and Features 20
510.2.3.1 SD-WAN Consulting Services 20
510.2.3.1.1 Planning and Migration 20

510.2.3.1.2 Execution and Implementation 20
510.2.4 SD-WAN Geographic Service Area 28
510.3 OTHER SERVICES 28
510.3.1 Hourly Rates for Services 28
510.3.2 Services Related Hourly Support 28
510.4 SERVICE LEVEL AGREEMENTS (SLA) 37
510.4.1 Service Level Agreement Format 37
510.4.2 Technical Requirements versus SLA Objectives 38
510.4.3 Methods of Outage Reporting: Customer or Contractor 39
510.4.4 Response to Service Level Agreements 39
510.4.5 Contractor SLA Management Plan 39
510.4.6 Technical SLA General Requirements 40
510.4.7 Trouble Ticket Stop Clock Conditions 43
510.4.8 Technical Service Level Agreements (SLAs) 47
510.4.8.1 Availability (M-S) 47
510.4.8.2 Catastrophic Outage (CAT 1) (M-S) 48
510.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S) 49
510.4.8.4 Excessive Outage (M-S) 50
510.4.8.5 Provisioning (M-S) 52
510.4.8.6 Service Enhancement SLAs 54
510.4.8.7 Post-Award Service Offerings 54
510.4.8.8 Contract Amendment Service Enhancement SLAs 54

TECHNICAL REQUIREMENTS

CATEGORY 510 – SOFTWARE-DEFINED WIDE AREA NETWORK SERVICES

510.1 OVERVIEW

The California Department of Technology (CDT), Office of Statewide Technology Procurement (OSTP) is requesting proposals from responsive Bidders to provide fully managed Software-Defined Wide Area Network (SD-WAN) Services and Features.

This Invitation for Bid (IFB) C5DTS25 Category 510 provides the State's solicitation for best value solutions for SD-WAN Services. This IFB also describes the technical requirements necessary to support the CALNET Program Requirements.

This IFB will be awarded to the Bidders that meet the award criteria as described in IFB C5DTS25 Part 1, Bid Evaluation. The CALNET 5 Data Transport Services (DTS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by CALNET Management and Oversight (CMO).

510.1.1 Bidder Response Requirements

Throughout this IFB, the Bidder is required to confirm their understanding and acceptance of the Requirements by selecting a response in the provided drop-down field.

Example:

"**The Bidder understands and shall meet or exceed the Requirements identified in Section 510.X Section Name**? Yes

510.1.2 Designation of Requirements

All technical Requirements specified in this IFB are mandatory and must be responded to as identified in IFB Part 1, SOW mandatory technical Requirements by the Bidder. Additionally, some mandatory Requirements are "Mandatory-Scorable" and are designated as "(M-S)".

510.1.3 Pacific Time Zone

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

The Bidder understands and shall meet or exceed the Requirements identified in Section 510.1 Overview? Yes

510.2 SOFTWARE-DEFINED WIDE AREA NETWORK

The Contractor's SD-WAN Service shall provide a virtualized network overlay that abstracts the underlying physical transport links. The core functionalities of the Contractor's SD-WAN Service shall include centralized control and management, policy-based routing, and transport independence.

The Contractor's SD-WAN Service shall include edge devices, controller, orchestration, and a Web Portal that allows Customers to administer all aspects of the SD-WAN overlay centrally.

The Contractor's SD-WAN Service shall be independent of and shall **not include** the WAN transport. The Contractor's SD-WAN Service must support multiple disparate CALNET provider networks and transport technologies.

510.2.1 SD-WAN General Requirements

The Contractor's SD-WAN Service shall allow SD-WAN sites to communicate with non-SD-WAN sites.

