Networx Transition Update

September 27, 2007
Bulletin Two

Introduction

This bulletin provides transition guidance information, transition progress and status of issues related to the transition of services to the General Services Administration's (GSA) Federal Acquisition Service (FAS) Integrated Technology Services (ITS) Networx contracts.

NETWORX CONTRACTOR UPDATE

Agencies able to place orders off Universal contract - All Universal contractors--AT&T, Qwest, and Verizon--completed final Operations System Support (OSS) Validation Testing as of September 14, 2007. Satisfactorily completing the OSS Validation and C&A Testing is the achievement of a significant and important milestone. A special "Thank You" to IMC/TWG members, our Universal contractors and others who worked together to defined requirements and cooperatively achieve these test results.

Additionally, each Networx Universal contractor successfully passed GSA's Certification & Accreditation (C&A) Testing and therefore received GSA's "Authority to Operate" (ATO) on September 4, 2007. GSA conducted an initial C&A of the three Networx Universal OSS at a NIST "Moderate" impact level in order to provide maximum leverage to the broadest range of agency customers. As you may know, under FISMA, each agency is accountable for ensuring agency information processed or stored by an OSS is adequately safeguarded and residual risks to agency operations and assets are acceptable. If the agency deems appropriate, it may grant ATO based on acceptance of GSA's Certification Memo and ATO Memo. Agencies may reuse GSA's analysis to assist with their C&A, if more certification is required.

Consequently, once agencies have determined their own "Authority to Operate" and completed their fair opportunity decisions, they may order services off the contracts. In turn, Networx Universal contractors are authorized to fulfill these orders.

While target dates for making fair opportunity decisions vary by agency depending on complexity and agency mission requirements, we recommend that agencies target the completion of fair opportunity decisions to the extent possible for March 2008. We believe that if a large number of decisions are made after that date, agencies may not have sufficient time to complete transition for those services prior to the expiration of the FTS2001 Bridge/Crossover contracts.

In lieu of our regular TWG meeting on September 27, 2007, GSA will conduct workshops to share test results. The work shops will be held at **10304 Eaton Place, Fairfax, VA, First Floor Conference 1A&1B as follows:**

> ➤ Certification & Accreditation (C&A) Workshop – 9/27/07, beginning 10:00 AM
> ➤ OSS Verification Testing Workshop – 9/27/07, beginning 1:30 PM

The meeting is open to all government employees and their contractors on a first-come, first-serve basis. Please RSVP to Networx.transtion@gsa.gov if you plan on attending.

Follow on workshops will be made available if needed.

TRANSITION GUIDANCE PUBLICATIONS

Designated Agency Representative Guidelines – This document provides supplemental guidance in the establishment of titles, roles, and responsibilities of telecommunications services ordering officials. These guidelines apply to individuals who have been appointed as Designated Agency Representatives (DARs), who have been authorized, in accordance with agency regulations and policies, to place orders for telecommunications services under a Network Services contract. The Network Services contracts specify that the contractor may only accept orders from authorized personnel. Agencies may refine the provisions of this document for specific activities within their purview, as long as the provisions are in conformance with this document, the contract requirements, and any other applicable policies and laws. DAR Guidelines can be found at http://www.gsa.gov/networx under Networx Transition, Networx Transition Library.

Market Research, Fair Opportunity Support – To assist agencies in their market research and fair opportunity decisions, GSA has compiled various overview documents and guides for agency use as follows:

> ➤ Awarded Services by Networx Contractors *
> ➤ Networx Services Key Performance Indicator Requirements #
> ➤ Universal/Enterprise Pricing Trends (Ten Year) #
> ➤ Universal/FTS Pricing Trends (Ten Year) #
> ➤ Universal/Enterprise/FTS Pricing Trends (Ten Year) #
> ➤ Unit Pricer Training Guide *
> ➤ Inventory Pricer Training Guide #

> * found at: https://releasedprices.networx.gov/
> # found at: https://pricer.networx.gov – requires RSA token

Taxonomy and Allocation of Transition Costs - This document describes the taxonomy and allocation of cost elements for the transition from existing legacy Federal Technology Services (FTS) long distance telecommunications contracts to successor Networx contracts as established

by our Interagency Management Council (IMC). The document specifies cost elements and cost allocations that will be borne by GSA and Government Agencies and the criteria an agency must meet to receive these cost allocations. The Taxonomy document can be found at https://networx.mitretek.org/networx/twg/. Access is limited to Agency Transition Managers and Agency users designated by the Agency Transition Manager.

GSA GUIDANCE

The General Accountability Office (GAO) has informed GSA it will gather information from agencies and GSA that relate to:

- To what extent are agencies ready for transition and are following "Best Practices?
- What challenges are agencies facing and to what extent are they being addressed?

GAO also advises GSA to identify measures to evaluate progress towards program goals. And GSA should ensure guidance addresses the establishment of measures of success to help agencies' managers assess progress toward the objectives stated in their plans.

Consistent with these recommendations, GSA asks agencies to provide an estimate of the number of fair opportunity decisions each agency plans to make and when these decisions will be made. Please send your response to networx.support@gsa.gov.

GSA further advises agencies to have internal guidance that addresses the establishment of measures of success to help agency managers assess progress toward the objectives stated in their transition management plans.

TRANSITION INVENTORY

TBI Validation - To assist Agencies' successful use of the TBI application, GSA has implemented an Inventory Assistance Team (IAT) at GSA's Fairfax office where TBI users can work on their inventory hand-in-hand with a TBI specialist. Remote assistance is also available. Requests for an IAT Appointment can be made by sending an email to networx.support@gsa.gov). As of today, the database status is at 5.6M records, 48% validated.

TRANSITION CONTROL CENTER SUPPORT SERVICES

TCC Offers Support to Agencies - GSA's Transition Coordination Center (TCC) has an existing task order under which Agencies can order contractor support dedicated to their specific transitions. This support is at the Agency's expense, and those interested in taking advantage of this should contact their TSMs.

Networx Help Desk - GSA's Networx Help Desk assists agencies and contractors in resolving issues related to inventory validation, pricing, and other transition activities. The Help Desk can be reached at 866-472-0274 or networx.support@gsa.gov. Agencies may also contact their respective TSMs. A listing of Agency TSMs is located at http://gsa.gov/gams.