

METROPOLITAN AREA ACQUISITION

***REQUEST FOR QUALIFICATION
STATEMENTS***

***TQD-RH-97-0000
Amendment 0004***

October 18, 1999

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53.302-308 Optional Form 308, Solicitation and Offer–Negotiated Acquisition.

**SOLICITATION AND OFFER –
NEGOTIATED ACQUISITION**

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11. SOLICITATION NUMBER TQD-RH-97-0000	2. DATE ISSUED 11/26/97	3. OFFERS DUE BY	4. OFFERS VALID FOR 60 DAYS UNLESS A DIFFERENT PERIOD IS ENTERED HERE N/A
5. ISSUED BY General Services Administration ATTN: Robert A. Hayhurst 7525 Colshire Drive (Stop Z397) McLean,VA 22102-7400		6. ADDRESS OFFER TO (If other than Item 5)	

7. FOR INFORMATION CALL (No collect calls)

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8. BRIEF DESCRIPTION

Request for Qualification Statements (RQS) for the Metropolitan Area Acquisition (MAA). This is the initial qualification phase for the MAA that specifies factors considered to be fundamental MAA technical and management requirements.

Notice - These acquisitions will be using the new policies, provisions, and clauses issued in the Federal Acquisition Circular 97-02.

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II. OFFER

The undersigned agrees to furnish and deliver the items or perform services to the extent stated in this document for the consideration stated. The rights and obligations of the parties to the resultant contract shall be subject to and governed by this document and any documents attached or incorporated by reference.

10A. PERSONS AUTHORIZED TO NEGOTIATE	10B. TITLE	10C. TELEPHONE	
		AREA CODE	NUMBER

11. NAME AND ADDRESS OF OFFEROR	12A. SIGNATURE OF PERSON AUTHORIZED TO SIGN		
	12B. NAME OF SIGNER		
	12C. TITLE OF SIGNER		
	12D. DATE	12E. TELEPHONE	
		AREA CODE	NUMBER

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35 **Section C**

36 **Descriptions/Specifications/Work Statement**

37 **C.1 Background**

38 The Federal Technology Service (FTS) provides Government users with up-to-date, cost-
39 effective, and easy to utilize telecommunications services. Working in partnership with the
40 Interagency Management Council (IMC), which advises the Administrator of General
41 Services on all matters related to technology services, FTS seeks to involve its users to
42 achieve the best possible service. The program is designed to enhance the goals of the
43 National Information Infrastructure (NII) and to support implementation of key information
44 technology recommendations of the National Performance Review (NPR). The FTS
45 Program is expected to provide the bulk of telecommunications services for the emerging
46 Government Services Information Infrastructure (GSII). The FTS Program comprises many
47 contracts and acquisition activities, of which the Metropolitan Area Acquisition (MAA) is
48 one. Other contracts and acquisitions include but are not limited to FTS2001, Federal
49 Wireless Telecommunications Services, International Direct Distance Dialing, Technical and
50 Management Support, and Wire and Cable Services.

51 The FTS Program is market oriented. It is explicitly recognized that:

- 52 (a) Multiple contracts will be required to most effectively meet Government
53 requirements. The General Services Administration (GSA) and other agencies will
54 compete and administer these contracts for the benefit of the overall program.
- 55 (b) The Government will encourage competition through multiple contracts of the same
56 or overlapping scope.
- 57 (c) Acquisitions will be initiated and contracts awarded in the best interest of the
58 Government. All contracts will be available to all users as authorized by law.
- 59 (d) Agencies will generally have the right to choose which contract they use to meet
60 their needs, to buy from multiple contracts, and to change contractors and services
61 within the FTS Program when appropriate to meet their requirements, subject to the
62 limitations necessary to meet Minimum Revenue Guarantees.

63 **C.1.1 MAA Program Objectives**

64 The MAA program's principal objectives are to:

- 65 (a) Achieve an immediate, substantial, and sustained price reduction for
66 telecommunications services in selected metropolitan areas
- 67 (b) Provide a contractual vehicle to facilitate customer flexibility in choosing high
68 quality services
- 69 (c) Provide a contractual structure that encourages cross-agency cooperation making
70 more options possible for interagency aggregation and sharing of resources consistent
71 with customer requirements and budgets

72 **C.1.2 MAA Contract Scope**

73 **C.1.2.1 Authorized Users**

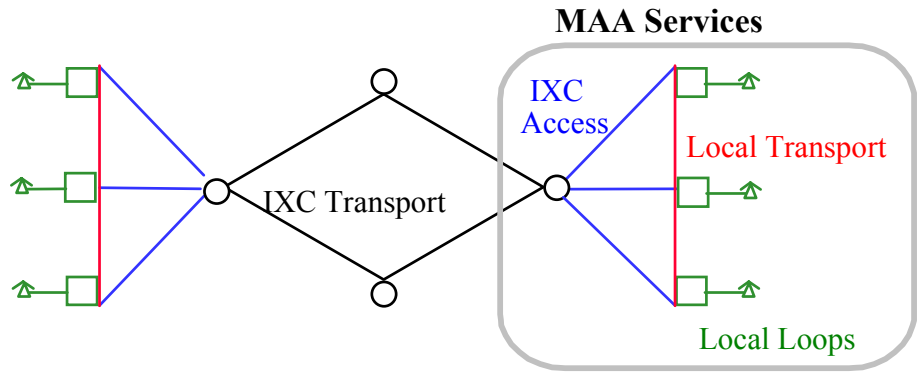
- 74 (a) This contract is for the use of all Federal agencies; authorized Federal contractors;
75 agency-sponsored universities and laboratories; and as authorized by law or
76 regulation, state, local, and tribal Governments, and other organizations. All
77 organizations listed in GSA Order ADM 4800.2D (as updated) are eligible.
- 78 (b) The Government has the right to add authorized users as defined in paragraph (a)
79 above, and at any time during the term of this contract up to the limits specified in
80 Section H.3.

81 **C.1.2.2 Services Coverage**

82 The scope of this resultant contract is to provide telecommunications services to the
83 Government for the life of this contract including both local services (described in this
84 Request for Qualification Statement [RQS]) and long-distance services (described in the
85 FTS2001 Request for Proposal [RFP]).

86 Figure C.1.2-1 depicts the scope of MAA services within the context of the entire FTS
87 Program. MAA mandatory services include local loop, which includes local switching and
88 associated features, and local transport (both switched and dedicated) between terminating
89 locations within the MAA service area. MAA mandatory services also include both
90 switched and dedicated access to Interexchange Carriers (IXCs). Until allowed by law and
91 regulation to provide full IXC switched access services, the contractor shall support IXC
92 switched access by providing the customer organizations the ability to choose the
93 Government-specified FTS2000/2001 presubscribed interexchange carrier (PIC) for long
94 distance services. When allowed by law and regulation and when it is in the best interest of
95 the Government, any MAA contractor, upon MAA contract award, may provide full IXC
96 switched access services, anywhere as defined in the FTS2001 RFP for mandatory service,
97 features, performance, and interface requirements. IXC dedicated access shall be provided
98 using MAA Dedicated Transmission Service (DTS). The term IXC transport is used to

99 depict the connection between the IXC POPs. When allowed by law and regulation, after the
100 FTS2001 contract(s) one-year forbearance period, and when it is in the best interest of the
101 Government, any MAA contractor may provide IXC transport services, as defined in the
102 FTS2001 RFP for mandatory services, features, performance, and interface requirements.
103 Section C.1.2.3 provides additional details on the service scope and the mechanism to
104 incorporate non-mandatory services into the contract. Section J.3 further describes the
105 relationship between MAA and FTS2001 and the guiding principles for the FTS Program.
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110 **Figure C.1.2-1. MAA Service Coverage**

111 The Government will not execute any MAA contract modifications for optional long-
112 distance services (i.e., IXC transport) before one year after the award of the initial FTS2001
113 contract. Additionally, the Government will not execute any FTS2001 contract
114 modifications for local services as defined in the MAA program acquisition before one year
115 after the award of a relevant MAA contract.

116 **C.1.2.3 Service Scope**

117 This Request for Qualification Statement (RQS) specifies two mandatory MAA technical
118 services:

- 119 (a) Circuit Switched Services (CSS), which include Local Voice Service (LVS) and
120 Circuit Switched Data Service (CSDS). LVS includes business line service, off-
121 premises switch-based voice service, access to existing key systems, and access to
122 existing Private Branch Exchange (PBX) systems. Business line service provides a
123 customer with a single, voice-grade telephonic communications channel which can be
124 used to place or receive one call at a time. This service also provides connection of

125 customer-single station sets or facsimile machines to the public switched
126 telecommunications network.

127 Off-premises switch-based voice service refers to voice services for a large number
128 of users that can be provided via various solutions. Off-premises switch-based voice
129 service is a set of capabilities and features that are commonly provided by Centrex-
130 like or PBX-like services and features.

131 After contract award, for existing PBX sites, the Government may consider replacing
132 the PBX with a central office-based service, providing a PBX trunk to the existing
133 PBX, replacing the existing PBX with an on-premises or off-premises PBX, or other
134 solutions. For a new on-premises PBX, costs for providing space and environmental
135 support (e.g., HVAC) will be negotiated on a case by case basis where the
136 Government determines space is available.

137 (b) Dedicated Transmission Service (DTS), which includes Local DTS and DTS access
138 to an IXC POP. Local DTS provides dedicated connections between customer
139 organizations' locations within an MAA area. DTS access to an IXC POP is the
140 dedicated connection between a customer organization location and an IXC POP.

141 For any solution provided by the vendor, the prices for the implementation of such
142 solution and provision of the associated services will be all inclusive as structured in Section
143 B. Beyond the information to be provided in the RFPs, it is the offeror's responsibility to
144 perform necessary research or information gathering to understand the existing system and
145 service implementation at each potential site for proposal development purposes. The
146 Government may offer reasonable assistance to the offerors, when requested.

147 For the RQS proposal, the offeror will be responsible only for mandatory services. Only
148 mandatory services will be evaluated for qualification of offerors and for contract award. In
149 addition to the specific mandatory requirements for technical services set forth in Section C,
150 the scope of this contract includes:

151 (c) Additional enhanced circuit switched and dedicated transmission service capabilities
152 and features as defined in Section C.2.1.2

153 (d) Full IXC switched access services (as defined in the FTS2001 RFP), when allowed
154 by law and regulation

155 (e) IXC transport services (as defined in the FTS2001 RFP), when allowed by law and
156 regulation, after the forbearance period, and in the Government's best interest

157 (f) Switched data services, which include, but are not limited to:

- 158 (1) Packet switched services (PSS) such as X.25
- 159 (2) Internet Protocol (IP) services
- 160 (3) Frame relay (FR) service
- 161 (4) Asynchronous Transfer Mode (ATM) service
- 162 (5) Switched Multi-megabit Data Service (SMDS)
- 163 (6) Synchronous Optical Network (SONET) service
- 164 (g) Video conferencing services (VTS)
- 165 (h) Technology enhancements, service improvements, and all new and/or emerging
- 166 telecommunications services offerings as defined in Section C.2.1.13.

167 These service enhancements or new services, when required by the Government, will be
168 considered as modifications to the contract. The scope of the MAA contract will also
169 include all telecommunications services, features, functions, and offerings that will be
170 generally available as part of the contractor's commercial offerings, as well as offerings
171 available in the commercial marketplace, during the term of the contract, plus services for
172 which there may not be commercial offerings.

173 Additional services that may be required by customer organizations on an individual case
174 basis, include but are not limited to:

- 175 (i) Premises services, which include, but are not limited to, incidental service-related
176 equipment (for example, telephones and workstations), local area network (LAN) and
177 LAN inter-networking services, multiplexing and de-multiplexing services, and other
178 additional inside wiring that is not part of the Service Delivery Point (SDP) (See
179 Section C.2.1.5)
- 180 (j) Diversity routing
- 181 (k) Solutions to legacy and proprietary equipment and systems
- 182 (l) Management and maintenance of Government-owned PBX systems

183 These additional services, when required by the Government, will be negotiated on an
184 individual case basis. These services will then be acquired using Other Direct Cost (ODC)
185 procedures (See Section H.27).

186 **C.1.2.4 Geographic Scope**

187 In the RFP for each specific metropolitan area, the definition and coverage of the
188 metropolitan area(s) will be defined in Section J.1. Geographical coverage in terms of zip
189 codes, county boundaries, city boundaries, or other means will be defined. For pricing
190 purposes, the geographic area will also be described in terms of the NPANXXs covering that
191 area. The Government reserves the right to expand the geographical coverage beyond

192 the coverage area originally identified in the RFP (e.g., adding another site outside of the
193 original MAA coverage area) up to the limits specified in Section H.3. It is anticipated that
194 any geographical expansion will be within close proximity of the metropolitan area boundary
195 defined in the RFP. The impact of such geographical expansion to the contract, if any, will
196 be negotiated with the contractor on a case-by-case basis.

197 **C.2 Service Descriptions and Technical and Performance Requirements**

198 The general requirements for the MAA contract are provided in Section C.2.1. Sections
199 C.2.2 and C.2.3 describe the basic MAA services, features, performance requirements, and
200 interfaces to be provided by the contractor under this procurement.

201 **C.2.1 General Requirements**

202 An overview of the MAA requirements is provided in this section.

203 **C.2.1.1 Services**

204 The contractor shall provide local telecommunications service in the following two
205 categories:

206 (a) Circuit Switched Services (CSS). These services are based on circuit/time-division
207 switching technologies and are sub-divided into voice services and data services sub-
208 categories, as described below:

209 (1) Local Voice Service (LVS)

210 (2) Circuit Switched Data Service (CSDS)

211 (b) Dedicated Transmission Service (DTS). These are dedicated transmission services
212 which allow the aggregation of bandwidths for transmission of voice and data traffic.
213 DTS is subdivided into the following two groups:

214 (1) Local DTS

215 (2) DTS access to an IXC POP

216 CSS shall provide local loop (including local switching and associated features), local
217 transport between terminating locations within the MAA service area, access to local long
218 distance services, and access to and from interexchange carriers. Detailed specifications for
219 CSS, including basic capabilities, features, performance, and interfaces, are described in
220 Section C.2.2.

221 DTS shall provide dedicated circuits between sites within the MAA service area as well
222 as between an MAA site and an IXC POP. Detailed specifications for DTS, including basic
223 capabilities, features, performance, and interfaces, are described in Section C.2.3.

224 As part of the service offering, the contractor shall ensure proper delivery and operations of
225 all telecommunications services as described in Sections C.2.2 and C.2.3.

226 **C.2.1.2 Enhanced Services**

227 Certain enhanced circuit switched or dedicated services may be acquired using either
228 initial metropolitan area-specific requirements (to be specified in a metropolitan area-specific
229 RFP) or post-MAA contract award using contract modification procedures. These enhanced
230 services may include the following.

231 **C.2.1.2.1 Additional Circuit Switched Services**

232 Customer organizations may require the following services:

- 233 (a) Foreign exchange service
- 234 (b) Customized intercept and recorded announcements

235 Customer organizations may require the following enhanced features as additional
236 interfaces to the existing PBX:

- 237 (c) Signaling System 7 (SS7) Interface
- 238 (d) T3 at line rate of 44.736 Mb/s and information-payload data-rate of 43.008 Mb/s

239 Customer organizations may require the following CSDS features:

- 240 (e) Multirate DS0: Range from DS0 (64 kb/s clear channel) to N times DS0 data
241 rates, where N varies at specific numbers from 2 to 23
- 242 (f) Multirate DS1: Range from DS1 to N times DS1 data rates, where N varies at
243 specific numbers from 2 to 27
- 244 (g) DS3: 43.008 Mb/s data rate

245 **C.2.1.2.2 Additional DTS Features**

246 Customer organizations may require the following features as additions to the basic DTS:

- 247 (a) Multipoint Connection, including the following capabilities:
 - 248 (1) Branch-Off (also known as Drop-and-Continue)
 - 249 (2) Drop-and-Insert (also known as Add-Drop-Multiplexing)
- 250 (b) 7.5 kHz Audio
- 251 (c) Service Assurance: Providing improved availability of DTS circuits, including
252 such schemes as automatic restoration and reconfiguration
- 253 (d) Route or Path Diversity: Providing multiple, physically separated routes for DTS
254 circuits

- 255 (e) Route or Path Avoidance: Providing the capability for a customer organization to
- 256 define a geographic location or route on the network to avoid
- 257 (f) Fractional T1: Adjacent DS0 clear channels, over an interface with a line rate of
- 258 1.544 Mb/s, in increments of one DS0 channel to a maximum capacity of 12 DS0
- 259 channels
- 260 (g) Fractional T3: Three, four, five, or seven adjacent DS1 clear channels over an
- 261 interface with a line rate of 44.736 Mb/s
- 262 (h) T3: 44.734 Mb/s line rate

263 **C.2.1.3 Management and Operations Services**

264 The contractor shall be fully responsible for the management and operation of its
265 services. The detailed specifications of these management services are described in Section
266 C.3 and Sections G.1 through G.6.

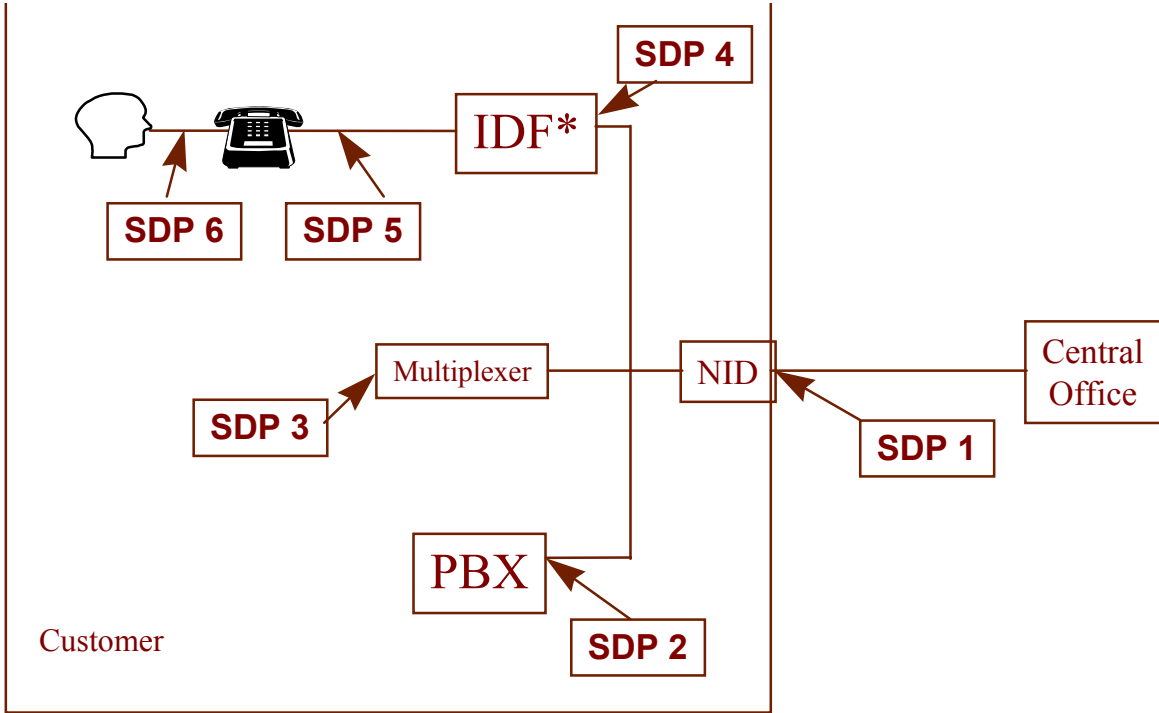
267 **C.2.1.4 Features**

268 The individual service descriptions in Sections C.2.2 and C.2.3 define the basic
269 capabilities and features associated with each service. Basic capabilities of the service are
270 those that are included in the base price of the service. The contractor should identify
271 capabilities included in its basic services that are not specified in this RQS. Features of a
272 service are additional capabilities that shall be provided by the contractor and priced
273 separately from the basic price. Additional features not specified in the RQS may be
274 proposed by the contractor.

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C.2.1.5 Service Delivery Points

The SDP is the interface point for the physical delivery of a service, one of the points at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the charges for services rendered. Each SDP is defined as the combined physical, electrical, and service interface between the contractor’s network and the Government on-premises equipment, off-premises switching and transmission equipment, and other facilities (such as those provided by telephone central offices). Figure C.2.1.5-1 depicts the potential MAA SDP locations.



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* Contractor-provided terminal block adjacent to a government terminal block in the intermediate distribution frame (IDF), computer room, or telephone closet(s) on each floor of a multistory building or appropriate telephone closet(s) in a single story building. SDP 6 includes a voice instrument equipped with a line/mounting cord for connection to the jack at SDP 5.

Figure C.2.1.5-1. MAA SDP Locations

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The Government's requirements are for services and features to the SDP. An SDP is the interface point at which a service is delivered by the contractor to the user. It is the point at

295 which responsibility for the service transfers from the service provider to the Government
296 (i.e., service on the left side of an SDP in the diagram is the responsibility of the customer
297 organization, and service on the right side of an SDP is the responsibility of the contractor).
298 By way of exception, ISDN service orders to SDP5 will treat rack-mounted NT1/Power
299 Supply equipment at the IDF as customer premises equipment associated with SDP6. ISDN
300 service orders to SDP6 will include the associated NT1/Power Supply, but will not include
301 ancillary data terminal equipment. For example, at SDP6, the contractor is responsible for
302 providing and/or servicing the phone equipment; wiring between the phone and the Network
303 Interface Device (NID), which is the demarcation point defined by the Federal
304 Communications Commission (FCC) and the Public Utility Commission (PUC); and all
305 services on the network side of the NID. (See Section C.2.1.12 for appropriate treatment of
306 inside wiring).

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308 The physical location of the SDP will be determined by the Government. SDPs may also
309 be located off Government premises when necessary, e.g., to provide DTS circuits from a
310 switch to an IXC POP.

311 Any contractor-provided equipment to be located on the customer organization's
312 premises shall be placed in locations as approved by the Government.

313 The contractor shall support SDP locations other than the NID. SDP locations that are
314 not defined in Figure C.2.1.5-1 shall be supported and negotiated on a case-by-case basis
315 under ODC. Other possible SDP locations include, but are not limited to:

- 316 (a) Network side of off-premises switch-based voice service system, or other
317 communications system or network
- 318 (b) IXC POP for IXC access service component

319 The detailed interface specification of the SDP at the user-to-network interface (UNI) is
320 described in each service description.

321 **C.2.1.6 Compatibility**

322 The contractor shall ensure that the local telecommunications services provided under
323 this contract are compatible with the Government's existing equipment to the extent that
324 commercial standard interfaces and implementation exist to support such compatibility. The
325 contractor shall identify the necessary operations, procedures, software, and equipment to
326 ensure service compatibility. The contractor shall provide identification of incompatibilities
327 between the required services and the existing Government equipment within 15 business
328 days after service order acknowledgment.

329 The contractor shall be responsible for achieving compatibility with its network for
330 systems/networks, procured by GSA or customer organizations after MAA contract award,
331 that conform to the industry standards as specified in this contract. As part of operational
332 support, the contractor shall be responsible for providing assistance, as necessary, to
333 determine compatibility requirements with the customer organizations and vendors of
334 equipment that is to be connected to the contractor's network regardless of when the
335 equipment is purchased. When a solution is required to resolve a system incompatibility, the
336 implementation of the solution shall be negotiated on an individual case basis.

337 **C.2.1.7 Performance**

338 The contractor shall be responsible for managing and coordinating all aspects of service
339 quality, security, interconnectivity, and interoperability of services between SDPs. The
340 applicable performance parameters for each service and feature are specified separately for
341 service components in each service description. Each performance parameter is defined in
342 terms of the minimum acceptable level of performance for the service or feature. The
343 performance provided shall always be at a level not less than what is available commercially.
344 If the available commercial performance parameter is more demanding than the minimum
345 acceptable level specified in the contract, the available commercial performance parameter
346 shall prevail. (See Section G.6.1 for performance data reporting requirements and Section
347 G.5.2 for repair requirements.)

348 The contractor shall be responsible for delivering services at the required performance
349 levels as specified in this solicitation. In the case of service disruptions, the contractor shall
350 restore service as specified in Section G.5.2.

351 **C.2.1.8 Interoperability Requirements**

352 In addition to this MAA acquisition, the Government has acquired, or is acquiring,
353 services and equipment to meet a range of telecommunications requirements, including local
354 service, intra-Local Access and Transport Area (LATA) toll, inter-LATA access, data
355 networking (local and wide area), inter-LATA transport, international voice/data transport,
356 wireless, electronic commerce, Internet, and electronic messaging. The MAA services shall,
357 when required by the Government, interface and interoperate with the systems and services
358 provided under other FTS Program acquisitions. The interface requirements for
359 interoperability for each of the above acquisitions will be available from the Government.
360 When interconnectivity and interoperability are required at an SDP located at another
361 vendor's network, the contractor shall conform to commercial standard interfaces for
362 interconnectivity and interoperability. If there are non-commercial standard interfaces used
363 by the other vendor's network, the contractor shall coordinate and negotiate with the
364 Government on a case-by-case basis.

365 **C.2.1.9 Security of Contractor Infrastructure**

366 The contractor shall describe how it will provide security within the infrastructure of the
367 contractor's network, consistent with commercial practices, which shall ensure availability of
368 service, confidentiality, and data integrity of both the contractor's transmission systems and
369 databases being maintained by the contractor in support of its services. The contractor shall
370 clearly label all wires installed or used by the contractor at the SDP (main distribution frame
371 [MDF] and intermediate distribution frame [IDF] in the wiring closet). Where existing
372 wiring labeling is not adequate, the contractor shall negotiate the labeling upgrade with the
373 Government on a case-by case basis, and any additional cost will be covered under ODC.
374 The contractor shall provide physical security of contractor facilities (e.g., locked door and
375 sign in/out procedures to gain access). For SDPs that are in locations other than the
376 contractor's locations, the contractor shall follow security procedures specified by the
377 Government in coordination with the building owner. The contractor shall describe how its
378 infrastructure shall utilize best commercial practices to protect against threats from hacker,
379 criminal, and terrorist activities.

380 **C.2.1.10 Hardware and Software**

381 When commercial-off-the-shelf (COTS) equipment and software is required to interface
382 to customer organization's equipment as specified within this contract, these shall be
383 provided as an integral part of the services. On a case-by-case basis, where proprietary or
384 legacy system/equipment exist and the Government requires compatibility with such
385 system/equipment, the Government will negotiate with the contractor. The cost for
386 accomplishing this compatibility will be under ODC. Any such hardware and software shall
387 remain the property of the contractor, unless otherwise specified or agreed by the
388 Government. Where available, the Government will authorize the use without charge of a
389 reasonable amount of space and power at Government locations for the installation of
390 contractor equipment.