The Contractor shall provide an SD-WAN Service that includes the following:

1. Physical or virtual Edge Devices;
2. Controller and Orchestration that provides a centralized platform for network-wide coordination, management, and visibility of at least 500 concurrent edge devices;
3. Centralized management capabilities accessed via a web portal;
4. The ability for SD-WAN sites to communicate with non-SD-WAN sites; and,

5. All software, licensing, maintenance, support, and ongoing software patches for the Contractor's SD-WAN Service.

510.2.1.1 Industry Standards

The Contractor's SD-WAN Service shall meet the following established industry standards:

1. Metro Ethernet Forum (MEF) 70.1 SD-WAN Service Attributes and Service Framework
2. International Telecommunication Union – Telecommunication (ITU-T)
    a. Y.1544 IP Network Baseline Quality of Experience (QoE)
3. Institute of Electrical and Electronics Engineers (IEEE) 802.3 Ethernet
4. Internet Engineering Task Force (IETF)
    a. Border Gateway Protocol (BGP)
    b. Open Shortest Path First (OSPF)
    c. Multiprotocol Label Switching (MPLS)
    d. Transmission Control Protocol / Internet Protocol (TCP/IP)
    e. User Datagram Protocol (UDP)
    f. Secure Real-time Transport Protocol / Secure Real-time Transport Stream (SRTP/SRTS)
    g. Quick UDP Internet Connections (QUIC)

All new versions, amendments, and modifications to the above documents and standards as they become commercially available.

510.2.1.2 Security

The Contractor's SD-WAN Service shall comply with the following standards, published revisions, or equivalent standards, at a minimum and when applicable:

1. NIST SP 800-125 Guide to Security for Full Virtualization Technologies;

2. NIST SP 800-125B Secure Virtual Network Configuration for Virtual Machine (VM) Protection;
3. NIST SP 800-215 Guide to a Secure Enterprise Network Landscape;
4. NIST SP 800-37 Rev2 Risk Management Framework for Information Systems and Organizations: A System Life Cycle Approach for Security and Privacy;
5. NIST SP 800-53 Security and Privacy Controls for Information Systems and Organizations;
6. ISO/IEC 27001 Information security, cybersecurity and privacy protection - Information security management systems (ISMS);
7. FIPS 197 Advanced Encryption Standards (AES); and,
8. FIPS 140-2 Security Requirements for Cryptographic Modules, or subsequent replacement FIPS standard(s).

510.2.1.2.1 Access Protocol

The Contractor's SD-WAN Service shall support secure access protocols, such as:

1. Multi-Factor Authentication (MFA);
2. Role-Based Access Control (RBAC);
3. Terminal Access Controller Access Control Server + (TACACS+);
4. Single Sign-On (SSO); and,
5. Simple Network Management Protocol Version 3 with Authentication and Privacy (SNMPv3 with AuthPriv).

510.2.1.2.2 Common Vulnerabilities and Exposure

The Contractor's SD-WAN Service shall mitigate all published Common Vulnerabilities and Exposures (CVE) that have been assigned a CVE ID number, based on the following Common Vulnerability Scoring System (CVSS) scores and timeframes:

1. High Level (7.0 – 8.9) – mitigation to occur within four weeks of a public CVE announcement date.
2. Critical Level (9.0 – 10.0) – mitigation to occur within two weeks of a public CVE announcement date.

In the event of a zero-day vulnerability or where a vendor patch is not yet available, additional controls shall be put in place and documented to mitigate CVEs until a patch has been released.

Any extensions or exceptions must be agreed to in writing by the Contractor, Customer(s), and CDT Office of Information Security.

The Contractor shall provide independent vulnerability scans upon CMO request.

510.2.1.2.3 Security Incident Notification

If the Contractor determines that a Security Incident has occurred that may involve CALNET Customer information systems, the nature and scope of the incident shall be reported to the Customer, CMO, and designated State representatives, via telephone and email, within 24 hours of that determination. For purposes of this section, security incident is defined in the State Administrative Manual (SAM), Section 5300.

510.2.1.3 Zero Touch Provisioning

The Contractor's SD-WAN Service shall support Zero Touch Provisioning (ZTP) to enable rapid and automated deployment of new SD-WAN devices without requiring on-site technical expertise. New devices shall automatically register with the management system and receive configuration settings based on their designated role or location. The system must provide a centralized mechanism for managing ZTP policies and device deployments.

