

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 22 – Cloud-Hosted VoIP Services

Special Order Systems, Inc. dba TEAMSOS

CATALOG B

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22.2 Cloud-Hosted VoIP Services

22.2.3 Cloud-Hosted VoIP Service Packages

Contractor's Description of Service:

TEAMSOS' Cloud-Hosted VoIP service package provides organizations with all popular modes of communication in a powerful unified end user experience. Utilizing our solution, organizations can optimize their communications workflows using the latest collaboration tools and transform their communication experience.

TEAMSOS' solution includes the following components:

- Site survey analysis to facilitate a successful Cloud services implementation. Analysis to include identifying requirements for bandwidth, routing, security, site wiring, and QoS configurations.
- Customized design to meet your organization's needs.
- Project plan and Implementation timeline
- Testing and acceptance plan and documentation
- Emergency E911 Services compliant with the State of California and national laws (Kari's law and Ray Baum's act)

Geographic Availability:

The Contractor shall provide the Cloud-Hosted VoIP Services service statewide.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 22.2.3.a – Cloud-Hosted VoIP Packages

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Cloud-Hosted VoIP Service Package with Standard Handset	TS-CLDSTDHS	Cloud-Hosted VoIP Service package that includes a Standard Handset as described in Section 22.2.2.1.		\$214.50	\$11.75	Each	Yes	No	Required
2	Cloud-Hosted VoIP Service Package with Midrange Handset	TS-CLDMIDHS	Cloud-Hosted VoIP Service package that includes a Midrange Handset as described in Section 22.2.2.2.		\$429.00	\$19.00	Each	Yes	No	Required
3	Cloud-Hosted VoIP Service Package with Attendant Handset	TS-CLDADVHS	Cloud-Hosted VoIP Service package that includes an Attendant Handset as described in Section 22.2.2.3.		\$649.00	\$19.00	Each	Yes	No	Required
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	TS-CLDCONSPK R	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in Section 22.2.2.4.		\$951.50	\$19.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	TS-CLDNHS	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.		\$115.50	\$19.00	Each	Yes	No	Required

22.2.4 Additional Cloud-Hosted VoIP Services

22.2.4.2 Direct Inward Dial Number Reservation

Contractor's Description of Service:

TEAMSOS provides the ability to purchase Standard and Toll-free DID numbers as requested. Reservations can be purchased individually or in large blocks. Specific numbers can be requested if available.

Geographic Availability:

The Contractor shall provide the Cloud-Hosted VoIP Services service statewide.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 22.2.4.a Additional Cloud-Hosted VoIP Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Cloud-Hosted VoIP Services Small Site Survivability Network Failure	TS-SSNF	Site Survivability option for a site with 100 Endpoint Devices and 15 concurrent calls to outside lines.		\$2,195.00	\$415.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Cloud-Hosted VoIP Services Medium Site Survivability Network Failure	TS-MSNF	Site Survivability option for a site with 500 Endpoint Devices and 75 concurrent calls to outside lines.		\$3125.00	\$578.00	Each	Yes	No	Required
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	TS-LSNF	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.		\$3850.00	\$920.00	Each	Yes	No	Required
4	Direct Inward Dial Number Reservation (Block of 20 DID's)	TS-20DID	Block of 20 DID numbers held in reserve.			\$1.15	Block	Yes	No	Required

22.2.5 International Off-Net Calling

22.2.5.1 United States Based Services Waiver

Contractor’s Description of Service:

TEAMSOS offers International calling service through either usage charges per minute, a monthly committed block, or an unlimited plan.

Geographic Availability:

The Contractor shall provide the Cloud-Hosted VoIP Services service statewide.

State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer’s invoice.

Table 22.2.5.a – International Off-Net Calling with Landline Termination

#	Country, Countries, Regions or Groupings	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	TS-INTBR-L	\$0.90	Minute	Yes	No	Required
2	Canada	TS-INTCA-L	\$0.90	Minute	Yes	No	Required
3	China	TS-INTCH-L	\$0.90	Minute	Yes	No	Required
4	France	TS-INTFR-L	\$0.90	Minute	Yes	No	Required
5	Germany	TS-INTGE-L	\$0.90	Minute	Yes	No	Required
6	Israel	TS-INTIS-L	\$0.90	Minute	Yes	No	Required
7	Italy	TS-INTIT-L	\$0.90	Minute	Yes	No	Required
8	Japan	TS-INTJA-L	\$0.90	Minute	Yes	No	Required
9	Korea	TS-INTKO-L	\$0.90	Minute	Yes	No	Required

#	Country, Countries, Regions or Groupings	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
10	Mexico	TS-INTME-L	\$0.90	Minute	Yes	No	Required
11	Spain	TS-INTSP-L	\$0.90	Minute	Yes	No	Required
12	Switzerland	TS-INTSW-L	\$0.90	Minute	Yes	No	Required
13	United Kingdom	TS-INTUK-L	\$0.90	Minute	Yes	No	Required