391 **C.2.1.11 Implementation**

392 For services and features provided under this contract, the contractor shall be responsible
393 for their implementation at specific customer organization locations. The details of
394 implementation are defined in Section C.4. Implementation shall include the following:

- 395 (a) Replacement of existing GSA-provided services with MAA contract services
- 396 (b) Installation of new MAA contract services at locations currently served by GSA
- 397 (c) Installation of MAA contract services at locations not currently served by GSA

398 (d) Enhancements, changes, and additions to previously implemented MAA contract
399 services

400 **C.2.1.12 On-Premises Wiring**

401 The contractor shall be responsible for delivering service to the SDP (See Section
402 C.2.1.5). In cases where the Government-defined SDP is beyond the NID and the existing
403 wiring between the NID and the SDP meets the technical standards (e.g., U.S. cabling and
404 safety standards and guidelines as published by Building Industry Consulting Services
405 International (BICSI) and ANSI Electronic Industry Association/Telecommunications
406 Industries Association [EIA/TIA] 568 (with all revisions)/569/606/TSB-36/TSB-40,
407 ANSI/National Fire Protection Association [NFPA]-70, and meets the service performance
408 levels specified in the RQS and the metropolitan area specific RFP, the contractor shall use
409 the existing wiring to provide service to the SDP. Existing on-premises wiring may be
410 owned and/or maintained by other contractors, the commercial building owner, or the
411 Government. The MAA contractor shall be responsible for managing and coordinating with
412 the appropriate organization(s) to ensure service delivery to the SDP.

413 In cases where the Government-defined SDP is beyond the NID and the existing wiring
414 between the NID and the SDP is determined by the contractor as inadequate, the contractor
415 shall provide notification of non-compliance of existing wiring and propose a solution within
416 15 business days after service order acknowledgment. Inadequate wiring is defined as
417 wiring implementation that does not allow the contractor to provide service from the NID to
418 the SDP at the required performance levels specified in the RQS and the metropolitan-area
419 specific RFP. The contractor shall demonstrate, with appropriate engineering specifications
420 and evidence, that the existing wiring is inadequate. Once the Government agrees to the
421 contractor's assessment of the inadequate wiring, the Government may negotiate with the
422 contractor to upgrade the on-premises wiring as ODC.

423 In cases where the Government-defined SDP is beyond the NID and there is no existing
424 wiring (e.g., a new building or a new floor), the contractor shall provide a price quote for
425 installing the inside wiring to the SDP. The Government may negotiate with the contractor
426 to install new wiring as ODC.

427 The contractor shall ensure that all wiring meets the technical standards for the services
428 being provided. The Government may request the contractor to conduct a site survey in
429 anticipation of new service. The contractor shall, at the Government's request, provide
430 installation of wiring to the SDP. After the installation, the site shall be returned as closely
431 as possible to the same condition as it was prior to the installation. The Government reserves
432 the right to use other contractors to upgrade the existing on-premises wiring or to install the
433 new inside wiring. If the Government contracts separately to provide installation of wiring,

434 the MAA contractor shall coordinate and cooperate with the building manager and the wiring
435 vendor. If the Government contracts separately to provide installation of wiring, any
436 postponement or delay in upgrade or installation of wiring caused by actions or inactions of
437 the building management and a wiring vendor will be matched by an automatic day-for-day
438 extension in the MAA contractor's service delivery date.

439 **C.2.1.13 Emerging Services**

440 Given the rapid pace of communications technology expansion, a number of services
441 and applications are expected to emerge during the course of the MAA program. As the
442 commercial infrastructure evolves, and new services become commercially available, the
443 Government intends to add new services to maintain the technical adequacy of its
444 communication systems.

445 If any Emerging Service (ES) is available at time of proposal submission, the offeror is
446 encouraged to propose it. ES, as proposed, is expected to interoperate seamlessly with other
447 MAA services, including but not limited to:

448 (a) CSS

449 (b) DTS

450 (c) Other ES (e.g., Digital Subscriber Line [xDSL]) when incorporated into this contract

451 After the contract award, the contractor shall advise the Government of any new
452 technology, not in the MAA program, when it becomes commercially available. If the
453 contractor implements a new service for any of its customers, the contractor shall advise the
454 Government of the offerings. If there is sufficient interest within the Government, the
455 contractor shall propose the new technology to the Government for consideration to be
456 incorporated into the MAA program.

457 **C.2.1.14 Conformity to Standards**

458 Throughout Section C, references are made to standards (including interim standards,
459 Internet Engineering Task Force (IETF) Requests for Comments (RFCs), or defacto
460 standards) as they exist at the time of issuing this RQS. Compliance with the latest versions
461 of these standards is expected throughout the duration of the contract. Considering the
462 evolving nature of standards in the telecommunications industry, discussions will be held
463 between the contractor and the Government on an ongoing basis to assess the impact of any
464 standard changes.

465 Service provided to the Government shall be in conformance with the same standards as
466 that of the contractor's commercial offering at no additional cost to the Government.
467 However, if a customer organization wants conformance to a new standard earlier than the
468 contractor's commercial plan for development, then it shall be negotiated on an individual

469 case basis.

470 Where multiple standards are cited, the order of precedence shall be as follows unless
471 otherwise specified:

- 472 (a) Industry forums (e.g., Frame Relay Forum, NIUF, ATMF, EIA/TIA
- 473 (b) American National Standards Institute (ANSI)
- 474 (c) Bellcore
- 475 (d) International Telecommunications Union-Telecommunications Service Sector (ITU-
476 TSS)

477 The Government reserves the right to waive the standards requirement for any service.

478 **C.2.2 Circuit Switched Services (CSS)**

479 The requirements for local CSS under the MAA contract are specified in the following
480 sections.

481 **C.2.2.1 Local Voice Service (LVS)**

482 Local voice service shall provide calling capabilities from any MAA customer
483 organization to any termination point within the MAA area, as well as access to any
484 termination point within the Public Switched Telephone Network (PSTN).

485 **C.2.2.1.1 Basic Configurations**

486 LVS shall support the following configurations:

- 487 (a) Business Line. Analog (loop and ground start) and ISDN lines.
- 488 (b) Off-Premises Switch-Based Voice Service. Off-premises switch-based voice service
489 over Analog (loop and ground start) and ISDN lines including the sharing of ISDN
490 Bearer (B) Channels to provide two voice, voice/data, or two data channels utilizing
491 two Service Profile Identifier and Directory (SPID) numbers. Off-premises switch-
492 based voice service equipment shall not be located in Government facilities except at
493 locations with an existing on-premises PBX (See Section C.1.2.3).
- 494 (c) Access to Existing Key Systems. Analog and ISDN lines for Government key
495 systems.
- 496 (d) Access to Existing PBX Systems. Analog (loop and ground start) and digital local
497 central office access trunks for a Government PBX systems.

498 The contractor shall support connections for voice and analog data rates of at least 9.6
499 kilobits per second (kb/s) using an ITU-TSS V.32 modem and 28.8 kb/s using an ITU-TSS
500 V.34 modem, not including impairment of data rates by the local loop. The contractor shall
501 also support modems at the latest commercially available modem rates over the life of the

502 contract. LVS shall comply with ANSI T1.101 and all applicable Bellcore and ANSI
503 standards, primarily Bellcore's *BOC Notes on the LEC Networks*, and ANSI ISDN and SS7
504 standards. The service interfaces at the SDP are defined in Section C.2.2.1.1.4.

505 **C.2.2.1.1.1 Basic Service Capabilities**

506 The contractor shall provide the following common basic capabilities for all business
507 lines, off-premises switch-based voice service, line access to existing key systems, and trunk
508 access to existing PBX systems configurations (Note: Some terms are not defined below.
509 See Section J.4 for definition of terms.):

- 510 (a) 10XXX/NPA/NXX Routing. The numbering plan shall conform to the North
511 American Numbering Plan (NANP). The dialing plan shall also support a truncation
512 of the standard seven-digit station number (e.g., the last four, five, or six digits of the
513 station number) for a customer organization using MAA off-premises switch-based
514 voice services. The numbering plan shall include access codes of two digits or less
515 for off-premises switch-based voice service user access to carriers and/or services
516 external to the system/service. Assignment of access codes to these services shall be
517 at the discretion of the Government.
- 518 (b) Dual Tone Multi-Frequency (DTMF) Dialing
- 519 (c) Automatic Number Identification (ANI) for outgoing calls
- 520 (d) Access to 911 Service. Customer organizations shall be able to access emergency
521 service/assistance by dialing (prefix, if appropriate) 911
- 522 (e) Operator Assistance. Operator assistance shall be provided for any services offered
523 by the service provider
- 524 (f) Primary Directory Listings
- 525 (g) Access to a pre-subscribed interexchange carrier (PIC)
- 526 (h) Flexible Disconnect, Both/Either Party
- 527 (i) Off-hook Time Out
- 528 (j) Intercept and Recorded Announcement. The contractor shall provide commercially
529 available network intercept to recorded announcement as an inherent network
530 capability when a call cannot be completed

531 **C.2.2.1.1.1.1 Non-ISDN Business Line Additional Basic Service Capabilities**

532 No additional capabilities for non-ISDN business line basic service are identified at this
533 time. As additional capabilities are identified during the life of the contract, they will be

534 incorporated via contract modification. Offerors are encouraged to propose additional basic
535 service capabilities for business line as part of the RQS proposal, if they are currently
536 available, for possible inclusion as part of each MAA contract.

537 **C.2.2.1.1.1.2 Non-ISDN Off-Premises Switch-Based Voice Service Additional**
538 **Basic Service Capabilities**

539 In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the
540 contractor shall provide the following capabilities for basic non-ISDN off-premises switch-
541 based voice service:

- 542 (a) Call Back/Camp On
- 543 (b) Call Consultation
- 544 (c) Call Forward - Busy
- 545 (d) Call Forward - Don't Answer
- 546 (e) Call Forward - Variable
- 547 (f) Call Hold
- 548 (g) Call Hunting
- 549 (h) Call Park
- 550 (i) Call Pick-Up
- 551 (j) Call Transfer
- 552 (k) Call Waiting
- 553 (l) Direct Inward Dialing (DID)
- 554 (m) Direct Outward Dialing (DOD)
- 555 (n) Last Number Redial
- 556 (o) Message Waiting Indication
- 557 (p) Speed Calling
- 558 (q) Three-Way Conference Calling
- 559 (r) Blocking of Selected Numbers
- 560 (s) Class of Service. The service shall provide 64 classes of service available to each
561 customer organization line. Due to the diverse nature of the customer organizations
562 served, each class of service shall be available on all customer organization line
563 circuits, and shall permit class of service changes without requiring a station number
564 change. Each class of service shall provide a flexible mix of both system/station
565 features and transport level restrictions. The Government will select a variety of

566 classes, some of which will be unique. The class of service applicable to each line
567 termination shall be assigned and determined by the Government during final station
568 design planning. Access to the commercial networks shall be provided by the
569 contractor to properly class-marked users. The contractor shall provide the following
570 nine transport access level restrictions:

- 571 (1) COS 1 - Limited Service: Service within the same serving system
- 572 (2) COS 2 - Standard Service: Local Government service provided through the
573 system(s) and local exchange NXXs dedicated to the Government
- 574 (3) COS 3 - Commercial Service: Standard service plus access to the LEC
- 575 (4) COS 4 - Government Service: Standard service plus access to a Government-
576 acquired, IXC-provided service (on-net), but with no access to the LEC
- 577 (5) COS 5 - Extended Service: Standard service plus access to both a Government-
578 acquired IXC service (on-net) and the LEC
- 579 (6) COS 6 - National Service: Standard service plus access to a Government-
580 acquired IXC service (on-and-off-net) and the LEC
- 581 (7) COS 7 - Interexchange Carrier Service: Commercial service plus access to IXCs
582 other than a Government-acquired IXC service
- 583 (8) COS 8 - International Service: National Service plus Government-acquired
584 International Direct Distance Dialing (IDDD)
- 585 (9) COS 9 - Interexchange and International Service: IXC Service plus IDDD

586 **C.2.2.1.1.1.3 Non-ISDN Access to Existing Key Systems Additional Basic**
587 **Service Capabilities**

588 In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the
589 contractor shall provide line hunting capability for non-ISDN access to existing key systems
590 basic service.

591 **C.2.2.1.1.1.4 Non-ISDN Access to Existing PBX Systems Additional Basic**
592 **Service Capabilities**

593 No additional capabilities for non-ISDN access to existing PBX systems basic service are
594 identified at this time. As additional capabilities are identified during the life of the contract,
595 they will be incorporated via contract modification. Offerors are encouraged to propose
596 additional basic service capabilities for access to existing PBX as part of the RQS proposal,
597 if they are currently available, for possible inclusion as part of each MAA contract.

598 **C.2.2.1.1.2 Features**

599 The contractor shall provide the following features as additions to the basic service for
600 all business lines, off-premises switch-based voice service, line access to existing key
601 systems, and trunk access to existing PBX systems (where such features are supported by the
602 PBX):

- 602 (a) Blocking Caller-Paid Information Phone Numbers
- 603 (b) Calling Number Suppression
- 604 (c) Directory Assistance. Directory assistance (to obtain directory numbers) for the local
605 calling area shall be provided by dialing 411 or [1-NPA-] 7 digits.
- 606 (d) Pre-subscribed Interexchange Carrier (PIC) Change
- 607 (e) (e) Vanity Number

608 The contractor shall provide the following features as additions to the basic service for
609 all business lines and off-premises switch-based voice service:

- 610 (f) Additional Directory Listings
- 611 (g) Alternate Call Directory Listings
- 612 (h) Operator Assistance - Busy Line Verification
- 613 (i) Operator Assistance - Busy Line Verification with Interrupt
- 614 (j) Voice Mail. Voice mail shall provide the following capabilities:
 - 615 (1) Be accessible to any station within the system that has a telephone equipped with
616 a push-button tone pad
 - 617 (2) Automatically cue the recipient of message(s) in the voice mailbox. Message cue
618 alerting should include, but not be limited to, message waiting visual signal or
619 stutter dial tone
 - 620 (3) Handle inside, as well as outside, calls on the system
 - 621 (4) Store messages automatically and forward the message at specific times
622 designated by users
 - 623 (5) Deliver mass announcements to all or part of its users
 - 624 (6) Be accessible to any on-net or off-net station equipped with a push-button dial
625 pad in order for the mail box owner to retrieve or change messages.
 - 626 (7) Provide automated attendant functions
 - 627 (8) Provide incoming message duration of 90 seconds
 - 628 (9) When providing off-premises switch-based voice service, the contractor shall
629 supply and/or interface with and support a data link (e.g., Station Message Desk

630 Interface [SMDI], Sierra-based Mailbox Server Interface [SMSI]) to integrate a
631 Government-owned voice mail system into its switching system.

632 **C.2.2.1.1.2.1 Non-ISDN Business Line Additional Features**

633 In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide
634 the following features for non-ISDN business line service:

- 635 (a) Authorization Codes
- 636 (b) Billing Account Code – Verified
- 637 (c) Billing Account Code – Unverified
- 638 (d) Call Forwarding
- 639 (e) Call Waiting
- 640 (f) Caller Identification (ID)
- 641 (g) Data Line Privacy
- 642 (h) Speed Calling
- 643 (i) Three-Way Conference Calling

644 **C.2.2.1.1.2.2 Non-ISDN Off-Premises Switch-Based Voice Service Additional**
645 **Features**

646 In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide
647 the following features for non-ISDN off-premises switch-based voice service:

- 648 (a) Authorization Codes
- 649 (b) Billing Account Code – Verified
- 650 (c) Billing Account Code – Unverified
- 651 (d) Caller Identification (ID)
- 652 (e) Call Restriction
- 653 (f) Customized Group Dialing Plan
- 654 (g) Data Line Privacy
- 655 (h) Distinctive Call Waiting Tones
- 656 (i) Distinctive Ringing (SDP6 only)
- 657 (j) Dual Service
- 658 (k) Multiple Appearance Directory Numbers
- 659 (l) Privacy

660 **C.2.2.1.1.2.3 Non-ISDN Access to Existing Key Systems Additional Features**

661 In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide
662 the following features for non-ISDN access to existing key systems:

- 663 (a) Caller Identification (ID)
- 664 (b) Data Line Privacy

665 **C.2.2.1.1.2.4 Non-ISDN Access to Existing PBX Systems Additional Features**

666 In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide
667 the following features for non-ISDN access to existing PBX systems:

- 668 (a) Caller Identification (ID)
- 669 (b) DID. This feature shall allow incoming calls to a PBX to reach destination stations,
670 without attendant assistance, by routing calls by truncated station digits contained in
671 the incoming call signal.
- 672 (c) DOD. This feature shall allow PBX station users to gain access to the local Central
673 Office without attendant assistance by dialing an access code.
- 674 (d) DID/DOD Two Way. This feature shall allow a Central Office access trunk(s) to
675 have both DID and DOD capabilities.
- 676 (e) DID Number Block Assignment and Maintenance. Customer organizations shall be
677 provided the capability to request assignment and maintenance of DID number blocks
678 for a new DID-PBX installation.
- 679 (f) Tie Trunk. This feature shall allow trunk circuit between two PBXs.

680 **C.2.2.1.1.3 Performance**

681 The performance parameters for LVS shall meet the following parameters:

- 682 (a) Transmission Performance:
 - 683 (1) All analog transmission parameters shall satisfy the values and ranges set forth in
684 *Section 7, Transmission, BOC Notes on the LEC Networks* (Standard: ANSI
685 EIA/TIA-464 for PBX trunk service and Bellcore Pub SR-2275 for other
686 services).

687 (2) All digital transmission parameters shall satisfy the values and ranges set forth in
688 the *High-Capacity Digital Special Access Service - Transmission Parameter*
689 *Limits and Interface Combinations* (Standard: Bellcore Pub TR-TSY-00754 or
690 GR-342-CORE).

691 (b) Grade of Service (GOS):

692 (1) Terminating calls: P.01 (Erlang-B)

693 (2) Originating calls: P.01 after dial tone (Erlang-B)

694 (3) Transport: P.01

695 (4) Dial tone delay: Less than 1 percent for delay greater than 3 seconds

696 (c) Availability of Service: The availability shall be at least 99.5 percent at the SDP

697 **C.2.2.1.1.4 Interfaces**

698 **C.2.2.1.1.4.1 User-to-Network Interface**

699 The interfaces for lines and trunks at the customer organization terminal shall meet the
700 following interface standards:

701 (a) Analog Line, two-wire and four-wire, loop signaling, at 4 kHz bandwidth (300 to
702 3300 Hz) (for Business Lines, off-premises switch-based voice service, and Key
703 System Access configurations): Two-wire and four-wire loop access circuits
704 (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-2275] for non-PBX
705 services and ANSI EIA/TIA-464 for PBX trunk services)

706 (b) Digital Line (for Business Lines, off-premises switch-based voice service, and Key
707 System Access configurations): ISDN BRI¹ (2B+D) [Standard: ANSI T1.607 and
708 610]

709 (c) Analog Trunk at 4 kHz bandwidth (300 to 3300 Hz) (for PBX System Access
710 configuration: incoming/outgoing/two-way traffic; direct inward/outward dialing):

711 (1) Two-wire and four-wire access circuit with Dial Pulse/Dual Tone Multi-
712 frequency (DP/DTMF) pulsing (Standard: Bellcore's *BOC Notes on the LEC*
713 *Network* [SR-2275])

714 (2) Signaling/supervision types:

715 (i) Immediate start

716 (ii) Ground start

¹ ISDN BRI shall be composed of 2 B (64 kb/s) and 1 D (16 kb/s) channels (Standard: ITU-TSS Q.931 signaling type).

- 717 (iii) Loop Start
718 (iv) Wink start
719 (v) Delay Dial
720 (vi) E&M Types (Standard: Bellcore's *Notes on the LEC Network* [SR-2275])
721 (d) Digital Trunk (for PBX System Access configuration: incoming/outgoing/two-way
722 traffic; direct inward/outward dialing):
723 (1) T1 (with Extended Super Frame [ESF] format) at line rate of 1.544 Megabits per
724 second (Mb/s) and information-payload data rate of 1.536 Mb/s. (Standard:
725 Bellcore's *BOC Notes on the LEC Networks* [SR-2275] and ANSI
726 T1.102/107/403)
727 (2) ISDN PRI at line rate of 1.544 Mb/s and information-payload data rate of 1.472
728 Mb/s for (23B+D) and 1.536 Mb/s for (24B+0D)². (Standard: ANSI T1.607 and
729 610; National ISDN-1 [Bellcore Pub SR-NWT-1937], and National ISDN-2
730 [Bellcore Pub SR-NWT-2120])

731 **C.2.2.1.1.4.2 IXC Interface**

732 The contractor shall provide the following interfaces, as appropriate, to connect to an
733 IXC POP:

- 734 (a) All applicable sections, related to LEC to Interexchange Carrier/International Carrier
735 (IC/INC) interconnections for CSS, *BOC Notes on the LEC Networks* (Standard: ANSI
736 EIA/TIA-464 for PBX trunk service and Bellcore Pub SR-2275 for non-PBX services)
737 (b) *Compatibility Information for Feature Group D Switched Access Service* (Bellcore
738 Pub TR-NPL-258)
739 (c) Exchange Access Interconnection FSD 20-240000 (Standard: Bellcore Pub GR-690-
740 CORE)
741 (d) *Bellcore Specification of Signaling System Number 7* (Standard: Bellcore Pub TR-
742 NWT-246) where available at the IXC POP

² ISDN PRI shall be composed of 23B+D channels or 24B channels, where more than one PRI is provisioned at one SDP (Standard: ITU-TSS Q.931 signaling type).

743 **C.2.2.2 Circuit Switched Data Services (CSDS)**

744 The basic capabilities, features, performance, and interface requirements for local CSDS
745 are specified in the following sections.

746 **C.2.2.2.1 Basic Service Capabilities**

747 CSDS shall provide a synchronous, full duplex, totally digital, SDP to SDP, or SDP to
748 IXC POP, circuit switched data service at a data rate of Digital Signal Level 0 (DS0).

749 CSDS shall comply with ANSI X3.189, ITU-TSS E.721, and all applicable Bellcore and
750 ANSI standards for digital transmission including ITU-TSS and EIA standards for data
751 terminal equipment (DTE) interfaces.

752 CSDS access shall be delivered directly to customer organization's terminal equipment
753 including but not limited to the following types: DTE (e.g., workstation, host computer, PC,
754 Group 4 Fax, and other communicating office equipment), digital PBX, or Intelligent
755 multiplexer. The interfaces at the SDP are defined in Section C.2.2.2.4.1.

756 CSDS shall provide network-derived clocking to the DTE or PBX/multiplexer (MUX) at
757 the SDP. Once a call has been established, all bit sequences transmitted by the DTE shall be
758 transported as data/bit transparent, maintaining data/bit sequence integrity.

759 CSDS shall support the following categories of information-payload bandwidth for DS0:
760 56 kb/s and 64 kb/s data rates.

761 To the maximum extent practicable, the contractor shall support a uniform numbering
762 plan for all MAA locations. The Government recognizes, however, that such factors as
763 "legacy" numbers may preclude, in certain cases, a uniform numbering plan. This
764 numbering plan shall use the NANP normally used for voice services. CSDS services shall
765 be "on demand"; that is, a customer organization will not have to schedule a call.

766 **C.2.2.2.2 Features**

767 The contractor shall provide dial-in feature as an addition to the basic service. The
768 contractor shall support 7-digit (preferred) or 10-digit PSTN numbers, for dial-in access over
769 ISDN access arrangement where available commercially. Access to CSDS shall only be
770 provided after verification of the authorization code entered by the dial-up user.

771 **C.2.2.2.3 Performance**

772 The CSDS performance parameters shall meet the following:

773 (a) Transmission Performance: All digital transmission parameters shall satisfy the
774 values and ranges set forth in the *High-Capacity Digital Special Access Service -*
775 *Transmission Parameter Limits and Interface Combinations* (Standard: Bellcore Pub
776 GR-342-CORE) and ANSI T1.510.

777 (b) GOS (end-to-end): Shall be better than 1 percent (i.e., < P.01)

778 (c) Availability of Service: Shall be at least 99.5 percent at the SDP

779 **C.2.2.2.4 Interfaces**

780 The contractor shall support the required interfaces for CSDS as specified below.

781 **C.2.2.2.4.1 User-to-Network Interface**

782 The contractor shall support the following interfaces at the SDP:

783 (a) ITU-TSS V.35, at rate up to 1.544 Mb/s, RS366A (dialing) signaling type

784 (b) EIA RS-449, at rate up to 2 Mb/s, RS366A (dialing) signaling type

785 (c) EIA RS-232, at rate up to 19.2 kb/s, RS366A (dialing) signaling type

786 (d) EIA RS-530, at rate up to 2 Mb/s, RS366A (dialing) signaling type

787 (e) ISDN BRI, at rate up to 128 kb/s, ITU-TSS Q.931 signaling type. (Standard: ANSI
788 T1.607 and 610)

789 (f) ISDN PRI at line rate of 1.544 Mb/s and information-payload data rate of 1.472 Mb/s
790 for (23B+D), 1.536 Mb/s for (24B+0D), and ITU-TSS Q.931 signaling type.
791 (Standard: ANSI T1.607 and 610)

792 (g) T1 (with Extended Super Frame [ESF] format) at line rate of 1.544 Mb/s and
793 information-payload data rate of 1.536 Mb/s. (Standard: Bellcore's *BOC Notes on*
794 *the LEC Networks* [SR-2275] and ANSI T1.102/107/403)

795 **C.2.2.2.4.2 IXC Interface**

796 The contractor shall provide the following interfaces to connect to an IXC POP:

797 (a) All applicable sections, related to LEC to IC/INC interconnections for CSS, *BOC*
798 *Notes on the LEC Networks* (Standard: Bellcore Pub SR-2275)

799 (b) *Compatibility Information for Feature Group D Switched Access Service* (Standard:
800 Bellcore Pub TR-NPL-258)

801 (c) Reserved

802 (d) Exchange Access Interconnection FSD 20-24-0000 (Standard: Bellcore Pub GR-690-
803 CORE

804 (e) *Bellcore Specification of Signaling System Number 7* (Standard: Bellcore Pub GR-
805 317, GR-394, and TR-NWT-246) where available at the IXC POP

806 C.2.3 Dedicated Transmission Service (DTS)

807 The basic capabilities, features, performance, and interface requirements for local DTS
808 are specified in the following sections.

809 C.2.3.1 Basic Service Capabilities

810 DTS shall provide dedicated transmission bandwidth between SDPs at customer
811 organization's sites within the MAA area and between an SDP at a customer organization's
812 site within the MAA area and an SDP at an IXC POP. The connection between the locations
813 receiving this service shall be permanently established unless a service request for
814 modification, move, or disconnect is received. This service shall be capable of supporting
815 any application, such as voice, data, or multimedia. This service shall allow aggregation of
816 bandwidth for transmission of voice and data traffic.

817 DTS shall comply with ITU-TSS T1.503 and all applicable Bellcore and ANSI standards,
818 primarily ANSI T1.102/107/403 for T1.

819 DTS connections shall be delivered directly to equipment, such as analog terminal
820 equipment (e.g., analog PBX, modem), DTE (e.g., computer, Group 4 Fax), and also to a
821 digital PBX, multiplexer, or LAN bridge/router. Both analog and digital modes of
822 transmission shall be supported. The interfaces to this equipment are defined in Section
823 C.2.3.3.1.

824 For digital DTS for T1 rates and below, the network shall provide network-derived
825 clocking to the connected DTE, digital PBX, intelligent MUX, or LAN bridge/router, if
826 requested by the Government. The service shall provide data transport and shall be
827 transparent to any protocol used by the DTE or bridge/router. All bit sequences transmitted
828 by the DTE through the SDP shall be treated with data transparency.