510.2.1.4 Dynamic Traffic Shaping and Distribution

The Contractor's SD-WAN Service shall provide Dynamic Traffic Shaping (DTS) capabilities to prioritize application traffic based on predefined

policies and real-time network conditions. The Service shall support granular shaping controls, allowing for bandwidth allocation and rate limiting per application and user. Shaping policies must be dynamically adjusted to optimize application performance and user experience. The Service must provide visibility into shaping activity and its impact on application performance.

The Contractor's SD-WAN Service shall provide Dynamic Traffic Distribution (DTD) capabilities to automatically select the optimal network path for traffic based on real-time network performance metrics. The system must dynamically reroute traffic to avoid network congestion and maintain acceptable application performance levels. The Service must provide visibility into path selection decisions and their impact on network performance

510.2.1.5 Edge Devices

The Edge Devices provided and managed by the Contractor may be either a physical appliance or software. Edge Devices provided and managed by the Contractor shall support:

1. Operating autonomously in the event of a loss of connection to the central management application/controller;
2. Automated creation of secure VPNs with a minimum of 256-bit encryption; and
3. A variety of provider networks, including Time Division Multiplexing (TDM) and wireless WAN interfaces.

510.2.1.6 SD-WAN Configuration and Management

1. The Contractor shall provide configuration management, including backups and 90-day retention. The Contractor's configuration management shall allow the deployment of configuration changes across a supported environment. The Contractor shall provide configuration files to the Customer upon request.

2. The Contractor's SD-WAN Service shall support zero-touch configurations for Customer sites, with the exception of physical changes (e.g., cabling, equipment upgrades).

510.2.1.6.1 Incident Management

The Contractor shall provide automated incident logging, categorization, monitoring, and notification.

510.2.1.6.2 SD-WAN Management Features

The Contractor's SD-WAN Service must support the following management Features at a minimum:

1. WAN virtualization;
2. Network abstraction;
3. Route optimization;
4. Dynamic path selection;
5. Application-driven packet forwarding;
6. Policy-driven centralized management;
7. Certificate management, including renewal/rotation, monitoring, revocation, storage and distribution, and key management;
8. Software management which includes automated updates; and
9. Traffic and performance statistics.

510.2.1.6.3 SD-WAN Web Portal

The Contractor shall provide and support a web-based portal that allows Customers to configure dynamic traffic distribution, view event monitors and performance.

The Contractor's SD-WAN Web Portal shall:

1. Include profiles for at least 100 applications as well as the ability to create custom application templates;

2. Provide standard reports, including inventory, performance, capacity, and utilization.
3. Provide event management with end-to-end monitoring, event filtering, and integrated alerting;
4. Allow the Customer to define policies to make application forwarding or blocking decisions for SD-WAN tunnels over each underlay transport;
5. Allow the Customer to define and update network monitoring, policy-setting, network segmentation, bandwidth allocation, or Committed Information Rate (CIR) for each application flow;
6. Allow application firewall customization to be configured on application-based policy and identification; and,
7. Provide advanced route filtering capabilities at Edge Devices to ensure IP route information originating from a Customer is blocked from the global routing table by Customer-enforced policies.

510.2.1.6.4 Multi-Tenancy

The Contractor's SD-WAN Service shall support multiple tenants via a single orchestrator and allow for the application of separate security policies per tenant.

The Contractor's SD-WAN Service shall support stateful firewall and Virtual Routing and Forwarding (VRF) in multi-tenant environments.

510.2.1.7 Hosted Service

The Contractor's SD-WAN Service shall be hosted by the Contractor with all components residing outside of the Customer's premises, with the exception of Edge Devices.

510.2.1.8 SD-WAN Site Implementation

1. The Contractor shall install all equipment, software, and patch cables required to deliver the SD-WAN Service, including on-site Equipment at the Customer location.
2. The Contractor shall work with the Customer to coordinate cutover and testing. The Contractor's test shall, at a minimum:
    a. Verify network connectivity across all connected interfaces;
    b. Confirm DNS resolution and routing functionality;
    c. Verify failover to backup link and automatic restoration to primary link when the Edge Device is connected to multiple WAN interfaces; and,
    d. Verify the Edge Device meets minimum bandwidth requirements.