Table 22.2.5.c – International Off-Net Calling with Mobile Termination

#	Country, Countries, Regions or Groupings	Mobile Termination Product Identifier	Mobile Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	TS-INTBR-M	\$0.90	Minute	Yes	No	Required
2	Canada	TS-INTCA-M	\$0.90	Minute	Yes	No	Required
3	China	TS-INTCH-M	\$0.90	Minute	Yes	No	Required
4	France	TS-INTFR-M	\$0.90	Minute	Yes	No	Required
5	Germany	TS-INTGE-M	\$0.90	Minute	Yes	No	Required
6	Israel	TS-INTIS-M	\$0.90	Minute	Yes	No	Required
7	Italy	TS-INTIT-M	\$0.90	Minute	Yes	No	Required
8	Japan	TS-INTJA-M	\$0.90	Minute	Yes	No	Required
9	Korea	TS-INTKO-M	\$0.90	Minute	Yes	No	Required
10	Mexico	TS-INTME-M	\$0.90	Minute	Yes	No	Required
11	Spain	TS-INTSP-M	\$0.90	Minute	Yes	No	Required
12	Switzerland	TS-INTSW-M	\$0.90	Minute	Yes	No	Required
13	United Kingdom	TS-INTUK-M	\$0.90	Minute	Yes	No	Required

22.2.6 Voicemail Services

Contractor's Description of Service:

TEAMSOS provides unified communications voicemail services that are interoperable with our Cloud-Hosted VoIP Services and offers integration with email services.

Geographic Availability:

The Contractor shall provide the Cloud-Hosted VoIP Services service statewide.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 22.2.6.a – Voicemail Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Voicemail	TS-VVM	Voicemail Service		\$102.49	\$1.60	Each	Yes	No	Required

22.3 OTHER SERVICES

22.3.2 Services Related Hourly Support

Contractor's Description of Service:

TEAMSOS provides contract rate hourly labor for the diagnosis and/or repair of services or features listed in this contract that are outside of the contract responsibilities.

Geographic Availability:

The Contractor shall provide the Cloud-Hosted VoIP Services service statewide.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 22.3.2 –Services Related Hourly Support

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Field Service Repair Technician Regular Hours	TS-FSRTRH	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		\$95.00	N/A	Hour	Yes	No	Required
2	Field Service Repair Technician Overtime Hours	TS-FSRTOT	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		\$142.50	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Field Service Repair Technician Sunday and Holiday Hours	TS-FSRTTH	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		\$190.00	N/A	Hour	Yes	No	Required

22.3.3 Migration Professional Services

Contractor’s Description of Service:

TEAMSOS provides Professional Services for all the popular Unified Communications service needs; including the migration of Customer telephone services from one platform to another or the implementation of new technology services.

Geographic Availability:

The Contractor shall provide the Cloud-Hosted VoIP Services service statewide. State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer’s invoice.

Table 22.3.3.a – Migration Professional Services

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Migration Technical Services Support I - Standard Regular Hours	TS-TSS1RH	Technical Services Support I for Central Office Exchange Migration only – Regular Hours		\$130.00	N/A	Hour	Yes	No	Required
2	Migration Technical Services Support I - Overtime Hours	TS-TSS1OT	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		\$195.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Migration Technical Services Support I – Sunday and Holiday Hours	TS-TSS1HH	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours		\$195.00	N/A	Hour	Yes	No	Required
4	Migration Technical Services Support II - Regular Hours	TS-TSS2RH	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		\$160.00	N/A	Hour	Yes	No	Required
5	Migration Technical Services Support II - Overtime Hours	TS-TSS2OT	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		\$240.00	N/A	Hour	Yes	No	Required
6	Migration Technical Services Support II – Sunday and Holiday Hours	TS-TSS2HH	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		\$240.00	N/A	Hour	Yes	No	Required
7	Migration Network Engineer – Regular Hours	TS-MERH	Network Engineer for Central Office Exchange Migration only – Regular Hours		\$160.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
8	Migration Network Engineer – Overtime Hours	TS-MEOT	Network Engineer for Central Office Exchange Migration only – Overtime Hours		\$240.00	N/A	Hour	Yes	No	Required
9	Migration Network Engineer – Sunday and Holiday Hours	TS-MEHH	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		\$240.00	N/A	Hour	Yes	No	Required
10	Migration Professional Services - Senior Engineer – Regular Hours	TS-MPSSE	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		\$160.00	N/A	Hour	Yes	No	Required
11	Migration Professional Services Principal Architect I – Regular Hours	TS-MPSPA1	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		\$230.00	N/A	Hour	Yes	No	Required
12	Migration Professional Services - Principal Architect II – Regular Hours	TS-MPSPA2	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		\$265.00	N/A	Hour	Yes	No	Required