829 The following categories of DTS shall be supported:

830 (a) Analog: 4 kilohertz (kHz) nominal bandwidth

831 (b) Subrate DS0: Information payload data rates of 4.8, 9.6, and 19.2 kb/s

832 (c) DS0: Information payload data rates of 56 and 64 kb/s

833 (d) T1: Line rate of 1.544 Mb/s, which shall be used to provide channelized or
834 unchannelized T1 service as follows:

835 (1) Channelized T1: 24 separate DS0s, channels of 64 kb/s where each DS0 channel
836 may be either a clear channel or may contain multiple subrate DS0 payloads

837 (2) Unchannelized T1: A single 1.536 Mb/s information payload

838 **C.2.3.2 Performance**

839 The DTS performance parameters for originating or terminating connection shall meet
840 the following:

841 (a) Transmission Performance:

842 (1) All analog transmission parameters shall satisfy the values and ranges set forth in
843 Sections 7.4 and 7.5, *Transmission, BOC Notes on the LEC Networks* (Bellcore
844 Pub SR-2275).

845 (2) All digital transmission parameters shall satisfy the standards set forth in the
846 *High-Capacity Digital Special Access Service - Transmission Parameter Limits*
847 *and Interface Combinations* (Standard: Bellcore Pub GR-342-CORE); and
848 additionally, ANSI T1.503/510 for T1.

849 (b) Availability of Service: The availability of a DTS circuit shall be at least 99.5
850 percent.

851 **C.2.3.3 Interfaces**

852 **C.2.3.3.1 User-to-Network Interface**

853 The contractor shall provide the required DTS local loop interfaces at the SDP as
854 specified below:

855 (a) ITU-TSS V.35 at rate up to 1.544 Mb/s

856 (b) EIA RS 449 at rate up to 2 Mb/s

857 (c) EIA RS 232 at rate up to 19.2 kb/s

858 (d) EIA RS-530 at rate up to 2 Mb/s

859 (e) RJ-x (e.g., RJ-11/41/45), at 4 kHz (300 to 3300 Hz)

860 (f) T1 (with ESF format) at line rate of 1.544 Mb/s and information-payload data-rate of
861 1.536 Mb/s. (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-2275] and
862 GR-342-CORE; and ANSI T1.403)

863 **C.2.3.3.2 IXC Interface**

864 The contractor shall provide the following interface, as appropriate, to connect to an IXC
865 POP:

866 (a) T1 with ESF format (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-
867 2275] and GR-342-CORE; ANSI T1.102/107/403)

868 **C.3 Management and Operations**

869 This section identifies the management and operations support required by the
870 Government as part of the MAA contract. This support is divided into the following
871 categories:

- 872 (a) Program Administration
- 873 (b) Service Ordering
- 874 (c) Operational Support
- 875 (d) Billing
- 876 (e) Trouble Handling
- 877 (f) Customer Training

878 **C.3.1 Program Administration**

879 The roles and responsibilities of the Government's personnel involved in MAA program
880 administration are defined in Section G.1. The administrative roles and responsibilities of
881 the contractor personnel are also defined in Section G.1.

882 **C.3.2 Service Ordering**

883 Section G.2 describes the MAA service ordering requirements and requirements to
884 interface to the Government's ordering and billing system. The service ordering process
885 incorporates the following functions:

- 886 (a) Initiate service or features
- 887 (b) Disconnect service or features
- 888 (c) Add, change, or move service or features
- 889 (d) Modify an existing service order

890 The contractor shall provide the capability for GSA to provide its customer organizations
891 two service ordering methods:

- 892 (e) Ordering via GSA: Customers will submit orders to GSA. GSA will in turn submit
893 the orders to the contractor.
- 894 (f) Direct Ordering: Customers place orders directly with the contractor. After contract
895 award, the contractor will be notified by GSA which customer organizations have
896 been authorized to perform direct ordering. The direct ordering capability will be
897 authorized by GSA when it is in the best interest of the Government.

898 **C.3.3 Operational Support**

899 Section G.3 describes the requirements for operational support. Operational support
900 consists of the following functions:

- 901 (a) Number inventory and administration
- 902 (b) Moves, adds, and changes
- 903 (c) Maintenance
- 904 (d) Inventory management
- 905 (e) Physical security and work area management
- 906 (f) Security services
- 907 (g) Marketing MAA services to customer organizations

908 **C.3.4 Billing**

909 Section G.4 details the billing procedures and requirements. The contractor shall provide
910 the capability for GSA to provide its customer organizations two service billing methods:

- 911 (a) Centralized: This option allows customers who place orders via GSA to be billed by
912 GSA. The contractor bills GSA for the customers using centralized billing. GSA
913 pays the contractor, bills the individual customer organizations, and collects payment
914 from the customer organizations.
- 915 (b) Direct: This option allows customers who are authorized by GSA to place orders
916 directly with the contractor to be billed directly from the contractor. The contractor
917 collects payment from the customer directly. After contract award, the contractor
918 will be notified by GSA which customer organizations have been authorized to be
919 directly billed by the contractor. The direct billing capability will be authorized by
920 GSA when it is in the best interest of the Government.

921 **C.3.5 Trouble Handling**

922 Trouble handling includes the procedures for trouble reporting, entry, tracking, analysis,
923 priority classifications, and escalation to ensure that problems are resolved in a timely
924 manner. Section G.5 describes the trouble handling requirements.

925 **C.3.6 Customer Training**

926 The contractor shall provide training for end-users and other designated system
927 administrator personnel, such as Agency Designated Representatives (ADRs) and GSA
928 Designated Representatives (GDRs), on all services and features provided

929 under this contract. This training may vary, depending upon complexity of the subject
930 material, from hands-on classroom training to video or computer-based training to printed
931 materials. The contractor shall provide appropriate documentation for users to retain as a
932 minimum requirement of all training.

933 The contractor shall submit a Final Training Plan to the Contracting Officer's Technical
934 Representative (COTR) within 30 business days after notice to proceed for each MAA
935 contract. The Government will approve the plan or will provide feedback to the contractor
936 within ten business days after the submission of the Training Plan. The contractor shall
937 coordinate with the GDR/ADR to schedule training sessions and to arrange for government
938 provided locations to conduct the training sessions.

939 **C.3.6.1 Initial End User Training**

940 The contractor shall provide initial end user training, including appropriate training
941 materials and number of sessions to accommodate all users during their normal work hours
942 at their normal work locations. The location of training sessions for customer locations with
943 less than 20 users may be negotiated with the GDR/ADR on an individual case basis.
944 Typical class sizes, and training methods for each service shall be included in the training
945 plan. Initial training shall be conducted prior to cutover or implementation of initial services
946 and features. The training shall include:

- 947 (a) Correct operation of the service and features
- 948 (b) How to obtain assistance when difficulties are encountered using services and
949 features
- 950 (c) How to report troubles
- 951 (d) How to obtain credit adjustments

952 **C.3.6.2 System Administrator (GDR/ADR) Training**

953 The contractor shall provide system administrator training, including appropriate training
954 materials and number of sessions to accommodate all trainees during their normal work
955 hours. System administrator training shall equip trained individuals to conduct day-to-day
956 administration and performance monitoring activities including, but not limited to:

- 957 (a) Place a service request to add, terminate, or change services
- 958 (b) Obtain price quotes
- 959 (c) Modify or cancel service orders
- 960 (d) Obtain status reports from service order tracking system
- 961 (e) Indicate service acceptance or rejection
- 962 (f) Submit a notice of service order completion

- 963 (g) Verify billing data
- 964 (h) Initiate and track billing disputes
- 965 (i) Obtain status of credit adjustments
- 966 (j) Trouble reporting procedures
- 967 (k) Access the status of trouble/complaint resolution progress
- 968 (l) Trouble resolution escalation procedures
- 969 (m) Fraud prevention, including customer premises safeguards
- 970 (n) Obtain and analyze reports specified in Section G.6.1

971 **C.3.6.3 Additional, Follow-up, and New Employee Training**

972 The contractor shall provide new customer organizations with the same type of training
973 as was provided for initial training for each applicable service and feature. Follow-up
974 (remedial) and new employee training may be accomplished by contractor-trained
975 Government employee trainers or through the use of training videos or other methods as may
976 be included in the approved training plan.

977 **C.4 Implementation**

978 This section describes the Government’s requirements for service implementation.

979 **C.4.1 Implementation Strategy**

980 The contractor shall be responsible for managing and facilitating the implementation of
981 services, to include cutover testing and execution planning, in order to:

- 982 (a) Meet service delivery schedules required by the customer organizations
- 983 (b) Assure the services, functions, and features provided at SDPs conform with
984 specifications and requirements defined in this contract
- 985 (c) Maintain the continuity and quality of existing service to the customer organizations
986 until the implementation of service is completed successfully
- 987 (d) Minimize disruptions
- 988 (e) Ensure seamless operations to the customer organizations

989 **C.4.1.1 Management Strategy**

990 The contractor shall describe the management strategy to be used for implementing each
991 service category.

992 The contractor shall submit a detailed, site-specific Management Plan to the COTR
993 within 30 business days after notice to proceed for each MAA contract. The Government
994 will approve the plan or will provide feedback to the contractor within ten business days
995 after the submission of the Management Plan.

996 **C.4.1.2 Cutover Testing**

997 The contractor shall conduct cutover testing for each service category during service
998 installation following the requirements as defined in Section E.2.1. As part of the cutover
999 test plan, the contractor shall describe its overall approach to testing transmission
1000 performance for each service category during service installation and explicit service-
1001 specific processes and procedures that will be employed for testing. Additionally, the
1002 contractor shall describe processes and procedures for restoration of existing service in the
1003 event that the performance of the contractor's installed service fails the cutover tests.

1004 The contractor shall procure and provide all necessary test equipment, data terminals,
1005 load boxes, test cables, and any other hardware and software required for system testing.

1006 The contractor shall submit a detailed, service-specific Cutover Test Plan to the COTR
1007 within 30 business days after notice to proceed for each MAA contract. The Government
1008 will approve the plan or will provide feedback to the contractor within ten business days
1009 after the submission of the Cutover Test Plan.

1010 **C.4.1.3 Execution Plans**

1011 For each service order of a size and complexity that requires detailed planning, the ACO
1012 will request that the contractor prepare an Execution Plan. The Execution Plan shall describe
1013 the activities that will be conducted in implementing service. The Execution Plan shall
1014 document in detail the contractor's day-to-day activities at the individual customer
1015 organization's location. The Execution Plan shall describe procedures for tracking status of
1016 the activities and escalating issues and problems to the appropriate authority. The Execution
1017 Plan shall include, but not be limited to, the following site specific information and activity
1018 descriptions:

- 1019 (a) Network map to include each customer organization building location address and
1020 SDPs by service type, estimated requirements of switched voice, data lines, and
1021 dedicated facilities, identification of critical SDPs and circuits, identification of
1022 feature class of service and network class of service for each SDP
- 1023 (b) Location map of each proposed voice/data switching system and other required POPs
1024 which the contractor shall use to form the nucleus of its MAA network
- 1025 (c) Proposed approach and physical route to connect each building location to its core
1026 MAA network to include identification of loops, trunks, cables, fiber, microwave or

1027 other transmission medium and ownership (contractor-owned or leased, Government-
1028 owned or leased)

1029 (d) Site specific design plan to include:

1030 (1) Site preparation requirements for SDP

1031 (2) Interim and final configuration to include hardware (type, manufacturer, model),
1032 software, special circuit arrangements, environmental and electrical requirements,
1033 equipment room layouts (if applicable), MDF/riser cable diagrams (if needed),
1034 and any unique or special design plans

1035 (3) Number plan with an explanation of the dialing scheme, including access codes

1036 (e) Interface equipment and interface arrangements for customer owned and operated
1037 key systems and PBXs including identification and location of proprietary equipment

1038 (f) UNIs to be provided by SDP

1039 (g) Installation/service implementation schedule

1040 (h) Site-specific cutover test plan and schedule

1041 (i) Contingency activities to restore services.

1042 The contractor shall provide the Execution Plan within 30 business days after the ACO's
1043 request for the plan, unless otherwise mutually negotiated. The ACO, upon coordination
1044 with the COTR and customer organizations, will approve or provide feedback to the
1045 contractor within 10 business days after the submission of the Execution Plan by the
1046 contractor. If the Government requires longer than 10 business days to review and provide
1047 feedback, or approve an Execution Plan, the Government will grant an automatic day-for-day
1048 extension to the amount of time required for service availability as specified in Section
1049 G.2.2.1.2.

1050 **C.4.2 Implementation Requirements**

1051 For each service order, the contractor shall provide a single point of contact for
1052 implementation of services. The point of contact shall be accessible by telephone or pager
1053 during the time periods when service implementation activities are taking place. The
1054 contractor shall coordinate with the COTR, customer organizations, subcontractors, and
1055 other service providers during the service implementation. The contractor shall inform the
1056 COTR and GDR/ADR when activities, including installation and all cutover testing, are
1057 scheduled at a location.

1058 The contractor shall complete the implementation of each service order within the standard
1059 service availability interval or negotiated service availability date (Section G.2.2.1.2).

1060 **C.5 National Security and Emergency Preparedness (NS/EP)**

1061 Telecommunications requirements for NS/EP are based on a set of telecommunications
1062 policies and procedures that exist to ensure critical Government and industry needs are met
1063 when an actual or potential emergency threatens the security or socio-economic structure of
1064 the U.S.

1065 **C.5.1 NS/EP Capabilities for Voice and Data Services**

1066 The contractor shall support the following NS/EP capabilities to provide services for
1067 critical users (key Government officials) during emergencies.

1068 **C.5.1.1 Priority Treatment**

1069 NS/EP origination and termination traffic shall receive priority treatment over normal
1070 traffic through the use of:

- 1071 (a) Control mechanisms, such as trunk queuing, trunk subgrouping, or trunk reservation
- 1072 (b) Exemption from restrictive network management controls that are used to reduce
1073 network congestion
- 1074 (c) Operator assistance to achieve preferential treatment, such as interrupting an ongoing
1075 call

1076 **C.5.1.2 Network Facility Augmentation and Restoration**

1077 The contractor shall describe the processes, procedures, and network capabilities it will
1078 employ to provide network facility augmentation and restoration during NS/EP events
1079 consistent with:

- 1080 (a) National Telecommunications Management Structure (NTMS) and
1081 Telecommunications Service Priority (TSP) System (See NCS-3-1-1 and NCS-3-1-2
1082 manuals) or any subsequent TSP replacement system for providing TSP restoration,
1083 TSP provisioning, and TSP level change.
- 1084 (b) Reserve emergency power per best commercial practices and use of
1085 Telecommunications Electric Service Priority (TESP) in all transmission, switching,
1086 signaling, and major facility nodes.

1087 **C.5.1.2.1 Transmission Facilities**

1088 The contractor shall describe the processes, procedures, and network capabilities it will
1089 employ to provide transmission augmentation and restoration during NS/EP events
1090 consistent with:

- 1091 (a) Transmission augmentation using terrestrial, fiber optic, microwave, and
1092 transportable capabilities
- 1093 (b) Rapid restoration of network transmission facilities by deployment of such
1094 techniques as SONET self-healing architecture
- 1095 (c) Alternate local loop when specifically requested by a customer organization

1096 **C.5.1.2.2 Switching and Signaling Systems**

1097 The contractor shall follow best commercial practices to protect against the loss of services
1098 caused by the failure, blockage, or damage of a switching or signaling node.

1099 **C.5.2 Protection of Classified and Sensitive Information**

1100 The contractor shall describe the approach it will employ to follow best commercial
1101 practices to protect its NS/EP-related sensitive systems. These sensitive systems include:

- 1102 (a) Databases for classified information
- 1103 (b) Critical users' locations, identifications, authorization codes, and call records
- 1104 (c) Customer organization profiles
- 1105 (d) Computer systems that control or can control the network or services

1106 The contractor will be provided access to classified and sensitive materials required for
1107 NS/EP planning, management, and operations. That information will be in various forms,
1108 including hard copy and electronic media. The material will be identified as to its
1109 classification and must be protected by the contractor in accordance with applicable
1110 industrial security regulations (National Industrial Security Program Operating Manual
1111 [NISPOM] for Safeguarding Classified Information). The level of classification will be up
1112 to and including Top Secret, and as identified by the Government. The contractor shall
1113 protect unclassified sensitive information with the same level of protection required of "For
1114 Official Use Only" (FOUO) information as defined by industrial security regulations.

1115 **C.5.3 NS/EP Management**

1116 The contractor shall notify the COTR immediately when event(s) arise that may have
1117 major consequences on its network. This notification would be similar to the "abnormal
1118 report" currently furnished to the NCS. The COTR will set priorities; however, the contractor
1119 shall be solely responsible for network operations.

1120 The contractor shall provide an NS/EP plan. The contractor shall provide a final NS/EP
1121 plan to the COTR 30 business days after notice to proceed for each MAA contract. The
1122 contractor shall update and provide this plan to the Government annually after contract award,
1123 describing how its architecture, technical capabilities, and organizational capabilities will

1124 protect telecommunications services during emergency situations. The plan shall include
1125 examples of how these resources will be brought to bear during an emergency.

1126 **C.6 Reporting Requirements**

1127 GSA and customer organizations require timely status information on performance,
1128 technical, price, service ordering, billing, administrative, and contractual issues. Section G.6
1129 defines the reporting requirements. Table F.2-1 lists data elements required for each
1130 deliverable, including reports.

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11 **Section D**

12 **Packaging and Marking**

13 **D.1 552.211-75 Preservation, Packaging and Packing (FEB 1996)**

14 Unless otherwise specified, all items shall be preserved, packaged, and packed in
15 accordance with normal commercial practices, as defined in the applicable commodity
16 specification. Packaging and packing shall comply with the requirements of the Uniform
17 Freight Classification and the National Motor Freight Classification (issue in effect at time of
18 shipment) and each shipping container of each item in a shipment shall be of uniform size
19 and content, except for residual quantities. Where special or unusual packing is specified in
20 an order, but not specifically provided for by the contract, such packing details must be the
21 subject of an agreement independently arrived at between the ordering agency and the
22 contractor.

23 **D.2 552.211-77 Packing List (FEB 1996)**

24 (a) A packing list or other suitable shipping document shall accompany each shipment
25 and shall indicate:

- 26 (1) Name and address of the consignor
27 (2) Name and complete address of the consignee
28 (3) Government order or requisition number
29 (4) Government bill of lading number covering the shipment (if any)
30 (5) Description of the material shipped, including item number, quantity, number of
31 containers, and package number (if any)

32 (b) When payment will be made by Government commercial credit card, in addition to
33 the information in (a) above, the packing list or shipping document shall include:

- 34 (1) Cardholder name and telephone number
35 (2) The term "Credit Card"

36 **D.3 Initial Packing, Marking, and Storage of Equipment**

37 All initial packing, marking and storage incidental to shipping of equipment to be
38 provided under this contract shall be made at the contractor's expense. Supervision of
39 packing, unpacking of initially acquired equipment shall be furnished by the contractor.
40 Such packing, marking and storage costs shall not be billed to the Government.

41 **D.4 Equipment Removal**

42 All contractor-provided MAA equipment, accessories, and devices located on
43 Government property shall be dismantled and removed from Government premises by the
44 contractor, at the contractor's expense, within 30 calendar days after the service termination
45 date. Equipment that is not removed within 30 calendar days shall be subject to a space
46 privilege fee. The space privilege fee shall equal the average monthly charge based on the
47 charges to the customer organization over the 12 previous months. Exceptions to this
48 requirement shall be mutually agreed upon and written notice issued by the Administrative
49 Contracting Officer (ACO). In the event that the contractor notifies the Government that it is
50 ready to remove its equipment and entry to Government buildings or locations is denied,
51 delayed, or rescheduled by the Government or its authorized agents, an automatic day-for-
52 day extension will be granted to the contractor.

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16 **Section E**

17 **Inspection and Acceptance**

18 **E.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

19 This contract incorporates one or more clauses by reference, with the same force and
20 effect as if they were given in full text. Upon request, the Contracting Officer will make
21 their full text available.

<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
E.1.1	52.246-2	Inspection of Supplies – Fixed Price (AUG 1996)
E.1.2	52.246-4	Inspection of Services – Fixed Price (AUG 1996)
E.1.3	52.246-16	Responsibility for Supplies (APR 1984)

22 **E.2 Cutover and Acceptance Testing of Services and Systems**

23 **E.2.1 Introduction**

24 During implementation (Section C.4), the contractor shall conduct cutover testing and
25 support acceptance testing activities for the services and systems it provides under the
26 Metropolitan Area Acquisition (MAA) program. For the purposes of the contract, the term
27 “cutover testing” refers to the contractor’s activities of testing services and system(s) to
28 verify their correct operational performance prior to the transition of live traffic onto them.
29 The term “acceptance testing” refers to the testing conducted by the Government to verify
30 proper operation of the service(s) and system(s) being cut over. This verification testing will
31 be conducted for 72 consecutive hours over three consecutive normal business days. The
32 contractor shall correct any deficiencies identified during the acceptance testing period.

33 The contractor shall provide a specific Cutover Test Plan, when requested by the AOC,
34 for service orders of a size and complexity that require detailed planning. The contractor
35 shall provide a final report of the cutover testing results to the General Services
36 Administration (GSA) Contracting Officer’s Technical Representative (COTR) or customer
37 organization COTR for review and approval within five business days after the cutover
38 testing activity has been completed. The report shall include, but not be limited to, the
39 following information:

- 40 (a) The parameters tested and the measured results

41 (b) An analysis of whether the measured results meet the specific performance
42 requirements in the contract

43 **E.2.1.1 Cutover Test Plan**

44 Following contract award, the contractor shall finalize its sample Cutover Test Plan (to
45 be included in the qualification statement) to reflect customer organization selection of
46 service(s). The contractor shall submit its updated Cutover Test Plan to the GSA or
47 customer organization COTR within the time periods specified in Section F.2. If the
48 Government requires longer than 10 business days to review and provide feedback, or
49 approve the Cutover Test Plan, the Government will grant an automatic day-for-day
50 extension in the amount of time required to complete the implementation as specified in
51 Section C.4.1.2.

52 **E.2.1.2 Cutover Testing**

53 The contractor shall allow the GSA Designated Representative (GDR) or Agency
54 Designated Representative (ADR) to observe the cutover testing to ensure that the required
55 tests are correctly performed. The contractor shall notify the customer organization
56 responsible for the location when the cutover testing is successfully completed.

57 The contractor shall alert the GDR or ADR of any problems, concerns, temporary
58 measures, or follow-up work to be performed within two weeks following the start of cutover
59 testing at the location. If problems are encountered by the contractor during cutover testing
60 and these problems may impact the schedule or the successful completion of the cutover
61 testing, the contractor shall cooperate with the customer organization, or other contractors
62 involved, to the extent allowed by law, to isolate problems between the MAA and other
63 network(s) and system(s) and connecting devices or facilities and to resolve the problems.
64 The contractor shall report the status of the problem resolution to the COTRs, GDR, or ADR
65 and shall describe the impact of the problems on the cutover testing activities. At the
66 discretion of the COTRs, GDR, or ADR, the status shall be provided by the contractor on a
67 daily or weekly basis.

68 **E.2.2 Acceptance Testing**

69 If the results of the cutover testing, as limited to the criteria in the approved Cutover Test
70 Plan, are deemed acceptable by the GDR or ADR, the Government may begin acceptance
71 testing based upon the Government's acceptance criteria. Any deficiencies identified during
72 the 72 consecutive hour acceptance testing period will be those associated with the
73 performance requirements as specified in the contract. The acceptance test will verify
74 satisfactory end-to-end performance and that all ordered features and functions operate
75 properly. In developing the acceptance testing process and procedures, the Government will
76 take into account the vendor's cutover testing process and procedures and balance them
77 against the performance requirements as specified in the contract. Performance shall be

78 considered satisfactory when service(s), systems(s), and their associated features and
79 functions perform as specified in the contract. If performance problems are encountered
80 during testing, the contractor shall work cooperatively with the GDR or ADR, and other
81 contractors, to the extent allowed by law, to isolate and eliminate problems between the
82 MAA network(s), system(s), and their connecting devices or facilities.

83 If the performance of the service(s) and/or system(s) is accepted by the GDR or ADR
84 after the acceptance testing period ends, the service will be deemed delivered.

85 If the acceptance testing results are unacceptable, as they relate to the specific
86 performance requirements as specified in the contract, the Government will notify the
87 contractor of the problems. The contractor shall initiate corrective action and shall return the
88 service(s) and/or system(s) to their original network to ensure no disruption to the users. If
89 the service(s) and/or system(s) is rejected by the Government based upon the results of the
90 acceptance testing, the Government may extend the testing period, request a replacement of
91 the service(s) and/or system(s) (in whole or in part), or terminate the order. Should the
92 Government elect any of these alternatives, all expenses incurred by the Government,
93 including recurring charges and service initiation charges (when returning services to the
94 original network), shall be borne by the contractor.

95 In cases when the Government cannot successfully complete acceptance testing of
96 service(s) and/or system(s) due to circumstances beyond the control of the contractor, the
97 contractor shall notify the GDR/ADR of the details surrounding the deficiencies and the
98 steps the contractor has taken to overcome the deficiencies. These cases shall be discussed
99 between the GDR/ADR and the contractor. On a case-by-case basis, the ACO or designee
100 may choose to waive the acceptance testing or extend the testing period. Waiver of the
101 acceptance testing may be considered in those instances when the contractor has
102 demonstrated that the problems encountered are not the fault of the contractor and the
103 GDR/ADR has determined that the contractor has taken all reasonable actions to correct all
104 problems. The waiver issued by the ACO or designee will specify the grounds for the
105 waiver.

106 If the waiver is not granted, the contractor shall be obligated to continue to attempt
107 correction of the deficiencies encountered in order to successfully accomplish the acceptance
108 testing.

109 **E.2.3 Acceptance of Products/Services Criteria**

110 Acceptance criteria for deliverable products will be specified in the modification and/or a
111 delivery order. All products or services provided under this contract shall be subject to
112 acceptance in conformity with the standards contained in the requirements of Section C. The
113 provisions of this clause apply also to all replacement products or services, substitute

114 products or services, and products or services added and/or modified during the contract
115 period.

116 Acceptance shall be deemed to have occurred only after a product or service has fully
117 met the following criteria:

- 118 (a) Quality. The quality of requirements will be as specified in Section C.
- 119 (b) Quantity. The quantity of work shall meet the minimum requirements established in
120 Section C.
- 121 (c) Timeliness. The contractor shall complete work on schedule.
- 122 (d) Certification of Acceptability. The GSA or customer organization COTR shall
123 review and certify to the GSA or customer organization ACO the acceptability of all
124 products and/or services prior to processing the applicable invoices for payment.
- 125 (e) Acceptance. Any deliverable products under this contract will be accepted or
126 rejected in writing by the GSA or customer organization ACO.

127 **E.3 Rights and Remedies Available to the Government for Uncorrected**
128 **Defects and/or Failures on Contract Covered Supplies and/or Services**

129 In addition to rights and remedies contained elsewhere in the contract, the Government
130 will have the rights and remedies described in this clause.

131 If the contractor fails or refuses to perform corrections requested by the Government
132 within the time allowed for such corrections, the Government will have the right to secure
133 detailed recommendations from sources other than the contractor for corrective action. The
134 Government may have someone other than the contractor correct the supplies and/or
135 services, and bill the contractor for all incurred costs. These costs shall include any costs
136 incurred by the Government which are directly related to the replacement or performance.
137 The Government will have the right to make an equitable adjustment in the contract or
138 delivery order price.