The Contractor shall test the complete system including all Edge Devices and associated Equipment. The Contractor shall provide written test results to assist the Customer in determination of the final acceptance.

510.2.2 SD-WAN Service Packages

The Contractor's SD-WAN Service package pricing shall include a physical Edge Device with a minimum of two Ethernet interfaces capable of supporting the bandwidth described in each SD-WAN Service Package.

The minimum bandwidth for each line item is the aggregate of all Edge Device interfaces when routing traffic and applying policies (DTS and DTD).

The Bidder shall include all equipment, controllers, orchestration, tasks, and Services required for provisioning of the SD-WAN Service Packages described in Table 510.2.2.a.

Table 510.2.2.a – SD-WAN Service Packages

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
1.	10 Mbps SD-WAN Service	SD-WAN Service with an Edge Device supporting a minimum throughput of 10 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 10Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	510.ENR.10M	Service
2.	50 Mbps SD-WAN Service	SD-WAN Service with an Edge Device supporting a minimum	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site	510.ENR.50M	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
		throughput of 50 Mbps	participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 50Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.		
3.	100 Mbps SD-WAN Service	SD-WAN Service with an Edge Device supporting a minimum throughput of 100 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent.	510.ENR.100M	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
			Supports up to 100Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.		
4.	250 Mbps SD-WAN Service	SD-WAN Service with an Edge Device supporting a minimum throughput of 250 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 250Mbps. NRC is required and excludes inside wiring.	510.ENR.250M	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
			Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.		
5.	500 Mbps SD-WAN Service	SD-WAN Service with an Edge Device supporting a minimum throughput of 500 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 500Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to	510.ENR.500M	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
			Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.		
6.	1 Gbps SD-WAN Service	SD-WAN Service with an Edge Device supporting a minimum throughput of 1 Gbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 1Gbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	510.ENR.1G	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
7.	10 Gbps SD-WAN Service	SD-WAN Service with an Edge Device supporting a minimum throughput of 10 Gbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 200G or equivalent. Supports up to 10Gbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	510.ENR.10G	Service

510.2.3 Additional SD-WAN Services and Features

510.2.3.1 SD-WAN Consulting Services

SD-WAN Consulting Services shall only be utilized in conjunction with the Services and Features listed in Category 510 Software-Defined Wide Area Network. These Services are for custom SD-WAN implementations that exceed the basic elements necessary to configure an instance of a working SD-WAN Service as defined by General Provisions – Telecommunications, Section 15.12, Goods and Services Costs.

510.2.3.1.1 Planning and Migration

The Contractor shall provide planning and migration consulting Services to assist Customers with:

1. Gathering requirements;
2. Designing architecture;
3. Site survey to identify potential deficiencies found at any location and necessary steps required to correct the deficiencies;
4. Documenting application inventory and dependencies;
5. Planning capacity; and,
6. Reviewing security posture.

510.2.3.1.2 Execution and Implementation

The Contractor shall provide execution and implementation consulting Services that go beyond the required services identified in Section 510.2.1.8 SD-WAN Site Implementation to assist Customers with:

1. Deploying proof of concept;
2. Project management to implement a migration plan; and,
3. Advanced testing procedures for complex implementations.,

The Bidder shall provide Product Description, Restrictions, and Limitations using Table 510.2.3.a.

Table 510.2.3.a – SD-WAN Consulting Services

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation

1.	Planning and Migration	Hourly Planning and Migration consulting services in alignment with Section 510.2.3.1.1	Planning and Migration is included as part of the Contractor's standard service offering at no additional charge to the customer. This service provides expert support to guide customers through the preparation, coordination, and execution of service transitions or technology changes covered under the contract. Contractor specialists ensure that all required planning, documentation, and staging activities are completed to enable a smooth migration with minimal disruption to	510.PM.0	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
			existing operations. As part of the service, the Contractor reviews customer requirements, evaluates technical dependencies, identifies potential risks, and develops a tailored migration plan aligned with the contracted services. Contractor support is limited to evaluating and validating components within the Contractor's service responsibility.		

