

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 22 – Cloud-Hosted VoIP Services

Special Order Systems, Inc. dba TEAMSOS

CATALOG B

September 1, 2026

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

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Catalog products and services in this category may contain Generative Artificial Intelligence (GenAI). Prior to ordering, Executive Branch State Entities shall work with CALNET Contractor Special Order Systems, Inc. dba TEAMSOS to determine whether products or services to be ordered contain GenAI and comply with the requirements set forth in State Administrative Manual section 4986.9 GenAI PROCUREMENT, including but not limited to performing GenAI Risk Assessment (SIMM 5305-

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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 (SAAF):

All services in this catalog will have a 2% fee applied. 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	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	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	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	No	Required
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	TS-CLDCONSPKR	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in Section 22.2.2.4.		\$951.50	\$19.00	Each	No	Required
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	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 (SAAF):

All services in this catalog will have a 2% fee applied. 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	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	No	Required
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	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	Delegation Needed (Yes/No)	Required or Discretionary
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	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	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 (SAAF):

All services in this catalog will have a 2% fee applied. 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	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	TS-INTBR-L	\$0.90	Minute	No	Required
2	Canada	TS-INTCA-L	\$0.90	Minute	No	Required
3	China	TS-INTCH-L	\$0.90	Minute	No	Required
4	France	TS-INTFR-L	\$0.90	Minute	No	Required
5	Germany	TS-INTGE-L	\$0.90	Minute	No	Required
6	Israel	TS-INTIS-L	\$0.90	Minute	No	Required
7	Italy	TS-INTIT-L	\$0.90	Minute	No	Required
8	Japan	TS-INTJA-L	\$0.90	Minute	No	Required
9	Korea	TS-INTKO-L	\$0.90	Minute	No	Required
10	Mexico	TS-INTME-L	\$0.90	Minute	No	Required
11	Spain	TS-INTSP-L	\$0.90	Minute	No	Required

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

All services in this catalog will have a 2% fee applied. 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	Delegation Needed (Yes/No)	Required or Discretionary
1	Voicemail	TS-VVM	Voicemail Service		\$102.49	\$1.60	Each	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 (SAAF):

All services in this catalog will have a 2% fee applied. 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	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	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	Delegation Needed (Yes/No)	Required or Discretionary
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	No	Required
3	Field Service Repair Technician Sunday and Holiday Hours	TS-FSRTHH	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	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 (SAAF):

All services in this catalog will have a 2% fee applied. 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	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	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	No	Required
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	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	Delegation Needed (Yes/No)	Required or Discretionary
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	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	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	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	No	Required
8	Migration Network Engineer – Overtime Hours	TS-MEOT	Network Engineer for Central Office Exchange Migration only – Overtime Hours		\$240.00	N/A	Hour	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	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	Delegation Needed (Yes/No)	Required or Discretionary
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	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	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	No	Required