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3 **Section F: Deliveries or Performance**

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Section F

Deliveries Or Performance

F.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
F.1.1	52.242-15	Stop Work Order (AUG 1989)
F.1.2	52.242-17	Government Delay of Work (APR 1984)
F.1.3	52.247-35	F.O.B. Destination with Consignees Premises (APR 1984)

F.2 Deliveries

This section identifies the items that the Contractor shall deliver to the Government and/or the Government’s agent(s). In this section, the items the contractor delivers are called “deliverables”.

The contractor shall provide the deliverables in the media specified by the Government and/or the Government’s agent(s) where the Medium of Delivery column in Table F.2-1 contains options. Contractor deliverables provided in electronic media shall be provided in Microsoft Word, Microsoft Excel, or ASCII text. The deliverables include, but are not limited to, the items listed in Table F.2-1.

If there is a discrepancy between this section and Sections C, E, G, and H, Sections C, E, G, and H shall take precedence.

Table F.2-1 Contractor Deliverables

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.2.1.6	Incompatibility Report	As required	Contractor proposed electronic media approved by GSA	ACO	15 business days after service order acknowledgment	Description of incompatibility between the required services and the existing government equipment
C.2.1.12	Wiring Non-compliance Report	As required	Contractor proposed electronic media approved by GSA	ACO	15 business days after service order acknowledgment	Location and description of noncompliance to technical standards
C.3.6	Training Plan	N/A	N/A	N/A	RQS	Description of the following training formats and materials: <ul style="list-style-type: none"> • Initial End User Training • System Administrator (GDR/ADR) Training • Additional Training • Follow-up Training • New Employee Training

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.3.6	Final Training Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	30 business days after notice to proceed	<p>Description of the following training formats, materials, schedule, and locations:</p> <ul style="list-style-type: none"> • Initial End User Training • System Administrator (GDR/ADR) Training • Additional Training • Follow-up Training • New Employee Training
C.4.1.1	Management Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	30 business days after notice to proceed	<p>Overall process and impact on the following:</p> <ul style="list-style-type: none"> • Operations • Logistics • Staffing and responsibilities • Status reporting procedures
C.4.1.2	Sample Cutover Test Plan	N/A	N/A	N/A	RQS	<ul style="list-style-type: none"> • Service-specific processes and procedures for testing • Contingency plan to restore existing service if acceptance testing fails.

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	
C.4.1.2	Detailed Service-Specific Cutover Test Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	30 business days after notice to proceed	<ul style="list-style-type: none"> • Service-specific processes and procedures for testing • Parameters to be verified • Pass/fail criteria • Contingency plan to restore existing service if acceptance testing fails.
C.4.1.3	Execution Plan	2 copies	Contractor proposed electronic media approved by GSA	ACO	30 business days after ACO request	<ul style="list-style-type: none"> • Network Map • POP location map • Network design • Intermachine trunking • Site design plan(s) • Government interface requirements • Customer organization controlling Government equipment • UNIs by SDP • Installation/service implementation schedule • Cutover test schedule • Contingency activities to restore services
C.4.2	Point of Contact for Service Order Implementation	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Service Order Acknowledgment	<ul style="list-style-type: none"> • Name • Phone number • Pager number

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.5.3	NS/EP Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	RQS and 30 days after notice to proceed and annual updates	Description of architecture, technical capabilities and organizational capabilities used to protect services during emergencies
E.2.1	Cutover Test Final Report	As required	Contractor proposed electronic media approved by GSA	COTR	5 business days after test completion	<ul style="list-style-type: none"> Parameters and test results Results analysis
G.1.2	Lists of Contractor Points of Contact	As required	Contractor proposed	ACO, GDR/ADR	RQS and 5 business days after list is changed	<ul style="list-style-type: none"> Name Phone Number Pager number
G.2.1	Initial Service Price Quote	Per request	Contractor proposed electronic media approved by GSA	GDR/ADR	5 business days after request or pre-proposal meeting	<ul style="list-style-type: none"> Identify recurring and non-recurring charges Service availability date Date when price quote will become non-binding Technical information describing the service
G.2.1	Final Service Price Quote	Per request	Mail or fax, with pen and ink changes to the initial proposal	GDR/ADR	3 business days after negotiation	Proposal reflecting results from the negotiation meeting
G.2.2.1	Order Acknowledgment	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Contractor Proposed	Contractor Proposed
G.2.2.1	Direct Order Notification	Per order	Contractor proposed electronic media approved by GSA	GSA-TBD	Contractor Proposed	Contractor Proposed

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.2.2.1.2	Standard Service Availability Intervals	As required	N/A	PCO	RQS	Contractor Proposed
G.2.2.1.2	Distribution of Standard Service Availability Intervals	As required	Contractor Proposed	GDR/ADR	30 business days after notice to proceed	Contractor Proposed
G.2.2.2	Service Order Tracking	As required	Contractor proposed electronic media approved by GSA	COTR, GDR/ADR	On-going	Contractor Proposed
G.2.2.3	Order Completion Acknowledgment	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Contractor Proposed	Contractor Proposed
G.2.2.3	Direct Order Completion Notification	Contractor Proposed	Contractor proposed electronic media approved by GSA	GSA-TBD	Contractor Proposed	Contractor Proposed
G.3.6	Security Plan	2 copies	N/A	PCO	RQS	<ul style="list-style-type: none"> Identify and quantify all risks Identify measures to ameliorate risks
G.4.1	Invoices for Direct or Centralized Billing	As required	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly on the date to be agreed by GDR/ADR and the contractor after award	Contractor Proposed

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Da	Data Elements
G.4.1.6	Invoice Data Retrieval	As required	Per contractor	Government auditor	10 business days after request	<ul style="list-style-type: none"> • All original paid invoices • Related delivery orders • Receiving/acceptance reports • All other records
G.5.1	Trouble Report Status	As required	Contractor proposed electronic media approved by GSA	GDR/ADR trouble report originator	Every hour for emergency restoration	Status of trouble resolution
G.6.1 (a)	Service Order Status Summary Report	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly	Contractor Proposed
G.6.1 (b)	Service Trouble Status Report	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly	Contractor Proposed
G.6.1 (c)	Service Outage Credit Summary Report	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly	Contractor Proposed
G.6.1 (d)	Summary Report of Billed Charges for All Customers	2 copies	Contractor proposed electronic media approved by GSA	ACO and COTR	Monthly	Contractor Proposed
G.6.1 (e)	Call Detail Records	1 copy	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly	Contractor Proposed
G.6.1 (f)	Billing Dispute Status Summary	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Quarterly	Contractor Proposed

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.6.1 (g)	Billing Adjustment Summary	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Quarterly	Contractor Proposed
G.6.1 (h)	Contract Management Fee Summary	2 copies	Contractor proposed electronic media approved by GSA	GDR/ADR	Quarterly	Contractor Proposed
G.6.1 (i)	Inventory Report	1 copy	Contractor proposed electronic media approved by GSA	GDR	Semi-Annual	Number inventory Line inventory Equipment inventory Feature inventory
G.6.1 (j)	Monthly Traffic Statistics Report by Service	As required per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Per Customer Organization Request	Contractor Proposed
G.6.1 (k)	Monthly Service Performance Data	As required per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Per Customer Organization Request	Contractor Proposed
G.6.1 (l)	Traffic and Service Charge Forecast Report	As required per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Per Customer Organization Request	Contractor Proposed

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
H.9	Redacted contract Non-redacted contract	As required	Paper and electronic format	ACO	20 business days after contract award or contract modification	<ul style="list-style-type: none"> • Redacted contract and modifications, separately • Redacted contract with modifications incorporated • Non-redacted contract and modifications, separately • Non-redacted contract with modifications incorporated
H.12 (b)	Initial Tariff Filing	3 copies	1 hard copy, 2 CD-ROM copies	ACO/GDR	Within 30 calendar days after contract award	<ul style="list-style-type: none"> • Terms and conditions • Prices
H.12 (c)	Tariff Revisions	3 copies	1 hard copy, 2 CD-ROM copies	ACO	10 calendar days prior to filing date	<ul style="list-style-type: none"> • Terms and conditions • Prices
H.15	Itemized List of State and Local Taxes	1 copy	Contractor proposed electronic media approved by GSA	ACO	60 days after contract award, semi-annual thereafter	<ul style="list-style-type: none"> • Tax • Jurisdiction Name • Statutory Source • Tax Rate
H.15	Statutes/Ordinances changing or imposing new taxes	1 copy	Contractor proposed electronic media approved by GSA	ACO	Within 30 days of the contractor being notified of or learning of such changes	<ul style="list-style-type: none"> • Tax • Jurisdiction Name • Tax Rate
H.16	Subcontracting Plan	1 copy	Contractor proposed electronic media approved by GSA	ACO	Semi-annual	As specified in Section J.5

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
H.22	Fraud Prevention Procedures	2 copies	Contractor proposed electronic media approved by GSA	COTR	RQS and updates after MAA contract award	Procedures to deter, detect, and prevent fraud

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45 **Section G**

46 **Contract Administration Data**

47 **G.1 Contract Administration**

48 Notwithstanding the contractor's responsibility for total management during the
49 performance of the contract, the administration of the contract will require maximum
50 coordination between the Government and the contractor. The following sections describe
51 the roles and responsibilities of individuals who will be the Government and contractor
52 points of contact during performance of the contract.

53 **G.1.1 Government Points of Contact**

54 Figure G.1.1-1 shows the various levels of Government contract management personnel.
55 The Procuring Contracting Officer (PCO) is the sole Government point of contact. During
56 the conduct of the procurement, the PCO is the sole Government official authorized to bind
57 the Government. After each MAA contract award, the PCO will delegate contract
58 administration authority to the General Services Administration (GSA) Administrative
59 Contracting Officer (ACO). The GSA ACO may also delegate certain technical,
60 management, and operations authority to the GSA Contracting Officer's Technical
61 Representative (COTR) and to GSA Designated Representatives (GDRs).

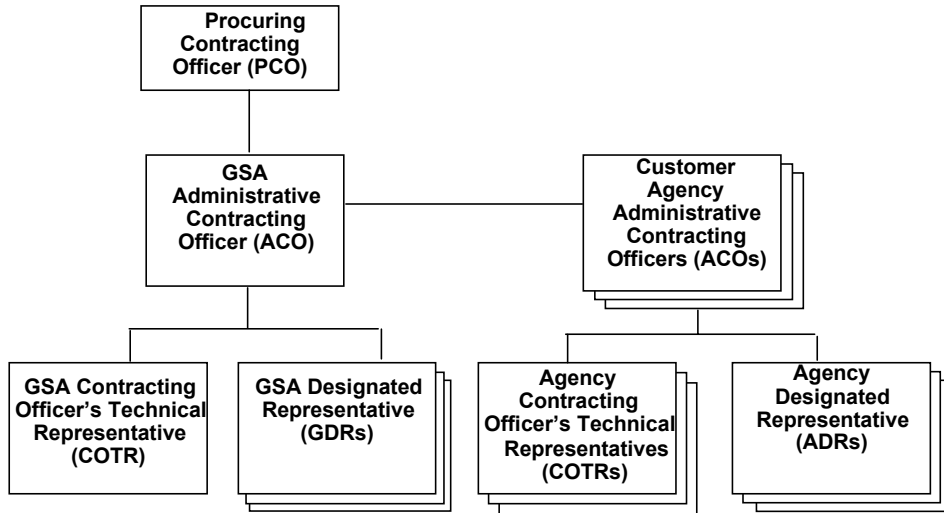
62 The GSA ACO may further delegate contract administration authority to customer
63 organization ACOs. The customer organization ACOs may delegate certain technical,
64 management, and operations authority to the customer organization COTR and to the Agency
65 Designated Representatives (ADRs). The customer organization ACO, COTR, and ADRs
66 will have authority within their respective organization only. The following sections
67 describe the specific functions of the various Government contract management personnel.

68 **G.1.1.1 Procuring Contracting Officer**

69 The PCO will designate to the contractor, in writing and by name, the GSA ACO. The
70 GSA ACO will designate the Government personnel who will have delegated responsibility
71 and authority under the contract. The PCO is:

72
73
74
75
76
77

Name: Robert A. Hayhurst
Title: PCO
Address: 7525 Colshire Drive, Mail Stop Z397, McLean, VA 22102
Telephone No.: (703) 610-2234



78
79

Figure G.1.1-1. Government Contract Administration Points Of Contact

80 **G.1.1.2 Administrative Contracting Officer**

81 ACOs are responsible for administration of the contract. The right to issue contract
82 revisions, change the terms and conditions of the basic contract, terminate the contract,
83 exercise option renewals, and approve subcontractors is delegated in writing to the GSA
84 ACO.

85 The PCO may delegate the ACO authority to the GSA ACO. The GSA ACO is:

86 Name: [To be designated at or after award]
87 Title: ACO
88 Address:
89 Telephone No.:

90 Communications pertaining to contract administration matters shall be addressed to the
91 GSA ACO. The GSA ACO will be the only person authorized to make or approve any

92 changes in any of the requirements of this contract, and, notwithstanding any provisions
93 and/or clauses contained elsewhere in the contract, said authority will remain solely in the
94 GSA ACO. In the event the contractor should make any changes at the direction of any
95 person other than the GSA ACO, such change shall be considered to have been made without
96 authority, and no adjustment shall be made in the contract price to cover any increase in costs
97 incurred as a result thereof. When necessary, the GSA ACO will:

- 98 (a) Serve as liaison between the contractor and customer organizations
- 99 (b) Assist in expediting orders
- 100 (c) Ensure compliance with contract requirements
- 101 (d) Issue final decisions and handle all disputes under the Contract Dispute Act

102 The GSA ACO will delegate ACO authority to the customer organization ACO. The
103 customer organization ACO performs the procurement functions of negotiating and issuing
104 service orders. Acceptance or rejection of deliverables is also delegated to the customer
105 organization ACO under this contract. Acceptance or rejection of deliverable products may
106 be delegated, in writing, to the COTR by the ACO.

107 **G.1.1.3 Contracting Officer's Technical Representative**

108 The GSA ACO will appoint a GSA COTR to assure orderly performance of orders. The
109 GSA COTR is:

110 Name: [To be designated at or after award]
111 Title: COTR
112 Address:
113 Telephone No.:

114 The customer organization ACO will appoint the customer organization COTR. A letter
115 of delegation will be issued by the ACO to the COTR, with a copy supplied to the contractor,
116 stating the COTR's responsibilities and limitations.

117 The GSA COTR or customer organization COTR is authorized to be the technical point
118 of contact under each order; however, the contractor shall direct all inquiries of a technical or
119 non-technical nature through the ACO.

120 The types of actions within the purview of the COTR's authority will be:

- 121 (a) Ensure that the contractor performs the technical requirements of the contract

- 122 (b) Perform or cause to be performed inspections necessary in connection with
123 performance of the contract
- 124 (c) Monitor the contractor's performance under the contract and notify the contractor and
125 ACO of any deficiencies observed
- 126 (d) Coordinate Government-furnished property availability
- 127 (e) Provide for site entry of contractor personnel if required

128 The GSA or customer organization COTR may provide technical direction and general
129 guidance to the contractor.

130 As used herein, "technical direction" is direction to the contractor that fills in details,
131 suggests possible lines of inquiry, or otherwise completes the general scope of the work.
132 "Technical direction" must be within the terms of this contract, shall not change or modify
133 the contract in any way, and shall not constitute changes (as described in the clause of this
134 contract entitled "Changes - Fixed Price" (AUG 1987)), which may only be accomplished by
135 the GSA ACO.

136 The COTR will provide no supervisory or instructional assistance to contractor
137 personnel. The COTR's responsibility is to provide contractor access to working data and to
138 clarify technical areas as necessary to assure useful expenditure of contractor effort. The
139 COTR is not empowered to make any commitments or changes which affect the contract
140 price, terms, or delivery provisions. Any such proposed changes must be brought to the
141 immediate attention of the GSA or customer organization ACO for action. The acceptance
142 of any change by the contractor without specific approval and written consent of the GSA
143 ACO shall be at the contractor's risk.

144 If in the contractor's opinion, the COTR requests or indicates an expectation of effort
145 which would justify or require an equitable adjustment to the contract, the contractor shall
146 promptly notify the GSA or customer organization ACO in writing, pursuant to the
147 Notification of Changes clause, FAR 52.243-7, but take no other action on that request or
148 effort until the GSA ACO has issued a change or otherwise resolved the issue.

149 **G.1.1.4 GSA Designated Representative**

150 The GDR will be nominated by the GSA COTR and delegations will be granted by the
151 GSA ACO. The specific authority granted to each GDR will be provided by the GSA ACO
152 to the GDR and the contractor in writing. The types of actions within the GDR purview will
153 be:

- 154 (a) Initiate, approve, and sign service orders

- 155 (b) Monitor service implementation
- 156 (c) Review invoices
- 157 (d) Monitor contractor performance
- 158 (e) Notify the GSA COTR of any contractor deficiencies
- 159 (f) Coordinate Government-furnished property availability
- 160 (g) Provide for site access for contractor personnel as required
- 161 (h) Serves as customer organization's point of contact for technical issues

162 **G.1.1.5 Agency Designated Representative**

163 The ADR will be nominated by the customer organization. The ADR is the designated
164 representative of the customer organization and will perform the GDR functions for the
165 customer organization.

166 **G.1.2 Contractor's Points of Contact**

167 The contractor shall provide an organizational structure for the nationwide management
168 and administration of the Metropolitan Area Acquisition (MAA) program. The organization
169 structure shall include personnel to perform the following functions:

- 170 (a) Serve as the point of contact to interface with the Government (GSA and customer
171 organizations) on issues related to program administration
- 172 (b) Oversee the overall management and operations of services provided under the MAA
173 contract
- 174 (c) Serve as the point of contact to interface with the Government (GSA and customer
175 organizations) on major issues related to operational support and implementation
- 176 (d) Coordinate as necessary with the COTR, customer organizations, subcontractors, and
177 other service providers during the implementation of services
- 178 (e) Serve as the single point of contact to interface with the COTR and meet with the
179 Government (GSA and customer organizations) on planning and operational issues
180 related to classified requirements and/or problems in the event of national security
181 threats and/or disaster situations
- 182 (f) Obtain and maintain a Top Secret clearance for National Security/Emergency
183 Preparedness (NS/EP) requirements, as necessary

184

185 The contractor shall identify a Program Manager and Project Manager and shall define
186 their respective roles and responsibilities. All personnel assigned by the contractor to fulfill
187 contract management and administrative functions shall be accessible to the Government
188 (GSA and customer organizations) 24 hours a day, 7 days a week by telephone or pager. A
189 list of all points of contact shall be provided. The contractor shall provide the GSA ACO
190 with an updated list of all points of contact within five calendar days after changes to the list.

191 **G.1.3 Agent for the Government**

192 In order for the MAA contractor to act as the Government's liaison, it will be provided a
193 Letter of Agency by the GSA ACO after the notice to act as the Government's liaison. The
194 contractor shall act as the Government's liaison with telecommunications carriers and
195 equipment suppliers for activities including, but not limited to, installation and maintenance
196 of trunks, off-premise locations, and activities necessary for restoration of service caused by
197 faulty circuitry and equipment.

198 Additionally, the Letter of Agency will empower the contractor to coordinate
199 implementation activity at user locations as follows:

- 200 (a) Coordinate with providers of the current services all preparations that are necessary
201 to accomplish the transition of existing services to the contractor's services
- 202 (b) Undertake all preparations necessary to implement new services
- 203 (c) Resolve service problems with other contractors
- 204 (d) Use specified Government schedules and Basic Ordering Agreements to order
205 incidental services and equipment, provided a related service order has been received
206 from an authorized ADR or GDR

207 **G.1.4 Access to Management Data**

208 To facilitate the administration of the contract, the contractor shall provide GDRs and
209 ADRs access to the management data specified in Sections C.4 and G.2 through G.7. The
210 GDRs shall have access to all contract information. The ADRs shall only have access to
211 their own organizational information. Data and reports shall be provided in electronic format

212 on a media to be determined by the Government and the contractor after each MAA contract
213 award. Data and reports shall be available on one of the following electronic media options:
214 3.5 inch diskette, Compact Disk-Read Only Memory (CD-ROM), magnetic tape, DAT data
215 cartridge, Internet, or Electronic Data Interchange (EDI) when technically feasible.

216 Where on-line access to management data is available to commercial customers, the
217 contractor shall provide the Government (GDR and ADRs) similar on-line access to
218 management data.

219 **G.2 Service Ordering**

220 The contractor shall provide the services and/or supplies specified on each order at the
221 price set forth on each order. Either the GDR or the ADR will be responsible for the
222 administration of the orders issued under this contract. Orders may be issued under this
223 contract from date of each MAA contract award through the life of the contract. All orders
224 issued under this contract are subject to the terms and conditions of the contract. The
225 contract shall prevail in the event of conflict with any order. All orders issued prior to the
226 end of contract shall be honored and performed by the contractor according to all terms and
227 conditions of the contract, subject to the Government's right to stop orders. Copies of all
228 service orders shall be maintained by the contractor for the length of the contract.

229 The service ordering process shall include the following activities:

- 230 (a) Service price quotes
- 231 (b) Service order processing

232 The contractor shall provide a single, toll free, point of contact for customers to obtain
233 service price quotes, submit service orders, track service orders, and initiate service order
234 changes.

235 The GDR or the ADR will give fair consideration to the contractors for all orders under
236 this contract as described herein. When considering with which contractor an order will be
237 placed, the Government will exercise business judgement consistent with the business and
238 mission requirements of the organization placing the order(s). The fair consideration process
239 is intended to be straightforward, simple, and reflective of the nature of the
240 telecommunications services being procured.

241 For the purposes of conducting the fair consideration process, an "order" is the service
242 requirement submitted by an authorized user to the GDR or ADR for procurement. The
243 service requirements constitute the order even if the actual service order process to fill these
244 service requirements involves submission of multiple electronic or paper service order forms
245 within the contractor's system.

246 The GDR or ADR will use the following procedures to give fair consideration to the
247 contractors for any given order that requires fair consideration:

248 (a) The GDR or ADR will consult the latest available information about the contractors
249 relevant to the service requirements. Sources of data may include, but are not limited
250 to the following:

251 (1) Published contract prices (e.g., H.9, Electronic Access to the Contract and H.12,
252 Tariff Filing Requirements) and any other current contractor-provided
253 information (e.g., marketing materials, product specifications, etc.)

254 (2) Related analyses that aid the decision-making

255 (3) Information sought and received from the contractors (i.e., service price quotes,
256 proposals, technical or price analyses, oral presentations, oral discussions, etc.)

257 (4) Other available information relevant to the decision

258 (b) The GDR or ADR will decide based on consideration of the available information.
259 The GDR or ADR will use one of the following methods for deciding which
260 contractor will receive a given order:

261 (1) The GDR or ADR may base their decision solely on relative contract prices
262 without further consideration of other factors

263 (2) The GDR or ADR may base their decision on a combination of price, technical,
264 and past performance considerations appropriate to the particular decision being
265 considered. (For example, a decision to implement a new data network
266 interconnecting multiple locations may weigh technical issues more highly than a
267 decision to install a single link between two locations where technical issues may
268 be less complex.)

269 (c) The GDR or ADR will place the order with the selected contractor

270 The Government intends to place orders for the initial transition using the process
271 described above.

272 The Government reserves the right to modify this fair consideration process and will
273 notify the contractors of any such modifications in advance of any orders being placed using
274 the modified process.

275 Neither the user nor GSA is required to communicate any ordering decision to the
276 contractor that did not receive a particular order. The Government assumes that contractor-
277 furnished data is current. The contractor is encouraged to maintain the currency of

278 information presented to the Government. The GDR or ADR may rely on these data when
279 making ordering decisions.

280 The GDR or ADR may issue service orders without the fair consideration process
281 whenever circumstances warrant the exercise of any exception set forth in 41 USC §253j. In
282 accordance with 41USC §253j, fair consideration does not apply to orders that are under
283 \$2,500 or to service orders above \$2,500 where the Contracting Officer determines that: (1)
284 the need for the services ordered is of such unusual urgency that providing such opportunity to
285 all contractors would result in unacceptable delays in fulfilling that need; (2) only one
286 contractor is capable of providing the services required at the level of quality required because
287 the services ordered are unique or highly-specialized; (3) the service order should be issued on
288 a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to
289 a service order already issued on a competitive basis; or (4) it is necessary to place the order
290 with a particular contractor to satisfy a minimum revenue guarantee.

291 Examples of exceptions include, but are not limited to, those described in the following
292 table. These examples are provided only for illustration purposes.

Table G.2-1. Examples of Fair Consideration Exceptions

Exception Provided for by 41 USC §253j [abbreviated description]	Examples of Service Order Types that Qualify As Exceptions
Unusual urgency that would lead to unacceptable delays	<ul style="list-style-type: none"> • Natural disaster or other emergency needs • Military/mobilization needs • Immediate short-term need arising on short notice
Only one capable contractor	<ul style="list-style-type: none"> • Only one contractor offers the service • Only one contractor offers the service to the locations where the service is needed • Only one contractor can demonstrate that it is capable of providing service in the manner required by the user or to the required locations
Economy, efficiency and logical follow-on to an order already issued under fair consideration	<ul style="list-style-type: none"> • Service orders associated with any moves, additions, changes, or similar needs • Incremental service orders for the same or a new service to locations where service already exists or has been ordered • Service orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training network management, or other support systems • Service orders placed to maintain the engineering and operational integrity of, or to augment an established telecommunications capability within an organization
Meet a minimum revenue guarantee	<ul style="list-style-type: none"> • No examples provided.

294 The Government does not intend to advise the contractors of every order to be placed or
295 provide the contractors a separate opportunity to compete for each order. A GSA Service
296 Order Ombudsman has been appointed to hear concerns from contractors. The Service Order
297 Ombudsman does not diminish the authority of the GSA Contracting Officer, the GDR,
298 ADRs, or the authorized users. The Service Order Ombudsman is responsible for reviewing
299 complaints from the contractors and for ensuring that the contractors are given fair
300 consideration in the ordering process as described above. The Service Order Ombudsman is
301 a senior GSA official who is independent of the GSA Contracting Officer. The Service Order
302 Ombudsman does not have the authority to overturn ordering decisions or to adjudicate
303 formal contract disputes. The GSA Service Order Ombudsman is:

304 Name: [To be designated at or after award]
305 Title: GSA Service Order Ombudsman
306 Address:
307 Telephone Number:
308

309 **G.2.1 Service Price Quotes**

310 The contractor shall provide price quotes for specific services and features when
311 requested by the GDR or ADR prior to submitting a service order request. The price quote
312 shall identify all recurring and non-recurring charges, the service availability date, the date
313 when the price quote will become nonbinding, and appropriate technical information that
314 describes the service. The contractor shall work with GDRs and ADRs to plan, define, and
315 develop service alternatives/solutions in a proposal with associated price quotes. The
316 contractor may, in addition to responding to the approach the Government defines, submit an

317 additional proposal if the contractor determines another approach can more economically
318 and/or efficiently accommodate the Government's requirements.

319 The contractor's initial service price quote (proposal) shall be received by the GDR or
320 ADR no later than five business days after the service price quote request is received by the
321 contractor. At the request of the contractor, the GDR and ADR may agree to negotiate a
322 later initial service price quote date. The GDR or ADR may submit requests for a service
323 price quote using telephone, mail, electronic mail, or facsimile formats.