2.	Execution and Implementation	Hourly Execution and Implementation consulting services in alignment with Section 510.2.3.1.2	Execution and Improvement is included as part of the Contractor's standard service offering at no additional charge to the customer. This service ensures that contracted solutions are implemented according to defined requirements and continuously evaluated for opportunities to enhance performance, efficiency, and customer experience. Contractor specialists work with the customer to execute approved initiatives, validate service functionality, and apply incremental improvements aligned with	510.EI.0	Service

			contracted service objectives. The service does not include major system redesigns, advanced consulting, custom development, or improvements outside the scope of contracted services. Contractor support is limited to actions and enhancements within the Contractor's service responsibility. Any dependencies on customer-managed infrastructure, third-party applications, or unsupported technologies fall outside the Contractor's scope.		

510.2.4 SD-WAN Geographic Service Area

The Contractor shall provide the SD-WAN Service statewide.

The Bidder understands and shall meet or exceed the Requirements identified in Section 510.2 Software-Defined Wide Area Network? Yes

510.3 OTHER SERVICES

510.3.1 Hourly Rates for Services

The hourly classifications of hours worked for services described in this Section will be as follows:

1. Regular Hours – Hours worked between 8:00 a.m. and 4:59 p.m., Monday through Friday.
2. Overtime Hours – Hours worked between 5:00 p.m. and 7:59 a.m., Monday through Friday and all-day Saturday.
3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

When coordinated scheduling for projects between the Customer and the Contractor occurs, the Customer and the Contractor may mutually agree that hours worked between 5:00 p.m. and 7:59 a.m., Monday through Friday and all day Saturday and any hours worked on Sunday or State of California holidays can be classified as Regular Hours in accordance with the State of California Department of Industrial Relations.

510.3.2 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the Contractor unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this section is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be

caused by factors outside the responsibility of the Contractor or no trouble is found.

In Catalog A Table 510.3.2.a, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is 10 hours per dispatch/occurrence.

The Contractor shall offer emergency restoration services as detailed in Table 510.3.2.a

Table 510.3.2.a – Services Related Hourly Support

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation

1.	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	At the customer's request, dispatch of an expert level technician during regular hours to diagnose a service-related issue that is resolved to be external to the Contractor's service responsibility. Deployed technicians are equipped with materials needed to resolve issues related to contracted service offerings. While on site, technicians check that contracted services are working properly and take the necessary steps to resolve issues for services to be fully functional. Expert technicians have an escalation capability if resolution of the customer complaint regarding service is not reached.	2x.FO.LH.00.R	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
			Restrictions and Limitations: Dispatched technician is responsible for ensuring contracted services are fully functional but is not responsible for resolving technical issues within the customer's local area network.		

2.	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	At the customer's request, dispatch of an expert level technician during overtime hours to diagnose a service-related issue that is resolved to be external to the Contractor's service responsibility. Deployed technicians are equipped with materials needed to resolve issues related to contracted service offerings. While on site, technicians check that contracted services are working properly and take the necessary steps to resolve issues for services to be fully functional. Expert technicians have an escalation capability if resolution of the customer complaint regarding service is not reached.	2x.FO.LH.00.O	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
			Restrictions and Limitations: Dispatched technician is responsible for ensuring contracted services are fully functional but is not responsible for resolving technical issues within the customer's local area network.		

3.	Field Service Repair Technician Sunday and Holiday Hours	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	At the customer's request, dispatch of an expert level technician during Sunday and Holiday hours to diagnose a service-related issue that is resolved to be external to the Contractor's service responsibility. Deployed technicians are equipped with materials needed to resolve issues related to contracted service offerings. While on site, technicians check that contracted services are working properly and take the necessary steps to resolve issues for services to be fully functional. Expert technicians have an escalation capability if resolution of the customer complaint regarding service is	2x.FO.LH.00.H	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
			not reached. Restrictions and Limitations: Dispatched technician is responsible for ensuring contracted services are fully functional but is not responsible for resolving technical issues within the customer's local area network.		

