

# CA DEPT OF TECHNOLOGY NWN CALNET 3

## SERVICE LEVEL AGREEMENTS (SLA)

Subcategory 2.0 – Network Based Web Conferencing Services

Amendment 1

### [Abstract](#)

The information contained within this document pertains to the Service Level Commitments NWN has accepted in Delivering CALNET 3 offerings to the Customers of the CALNET 3 Program

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## Trouble Ticket Stop Clock Conditions

There are no Stop Clock Conditions that apply to the 2.0 WebEx Offering.

### 2.3.6 TECHNICAL SERVICE LEVEL AGREEMENTS

The NWN shall provide and manage the following Technical SLAs:

#### 2.3.6.1 Provisioning (M-S)

|  |
|--|
| <b>SLA Name:</b> Provisioning  |
| <b>Definition:</b> Provisioning shall include new services, moves, adds and changes 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 Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work SOW in accordance with IFB-B SOW Section B.2.5.4 #7 (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 Schedule per IFB-B SOW Business Requirements Section B.6 (Contracted Service Project Work).<br><br>Provisioning SLAs have two (2) objectives:<br><br>Objective 1: Individual Service Request; and<br><br>Objective 2: Successful Install Monthly Percentage by Service Type.<br><br>Note: Provisioning timelines include extended demarcation wiring, when appropriate. |
| <b>Measurement Process:</b><br><br><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.<br><br><u>Objective 2: Successful Install Monthly Percentage per service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.   |

### 2.3.6.1 Provisioning (M-S)

| SLA Name: Provisioning   |  |                             |              |             |                                       |
|--|--|-----------------------------|--------------|-------------|---------------------------------------|
| Service (Features must be installed in conjunction with the service except when listed below)                          | Committed Interval Calendar Days   | Coordinated/Managed Project |              |             |                                       |
| Web Conferencing Named Hosts – per seat 1 - 50 seats   | 5  | Coordinated/Managed Project |              |             |                                       |
| Web Conferencing Named Hosts - per seat 51 - 200 seats   | 10   | Coordinated/Managed Project |              |             |                                       |
| Web Conferencing Named Hosts – per seat over 200 seats   | 15   | Coordinated/Managed Project |              |             |                                       |
| Objective (s):   |  |                             |              |             |                                       |
| Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date. |  |                             |              |             |                                       |
| Objective 2: Successful Install Monthly Percentage per Service:  |  |                             |              |             |                                       |
|  |  | Basic (B)                   | Standard (S) | Premier (P) | Bidders Objective Commitment (S or P) |
| <i>Web Conferencing Named Hosts – per seat 1-50 seats</i>  | N/A  | ≥ 90%                       | ≥ 95%        | <b>P</b>    |                                       |
| <i>Web Conferencing Named Hosts – per seat 51-200 seats</i>  | N/A  | ≥ 90%                       | ≥ 95%        | <b>P</b>    |                                       |
| <i>Web Conferencing Named Hosts – per seat over 200 seats</i>  | N/A  | ≥ 90%                       | ≥ 95%        | <b>P</b>    |                                       |
| Rights and Remedies  | <b>Per Occurrence:</b><br>Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.  |                             |              |             |                                       |
|  | <b>Monthly Aggregated Measurements:</b><br>Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective. |                             |              |             |                                       |

#### *2.3.6.2 Unsolicited Service Enhancement SLAs*

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this Section 2.3.6.

#### *2.3.6.3 Proposed Unsolicited Offering*

The Contractor shall provide SLAs as defined in SLA Section 2.3 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

#### *2.3.6.4 Contract Amendment Service Enhancement SLAs*

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 2.3.6.