324 The contractor may request a pre-price quote (proposal) meeting. The request for the
325 meeting shall be made to the GDR or ADR no later than three business days after receipt of
326 the service price quote request. If a pre-price quote (proposal) meeting is held, the service
327 price quote (proposal) shall be received by the GDR or ADR as negotiated in the pre-price
328 quote (proposal) meeting.

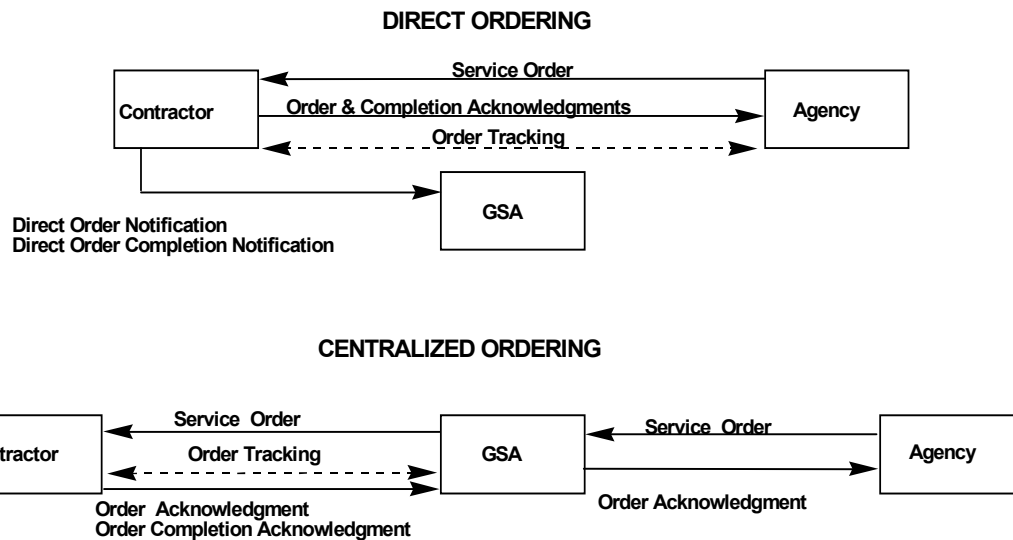
329 All costs associated with the development, presentation, and negotiation of the
330 contractor's service price quotes (proposal) shall be at the contractor's expense. The
331 contractor's final proposal reflecting the results of negotiations shall be submitted at the
332 conclusion of a negotiation meeting by pen and ink changes to the initial proposal, unless
333 otherwise requested and authorized by the GDR or ADR, in which case submittal shall not
334 exceed three business days.

335 **G.2.2 Service Order Processing**

336 The contractor shall process, implement, and manage service orders. The Government
337 intends to use the contractor's existing service order process as much as possible for MAA
338 service ordering. The service order process shall accommodate the following functions:

- 339 (a) Order Initiation
- 340 (b) Order Tracking
- 341 (c) Order Completion and Acknowledgment

342 Figure G.2.2-1 illustrates the service order process and the order status information to be
343 provided to the Government (GSA and customer organizations).



344

345

Figure G.2.2-1. MAA Service Order Processes

346

G.2.2.1 Service Order Initiation

347

The contractor shall accept service orders to initiate, add, change, move, or disconnect service and service features. The contractor shall accept changes to pending orders and accept order cancellations. The contractor shall be responsible for directing and accomplishing all tasks associated with processing all service orders.

351

As illustrated in Figure G.2.2-1, the contractor shall receive service orders from two sources:

352

353

(a) ADR (direct ordering)

354

(b) GDR, on behalf of a customer organization, (centralized ordering)

355

GSA will delegate to ADRs, the authority to place orders directly with the contractor.

356

For customer organizations that place orders directly with the contractor, their ADR is

357

responsible for the orders and will sign and approve each order. The ADR is responsible for

358

inspection and acceptance or rejection of the services performed by the contractor, as ordered

359 by the ADR. After contract award, the contractor will be notified by the GSA ACO which
360 customer organizations have been authorized to perform direct ordering.

361 For centralized ordering, GSA will act as an agent for customer organizations as
362 authorized by a Memorandum of Understanding (MOU) executed between the customer
363 organization and GSA (i.e., orders will be placed by customer organizations through GSA,
364 and GSA will issue the orders to the contractor). For the orders placed through GSA, the
365 GDR is responsible for the orders and will approve and sign each service order. The GDR is
366 responsible for inspection and acceptance or rejection of the services performed by the
367 contractor.

368 The contractor shall enable the GDR or ADR to submit service orders to the contractor
369 using the following media:

- 370 (c) Telephone
- 371 (d) Facsimile
- 372 (e) Electronic mail
- 373 (f) Electronic file
- 374 (g) Mail
- 375 (h) EDI, where technically feasible

376 EDI service ordering transactions shall conform to the ANSI X12 850 transaction sets, as
377 interpreted by the Telecommunications Industry Forum (TCIF).

378 The contractor shall provide an example and specify the format and content of the service
379 order to be used by the Government (GSA and customer organizations) for submitting
380 service orders. After contract award, the contractor shall provide 60 days advance notice of
381 any changes in the service order format and content and provide any necessary retraining to
382 GDRs and ADRs.

383 The contractor shall provide the ability for the GDR or ADR to submit bulk service
384 requests for multiple services or features on a single service order, and batch service requests
385 for services or features on different orders at the same time. The contractor shall be able to
386 accept and process orders for a single service or a combination of the services. For orders
387 that include a combination of services, the contractor shall process each individual service in
388 the order as if it is an individual order.

389 The contractor shall be responsible for assigning an order identification number for each
390 service order and each item of a bulk service order.

391 The contractor shall provide and implement a mechanism for providing service order
392 acknowledgments to the ADR (direct ordering) or GDR (centralized ordering). The
393 contractor shall provide an example and specify the format, content, delivery time frame, and
394 media of the service order acknowledgment. However, the contractor shall provide a service
395 order acknowledgment within five business days after receiving a service order.

396 The contractor shall provide direct order notification to the designated GSA organization
397 of all direct orders it receives from customer organizations. The contractor shall provide an
398 example and specify the format, content, frequency, and the electronic delivery media of the
399 direct order notification (e.g., copy of service order, monthly summary report). The GSA
400 organization designated to receive the direct order notifications will be determined at the
401 time of each MAA contract award.

402 If additional information or modification from the Government is required before service
403 order processing can be completed, the contractor shall notify the GDR or ADR within two
404 business days after receipt of the service order and shall specify the required information and
405 action to be provided by the Government.

406 **G.2.2.1.1 Service Order Changes**

407 The Government has the right to cancel, modify, or change the due date of a service order
408 at any time during the service order process. The service order change date shall be the date
409 the GDR or ADR provides verbal or written notice of change orders to the contractor. The
410 Government will provide written confirmation of verbal notices within five business days or
411 before the scheduled service due date, whichever is earlier.

412 Service order change charges may be applied as follows:

- 413 (a) If an order is changed prior to start of installation, no charge shall apply.
- 414 (b) If the service availability date is changed after installation is initiated, a one-time
415 service order change charge may apply.
- 416 (c) If the location is changed after installation is initiated, the contractor may charge
417 actual direct and indirect expenses incurred at both locations. The total charge shall
418 not exceed the Service Initiation Charge (SIC) for both locations.
- 419 (d) If an order is canceled after installation is initiated, the contractor may charge its
420 actual direct and indirect expenses of service installation incurred up to the service
421 order change date. The total charge shall not exceed the SIC for the order.

422 **G.2.2.1.2 Service Availability Intervals**

423 Service shall be provided in the following service availability intervals:

- 424 (a) Standard Service Availability Interval
425 (b) Negotiated Service Availability Interval

426 The contractor shall specify a standard service availability interval for the services
427 specified in Section C.2. The contractor shall publish, and make available to all customers, a
428 schedule of the standard service availability intervals. The schedule of standard service
429 availability intervals shall specify the services and quantities of service that can be provided
430 in standard intervals. The standard intervals shall be consistent with the contractor's
431 offerings to commercial customers. Copies (paper or electronic format) shall be provided to
432 all GDRs and ADRs within 30 business days after notice to proceed for each MAA contract.
433 Updates to the standard service availability intervals shall be provided to all GDRs and
434 ADRs prior to the effective date of the updates.

435 The contractor may negotiate a service availability date with the GDR or ADR under the
436 following conditions:

- 437 (c) There is no standard service availability interval for the service.
438 (d) The GDR or ADR requests a service date before or beyond the applicable standard
439 service availability interval.
440 (e) The contractor identifies equipment compatibility problems (Section C.2.1.6).
441 (f) The contractor identifies on-premise wiring deficiencies (Section C.2.1.12).
442 (g) The service order requires an Execution Plan due to the complexity and scope of the
443 service order (e.g., number of locations, geographic coverage, technology) (Section
444 C.4.1.3).

445 The contractor shall allow for expedited service implementation. Service orders
446 requesting expedited service implementation shall take priority for completion over routine
447 service orders submitted previously by the requesting customer organization only, and shall
448 not be placed ahead of the orders of any other customer organization (unless otherwise
449 directed by the GSA ACO or COTR). When a customer requires expedited service
450 implementation, an order expedite charge will be allowed.

451 **G.2.2.1.3 Service Termination Date**

452 Service termination shall be effective on the service termination date requested by the
453 GDR or ADR. Notice should be given to the contractor at least ten days prior to the
454 requested service termination date. No payment will be made by the Government for
455 services after the service termination date.

456 **G.2.2.2 Service Order Tracking**

457 The contractor shall provide and implement the means for the COTR, GDR, or ADR to
458 verify the status of service orders from service order initiation to order completion. The
459 contractor's existing service order tracking procedures shall be used to the extent possible.

460 **G.2.2.3 Service Order Completion and Acknowledgment**

461 The contractor shall complete cutover tests specified in Sections C.4.1.2 and E before
462 delivering the service to the customer. The contractor shall be responsible for coordinating
463 with any other contractors who may be involved in the service activation to ensure that
464 everything is ready for activation. The contractor shall verify that the service is activated
465 and operational before delivering it to the customer organization. The contractor shall
466 perform necessary adjustments or corrections to any service deficiencies, at no cost to the
467 Government, during service activation.

468 The contractor shall implement and activate the service within the standard service
469 availability date or the negotiated service availability date, as appropriate.

470 When a service order is completed, the contractor shall provide an order completion
471 acknowledgment to the ADR (direct ordering) or GDR (centralized ordering). The order
472 completion acknowledgment shall include sufficient information to identify the effective
473 service date, SDP identifiers, associated telephone numbers, and customer organization. The
474 contractor shall provide an example and specify the format, content, delivery date, and the
475 electronic delivery media of the service order completion acknowledgment.

476 The contractor shall provide direct order completion notification to the designated GSA
477 organization, to be determined at the time of each MAA contract award, of all completed
478 direct service orders. The contractor shall provide an example and specify the format,
479 content, frequency, and electronic delivery media of the direct order completion notification
480 (e.g., copy of service order acknowledgment, summary report). However, at a minimum, the
481 direct order completion notification shall be provided to the designated GSA organization on
482 a weekly basis.

483 **G.3 Operational Support**

484 The following activities are considered as part of operational support:

- 485 (a) Number inventory and administration
- 486 (b) Moves, adds, and changes
- 487 (c) Maintenance

- 488 (d) Inventory management
- 489 (e) Physical security and work area management
- 490 (f) Security services
- 491 (g) Marketing MAA services to customer organizations

492 **G.3.1 Number Inventory and Administration**

493 The contractor shall maintain an inventory of the NPANXXs and telephone numbers
494 assigned through this contract. The contractor shall provide status information on the MAA
495 numbers, including those assigned, deleted, modified on a semi-annual basis. The contractor
496 shall ensure that the numbers are available for use when requested.

497 **G.3.2 Moves/Adds/Changes**

498 The contractor shall provide the GDR and ADR the capability to request moves, adds,
499 and changes of lines, services, and features through its service ordering process (Section
500 G.2).

501 At Government request and when available, the contractor shall provide the means
502 necessary to allow customer organizations the ability to make internal software
503 reconfigurations and software changes.

504 **G.3.3 Maintenance**

505 The contractor shall provide preventive (scheduled) maintenance that conforms to the
506 maintenance practices for each service that are based on the contractor's commercial
507 practices. Preventive maintenance shall not interfere with, disrupt, or degrade services
508 provided to the customer organization during normal Government business hours.

509 **G.3.4 Inventory Management**

510 The contractor shall provide an inventory management system to keep track, on a
511 location and customer organization-basis, of the inventory of the lines, equipment, services,
512 and features of the services provided under this contract. The contractor shall provide
513 inventory status information to the GDRs and ADRs on semi-annual basis.

514 **G.3.5 Physical Security and Work Area Management**

515 The contractor shall follow security procedures established by the Government in
516 conjunction with building management to prevent unauthorized access to the building
517 telecommunications facilities (e.g., telephone closet). These security measures shall include,
518 but are not limited to, procedures for signing in and out, escort procedures, and inspection
519 routines. When multiple contractors share the telecommunications facility, the contractor
520 shall work with the Government in coordination with other contractors and the building
521 management to agree on procedures that ensure the security of the facility, while allowing
522 access to the facility by multiple parties.

523 The contractor shall make its best effort to maintain equipment rooms, wire closets, and
524 all other work areas at Government locations in a clean, orderly, and neat state. The
525 contractor's responsibility shall be limited to cleaning up disorder and trash created by its
526 personnel only. The contractor shall provide all labor, tools, parts, and software, and any
527 additional test equipment required to maintain continuity of service to the Government.

528 For wiring/telephone closets, the contractor shall clearly label the wires and circuits used
529 to provide MAA services to permit the Government to identify and trace the physical
530 installation of a particular line or group of lines. The contractor shall ensure that these labels
531 are readable and up-to-date at all times.

532 **G.3.6 Security Services**

533 Telecommunications services under this contract will carry nonsensitive programmatic
534 and administrative traffic, Sensitive But Unclassified (SBU) traffic, and higher levels of
535 sensitive and/or classified traffic that has been encrypted by users. Therefore, security
536 services are required. The services provided by the contractor shall be compatible with
537 existing security devices and systems used by the Government. Security services shall
538 protect all facilities and services, portions of the contractor's network used to provide MAA
539 services, information, and information processing resources provided under this contract
540 against threats, attacks, or failures of systems.

541 The contractor shall include a security plan that outlines the risk avoidance methodology
542 and management that are to be implemented after each MAA contract award. The security
543 plan and risk analysis shall address all aspects of security, including but not necessarily
544 limited to those described in Sections C.5.3 and G.3.5. The security plan shall identify all
545 risks, including identification of critical risks. The risk analysis shall include identification
546 of measures to mitigate risks. These risk analysis results must be approved by the
547 Government

548 prior to acceptance of support systems or any service. The contractor shall ensure that the
549 security plan and related risk analyses are compliant with requirements outlined in this
550 section, Section C.5.3, and any additional requirements of the Office of Management and
551 Budget (OMB) Circular A130.

552 **G.3.7 Marketing MAA Services to Customer Organizations**

553 The contractor shall market and promote the services, system features, and capabilities
554 provided through this contract to customer organizations as part of service provisioning. The
555 contractor shall provide a service marketing and promotion plan for each MAA contract. As
556 part of the plan, the contractor shall detail how it will conduct demonstrations and briefings
557 for users that describe services and features, the frequency of such demonstrations and
558 briefings, and how the services and features can be obtained and utilized to improve
559 customer organizations' productivity and reduce costs.

560 **G.4 Billing Procedures**

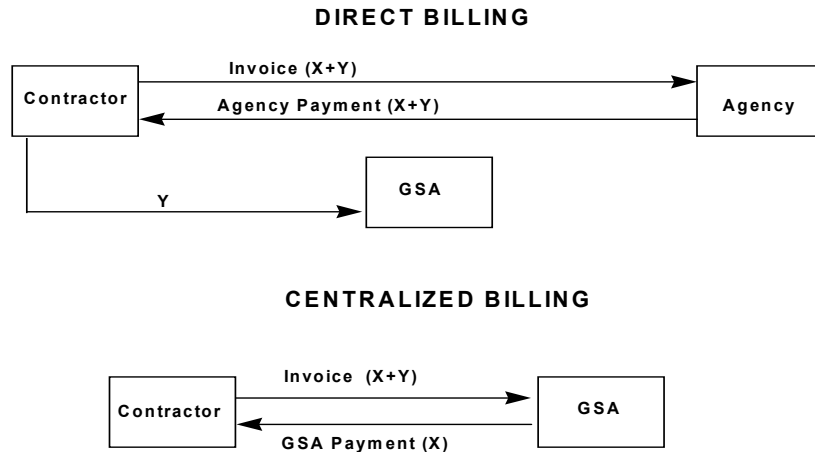
561 The contractor shall bill in arrears on a monthly basis. The contractor shall provide two
562 methods of billing, as illustrated in Figure G.4-1:

- 563 (a) Centralized Billing: The contractor shall provide a single consolidated invoice to
564 GSA for all customer organizations using centralized ordering. GSA will validate
565 and pay the centralized invoice (less the Contract Management Fee).
- 566 (b) Direct Billing: The contractor shall provide a single invoice to each customer
567 organization using direct ordering. Each customer organization will validate and pay
568 its invoice directly to the contractor.

569 For both the direct and centralized billings, the Contract Management Fee specified in
570 Section H.26 shall be factored into the contractor's telecommunications service rates. The
571 Contract Management Fee shall not be a separate item on the invoices. For direct billing
572 customers, the contractor shall collect the Contract Management Fee from the customer for
573 GSA on a monthly basis. The contractor shall directly pay (not as a credit on the invoice) to
574 GSA the amount of the Contract Management Fee on a quarterly basis (i.e., Government
575 fiscal year quarters). The payment shall be remitted within 30 calendar days after the close
576 of each quarter.

577 After contract award, the GSA ACO will identify to the contractor which customer
578 organizations are authorized to use direct billing.

579



X = Contractor Charge for Telecommunications Services
Y = MAA Contract Management Fee

580

581

Figure G.4-1. MAA Billing Processes

582 **G.4.1 Invoice Requirements**

583 The contractor shall submit all centralized and direct billing invoices to the designated
584 billing office(s) on the agreed date(s), to be determined by GDR/ADR and the contractor
585 after award, of each month. The contractor shall deliver invoices and billing support data to
586 GSA and customer organizations via paper or electronic format on a media to be determined
587 by the Government and the contractor after a MAA contract award. Invoices shall be
588 provided on one of the following electronic media options: magnetic tape, diskette, CD-
589 ROM, write once read many (WORM) cartridge. Where available to commercial customers
590 and requested by the Government, the contractor shall submit invoices in EDI format 811.

591 **G.4.1.1 Invoice Content**

592 Each invoice shall reflect all charges from the first day of the previous billing cycle
593 through the last day of the previous billing cycle. The contractor shall charge for all services
594 or equipment within three billing cycles after the services were rendered. All charges not
595 submitted within three billing cycles shall be borne by the contractor.

596 The contractor shall provide an example and specify the content and format of all
597 invoice(s) to be used for billing MAA services required under this contract.

598 Each invoice shall contain all pricing components in sufficient detail necessary to
599 reconcile charges with completed orders or actual usage. The contractor shall ensure that all
600 charges, credits, and debits are shown on the invoice and that no additional data are required
601 by the Government to verify the price of a call or feature and verify the amount of discounts,
602 credits or debits. In calculating applicable taxes, the contractor shall not impose taxes on the
603 Contract Management Fee.

604 The contractor shall bill the entire SIC, indicating waived or discounted charges, on the
605 invoice following acceptance by the Government for the installation of the service contained
606 in the completed service order.

607 For other reimbursable charges such as other direct costs, invoices shall reflect the
608 contractor's actual expenses for a specific delivery order. The Government will not pay any
609 charges that are not agreed on between the contractor and the GDR or ADR and that are not
610 specifically stated in the delivery order.

611 **G.4.1.2 Invoice Preparation**

612 The contractor shall prepare all invoices (for both direct and centralized billing) in
613 accordance with the Government's Agency Billing Code, Agency Hierarchy Code, Agency
614 Billing ID, and Service Delivery Point (SDP) identification (SDPID). These codes will
615 permit the Government to bill each customer organization and sub-organization for MAA
616 services actually used by that organization/sub-organization.

617 The contractor shall provide 60 calendar days notice to the ACO, GDR, and ADR, in
618 writing, before making changes to the invoice content or format. The frequency of such
619 changes, including changes resulting from the introduction of new services or industry
620 standards modifications, shall not exceed once every 60 calendar days unless the change was
621 mandated by a Federal, state, and/or local public utility regulatory authority or such other
622 process that requires implementation in less than 60 calendar days. The contractor shall
623 provide a detailed specification of the revised format to the ACO, GDR, and ADR in paper
624 or

625 diskette form. Invoice changes initiated by changes in the invoice standards by an authorized
626 regulatory body or at the direction of the contractor shall be done at no cost to the
627 Government. The contractor shall obtain written approval from the ACO to initiate an
628 emergency change.

629 When authorized by the Government, the contractor shall permit all customer
630 organizations to use a Government credit card, authorized for telecommunications. The
631 contractor shall coordinate with its bank to obtain the appropriate Standard Industrial
632 Classification code for the services provided under the contract and establish its credit card
633 financial procedures with its lending institution.

634 **G.4.1.3 Centralized Billing**

635 The contractor shall submit all centralized invoices to the designated billing office at the
636 address indicated below:

637 **DESIGNATED BILLING OFFICE ADDRESS**
638 **FOR CENTRALIZED BILLING CUSTOMER ORGANIZATIONS**
639 **(Will be specified after each MAA contract award)**

640 **G.4.1.4 Direct Billing**

641 The contractor shall submit direct bills to each authorized customer organization at the
642 customer organization address(s) indicated below:

643 **DESIGNATED BILLING OFFICE ADDRESSES**
644 **FOR DIRECT BILLING CUSTOMER ORGANIZATIONS**
645 **(Will be specified after each MAA contract award)**

646 Within 90 days notice by the GDR, the contractor shall change a customer organization
647 from centralized to direct billing or vice versa, at no additional cost to the Government.

648 **G.4.1.5 Summary Report of Billed Charges for All Customers**

649 On a monthly basis, the contractor shall provide a Summary Report of Billed Charges for
650 All Customers to the designated GSA organization, to be determined after award. For each
651 customer organization, the Summary Report of Billed Charges for All Customers shall
652 identify the billing option, all charges, and amount of MAA contract management fee
653 charged to direct billed customers.

654 **G.4.1.6 Invoice Data Retention**

655 All original paid invoices and other related records shall be maintained by the contractor
656 for the length of the contract plus three years after final payment is received. The contractor
657 shall make this data available to the Government auditors upon request within ten business
658 days notice.

659 **G.4.1.7 Trouble or Service Outage Credits**

660 The contractor shall propose, provide and implement a mechanism for uniquely
661 identifying service outages. The contractor shall credit the affected customer organization as
662 specified in Section H.11. Within three billing cycles after resolution of the service outage,
663 the service outage credit shall be processed through the contractor's billing system and
664 appear on the invoice.

665 **G.4.2 Billing Disputes**

666 The Government requires evidence that the service order has been completed and that
667 each associated charge has been priced correctly, or it may dispute the charge. The customer
668 organization and the contractor shall resolve their billing disputes directly, if possible. The
669 contractor shall provide and implement a mechanism for uniquely identifying each billing
670 dispute to permit the dispute initiator to track the status of a dispute. The contractor shall
671 provide a toll-free, single point of contact for billing dispute inquiries.

672 The contractor shall attempt to resolve billing disputes to the satisfaction of the customer
673 organization within 60 calendar days following official notification from either the GSA or
674 the customer organization. The contractor shall take a proactive lead in resolving disputes
675 promptly with the initiator of the dispute by establishing and maintaining meaningful
676 dialogue directed toward a fair and equitable resolution. In cases where a resolution is not
677 forthcoming, the contractor shall submit partial resolutions (less than the total amount in
678 dispute) to the dispute's initiator for acceptance or denial. The ACO or the dispute initiator
679 will respond within five business days with a proposed resolution. If either party wants to
680 escalate the dispute to the ACO (GSA ACO for centralized billing, and customer
681 organization ACO for direct billing) at any time, they may do so. Disputes that are not
682 resolved within 60 calendar days or the approved extension time must be escalated to the
683 ACO (GSA ACO for centralized billing, and customer organization ACO for direct billing).
684 Any disputes escalated to the ACO will be resolved in accordance with Federal Acquisition
685 Regulation (FAR) 52.233-1 (Alternate I) (Disputes).

686 Once a dispute is resolved, the contractor shall process and print the associated credit or
687 debit in the next invoice or invoice supporting report, making sure that the debit or credit and
688 the associated Billing Dispute Number is assigned to the proper level of the invoice
689 prescribed by the Agency Billing Code, Agency Hierarchy Code, and Agency Billing ID.

690 **G.4.3 Right to Withhold Payment**

691 The Government reserves the right to withhold a partial or entire payment of an invoice
692 as detailed in Section I (FAR 52.232-01, Payments).

693 **G.5 Trouble Handling**

694 The contractor shall provide a description and implement trouble handling procedures
695 that include, but are not be limited to, the following functions:

- 696 (a) Centralized trouble reporting
- 697 (b) Determining the cause of and correcting troubles
- 698 (c) Working cooperatively with other contractors and Government designated
699 representatives to resolve problems
- 700 (d) Maintaining audit trails of trouble resolution activities
- 701 (e) Responding to customer organization's inquiries on trouble resolution status
- 702 (f) Providing trouble escalation for normal and emergency events
- 703 (g) Monitoring trouble report management and escalation procedures
- 704 (h) Providing trouble report and performance information to customer organizations

705 **G.5.1 Trouble Reporting**

706 The contractor shall provide a single point of contact for trouble handling. Customer
707 organizations shall be able to submit trouble reports to the point of contact 24 hours a day, 7
708 days a week. The contractor shall be able to receive trouble reports by toll-free telephone,
709 electronic mail, or facsimile.

710 Audit trails of MAA trouble resolution activities shall be maintained for the duration of
711 the contract.

712 **G.5.2 Escalation Procedures**

713 The contractor shall provide a description and implement an escalation procedure, with
714 appropriate time intervals, for each service category provided under this contract. The

715 contractor designated point of contact name, title, telephone number, electronic mail
716 address, and facsimile number shall be provided to the GDR and ADRs five business days
717 after notice to proceed for each MAA contract. Changes to the point of contact information
718 shall be provided to the GDR and ADRs when changes to the point of contact information
719 are made.

720 The point of contact shall be responsible for coordinating trouble isolation and repair
721 efforts within the contractor's organization, between other service providers who may be
722 involved in resolving the problem, and the GDR or ADR. The point of contact shall be
723 responsible for escalating all troubles not resolved in the required time frames. The point of
724 contact shall stay actively involved with the trouble resolution process from start to
725 completion, including the use of cooperative, end-to-end testing to be used when troubles
726 remain unresolved or become chronic.

727 The contractor shall resolve trouble reports on a routine and emergency basis. The
728 trouble report shall specify whether emergency or routine handling is required.

729 **G.5.2.1 Routine Restoration**

730 For routine trouble reports, the maximum allowable time to restore service shall be 24
731 consecutive hours or the next business day unless a longer clearing time is mutually agreed
732 upon by both the contractor and the Government.