The Bidder understands and shall meet or exceed the Requirements identified in Section 510.3 Other Services? Yes

510.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as set forth below. The intent of this section is to provide Customers, the CALNET Program and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

510.4.1 Service Level Agreement Format

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the 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 on how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies,
7. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
8. Monthly Aggregated Measurements: Rights and Remedies (as set forth below) are paid once during the bill cycle based on an aggregate of events over a defined period of time.

The Contractor shall proactively apply a 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.

510.4.2 Technical Requirements versus SLA Objectives

Sections 510.2 (Software-Defined Wide Area Network) and 510.3 (Other Services) define the technical requirements for each Service. These requirements are the minimum parameters each Bidder must meet to qualify for Contract Award. Upon Contract Award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA Objectives are minimum parameters which the Contractor shall be held accountable for all Rights and Remedies throughout the Contract Term.

510.4.3 Methods of Outage Reporting: Customer or Contractor

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

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (SOW Business Requirements Section T.10.4, Trouble Ticket Reporting Tool (TTRT)).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (SOW Business Requirements Section T.10.4) and monitor and report to Customer until service is restored.

510.4.4 Response to Service Level Agreements

Many of the Service Level Agreements described below include multiple Objective levels – Basic, Standard and Premier. Bidders shall indicate one specific Objective level they are committing to for each service in the space provided in the "Objective" section of each SLA description.

510.4.5 Contractor SLA Management Plan

Within 90 calendar days of Contract Award, the Contractor shall provide CMO with a detailed SLA Management Plan that describes how the Contractor will manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The plan will be updated as needed by the Contractor and the State throughout the Contract Term. The SLA Management Plan shall define the following:

1. Contractor SLA manager and supporting staff responsibilities;
2. Contractor's process for measuring Objectives for each SLA. The process shall explain how the Contractor will continuously monitor and

measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;

3. Creation and delivery of SLA Reports (SOW Business Requirements Section T.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section T.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section T.10.5.1), SLA Provisioning Report (SOW Business Requirements Section T.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section T.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section T.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section T.10.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET Program.

510.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 510.4.8):

1. With the exception of the Provisioning SLA (Section 510.4.8.8), the total SLA Rights and Remedies for any given month shall not exceed the sum of 100% of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC Rights and Remedies;

2. If a circuit or Service fails to meet one or more of the performance Objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET SLAs and Rights and Remedies for Services provided by Subcontractors and Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category is listed in the SLA, then all Services and Features under that Category are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC Rights and Remedies shall include the Service, option(s), and Feature(s) charges.
6. The Contractor shall proactively and continuously monitor and measure all Technical SLA Objectives.
7. The Contractor shall proactively credit all Rights and Remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA.
8. To the extent that the Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for the same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET Program for possible inclusion via amendment;
9. The Contractor shall apply CALNET 5 DTS SLA Rights and Remedies to Services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between the Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET 5 DTS Customer;

10. The election by CALNET Program of any SLA Rights and Remedies covered by this Contract shall not exclude or limit CALNET Program or any Customer's Rights and Remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply Rights and Remedies when a Service fails to meet the SLA Objective even when backup or protected Services provide the Customer with continuation of Services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors and Affiliates under this Contract;
13. The Customer Escalation Process and/or the CMO Escalation Process shall be considered an additional Right and Remedy if the Contractor fails to resolve Service issues within the SLA Objective(s);
14. Trouble reporting and restoration shall be provided 24x7 for CALNET Services;
15. SLAs apply 24x7 unless the SLA specifies an exception;
16. The Contractor invoices shall clearly cross reference the SLA credit to the Circuit ID or Service ID in accordance with SOW Business Requirements Section T.6 (Invoicing);
17. The Contractor shall provide a CALNET 5 DTS SLA Manager responsible for CALNET 5 DTS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET 5 DTS SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between the Contractor and third-party service provider in territories closed to competition shall be passed through to the CALNET 5 DTS Customer.

510.4.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 510.4.7, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section T.10.4) or Contractor's provisioning service request tool for each application of a SCC.

The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

The Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Table 510.4.7 – Stop Clock Conditions

Line Item	Stop Clock Condition (SCC)	SCC Definition
1.	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2.	OBSERVATION	Time after a Service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3.	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the

		Service is working. If the Service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the Service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4.	WIRING	Provisioning or Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors and Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5.	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6.	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities, Certificate of Occupancy, or extended demarcation wiring. If the Service providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7.	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: • Access necessary to correct the problem is not available because access has not been arranged by

		site contact or End-User representative; • Site contact refuses access to technician who displays proper identification; • The Customer provides incorrect site contact information which prevents access, provided that the Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, • Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8.	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays the Contractor's resolution of the problem. In such event, the Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9.	APPLICATION	End-User software applications that interfere with repair of the trouble.
10.	CPE	Repair/replacement of CPE not provided by the Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the Service outage, the CPE SCC will not apply.

11.	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from the Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as the Contractor can provide documentation in the trouble ticket substantiating the communication from the Contractor's technician.
12.	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 5 DTS Service. Any such SCC shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13.	THIRD PARTY	Any problem or delay caused by a third-party not under the control of the Contractor, not preventable by the Contractor, including, at a minimum, cable cuts not caused by the Contractor. The Contractor's Subcontractors and Affiliates shall be deemed to be under the control of the Contractor with respect to the Equipment, Services, or Facilities to be provided under this Contract.
14.	FORCE MAJEURE	Force Majeure events, as defined in the General Provisions – Telecommunications, Section 20.3, Force Majeure.
15.	CUSTOMER ENVIRONMENTAL	An outage directly caused by the Customer premises environmental conditions, which are outside the control and responsibility of the Contractor. This

		includes a non-secured location, excessive heat or lack of cooling. If it is determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying the Contractor-provided equipment without the Customer's approval, the Customer Environmental SCC will not apply.

510.4.8 Technical Service Level Agreements (SLAs)

The Contractor shall provide and manage the following Technical SLAs.

510.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET DTS Service is fully functional and available for use each calendar month.

Measurement Process:

The monthly Availability percentage shall be calculated using the following formula:

((Scheduled Uptime – Unavailable Time) / Scheduled Uptime) x 100%

Unavailable Time shall be calculated on the accumulative total of all Unavailable Time derived from all trouble tickets closed for the affected Service ID per calendar month. All Unavailable Time applied to other SLAs which result in a Remedy will be excluded from the monthly accumulated total.

Services:

SD-WAN Service Packages

Objective A:

The Objective will be based on the Service Type identified in the table below:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
SD-WAN Service Packages	≥ 99.5%	≥ 99.9%	≥ 99.99%	**P**

Rights and Remedies:

1. Per Occurrence:
    - N/A

Monthly Aggregated Measurements:

- The first month the Service fails to meet the committed SLA Objective shall result in a 25% credit or refund of the TMRC.
- The second consecutive month the Service fails to meet the committed SLA Objective shall result in a 35% credit or refund of TMRC.
- Each additional consecutive month the Service fails to meet the committed SLA Objective shall result in a 50% credit or refund of the TMRC.

510.4.8.2 Catastrophic Outage (CAT 1) (M-S)

SLA Name: Catastrophic Outage

Definition:

A total loss of any Service Type based on a common cause at multiple locations that remains unresolved for more than the committed Objective level.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble

ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each Service ID affected by the common cause. Each End-User Service is deemed out of Service from the first notification until the Contractor determines the End-User Service ID is restored minus SCC. Any Service reported by a Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

SD-WAN Service Packages

Objectives:

The Objective restoral time will be:

Service Type	Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B, S, or P)
SD-WAN Service Packages	≤ 3 hours	≤ 2 hours	≤ 1 hour	**P**

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC for each End-User Service not meeting the committed Objective for each CAT 1 fault.
2. Monthly Aggregated Measurements:
    - N/A