733 **G.5.2.2 Emergency Restoration**

734 For emergency trouble reports, the maximum allowable time to restore service shall be 4
735 consecutive hours unless a longer clearing time is mutually agreed upon by both the
736 contractor and the Government. The contractor shall provide emergency restoration at
737 occurrence of any of the following:

- 738 (a) Catastrophic failure of single and/or multiple switching system(s)
- 739 (b) Catastrophic failure of single and/or multiple transmission facilities
- 740 (c) Switching locations isolated due to equipment and/or facilities failures
- 741 (d) Loss of system access to FTS2000/FTS2001
- 742 (e) Loss of system access to the Local Exchange Network
- 743 (f) Disruption of service to users and/or circuits designated as critical by the
744 Government. Critical users and circuits will be identified in service orders or service
745 order changes.
- 746 (g) Any situation under which service to a system, or 20 percent of station lines at a
747 single location is disrupted for more than four hours including disruption caused by
748 fire, flood, explosion, civil disturbance, work stoppage (strike) or other labor
749 disputes, and backup power failure

750 The contractor shall monitor the system(s) to identify outages requiring emergency
751 restoration and commence appropriate remedial action prior to the actual submission of a
752 trouble report. The contractor shall notify the GDR immediately when any emergency
753 restoration action is implemented. The contractor shall provide status of trouble resolution to
754 the GDR every hour afterward until the trouble is resolved, or otherwise specified by the
755 GDR.

756 **G.5.2.3 Priority Restoration**

757 When outages occur, the contractor shall provide prioritized service restoration to station
758 lines designated as critical by the Government. The identity and location of critical station
759 lines shall vary over the life of the contract and will be provided to the contractor by the
760 COTR.

761 **G.6 Reporting Requirements**

762 The contractor shall describe, or provide examples showing, the content, formats, and
763 electronic media of all required reports. The contractor shall supply reports and service
764 forecasts using the processes and formats supplied to other customers to the maximum extent
765 possible.

766 The date for reports will be determined after each MAA contract award. For monthly
767 reports, the contractor shall provide the reports consistently on the same date of each month.
768 For quarterly reports, the contractor shall provide the reports consistently on the same date of
769 each quarter. The reports shall contain data for each service for every location, for every
770 MAA customer organization.

771 **G.6.1 General Reporting Requirements**

772 As part of basic service, the contractor shall provide the following monthly reports to the
773 GDR or ADR:

- 774 (a) Service Order Status Summary (Section G.2.2.2)
- 775 (b) Service Trouble Status Summary (Section G.5)
- 776 (c) Service Outage Credit Summary (Section G.4.1.7)
- 777 (d) Summary Report of Billed Charges for All Customers (Section G.4.1.5)
- 778 (e) Monthly call detail records (CDRs) for each customer organization (centralized and
779 direct ordering)

780 As part of basic service, the contractor shall provide the following quarterly reports to the
781 GDR or ADR:

- 782 (f) Billing Dispute Status Summary

783 (g) Billing Adjustments Summary

784 (h) Contract Management Fee Summary

785 As part of basic service, the contractor shall provide the following semi-annual report to
786 the GDR or ADR:

787 (i) Inventory report on MAA number assignments, lines, equipment, and features
788 (Sections G.3.1 and G.3.4)

789 Upon request of the GDR and ADR, the contractor shall provide the following reports for
790 each customer organization:

791 (j) Monthly Traffic Statistics by Service

792 (k) Monthly Service Performance Data

793 (l) Annual Traffic and Service Charge Forecast Report

794 The Annual Traffic and Service Charge Forecast Report shall forecast each customer
795 organization's traffic and charges by type of service for the forecast period. When requested
796 by the GDR, the total traffic and charges by service type shall be calculated. The report shall
797 consist of a twelve-month forecast.

798 Prices for the Monthly Traffic Statistics by Service, Monthly Service Performance Data,
799 Annual Traffic and Service Charge Forecast Report, and CDRs will be provided in each
800 metropolitan area-specific price proposal.

801 The contractor shall archive reports and supporting information for the duration of the
802 contract. The contractor shall make the archived information available to the GSA COTRs and
803 ADRs within 10 business days after a formal, written request for information is received by the
804 contractor. Archived information shall be provided in electronic format on a media to be
805 determined by the Government and the contractor after each MAA contract award. The
806 archived data shall be available in one of the following electronic media options: 3.5 inch
807 diskette, Compact Disk-Read Only Memory (CD-ROM), DAT data cartridge, magnetic tape,
808 or Internet.

809 **G.6.2 Future Reporting Requirements**

810 The contractor shall, at the request of the Government, provide special reports on a case-
811 by-case basis. The Government may also discontinue or modify reports, to reflect evolving
812 contract-related issues. The cost of making the changes for recurring and ad hoc reports shall
813 be negotiated between the Government and the contractor.

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51 **Section H**

52 **Special Contract Requirements**

53 **H.1 Term of Contract**

54 The effective period of this contract is for a base term of four years (48 months) from
55 date of award and at the option of the Government four successive one-year option years.

56 The Government will award fixed price, indefinite delivery, indefinite quantity
57 contract(s) for each site-specific Metropolitan Area Acquisition (MAA) Request for
58 Proposals (RFPs).

59 **H.2 Authorized Users**

60 (a) This contract is for the use of all Federal agencies; authorized Federal contractors;
61 agency-sponsored universities and laboratories; and as authorized by law or
62 regulation, state, local, and tribal Governments, and other organizations. All
63 organizations listed in General Services Administration (GSA) Order ADM 4800.2D
64 (as updated) are eligible.

65 (b) The Government has the right to add authorized users as defined in paragraph (a) ,
66 above, at any time during the term of this contract up to the limits specified in
67 Section H.3, below.

68 **H.3 Minimum Dollar Guarantee and Maximum Contract Limitation**

69 (a) The Government will specify the minimum dollar guarantee for each metropolitan
70 area specific RFP.

71 (b) The Government will specify the maximum contract ceiling for all moneys paid to
72 the contractor(s) under the contract for each metropolitan area specific RFP.

73 The minimum dollar guarantee and maximum contract limitation shall be applied to the
74 base term and all option years.

75 **H.4 Disclosure of Information**

76 (a) Any GSA or Government information made available shall be used only for the
77 purpose of carrying out the provisions of this contract and shall not be divulged or
78 made known in any manner to any person except as may be necessary in the
79 performance of the contract.

- 80 (b) In performance of this contract, the contractor agrees to assume responsibility for
81 protecting the confidentiality of Government records and for ensuring that all work is
82 performed under the supervision of the contractor or the contractor's responsible
83 employees.
- 84 (c) Each officer or employee of the contractor to whom information may be made
85 available or disclosed shall be notified in writing by the contractor that information
86 disclosed to such officer or employee can be used only for a purpose and to the extent
87 authorized herein. Use of such information for a purpose or to an extent
88 unauthorized herein may subject the offender to criminal sanctions imposed by
89 18 United States Code (U.S.C.) 641. The law provides, in pertinent part, that
90 whoever knowingly converts to their use or the use of another, or without authority
91 sells, conveys, or disposes of any record of the United States or whoever receives the
92 same with intent to convert it to their use or gain, knowing it to have been converted,
93 shall be guilty of a crime punishable by a fine of up to \$10,000, or imprisonment up
94 to 10 years, or both.

95 **H.5 Internal Revenue Service: Disclosure Of Information - Safeguards**
96 **and Sanctions**

97 The contractor agrees to comply, and to assume responsibility for its employees'
98 compliance, with the Internal Revenue Service's statutory requirements for disclosure of
99 information as specified by the following:

- 100 (a) All work shall be performed under the contractor's, or the contractor's responsible
101 employees' supervision.
- 102 (b) Any Federal Tax Return or Return information (as defined in Internal Revenue Code
103 (I.R.C.) 6103(b)(1) and (2)), made available to the contractor shall be used only for
104 the purpose of carrying out the provisions of this contract. Information contained in
105 such material shall be treated as confidential and shall not be divulged or made
106 known in any manner to any person except as may be necessary in the performance
107 of the contract. Disclosure to anyone other than an officer or employee of the
108 contractor shall require prior written approval of the Internal Revenue Service.
109 Requests to make such disclosures should be addressed to the GSA Administrative
110 Contracting Officer (GSA ACO).
- 111 (c) Each officer, employee, or any other person to whom returns or return information is
112 or may be disclosed shall be notified in writing that returns or return information
113 disclosed to such officer or employee can be used only for a purpose and to the extent
114 authorized herein, and that further disclosure of any such returns or return

115 information for a purpose or to an extent unauthorized herein constitutes a felony
116 punishable upon conviction by a fine of as much as \$5,000.00 or imprisonment for as
117 long as five years, or both, together with the costs of prosecution. Such person shall
118 also notify each such officer or employee that any such unauthorized future
119 disclosure of returns or return information may also result in an award of civil
120 damages against the officer or employee in an amount not less than \$1,000.00 with
121 respect to each instance of unauthorized disclosure. These penalties are prescribed
122 by I.R.C. Sections 7213 and 7431 and set forth at 26 Code of Federal Regulations
123 (CFR) 301.6103(a).
124 (d) Additionally, the contractor is required to inform its officers and employees of the
125 penalties for improper disclosure that are imposed by the Privacy Act of 1974,
126 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to
127 contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a
128 contractor, who by virtue of his/her employment or official position, has possession
129 of or access to customer organization records that contain individually identifiable
130 information, the disclosure of which is prohibited by the Privacy Act or disclosure of
131 the specific material is so prohibited, willfully entitled to receive it, shall be guilty of
a misdemeanor and fined not more than \$5,000.00.

132 H.6 Continuity of Services

- 133 (a) The contractor shall recognize that the services under this contract are vital to the
134 Government and must be continued without interruption, and that upon contract
135 expiration or at any time GSA discontinues or users relocate services, a successor,
136 either the Government or another contractor, may continue them. The contractor
137 agrees to phase-in coordination (coordinating the orderly transition to new contractor
138 or Government provided services such that the level and quality of service are not
139 degraded), and to exercise its best efforts and cooperate to effect an orderly and
140 efficient transition to a successor.
- 141 (b) Upon the GSA ACO's written notice, the contractor shall:
- 142 (1) Furnish phase-in, phase-out services for up to 12 months after contract expiration,
143 contract termination, contract discontinuance, or relocation of service. The price
144 of services provided during the phase-in/phase-out period shall not exceed the
145 prices in effect under the contract on the date of contract expiration, contract
146 termination, contract discontinuance, or relocation of service.
 - 147 (2) Negotiate in good faith a plan with a successor(s) and the Government for
148 determining the nature and extent of phase-in and phase-out services required.

149 This plan shall specify interconnection and transition procedures enabling the
150 services to be provided at the levels and quality called for by this contract.

151 (c) Upon the GSA ACO's written notice prior to contract expiration, the contractor shall
152 continue performance under the then existing terms and conditions (including price)
153 of the contract for a period of up to 12 months as specified by the GSA ACO.

154 (d) Should the GSA ACO, having elected paragraph (c) above, but not having elected
155 initially to extend the contract the full 12 months, provide subsequent written notice,
156 the contractor, as directed, shall continue to perform under the contract up to the full
157 12-month period.

158 **H.7 Price Management Mechanism**

159 The contractor shall agree that during the contract life, the prices set forth herein shall
160 not exceed the contractor's commercial price list (including applicable commercial
161 discounts) and/or established tariff prices for similar (or identical) services and monitoring
162 conditions. If at any time this should occur, the contractor shall immediately notify the GSA
163 ACO and offer the lower prices for incorporation into this contract. Similar services are
164 defined as comparable commercial technical services such as local voice dial tone (which is
165 equivalent to the Government's Circuit Switched Service for voice) or private line (which is
166 equivalent to the Government's dedicated transmission services). Monitoring conditions are
167 limited to the following three: (1) contract traffic volume by service category, (2) overall
168 contract revenue, and (3) contract length. When comparing contracts for similar services and
169 monitoring conditions, the contracts need not include the exact composition of service
170 category mix (i.e., a contract does not need to have all service categories specified in the
171 Government's contract to be considered as a comparable contract). The Government
172 reserves the right to make independent studies to determine if lower prices are being paid by
173 other customers in the same MAA service area for similar (or identical) services and
174 monitoring conditions covered by this contract.

175 In order to provide ongoing competitive prices to users of this contract, the contractor
176 shall adhere to firm fixed prices for the contract period, including options, subject to the
177 following exceptions:

178 (a) The contractor may reduce contract prices at any time.

179 (b) The implementation of the Price Management Mechanism (PMM) may reduce
180 contract prices for each service category (e.g., Circuit Switched Service [CSS] and
181 Dedicated Transmission Service [DTS]). The price of each service category after a
182 PMM is conducted cannot exceed the contract price of the service category before a
183 PMM is conducted.

184 The PMM will be exercised no more than once every six months. The first PMM will be
185 exercised no sooner than six months after contract award. The decision on whether and
186 when to conduct a PMM will be at the Government's discretion. In support of the PMM, the
187 contractor shall furnish all tariffs and tariff options filed by the contractor, when requested
188 by the Government.

189 The following paragraphs describe the process and methodology for conducting a PMM.

190 **H.7.1 Price Management Mechanism Process and Methodology**

191 The Government will notify the contractor of its intent to conduct the PMM 90 calendar
192 days prior to the expected PMM date (i.e., the date when price adjustment is to become
193 effective). With the notice to the contractor, which signals the start of the PMM, the
194 Government will furnish to the contractor for review a statistically significant demand traffic
195 set based on the Government's best estimate of the existing traffic. The demand traffic set
196 will include all services, features, and traffic volumes in such detail as necessary to
197 determine the charges that the Government would pay when compared with other
198 comparison sources as described below. Note: the demand traffic set may be re-created at
199 the Government's discretion between successive applications of the PMM.

200 Seven calendar days after the contractor's receipt of the demand traffic set, the
201 Government and the contractor will meet, acting in good faith, to mutually agree on the
202 demand traffic set. If the parties cannot agree on the demand traffic set, the contractor shall
203 follow the PMM dispute resolution process described in Section H.7.2. At the same meeting,
204 the Government and the contractor will generate a set of up to six comparison sources (the
205 sources which will be benchmarked against the demand traffic set). They will be derived
206 from the following pool of possible comparison sources:

- 207 a) Publicly available tariffs or tariff options from any vendor of the appropriate services
- 208 b) Non-proprietary commercial and government contracts from any vendor
- 209 c) Other sources

210 The set of up to six comparison sources will be selected as follows. First, the
211 Government and the contractor each will propose five comparison sources. (Note that if
212 both parties name the same source when picking one or more of their five choices, the
213 combined number of sources may turn out to be less than ten, but no less than five.) Note
214 also that each comparison source must offer both service categories included in the MAA
215 contract as awarded and any other service categories added via contract modifications. The
216 contractor's proposed comparison sources shall be the contractor's best and most competitive
217 contracts in terms of price for similar (or identical) services and monitoring conditions.
218 Next, the contractor will select, from the set of five sources chosen by the Government, three
219 sources for further use, while eliminating the remaining two. The contractor's unilateral right
220 to

221 discard two of the Government's comparison sources is the contractor's sole opportunity to
222 challenge the use or acceptability of a comparison source. At the same time, the Government
223 will review the set of five sources chosen by the contractor, and from those five, select three
224 for further use while eliminating two. As with the contractor, the Government's exercise of
225 this unilateral right to discard two of the contractor's comparison sources is the Government's
226 sole opportunity to challenge the use or acceptability of a comparison source. This process
227 will generate a set of up to six comparison sources (less than six if there is overlap). It is this
228 set that will be benchmarked against the demand traffic set.

229 By the 60th calendar day prior to the expected PMM date, the Government will have
230 calculated the amount the Government would pay for each service category under each
231 comparison source using the demand traffic set. Of the up to six comparison sources, the
232 Government will select one source as the basis for price adjustment. The price adjustment
233 shall be made by *service category*. The contractor's unit prices shall be lowered by a
234 percentage sufficient to ensure that the contract prices are equal to or below the best price.
235 The Government will forward the results of the calculations to the contractor, including the
236 methodology for arriving at the results. If the calculation results are disputed by the
237 contractor, the contractor shall follow the PMM dispute resolution process described in
238 Section H.7.2.

239 The Government will meet with the contractor fifteen calendar days prior to the expected
240 PMM date for a final review. This review process will not extend beyond one day. At this
241 meeting, the Government and the contractor will discuss and finalize any adjustments
242 suggested by the contractor and the Government upon reviewing the results of the
243 calculation. All final calculations will be reviewed between the Government and the
244 contractor. The price reduction shall be in effect within 14 calendar days after the review,
245 which is the expected PMM date. As a result of the PMM procedure, the contractor shall
246 reduce its prices to reflect the change(s). The contractor shall promptly file the appropriate
247 changes to tariffs and tariff options according to the tariff filing requirements specified in
248 Section H.12.

249 **H.7.2 Price Management Mechanism Dispute Resolution Process**

250 If the Government and the contractor are unable to resolve disagreements arising during
251 the PMM process because of: (1) the appropriateness of the demand traffic set, (2) the
252 accuracy of the Government's calculations when applying the demand traffic set to the
253 comparison sources, and/or (3) the way the price reduction is incorporated into the contract,
254 then the following procedures shall be followed. First, the Government and the contractor
255 will, acting in good faith, attempt to settle the disagreement via negotiation. The negotiation
256 will take place immediately after the disagreement is identified. A disagreement shall be
257 identified and a written notice will be given to the other party no later than seven calendar

258 days after the information (e.g., the demand traffic set, the Government's comparison price
259 calculation, any final review suggested adjustments) is received by either party to review.
260 The party that disputes the information shall forward documentation that provides detailed
261 analysis, methodology, and data to support each point of disagreement no later than seven
262 calendar days after the notice of the dispute is received by the other party. Negotiation will
263 then occur for up to 14 calendar days. At the end of the negotiation period, absent
264 settlement, the PMM will become subject to the Alternate Disputes Resolution (ADR)
265 process described in the paragraphs below.

266 If a disagreement arising during the PMM process cannot be settled through negotiation,
267 the Government and the contractor agree first to try in good faith to settle the matter by
268 mediation (with a "neutral" selected from a pool of judges at the General Services Board of
269 Contract Appeals [GSBCA]), before resorting to litigation. The mediation may include
270 multiple sessions, and shall continue until terminated by: (1) the resolution of the matter by
271 the Government and the contractor, (2) a written declaration of the Mediator to the effect that
272 further efforts at mediation are no longer worthwhile, (3) a written declaration by any party
273 to the effect that the mediation is terminated, or (4) the failure of the parties to reach
274 settlement within fourteen (14) calendar days of the first scheduled mediation session.

275 In no event shall a single ADR or consolidation of ADRs continue beyond the expected
276 PMM date (i.e., no later than 90 days after notice to the contractor of the initiation of the
277 PMM). If the Government and the contractor are unable to resolve PMM disputes through
278 the ADR process under this section, the matter shall be considered as a dispute to be resolved
279 through the Dispute Clause (Section I, Clause I.1.48; FAR Clause 52.233.01, Disputes [DEC
280 1998]). In the case that the dispute is unresolved as of the expected PMM date, the
281 contractor may invoice at the unadjusted price, but the Government will withhold from
282 payment the disputed portion of that price adjustment. The Government will calculate the
283 potential price reduction based on the Government's demand traffic set and comparison
284 source. The contracting officer will issue a final decision reflecting the Government's
285 position on the changed price, and if necessary, instruct the contractor to file the changed
286 price to tariff and tariff options.

287 **H.8 Price Reductions**

288 (a) The contractor may waive any non-recurring charge, including an installation or
289 service initiation charge, at any time, to any customer.

- 290 (b) The contractor may reduce contract prices at any time. Price reductions other than
291 those implemented by the Government under the PMM clause of this contract, or
292 covered by paragraph (a) above, shall be subject to the following conditions:
- 293 (1) The contractor shall propose all price reductions to the GSA ACO and
294 Contracting Officer's Technical Representative (COTR).
 - 295 (2) The proposed price reduction shall be effective on the first day of a given
296 invoicing period, after the effective date of the price reducing tariff(s).
 - 297 (3) Price reduction proposals shall include all contract pricing tables, and the
298 effective date(s) of the price reduction. The contractor shall provide all revised
299 pricing tables in an electronic format (or formats) to be specified by the
300 Government at the time of submission.

301 **H.9 Electronic Access to the Contract**

302 The contractor is hereby advised that a redacted version of the contract and all
303 modifications including prices for the current contract year will be made available on an
304 electronic bulletin board and/or the Internet.

305 The contractor shall submit both a redacted version and a non-redacted version of the
306 contract and any modifications in two formats. The first format shall include the original
307 contract and/or modifications separately. The second format shall include all modifications
308 incorporated in context within the basic contract. Thus, four versions shall be submitted:

- 309 (a) Redacted version in the first format
- 310 (b) Redacted version in the second format
- 311 (c) Non-redacted version in the first format
- 312 (d) Non-redacted version in the second format

313 The redacted version shall be prepared in accordance with Freedom of Information Act
314 guidance and will be approved by the GSA ACO before release.

315 To facilitate this process, the contractor shall provide deliveries of both electronic and
316 paper copies of the contract and any contract modifications within 20 Government business
317 days after contract award or contract modification.

318 **H.10 Protection of Contract Information**

319 In accordance with FAR Part 15.413, the Government will take the necessary and usual
320 steps to maintain the confidentiality of information submitted by the offeror prior to award of
321 the contract and modifications. The contractor is advised that upon award the Government

322 will make all contract prices publicly available for the current contract year.

323 **H.11 Credits and Consideration for Failure to Provide Service or Meet**
324 **Contract Requirements**

325 **H.11.1 Performance**

326 When the contractor fails to provide service meeting the performance requirements
327 specified in the contract, any extension of the contract, or any service order, the Government
328 will take a credit from the succeeding monthly invoice amount of the affected customer
329 organization according to the provisions of this clause.

330 Credits shall be applicable as set forth in Tables H.11-1 through H.11-3. Table H.11-2
331 provides the performance references against which Table H.11-1 applies. Table H.11-3
332 applies separately to all outages.

333 **NOTE: For this section, the Government will consider a proposed credit allowance**
334 **plan that differs materially from the solicited plan, provided the proposed plan is at**
335 **least as advantageous to the Government as the plan set forth below.**

336

Table H.11-1. Credit Allowance Computation

Type of Performance Requirement	For Each	Credit Equals
Availability¹	0.10 percent below the performance requirement	1.00% of the charge, for the affected users of the affected service, for the given month. Not to exceed 100% of the fixed monthly rate for each month.
Grade of Service²	1.00 percentage point degradation from the performance requirement	1.00% of the network-wide revenue for the affected service, for the given invoice period. Not to exceed 100% of the fixed monthly rate for each month.
Service Availability Interval	Failure to meet confirmed service availability interval (standard or negotiated)	100% of the service initiation charge for the affected service when the due date of an order is not met and where responsibility for not meeting the due date is solely with the contractor.

337

338

Table H.11-2. Performance Requirement Reference

Service	Performance Requirement Section C References
Local Voice Service	C.2.2.1.1.3
Circuit Switched Data Service	C.2.2.2.3
Dedicated Transmission Service	C.2.3.2

¹ Availability shall be computed as specified in Section J.4 for each service.

² Grade of Service (GOS) shall be calculated as described in Section C.2 for each service.

339

Table H.11-3. Credit Allowance Schedule for Outages

Service ³	Credit per Outage ⁴
Dedicated Transmission Service	1/30 fixed monthly rate for the first 24 hours (or fraction there of) and 1/30 for each additional 24 hours. Not to exceed 100% of the fixed monthly rate for each month.
Business Line Service, Off-premises switched-based service, Key System Access Service, PBX System Access Service	1/30 fixed monthly rate for the first 24 hours (or fraction there of) and 1/30 for each additional 24 hours. Not to exceed 100% of the fixed monthly rate for each month.
Circuit Switched Data Service	1/30 fixed monthly rate for the first 24 hours (or fraction there of) and 1/30 for each additional 24 hours. Not to exceed 100% of the fixed monthly rate for each month.

340

341 **H.11.2 Additional Terms and Conditions for Failure to Provide Service or Meet**
 342 **Contract Requirements**

343 If services are delayed, the Government may terminate this contract in whole or in part,
 344 including a service order, under the Default (Fixed-Price Supplies and Services)(APR 1984),
 345 FAR 52.249-08, clause in Section I. However, the Government may elect not to terminate
 346 the contract and instead accept consideration in lieu thereof. Consideration will be
 347 negotiated on an individual case basis between the Government and the contractor.

348

³ Outages shall include, but are not limited to, incidents of call or connection interruption, involuntary service disconnection, unsatisfactory transmission performance, and dialing or call set-up error.

⁴ The period of outage ends when the service is operative, as defined by the user.

349 **H.11.3 Retention of Government Rights**

350 Notwithstanding any provision of Section H.11 or any Government action taken under
351 the provisions of Section H.11, the Government retains all rights and remedies available to it
352 under any other provision of this contract under law.

353 **H.12 Tariff Filing Requirements**

354 (a) The contractor shall make all tariff filings that are required by law or regulation and
355 that are necessary for contract performance. The contractor shall provide the
356 Government with one hard copy and two electronic copies of all such tariffs on the
357 same day they are filed. The contractor shall certify that all terms, conditions, and
358 prices in the tariff are as stated in the contract, and that the tariff contains nothing
359 inconsistent with the contract. The electronic version shall be submitted on Compact
360 Disk-Read Only Memory (CD ROM) in Word 97 and/or Excel 97 (or the most
361 current versions) to the ACO and GDR.

362 (b) The contractor shall make the initial filing required to implement the contract within
363 30 calendar days after the date of contract award. If such filing is not permitted to
364 become effective by the State Public Service Commission or any other regulatory
365 agency or court of competent jurisdiction within 90 calendar days after the date of
366 contract award, or in extenuating circumstances a date approved by the ACO, the
367 Government will have the right partially or entirely to terminate the contract without
368 liability. This contract is a firm fixed price contract and all prices proposed by the
369 contractor are to be effective from the date of award irrespective of State Public
370 Service Commission approval.

371 (c) After contract award, except for the initial filing mentioned in paragraph (b) above,
372 the contractor shall provide to the Government advance copies of all revisions to
373 tariffs or new tariffs that specifically pertain to the contract or that may materially
374 affect the Government's rights under the contract. These shall be provided to the
375 ACO and GDR at least ten calendar days in advance of the intended filing date. The
376 contractor shall make no revisions to its tariffs that materially and adversely affect
377 the Government's rights under the contract (including the contract as modified),
378 without obtaining the Government's prior written consent.

379 (d) If any ruling, order or determination of the State Public Service Commission or any
380 other regulatory agency or court of competent jurisdiction shall materially and
381 adversely affect the contractor's ability to offer services under the terms and
382 conditions of this contract, the contractor shall immediately develop a proposal that
383 provides comparable service to the Government at rates equal to or less than those set

384 forth in the contract, and under terms and conditions identical to those set forth in the
385 contract, to the extent permissible under applicable legal and regulatory requirements.
386 Such service may be provided under other existing tariffs (if this can be done at such
387 tariffs' then effective rates without further revision) or under newly filed tariffs. If
388 the contractor is unwilling or unable to develop such a proposal within 10 days of any
389 such event, the Government will have the right partially or entirely to terminate the
390 contract without liability.