510.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

A total loss of any Service Type on a system wide basis that remains unresolved for more than the committed Objective Level.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User Service affected by the common cause for tracking and reporting of the SLA Rights and Remedies. Outage Duration shall be measured on a per-End-User Service ID basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User Service ID is deemed out of service from the first notification until the Contractor determines the End-User Service is restored. Any End-User Service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

SD-WAN Service Packages

Objectives:

The Objective restoral time will be:

Service Type	Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B, S, or P)
SD-WAN Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	**P**

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC for each End-User Service not meeting the committed Objective for each CAT 2 fault.
2. Monthly Aggregated Measurements:
    - N/A

510.4.8.4 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

Any failure that prevents full functionality of the Service that remains unresolved for more than the committed Objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The Service is not fully functional during the time the trouble ticket is reported as opened until restoration of the Service, minus SCC. If the Customer reports a partial or complete Service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

SD-WAN Service Packages

Objectives:

The Unavailable Time objective shall not exceed:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
SD-WAN Service Packages	12 hours	6 hours	2 hours	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC for each Service ID out of service for a period greater than the committed Objective level.
    - Upon request from the Customer or the CALNET Program, the Contractor shall provide a briefing on the excessive outage restoration.
2. Monthly Aggregated Measurements:

- N/A

510.4.8.5 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new Services, moves, adds, changes, and disconnects/deletes, completed by the Contractor on or before the Due Dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or Due Dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work Scope Of Work in accordance with SOW Business Requirements Section T.2.5.4, Provisioning and Implementation. The Contractor shall meet the committed interval dates or Due Date negotiated with the Customer. If the Customer agrees to a negotiated Due Date, the negotiated Due Date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated Due Dates will be established and documented in the Project Timeline per SOW Business Requirements Section T.10, Contracted Service Project Work.

Features must be installed in conjunction with the Service except when listed below.

Provisioning SLAs have two Objectives:

Objective 1: Individual Service installation; and,

Objective 2: Successful Install Monthly Percentage by Service Type.

Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations:

Install intervals are based on the committed installation intervals established in this SLA or Due Dates negotiated between the Customer and the Contractor. This Objective requires the Contractor to meet the Due Date for each individual Service installation. This includes individual circuit/Service installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type:

The Contractor shall sum all individual installations per Service, as listed below, meeting the Objective in the measurement period and divide by the sum of all individual Service installations due per Service in the measurement period and multiply by 100 to equal the percentage of Service installations completed on time. The Contractor must meet or exceed the Objective below to avoid the Rights and Remedies.

Services:

SD-WAN Service Packages

Objectives:

Objective 1: Individual Service installation:

Service provisioned on or before the Due Date per installation Service Request.

Service Type	Committed Interval Days	Coordinated/Managed Project
SD-WAN Service Packages	20	Coordinated/Managed Project

Objective 2: Monthly Average percent by Service Type:

Service Type	Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B or P)
SD-WAN Service Packages	≥ 95%	N/A	≥ 98%	P

Rights and Remedies:

1. Per Occurrence:

- Objective 1: Individual Service installations: 50% of installation fee credited to the Customer for any missed committed Objective.

2. Monthly Aggregated Measurements:

- Objective 2: 100% of the installation fee credited to the Customer for all Service installations (per Service Type) that did not complete within the committed Objective during the month if the Successful Install Monthly Percentage is below the committed Objective.

510.4.8.6 Service Enhancement SLAs

All 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.

510.4.8.7 Post-Award Service Offerings

The Contractor shall provide SLAs as defined in SLA Section 510.4.8 for each Service added after Contract Award via Contract amendment that is determined by the CALNET Program not to be a Feature of a Service or a component of an unbundled Service. SLA tables shall be amended at time of Contract amendment to include all new Services.

510.4.8.8 Contract Amendment Service Enhancement SLAs

All Contract amendments for Service enhancements shall be considered a Feature of the Service, therefore included as such under the SLAs as defined in Section 510.4.8.

The Bidder understands and shall meet or exceed the Requirements identified in Section 510.4 Service Level Agreements? Yes