391 **H.13 New, Improved or Additional Services**

392 The incorporation of new, improved or additional services (including Emerging Services,
393 defined in Section C.2.1.13) will be undertaken by contract actions in accordance with the
394 terms of this contract and pursuant to FAR 52.243-01 (Alt II) Changes, Fixed Price.
395 Decisions to add new, improved or additional services will be made in the best overall
396 interest of the Government. After contract award, the contractor is encouraged to
397 independently propose new, improved or additional services and the Government may solicit
398 enhancements to the services, features, or other requirements of the contract.

399 New, improved or additional services may be solicited to reduce the Government's risk,
400 meet or change new or changed Government needs, improve performance, or for any other
401 purpose which presents a service advantage to the Government. Operational capability
402 demonstrations or trials may be used in connection with such proposals. Proposed new,
403 improved or additional services that are acceptable to the Government will be processed as
404 modifications to the contract.

405 **H.13.1 Comparison of Publicly Available Services**

406 To measure the contractor's performance in keeping its contract services, features, and
407 functions balanced with those available in the commercial marketplace, the Government will
408 implement a Comparison of Publicly Available Services (ComPAS). The Government will
409 conduct ComPAS on approximately an annual basis. ComPAS will examine differences
410 between the services, features and functions offered by the contractor under this contract,
411 and those available from major telecommunications contractors in the commercial
412 marketplace. Based on the results of ComPAS, the Government may request the contractor
413 to propose enhancements.

414 **H.13.2 Contractor Response to Request for Proposal for Enhancements**

415 The Government may issue to the contractor requests for proposals for enhancements.
416 The contractor shall respond with a meaningful proposal to each Government request for
417 proposals for items that are commercially available from the contractor. The Government
418 will set out the required schedule for response in each such request. The contractor is

419 encouraged to respond to Government requests for proposals for items that are not
420 commercially available from the contractor, but shall not be obligated to respond.

421 The contractor's proposal in response to a Government's request for proposal for
422 enhancements shall contain at a minimum, the following:

423 (a) A cover letter stating:

424 (1) The difference between the existing contract service requirement and the
425 proposed new or enhanced service and the comparative Government advantages
426 and disadvantages of each.

427 (2) An itemized account of proposed changes to sections of the contract and the
428 proposed contract revision for each change.

429 (3) An estimate of the changes in contract performance and contract price.

430 (4) An evaluation of the effects of the proposed addition/enhancement on
431 Government collateral prices or costs such as Government-furnished property,
432 related items, maintenance or operation, and conversion (including Government
433 premise equipment).

434 (5) A statement, including customer organization supporting rationale, of the time
435 by which the contract must be executed to obtain the maximum benefits of the
436 enhanced service during the remaining life of the contract.

437 (6) The service availability date(s).

438 (7) Any effect(s) on contract delivery schedules.

439 (b) A Price or Cost Proposal conforming to the requirements of FAR Part 15.

440 (c) A Technical Proposal including at least:

441 (1) Proposed contract change pages.

442 (2) An update to the Cross Reference Checklist of Requirements (see Section L)
443 reflecting all proposed changes.

444 (3) Plans for any ODCs required.

445 (d) A Management Proposal including evidence of satisfactory product testing results
446 and/or past performance of the proposed enhancements. The Government may, in its
447 request, set forth additional items that will be contained in the contractor's proposal.

448 The Government will not be liable for proposal preparation costs or any delay in acting
449 upon any proposal submitted pursuant to any provision of this clause. The contractor shall
450 specify a minimum proposal acceptance period of 90 calendar days.

451 Unless and until a revision is executed, the contractor remains obligated to perform
452 according to the existing contract requirements and terms and conditions.

453 **H.14 Other Government Service Contracts and Contractors**

454 Under the FTS Program, the Government has awarded several contracts which will
455 provide various forms of technical and management services to include but are not limited to
456 Technical and Management Support, Telecommunications Support Contract 2. When these
457 contractors are in their official capacity as agents for the Government, the contractor shall
458 provide them full cooperation.

459 **H.15 State And Local Taxes**

460 With respect to any “after imposed taxes” identified by the contractor in accordance with
461 the FAR clause incorporated by I.1.38, the Government will pay all state and local taxes
462 applicable to telecommunications services delivered under this contract, with the following
463 exceptions:

464 (a) Taxes from which the Federal Government is expressly exempt under the authorizing
465 state statute or local ordinance

466 (b) Any state or local tax whose legal incidence of taxation is on the Federal Government

467 As indicated in Section B.1.3, the firm fixed prices under this contract include the
468 contractor’s recovery of current and future costs associated with any Universal Service
469 obligations at the Federal, state or local level. Pre-Subscribed Interexchange Carrier Charges
470 (PICC) and Universal Service Fund (USF) type charges are to be included in basic service
471 prices. Such items will not be eligible for pass-through treatment, i.e., will not be treated as
472 “taxes” for purposes of the FAR Clause cited by I.1.38. Since they will be included in basic
473 service prices, the government will not pay any surcharges or separate line items for such
474 items.

475 Special attention must be paid to the treatment of the MAA Contract Management Fee,
476 which shall be included in the prices of MAA services, as explained in Section H.26. Under
477 no circumstances shall the Government pay state and local taxes on amounts representing the
478 MAA Contract Management Fee. For example, the contractor shall not include the MAA
479 Contact Management Fee when calculating the revenues to which a state or local tax applies.

480 The exclusion of the MAA Contract Management Fee is for the purposes of tax calculations
481 only. For all other billing purposes the MAA Contract Management Fee shall be handled in
482 accordance with the billing process described in Section G.4.

483 The contractor shall provide to the ACO, within 60 days of award and on a semi-annual
484 basis thereafter, an itemized list of taxes that are included in its contract prices, including the
485 name of each tax, jurisdictions by name, reference to the statutory source for the tax, and
486 applicable tax rates.

487 The contractor shall provide to the ACO copies of all statutes or ordinances changing or
488 imposing new taxes within 30 calendar days of the contractor's identification of such statutes
489 or ordinances.

490 **H.16 Small, Small Disadvantaged, And Women-Owned Small Business**
491 **Concerns Subcontracting Program Support**

492 Because of the size, scope, and magnitude of this acquisition, the Government anticipates
493 substantial subcontracting opportunities for small, small disadvantaged, and women-owned
494 small business concerns. The contractor shall provide a Subcontracting Plan that conforms
495 to the requirements in Section J.5. The Government intends to monitor the contractor's
496 adherence to the Subcontracting Plan and continually work to ensure the maximum
497 practicable participation of small, small disadvantaged, and women-owned small business
498 concerns in the FTS Program. In support of this effort, the contractor shall provide to the
499 GSA ACO, on a semi-annual basis:

- 500 (a) Provide a concise written summary of activity in the contractor's subcontracting
501 outreach program (as described in the contractor's Subcontracting Plan).
- 502 (b) Provide a list of the types of subcontracts awarded and any letters of commitment.
- 503 (c) Provide an updated checklist which tracks adherence to the provisions of the
504 Subcontracting Plan.
- 505 (d) Attend periodic meetings with representatives of the Contracting Office, the Program
506 Management Office, and the Small Business Administration to discuss the
507 contractor's activity in the contractor's subcontracting program.

508 The contractor shall, in addition to the requirement to file a Standard Form (SF) 294 or
509 SF 295 Subcontracting Report as required in FAR 52.219-09, provide Subcontracting Report
510 backup data. The backup data shall consist of a spreadsheet showing, in chronological order
511 of subcontract award, the work activities, the dollar value of each subcontract, and the name
512 and size of the business concern to which the subcontract was awarded. The summation of
513 information in the backup data shall correlate with the contractor's SF 294 or SF 295
514 Subcontracting Report.

515 **H.17 Contractor Performance Information**

516 In conformance with the Government's need to record and maintain information on
517 contractor performance during the life of this contract, the Government will periodically
518 evaluate the manner in which the contractor performed in accordance with contract
519 requirements and standards such as: quality of service; cost efficiencies; timeliness; business

520 relations; history of reasonable and cooperative behavior; commitment to customer
521 satisfaction; and key personnel. Information obtained as a result of the evaluation(s) may be
522 shared with Government agencies for their use in support of future award decisions
523 (Reference FAR 42.15).

524 **H.18 News Releases**

525 News releases pertaining to this contract shall not be made without prior approval of the
526 GSA ACO. A minimum of 36 hours notice is required for approval.

527 **H.19 Meetings/Conferences**

528 Technical meetings and/or post-award/pre-performance conferences and/or meetings
529 during contract performance may be necessary to market services to customer organizations,
530 resolve problems, or to facilitate understanding of the technical requirements of the contract.
531 Participants at these meetings/conferences shall be members of the contractor's staff and
532 representatives of the Government. These meetings/conferences shall be scheduled with the
533 agreement and arrangements made between the GSA ACO or their representative and the
534 contractor. All contractor costs associated with the attendance at these meetings shall be
535 incidental to the contract and not be separately billed.

536 **H.20 Permits**

537 The contractor shall, without additional expense to the Government, be responsible for
538 obtaining any necessary licenses and permits, and for complying with any applicable
539 Federal, state, and municipal laws, codes, and regulations, and any applicable foreign work
540 permits, authorizations, etc., and/or visas in connection with the performance of the contract.

541 **H.21 Contractor-Provided Equipment**

542 The Government reserves the right to acquire ownership of equipment located on
543 customer premises at any time during the contract period by negotiation on a case-by-case
544 basis. Where the Government acquires equipment, clause D.4 does not apply. The
545 Government will negotiate with the contractors in instances where unique Government
546 equipment is involved. In cases where standard interfaces are used, it is the contractor's
547 responsibility to meet interface requirements.

548 **H.22 Fraud Prevention Management**

549 The contractor shall take a proactive approach in developing and implementing methods
550 to prevent, detect and report fraudulent use of services. Within one hour of detection, the

551 contractor shall report to the GSA Designated Representative (GDR) or Agency Designated
552 Representatives (ADRs) all incidents it detects of fraudulent use of services.

553 The contractor shall take all prudent measures to detect and prevent fraud abuse related
554 to the MAA program. The contractor shall identify all fraud related system and network
555 vulnerabilities and take corrective measures to eliminate them. A draft description of the
556 procedures used to deter, detect, and prevent fraud shall be included in the proposal. The
557 contractor shall maintain and update the fraud prevention procedures after contract award.

558 **H.22.1 Financial Responsibility for Fraud**

559 The contractor shall assume financial responsibility for all costs resulting from fraudulent
560 use of MAA services for cases where the contractor's fraud prevention measures fail, and
561 where there is negligence or willful misconduct by the contractor, the contractor's
562 subsidiaries, or the contractor's subcontractors.

563 **H.22.2 Protection of Customer Systems**

564 Upon request, the contractor shall examine customer-owned Private Branch Exchanges
565 and other customer-owned equipment used for MAA services and shall make
566 recommendations, as appropriate, to protect against fraudulent use of MAA services. The
567 cost of this service will be negotiated by the ACO as an ODC. Customer organizations
568 utilizing this fraud protection service will not be liable for the fraudulent use of the MAA
569 services.

570 **H.23 Contractor Liability Limitations**

571 The contractor will not be liable for any form of consideration when the failure to
572 provide service or meet contract requirements arises from causes beyond the control and
573 without the fault or negligence of the contractor. Examples of such causes include:

- 574 (a) Acts of God or of the public enemy
- 575 (b) Acts of the Government in either its sovereign or contractual capacity
- 576 (c) Fires
- 577 (d) Floods
- 578 (e) Epidemics
- 579 (f) Quarantine restrictions
- 580 (g) Strike
- 581 (h) Freight embargoes

- 582 (i) Unusually severe weather
583 (j) Denial of access by a third party

584 **H.24 National Emergency**

585 In time of a national emergency and/or war, the contractor maintenance personnel shall
586 continue performance in accordance with the contract.

587 **H.25 Notice Regarding Option(s) (GSAR 552.217-71) (NOV 1992)**

588 The GSA has included an option to extend the term of this contract to demonstrate the
589 value it places on quality performance. This extension provision is a mechanism for
590 continuing a contractual relationship with a successful offeror whose performance meets or
591 exceeds GSA's quality performance expectations as communicated to the contractor, in
592 writing, by the GSA ACO or designated representative. When deciding whether to exercise
593 the option, the ACO will consider the quality of the contractor's past performance under this
594 contract in accordance with 48 CFR 517.207.

595 **H.26 MAA Contract Management Fee**

596 The contractor shall collect a Contract Management Fee on a monthly basis, throughout
597 the life of the contract. The fee will be a percentage, to be specified at the time of contract
598 award, of the total billed charges reported on the Monthly Summary Report of Billed
599 Charges for All Customers. This fee collection requirement is subject to the following:

600 (a) Offerors **shall not** include the fee in their proposed prices. The fee shall be rolled
601 into the price structure used to prepare MAA invoice prices by applying a suitable
602 multiplicative factor to the contract prices. The fee shall not appear as a separate line
603 item on invoices sent to the Government.

604 (b) The Government reserves the right to adjust the GSA fee percentage at any time
605 during the life of the contract. The contractor will effect all fee adjustments only by
606 written notice of the GSA ACO, with at least 60 calendar days advance notice given
607 to the contractor. The contractor shall adjust the fee percentage at no additional cost
608 to the Government.

609 (c) The Government may choose to receive this fee by electronic funds transfer (EFT) or
610 by check (payable to the "General Services Administration"). To ensure that the
611 payment is credited properly, the contractor shall identify the check as "MAA
612 Contract Management Fee" and include the Accounting Control Transaction (ACT)
613 number, invoice dates in month and year, total amount of billed charges on the
614 Monthly Summary Reports of Billed Charges for All Customers, and period of the
615 reports. Collection and supporting documentation shall be subject to audit as defined
616 in Section I.1.11.

617 (d) The contractor shall forward payment to:

618 General Services Administration
619 Finance Division (7BC)
620 Box 845933
621 Dallas, Texas 75284-5933
622 Attn: Mike Stroud
623 Tel: (817) 978-8721

624 (e) If the full amount of the fee, based on the amount collected from direct billed
625 agencies, is not paid within 30 calendar days after the end of the applicable
626 Government fiscal year quarter, the nonpayment shall constitute a contract debt to the
627 United States Government under the terms of Part 32.6 of the FAR. The Government
628 may exercise all rights available to it under the Debt Collection Act of 1982,

629 including withholding or setting off payments and interest on the debt (see FAR
630 52.232-17, Interest).

631 (f) Failure to submit Monthly Summary Reports of Billed Charges for All Customers,
632 falsification of these monthly summary reports, and/or failure to pay the fee in a
633 timely manner may result in termination or cancellation of this contract.

634 **H.27 Other Direct Costs (ODC)**

635 Other Direct Costs (ODCs) including material necessary for performance of this contract
636 shall be specified in individual service orders and shall be reimbursed in accordance with the
637 "Compensation" and "Payments" clauses of this contract. Maximum allowable amounts will
638 be established for individual service orders. The cost of general purpose items required for
639 the conduct of the contractor's normal business operations will normally not be considered an
640 allowable ODC in the performance of this contract. ODC's are incidental service-related
641 items provided on the Government side of the SDP. ODCs include but are not limited to
642 telephone sets, inside wiring, automatic call distributors (ACDs), providing features that are
643 compatible with existing PBX or key systems (e.g., call trace), and compatibility with
644 existing legacy systems.

645 The contractor may be authorized to procure equipment ordered under this contract from
646 Government schedules and Basic Ordering Agreements (see Section G.1.3).

647 **H.28 Reserved**

648 **H.29 Special Requirements For Work In Areas Containing Asbestos**

649 (a) This contract incorporates those requirements of the Occupational Safety and Health
650 Administration (OSHA) asbestos regulations contained in Title 29, Part 1910 of the
651 CFR. All installation and/or site preparation work undertaken in areas containing
652 asbestos shall be completed in accordance with these requirements. If during the
653 course of performance under this contract, the contractor suspects contact with
654 hazardous or toxic materials/substances, such as asbestos, polychlorinated biphenyls
655 (PCBs), explosives, or radioactive materials, as specified in Subpart H and Z of 29
656 CFR 1910 and Federal Standard 313, the contractor shall immediately inform the
657 GSA ACO of these harmful materials/substances, their exact whereabouts, and the
658 identity of those individuals who have been exposed to these harmful
659 materials/substances. The contractor shall not disturb suspected harmful
660 materials/substances, but will take responsible measures to prevent exposure to
661 individuals, pending receipt of direction from the GSA ACO. The GSA ACO will
662 coordinate any necessary action with the COTR and the building owner.

663 (b) The contractor shall maintain full responsibility and liability for compliance with all
664 applicable regulations pertaining to the protection of workers, visitors to the site and
665 persons occupying affected and adjacent areas. The contractor holds the Government
666 harmless against injury resulting from failure on the contractor's part, or on the part
667 of the contractor's employees or subcontractors to comply with any applicable safety
668 or health regulation.

669 **H.30 Warranty of Data Processing Hardware, Software, Equipment and**
670 **Systems**

671 For hardware, software, equipment and systems used to support provisioning of the
672 services provided under this contract the offer/contractor must warrant the following: Fault-
673 free performance, in the processing of date and date related data (including, but not limited
674 to, calculating, comparing, and sequencing) by all hardware, software, equipment, and
675 systems used in support of this contract, individually and in combination, for the contract
676 period. Fault-free performance includes the manipulation of this data with dates prior to,
677 through and beyond January 1, 2000 and shall be transparent to the user. Hardware and
678 software products, individually and in combination, shall successfully transition into the year
679 2000 with the correct system date, without human intervention, including leap year
680 calculations. Hardware and software products, individually and in combination, shall also
681 provide correct results when moving forward or backward in time across the year 2000.

682 **H.31 Historic Buildings**

683 The contractor shall be in compliance with 36 CFR Part 800 and all aspects of the
684 Secretary of Interior's *Standards for the Treatment of Historic Properties* as they apply to
685 the installation of equipment in historic buildings. For any historic buildings requiring MAA
686 services, the contractor shall provide a plan for the proposed types of work that will occur.
687 This plan will be reviewed by the Historical Preservation Officer, Public Buildings Service
688 (PBS) and the State Historic Preservation Office to determine if the proposed types of work
689 are in compliance with the Secretary of Interior's Standards. If found to be acceptable, the
690 appropriate approval documents will be issued by the PBS authorizing the contractor to
691 proceed with the installation. Any delay in providing Government or PBS approval or
692 feedback will result in an automatic day-for-day extension to perform any work related to or
693 affected by the Execution Plan.

694 Under no circumstances shall the contractor proceed with work in a historic building
695 until the appropriate approval to proceed has been issued. This requirement applies to all
696 buildings that are either on or eligible for listing on the National Historic Register.

697 As soon as any work is contemplated, the involved building managers should be
698 contacted who in turn will contact and work closely with the Historical Preservation

699 Officer(s). Further contacts with the appropriate State Historical Preservation Officers, the
700 National Advisory Council on Historical Preservation and other concerned authorities will be
701 coordinated through the designated Historical Preservation Officers.

702 **H.31.1 Historical Preservation Officer - Public Buildings Service (PBS)**

703 Contact: Region (To be identified in service orders)

704 Name: (To be identified in service orders)

705

706 Location: (To be identified in service orders)

707

708 Telephone No: (To be identified in service orders)

709 **H.31.2 Historic Buildings Reference Documents**

710 All work performed in historical buildings shall conform to the requirements contained in
711 the documents identified in this section.

712 (a) U.S. Department of Interior, National Park Service

713 (1) *The Secretary of the Interior's Standards for the Treatment of Historic Properties*
714 (Revised 1983), U.S. Government Superintendent of Documents, Washington,
715 DC 20401, Stock No. 024005010033, \$2.00 a copy, Telephone (202) 512-1800.

716 (b) U.S. Department of the Interior, National Park Service, Conference of State Historic
717 Preservation Officers

718 (1) *Preservation Tax Incentives for Historic Buildings*, Preservation Assistance
719 Division, National Park Service, Order by Title, No Change, Telephone (202)
720 606-8503.

721 (c) General Services Administration (GSA)

722 (1) *Maintenance, Repair and Alterations of Historic Buildings*, August 20, 1982,
723 ADM 1020.1, Department of Commerce National Technical Information Service,
724 \$21.95 plus \$3.00 handling fee, Telephone 1-800-553-6847.

725 (2) *Handbook Procedure for Historic Properties*, March 2, 1981, PBS P 102.2,
726 Available from Contracting Officer.

727 **H.32 Notice to Proceed**

728 The contractor shall not commence any work specified until the contractor receives written
729 notification from the CO providing a notice to proceed.

730 **H.33 Order of Precedence**

731 Any inconsistency in this solicitation or contract shall be resolved by giving precedence
732 in the following order:

- 733 (a) The RFP Schedule (excluding the specifications).
- 734 (b) The RFP Representations and other instructions.
- 735 (c) The RFP Contract Clauses.
- 736 (d) Other Documents, exhibits, and attachments of the RFP.
- 737 (e) The RFP specifications.
- 738 (f) The RQS Schedule (excluding the specifications).
- 739 (g) The RQS Representations and other instructions.
- 740 (h) The RQS Contract Clauses.
- 741 (i) Other Documents, exhibits, and attachments of the RQS.
- 742 (j) The RQS specifications.

743

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25 **Section I**

26 **Contract Clauses**

27 **I.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

28 This contract incorporates one or more clauses by reference, with the same force and
29 effect as if they were given in full text. Upon request, the Contracting Officer will make
30 their full text available.

31	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
32	I.1.1	52.202-01	Definitions (OCT 1995)
33	I.1.2	52.203-03	Gratuities (APR 1984)
34	I.1.3	52.203-05	Covenant Against Contingent Fees
35			(APR 1984)
36	I.1.4	52.203-06	Restriction on Subcontractor Sales to the
37			Government (JUL 1995)
38	I.1.5	52.203-07	Anti-Kickback Procedures (JUL 1995)
39	I.1.6	52.203-10	Price or Fee Adjustment for Illegal
40			or Improper Activity (JAN 1997)
41	I.1.7	52.203-12	Limitation on Payments to Influence Certain
42			Federal Transactions (JUN 1997)
43	I.1.8	52.204-02	Security Requirements (AUG 1996)
44	I.1.9	52.204-04	Printing/Copying Double-Sided on Recycled Paper
45			(JUN 1996)
46	I.1.10	52.209-06	Protecting the Government's Interest When
47			Subcontracting with Contractors Debarred,
48			Suspended, or Proposed for Debarment (JUL 1995)
49	I.1.11	52.215-02	Audit and Records - Negotiation
50			(AUG 1996)
51	I.1.12	52.215-14	Integrity of Unit Prices (OCT 1997)

	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
52			
53	I.1.13	52.217-08	Option to Extend Services (AUG 1989)
54	I.1.14	52.219-08	Utilization of Small Business Concerns (JAN 1999)
55	I.1.15	52.219-09	Small Businesses Subcontracting Plan Alternate II
56			(JAN 1999)
57	I.1.16	52.219-16	Liquidated Damages - Subcontracting Plan
58			(JAN 1999)
59	I.1.17	52.222-01	Notice to the Government of Labor Disputes
60			(FEB 1997)
61	I.1.18	52.222-03	Convict Labor (AUG 1996)
62	I.1.19	52.222-04	Contract Work Hours and Safety Standards Act -
63			Overtime Compensation (JUL 1995)
64	I.1.20	52.222-26	Equal Opportunity (FEB 1999)
65	I.1.21	52.222-29	Notification of Visa Denial (FEB 1999)
66	I.1.22	52.222-36	Affirmative Action for Workers with Disabilities
67			(JUN 1998)
68	I.1.23	52.222-37	Employment Reports on Disabled Veterans and
69			Veterans of the Vietnam Era (JAN 1999)
70	I.1.24	52.223-02	Clean Air and Water (APR 1984)
71	I.1.25	52.223-06	Drug-Free Workplace (JAN 1997)
72	I.1.26	52.223-13	Certification of Toxic Chemical Release Reporting
73			(OCT 1996)
74	I.1.27	52.223-14	Toxic Chemical Release Reporting
75			(OCT 1996)
76	I.1.28	52.224-01	Privacy Act Notification (APR 1984)
77	I.1.29	52.224-02	Privacy Act (APR 1984)
78	I.1.30	52.225-03	Buy American Act - Supplies (JAN 1994)
79	I.1.31	52.225-11	Restrictions on Certain Foreign Purchases
80			(OCT 1996)

81	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
82	I.1.32	52.225-14	Inconsistency Between English Version
83			and Translation of Contract (AUG 1989)
84	I.1.33	52.227-01	Authorization and Consent (JUL 1995)
85	I.1.34	52.227-02	Notice and Assistance Regarding Patent
86			and Copyright Infringement (AUG 1996)
87	I.1.35	52.227-03	Patent Indemnity (APR 1984)
88	I.1.36	52.227-14	Rights in Data - General (JUN 1987)
89			Alternates II, III, and V
90			Add to paragraph (a) of the Limited
91			Rights Notice set forth in Alternate II:
92			(i) Use (except for manufacture) by
93			support service contractors on the FTS
94			program, including but not limited to
95			non-Government evaluators, management,
96			and operations support contractors.
97			(Excludes other FTS contractors.)
98	I.1.37	52.228-05	Insurance - Work on a Government
99			Installation (JAN 1997)
100	I.1.38	52.229-03	Federal, State, and Local Taxes
101			(JAN 1991)
102	I.1.39	52.232-01	Payments (APR 1984)
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138	I.1.62	52.253-01	Computer Generated Forms (JAN 1991)
139	I.1.63	52.215-01	Instructions to Offerors - Competitive Acquisitions
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147 **I.2 52.203-8 Cancellation, Rescission, and Recovery of Funds for Illegal**
148 **or Improper Activity (JAN 1997)**

- 149 (a) If the Government receives information that a contractor or a person has engaged in
150 conduct constituting a violation of subsection (a), (b), (c), or (d) of section 27 of the
151 Office of Federal Procurement Policy Act (41 U.S.C. 423) (the Act), as amended by
152 section 4304 of the National Defense Authorization Act for Fiscal Year 1996 (Pub. L.
153 104-106), the Government may--
- 154 (1) Cancel the solicitation, if the contract has not yet been awarded or issued; or
155 (2) Rescind the contract with respect to which--
- 156 (i) The Contractor or someone acting for the Contractor has been convicted for an
157 offense where the conduct constitutes a violation of subsection 27(a) or (b) of
158 the Act for the purpose of either--
- 159 (A) Exchanging the information covered by such subsections for anything of
160 value; or

- 161 (B) Obtaining or giving anyone a competitive advantage in the award of a
162 Federal agency procurement contract; or
163 (ii) The head of the contracting activity has determined, based upon a
164 preponderance of the evidence, that the Contractor or someone acting for the
165 Contractor has engaged in conduct constituting an offense punishable under
166 subsection 27(e)(1) of the Act.
- 167 (b) If the Government rescinds the contract under paragraph (a) of this clause, the
168 Government is entitled to recover, in addition to any penalty prescribed by law, the
169 amount expended under the contract.
- 170 (c) The rights and remedies of the Government specified herein are not exclusive, and are
171 in addition to any other rights and remedies provided by law, regulation, or under this
172 contract.

173 **I.3 52.216-18 Ordering (OCT 1995) (VARIATION)**

- 174 (a) Any supplies and services to be furnished under this contract shall be ordered by
175 issuance of delivery orders by the individuals or activities designated in the contract.
176 Such orders may be issued from date of award through the life of this contract.
- 177 (b) All delivery orders are subject to the terms and conditions of this contract. In the
178 event of conflict between a delivery order and this contract, the contract shall control.
- 179 (c) If mailed, a delivery order is considered “issued” when the Government deposits the
180 order in the mail. Orders may be issued orally or through on-line telecommunications
181 only if authorized in the contract.

182 **I.4 52.216-19 Order Limitations (OCT 1995)**

- 183 (a) Minimum order. When the Government requires supplies or services covered by this
184 contract in an amount of less than \$50.00, the Government is not obligated to
185 purchase, nor is the contractor obligated to furnish, those supplies or services under
186 the contract.
- 187 (b) Maximum order. The contractor is not obligated to honor-- (1) Any order for a single
188 item in excess of \$250,000, (2) Any order for a combination of items in excess of
189 \$2,000,000.00, or (3) A series of orders from the same ordering office within 30 days
190 that together call for quantities exceeding the limitation in subparagraph (1) or (2) of
191 this section.
- 192 (c) If this is a requirements contract (i.e., includes the Requirements clause at subsection
193 52.216-21 of the FAR), the Government is not required to order a part of any one

- 194 (d) requirement from the contractor if that requirement exceeds the maximum-order
195 limitations in paragraph (b) of this section.
- 196 (e) Notwithstanding paragraphs (b) and (c) of this section, the contractor shall honor any
197 order exceeding the maximum order limitations in paragraph (b), unless that order (or
198 orders) is returned to the ordering office within 7 days after issuance, with written
199 notice stating the contractor's intent not to ship the item (or items) called for and the
200 reasons. Upon receiving this notice, the Government may acquire the supplies or
201 services from another source.

202 **I.5 52.216-22 Indefinite Quantity (OCT 1995) (VARIATION)**

- 203 (a) This is an indefinite-quantity contract for the supplies or services specified, and
204 effective for the period stated in the contract. The quantities of supplies and services
205 specified in the contract are estimates only and are not purchased by this contract.
- 206 (b) Delivery or Performance shall be made only as authorized by orders issued in
207 accordance with the ordering clause. The contractor shall furnish to the Government,
208 when and if ordered, the supplies or services specified in the contract up to and
209 including the quantity designated in the contract as the "maximum." The
210 Government is responsible only for the minimum dollar guarantee designated in the
211 contract.
- 212 (c) Except for any limitations on quantities in the Order Limitations clause or in the
213 Schedule, there is no limit on the number of orders that may be issued. The
214 Government may issue orders requiring delivery to multiple destinations or
215 performance at multiple locations.
- 216 (d) Any order issued during the effective period of this contract and not completed within
217 that period shall be completed by the contractor within the time specified in the order.
218 The contract shall govern the contractor's and Government's rights and obligations
219 with respect to that order to the same extent as if the order were completed during the
220 contract's effective period; *provided*, that the contractor shall not be required to make
221 any deliveries under this contract beyond twelve (12) months after the expiration of
222 this contract.

222 **I.6 52.222-35 Affirmative Action for Special Disabled and Vietnam Era**
223 **Veterans (APR 1984) (DEVIATION)**

- 224 (a) *Definitions.*

225 “Appropriate office of the State employment service system,” as used in this clause,
226 means the local office of the Federal-State national system of public employment
227 offices with assigned responsibility for serving the area where the employment
228 opening is to be filled, including the District of Columbia, Guam, the Commonwealth
229 of Puerto Rico, and the Virgin Islands.

230 “Positions that will be filled from within the contractor’s organization,” as used in
231 this clause, means employment openings for which no consideration will be given to
232 persons outside the contractor’s organization (including any affiliates, subsidiaries,
233 and the parent companies) and includes any openings that the contractor proposes to
234 fill from regularly established “recall lists.”

235 “Employment openings,” as used in this clause, includes full-time employment,
236 temporary employment of over three (3) days, and part-time employment, but does
237 not include (i) executive and top management positions, (ii) positions that will be
238 filled from within the contractor’s organization or under a customary and traditional
239 employer-union hiring arrangement, or (iii) openings in an educational institution that
240 are restricted to students or that institution.

241 (b) *General*

242 (1) Regarding any position for which the employee or applicant for employment is
243 qualified, the contractor shall not discriminate against the individual because the
244 individual is a special disabled or Vietnam Era veteran. The contractor agrees to
245 take affirmative action to employ, advance in employment, and otherwise treat
246 qualified special disabled and Vietnam Era veterans without discrimination based
247 upon their disability or veterans’ status in all employment practices such as—

- 248 (i) Employment;
- 249 (ii) Upgrading;
- 250 (iii) Demotion or transfer;
- 251 (iv) Recruitment;
- 252 (v) Advertising;
- 253 (vi) Layoff or termination;
- 254 (vii) Rates of pay or other forms of compensation; and
- 255 (viii) Selection for training, including apprenticeship.

256 (2) The contractor agrees to comply with the rules, regulations, and relevant orders of
257 the Secretary of Labor (Secretary) issued under the Vietnam Era Veterans’
258 Readjustment Assistance Act of 1972 (the Act), as amended.

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(c) *Listing openings*

- (1) The contractor agrees to list all employment openings existing at contract award or occurring during contract performance, at an appropriate office of the State employment service system in the locality where the opening occurs. These openings include those occurring at any contractor facility, including one not connected with performing this contract. An independent corporate affiliate is exempt from this requirement.
- (2) State and local Government agencies holding Federal contracts of \$10,000 or more shall also list all their openings with the appropriate office of the State employment service.
- (3) The listing of employment openings with the State employment service system is required at least concurrently with using any other recruitment source or effort and involves the obligations of placing a bona fide job order, including accepting referrals of veterans and nonveterans. This listing does not require hiring any particular job applicant or hiring from any particular group of job applicants and is not intended to relieve the contractor from any requirements of Executive Orders or regulations concerning nondiscrimination in employment.
- (4) Whenever the contractor becomes contractually bound to the listing terms of this clause, it shall advise the State employment service system, in each State where it has establishments, of the name and location of each hiring location in the State. As long as the contractor is contractually bound to these terms and has so advised the State system, it need not advise the State system of subsequent contracts. The contractor may advise the State system when it is no longer bound by the contract clause.
- (5) Under the most compelling circumstances, an employment opening may not be suitable for listing, including situations when (i) the Government's needs cannot reasonably be supplied, (ii) listing would be contrary to national security, or (iii) the requirement of listing would not be in the Government's interest.

(d) *Applicability*

- (1) This clause does not apply to the listing of employment openings that occur and are filled outside the 50 States, the District of Columbia, the Commonwealth of Puerto Rico, Guam, and the Virgin Islands.
- (2) The terms of paragraph (c) above of this clause do not apply to openings that the contractor proposes to fill from within its own organization or under a customary and traditional employer-union hiring arrangement. This exclusion does not apply

295 to a particular opening once an employer decides to consider applicants outside of its
296 own organization or an employer-union arrangement for that opening.

297 (e) *Postings*

298 (1) The contractor agrees to post employment notices stating (i) the contractor's
299 obligation under the law to take affirmative action to employ and advance in
300 employment qualified special disabled veterans and veterans of the Vietnam era,
301 and (ii) the rights of applicants and employees.

302 (2) These notices shall be posted in conspicuous places that are available to
303 employees and applicants for employment. They shall be in a form prescribed by
304 the Director, Office of Federal Contract Compliance Programs, Department of
305 Labor (Director), and provided by or through the Administrative Contracting
306 Officer (ACO).

307 (3) The contractor shall notify each labor union or representative of workers with
308 which it has a collective bargaining agreement or other contract under-standing,
309 that the contractor is bound by the terms of the Act, and is committed to take
310 affirmative action to employ, and advance in employment, qualified special
311 disabled and Vietnam Era veterans.

312 (f) *Noncompliance*. If the contractor does not comply with the requirements of this
313 clause, appropriate actions may be taken under the rules, regulations, and relevant
314 orders of the Secretary issued pursuant to the Act.

315 (g) *Subcontracts*. The contractor shall include the terms of this clause in every
316 subcontract or purchase order of \$10,000 or more unless exempted by rules,
317 regulations, or orders of the Secretary. The contractor shall act as specified by the
318 Director to enforce the terms, including action for noncompliance.

319 **I.7 52.244-06 Subcontracts for Commercial Items and Commercial**
320 **Components (OCT 1995)**

321 (a) Definition.

322 "Commercial item," as used in this clause, has the meaning contained in the clause at
323 52.202-1, Definitions.

324 "Subcontract," as used in this clause, includes a transfer of commercial items between
325 divisions, subsidiaries, or affiliates of the contractor or subcontractor at any tier.

326 (b) To the maximum extent practicable, the contractor shall incorporate, and require its
327 subcontractors at all tiers to incorporate, commercial items or nondevelopmental
328 items as components of items to be supplied under this contract.

329 (c) Notwithstanding any other clause of this contract, the contractor is not required to
330 include any FAR provision or clause, other than those listed below to the extent they

- 331 are applicable and as may be required to establish the reasonableness of prices under
332 Part 15, in a subcontract at any tier for commercial items or commercial components:
333 (1) 52.222-26, Equal Opportunity (E.O. 11246);
334 (2) 52.222-35, Affirmative Action for Special Disabled and Vietnam Era Veterans
335 (38 U.S.C. 4212(a));
336 (3) 52.222-36, Affirmative Action for Handicapped Workers (29 U.S.C. 793); and
337 (4) 52.247-64, Preference for Privately-Owned U.S.-Flagged Commercial Vessels
338 (46 U.S.C. 1241) (flow down not required for subcontracts awarded beginning
339 May 1, 1996).
- 340 (d) The contractor shall include the terms of this clause, including this paragraph (d), in
341 subcontracts awarded under this contract.

342 **I.8 52-246-20 Warranty of Services (APR 1984)**

- 343 (a) Definitions. "Acceptance," as used in this clause, means the act of an authorized
344 representative of the Government by which the Government assumes for itself, or as
345 an agent of another, ownership of existing and identified supplies, or approves
346 specific services, as partial or complete performance of the contract. "Correction," as
347 used in this clause, means the elimination of a defect.
- 348 (b) Notwithstanding inspection and acceptance by the Government or any provision
349 concerning the conclusiveness thereof, the contractor warrants that all services
350 performed under this contract will, at the time of acceptance, be free from defects in
351 workmanship and conform to the requirements of this contract. The ACO shall give
352 written notice of any defect or nonconformance to the contractor within 30 days from
353 the date of acceptance by the Government. This notice shall state either (1) that the
354 contractor shall correct or reperform any defective or nonconforming services, or (2)
355 that the Government does not require correction or reperformance.
- 356 (c) If the contractor is required to correct or reperform, it shall be at no cost to the
357 Government, and any services corrected or reperformed by the contractor shall be
358 subject to this clause to the same extent as work initially performed. If the contractor
359 fails or refuses to correct or reperform, the ACO may, by contract or otherwise,
360 correct or replace with similar services and charge to the contractor the cost
361 occasioned to the Government thereby, or make an equitable adjustment in the
362 contract price.
- 363 (d) If the Government does not require correction or reperformance, the ACO shall make
364 an equitable adjustment in the contract price.

365 **I.9 552.203-70 Restriction on Advertising (DEC 1990)**

366 The contractor shall not refer to this contract in commercial advertising or similar
367 promotions in such a manner as to state or imply that the product or service provided is
368 endorsed or preferred by the White House, the Executive Office of the President, or any other
369 element of the Federal Government, or is considered by these entities to be superior to other
370 products or services. Any advertisement by the contractor, including price-off coupons, that
371 refers to a military resale activity shall contain the following statement: "This advertisement
372 is neither paid for nor sponsored, in whole or in part, by any element of the United States
373 Government."

374 **I.10 552.215-70 Examination of Records by GSA (FEB 1996)**

375 The contractor agrees that the Administrator of General Services or any duly authorized
376 representatives shall, until the expiration of three (3) years after final payment under this
377 contract, or of the time periods for the particular records specified in Subpart 4.7 of the FAR
378 (48 Code of Federal Regulations (CFR) 4.7), whichever expires earlier, have access to and
379 the right to examine any books, documents, papers, and records of the contractor involving
380 transactions related to this contract or compliance with any clauses thereunder. The
381 contractor further agrees to include in all its subcontracts hereunder a provision to the effect
382 that the subcontractor agrees that the Administrator of General Services or any authorized
383 representatives shall, until the expiration of three (3) years after final payment under the
384 subcontract, or of the time periods for the particular records specified in Subpart 4.7 of the
385 FAR (48 CFR 4.7), whichever expires earlier, have access to and the right to examine any
386 books, documents, papers, and records of such subcontractor involving transactions related to
387 the subcontract or compliance with any clauses thereunder. The term "subcontract" as used
388 in this clause excludes purchase orders not exceeding \$10,000 and subcontracts or purchase
389 orders for public utility services at rates established for uniform applicability to the general
390 public.

391 **I.11 552.232-77 Availability of Funds (JUL 1984)**

392 The authorization of performance of work under this contract during the initial contract
393 period and any option or extension period(s) is contingent upon the appropriation of funds to
394 procure this service. If the contract is awarded, extended, or option(s) exercised, the
395 Government's obligation beyond the end of the fiscal year (September 30), in which the
396 award or extension is made or option(s) exercised, is contingent upon the availability of
397 funds from which payment for the contract services can be made. No legal liability on the
398 part of the Government for payment of any money beyond the end of each fiscal year
399 (September 30) shall arise unless or until funds are made available to the ACO for this
400 procurement and written notice of such availability is given to the contractor.

401 **I.12 552.252-06 Authorized Deviations or Variations in Clauses (JUL**
402 **1985) (DEVIATION FAR 52.252-6)**

- 403 (a) The use in this solicitation of any FAR (48 Chapter 1) clause with an authorized
404 deviation or variation is indicated by the addition of “(DEVIATION)” or
405 “(VARIATION)” after the date of the clause, if the clause is not published in the
406 General Services Administration Acquisition Regulation (GSAR) (48 CFR Chapter
407 5). The use in this solicitation of any FAR clause with an authorized deviation or
408 variation that is published in the GSAR is indicated by the addition of
409 “(DEVIATION FAR clause no.)” after the date of the clause.
- 410 (b) The use in this solicitation of any GSAR clause with an authorized deviation or
411 variation is indicated by the addition of “(DEVIATION)” or “(VARIATION)” after
412 the date of the clause.
- 413 (c) Changes in wording of clauses that are prescribed for use on a “substantially the same
414 as” basis are not considered deviations. Therefore, when such clauses are not worded
415 exactly the same as the FAR or the GSAR clause, they are identified by the word
416 “(VARIATION).”

417 **I.13 52.217-09 Option to Extend the Term of the Contract (MAR 1989)**
418 **(VARIATION FAR 52.217-09)**

- 419 (a) The Government may extend the term of this contract by written notice to the
420 contractor as provided for in Section H.1, Term of Contract, provided that the
421 Government will give the contractor a preliminary written notice of its intent to
422 extend at least 60 days before the contract expires. The preliminary notice does not
423 commit the Government to an extension.
- 424 (b) If the Government exercises the option, the extended contract shall be considered to
425 include this option provision.
- 426 (c) The total duration of this contract, including the exercise of any options under this
427 clause, shall not exceed 96 months.

428 **I.14 552.232-70 Payments by Electronic Funds Transfer (APR 1989)**

429 The submission of a designation of financial institution for receipt of electronic funds
430 transfer payments in the “Electronic Funds Transfer Payment Methods” clause (FAR 52.232-
431 28) shall be as follows. The contractor shall submit its designation of a financial institution
432 for receipt of electronic funds transfer payments with each invoice requesting payment of
433 \$25,000 or more (exclusive of any discount for prompt payment). The information for
434 electronic funds transfer is not required by the Department of Defense, the United States
435 Postal Service, or the Tennessee Valley Authority. Information required for electronic funds
436 transfer payments shall be furnished to the Veterans Administration in accordance with

437 instruction provided by that agency. Other agencies and departments thereof may waive the
438 requirement for designation of a financial institution for receipt of electronic funds transfer
439 payments and for submission of information required to make such payments by including a
440 notice on delivery orders or otherwise notifying the contractor.

441 **I.15 552.232-72 Invoice Requirements (APR 1989)**

442 (a) Invoices shall be submitted in an original only, unless otherwise specified, to the
443 designated billing office specified in this contract or purchase/delivery order.

444 (b) Invoices must include the Accounting Control Transaction (ACT) number provided
445 below or on the purchase/delivery order.

446 ACT Number (*Contracting Officer Insert Number*)

447 (c) In addition to the requirements for a proper invoice specified in the Prompt Payment
448 clause of this contract or purchase/delivery order, the following information or
449 documentation must be submitted with each invoice:

450 (*Contracting Officer List Additional Requirements*)

451 **I.16 552.228-75 Workmen's Compensation Laws (APR 1984)**

452 The Act of June 25, 1936, 49 Stat. 1938 (40 United States Code (U.S.C.) 290) authorizes
453 the constituted authority of the several States to apply their workmen's compensation laws to
454 all lands and premises owned or held by the United States.

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26 **Section J**
27 **List of Attachments**

28 **J.1 Reserved**
29 **J.2 Reserved**

30

31 **J.3 Development of FTS Program Guiding Principles**

32 Prior to the release of this RQS, extensive exchanges of information and views took
33 place among Congress, Executive Branch agencies, and industry. These exchanges included
34 formal Congressional hearings, open public meetings, letters and other written materials, and
35 private meetings arranged under the auspices of Congressional oversight committees.

36 **J.3.1 Statements of Principles Released FEB 18, 1997 and APR 4, 1997**

37 A set of general principles intended to broadly guide the development and
38 implementation of the FTS telecommunications program emerged from these exchanges.
39 These principles are intended to convey the consensus that emerged between the Legislative
40 and Executive branches. Tables J.3.1-1 and J.3.1-2 reproduce the two documents that
41 encapsulate these principles. These tables are provided for information purposes only.

42 Certain terms used in Tables J.3.1-1 and J.3.1-2 vary from terms used elsewhere in this
43 RQS. Specifically, the term “local loop” in the tables includes both the local loop, local
44 switching, and associated features. The term “local access” in the tables is referred to as
45 “IXC access” in the RQS. The term “network transport” in the tables is referred to as “IXC
46 transport” in the RQS. Where any conflict in terms occurs between the tables and the RQS,
47 the RQS terms shall take precedence.

48 The Government expects that agencies acquiring local service for non-MAA locations
49 below the threshold (referred to in Principle 15.8 of Table J.3.1-2) will follow established
50 contracting principles and examine all options, including FTS2001 contractors, MAA
51 contractors, and other potential providers, including their Local Exchange Carriers (LECs).

52 **J.3.2 Forbearance Period**

53 Following the release of the documents represented in the above attachments, further
54 discussions resulted in the emergence of one further point of consensus, as follows. No
55 contract modifications for optional local services in an MAA area will be executed to an
56 FTS2001 contract or an MAA contract before one year after the relevant MAA award. In
57 addition, no contract modifications for optional local services in a non-MAA area will be
58 executed to an FTS2001 contract or an MAA contract before one year after any competitive
59 award of such services. Similarly, the Government will not execute contract modifications
60 to an MAA contract for optional long-distance services before one year after the initial
61 FTS2001 award.

62 **Table J.3.1-1. Statement of Principles Released February 18, 1997**

Federal Telecommunications Service Program
Statement of Principles
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FTS Program Goals

1. Ensure the best service and price for the Government
2. Maximize competition

Program Strategy

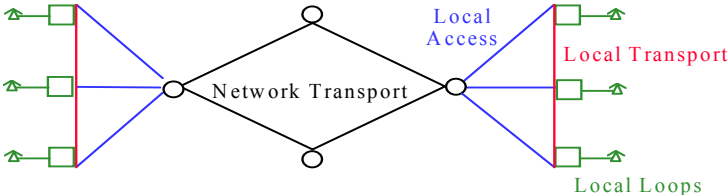
In general, the Government’s goals will be met by:

- Multiple, overlapping, staggered contracts
- Comprehensive and niche contracts
- Awarding minimum revenue guarantees (e.g., \$1B in FTS2001) to vendors that compete and win
- Leveraging the Government’s large traffic volumes
- Aggressively pursuing Metropolitan Area Acquisitions (MAA) and other opportunities to maximize competition

Specifically, the Government will:

- Award multiple contracts for FTS2001
- Award MAA contracts in multiple areas, multiple contracts may be awarded in any particular area at the option of the Government
- Award niche contracts (e.g., wireless) to focus competition where and when needed
- Later, award multiple FTS-TS contracts for required end-to-end services, timing of award is at the discretion of the Government

Required and Optional Services



- FTS2001 Contracts
 Required services
 Network transport
 Local access
 Optional services
 Local transport
 Local loops

- MAA Contracts
 Required services
 Local loops
 Local transport
 Local access
 Optional services
 Network transport

64 **Table J.3.1-1. Statement of Principles Released February 18, 1997 (Concluded)**

Federal Telecommunications Service Program
Statement of Principles
Page 2 of 2

For FTS2001 and MAA Contracts

1. Vendors must bid required services.
2. Vendors must meet all requirements specified in the appropriate RFP (e.g., technical specifications and price structures).
3. The vendor may choose to offer services from owned facilities or as a reseller. The Government's evaluation of services offered will be facility-neutral.
4. Compliance with the RFP requirements for the required services and evaluation of the unbundled prices for the required services, using the traffic models provided by the Government, will serve as the sole basis of the contract awards.
5. The Government's sole obligation under any contract will be to meet the minimum revenue guarantees' (e.g., the Government does not plan to manage a revenue or traffic distribution among the contracts).
6. Contractors (i.e., vendors who have won either an FTS2001 or an MAA contract) may offer optional services. Contractors determine which specific optional services to offer. Contractors determine when (i.e., at time of submission of proposals or anytime during the contract life) and where to offer optional services.
7. Optional services must meet all requirements as specified in the appropriate RFP (e.g., optional local transport service offered by an FTS2001 contractor must meet the technical specification for local transport in the MAA RFP).
8. Prices, whether offered for required or optional services, must comply with the price structures contained in Section B of the appropriate RFP (e.g., optional local transport service offered by an FTS2001 contractor must comply with the price structure for local transport in the MAA RFP, optional network transport service offered by an MAA contractor must comply with the price structure for network transport in the FTS2001 RFP).
9. Individual price elements (i.e., unbundled prices) are required for all required and optional services.
10. Contractors may also offer bundled prices. The price structure will allow fixed discounts for optional bundles offered by the contractor. (This is structurally similar to the scenario based discounts used in the FTS2000 Year 7 Price Redetermination.) However, the sole basis of contract award is per item 4 above.
11. MAA contractors may elect to offer any MAA-required service, on an optional basis, outside of the awarded MAA area.
12. MAA contractors may offer in-region network transport services (and submit technical and price information) on a contingent basis for ordering immediately upon regulatory approval.

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66 Note: Principle 12 above was deleted and replaced by a new Principle 12 in the document
67 released on April 4, 1997 (Table J.3.1-2).

Table J.3.1-2. Statement of Principles Released April 4, 1997

The following principles supplement the 12 Principles issued on 18 February 1997.

Original Principle 12 is hereby deleted and replaced with the following new Principle 12:

12. The contract duration of the FTS2001 and MAA will be the same. Specifically, the contract duration for the FTS2001 and MAA contracts will be 4 base years and 4 one year options.
13. No work will be contracted for under any FTS contracts that is prohibited by any federal or state laws.
14. There are no minimum revenue guarantees (MRGs) for optional services.
15. Award process for MAA contracts:
 - 15.1. The Government will issue a request for qualification statements to which interested vendors may respond. The Government will use the standard RFP structure to enumerate its requirements. Specific price information will not be requested by the Government as part of the qualification process. Vendors may submit qualification statements at any time. However, the Government will specify a due date for qualification statements for each specific MAA. The Government reserves the right to re-examine its requirements or require re-qualification.
 - 15.2. The qualification statements will be required to address, in appropriate detail, the Government's requirements. The qualification statements must state the specific NPAs and NXXs in which the vendor is seeking to be qualified.
 - 15.3. The Government will evaluate the qualification statements. Vendors who are qualified will be placed on an MAA Qualified Vendor List.
 - 15.4. The Government will conduct competitions for each of the designated MAAs. The Government will specify the MAA-specific requirements, as well as the traffic model for that MAA, in an RFP issued for each MAA.
 - 15.5. Vendors on the MAA Qualified Vendor List may respond to the MAA RFP. Proposals shall include a price proposal based on the traffic model, an MAA-specific transition plan, and a proposal responsive to any other requirements unique to the specific MAA.
 - 15.6. Based on an evaluation of the MAA-specific proposals, the Government will award a contract(s) and an MRG(s) for that MAA.
 - 15.7. In areas designated as MAA areas, agencies will typically participate in the MAA-specific competition to be conducted. However, an individual agency may elect to compete its requirements prior to the conduct of the MAA.

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Table J.3.1-2. Statement of Principles Released April 4, 1997 (Concluded)

- 15.8 In areas not designated as MAA areas, the Government will conduct a competition for services in that area and will accept proposals from any firm on the MAA Qualified Vendor List. The Government may elect not to conduct such competitions for requirements below a specified dollar threshold. This threshold will be determined at a later date by the GSA with input from the IMC and will be set to ensure that the Government's cost do not exceed the possible savings.
- 16. Optional services (i.e., for long distance services or for local services in other areas) may be offered under the following conditions:
 - 16.1 Only contractors (i.e., those companies with either an FTS2001 or an MAA contract) may offer optional services.
 - 16.2 Optional services may be added to the contract as modifications within the scope of the FTS2001 and MAA contracts.
 - 16.3 The Government will not require service or geographic ubiquity on any optional services.
 - 16.4 MAA contractors seeking to offer long distance services will submit prices, as well as a technical/management response based on the FTS2001 RFP, which will be evaluated in the contract modification process.
 - 16.5 MAA contractors seeking to offer local services (i.e., in areas other than their awarded MAA area) will submit prices, which will be evaluated in the contract modification process.
 - 16.6 FTS2001 contractors seeking to offer local services will submit prices, as well as a qualification statement based on the MAA request for qualification statements, which will be evaluated in the contract modification process.
 - 16.7 Any contractor may offer optional services in an area after the competition is completed for that area.

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73 **J.4 Glossary of Terms**

911 service	An emergency reporting system whereby a caller dials a common number—911—for all emergency service.
E911-CAMA trunk	A dedicated one-way trunk for handling outgoing 911 calls from a non-ISDN key system or PBX. It uses loop reverse-battery call supervision and in-band multi-frequency signalling for address and Caller Emergency Service Identification (e.g., directory number of the calling telephone) transmission as part of call set up.
Access circuit	The access facilities provided between the Service Delivery Point (SDP) and the local telephone service provider's central office or the inter-exchange carrier's point of presence.
Account code	A code that identifies the caller so that the cost of the call can be billed to the appropriate party.
Accounting control transaction number	A specific number assigned to each contract award winner authorizing the invoicing of services.
Additional directory listings	A feature that provides multiple numbers within a single, main directory listing.
Additional directory number	A second phone number can be obtained on the same line when ordering an ISDN service.
Agency	A term used to identify all federal agencies, authorized federal contractors, agency-sponsored universities and laboratories, and, when authorized by law or regulation, state, local, and tribal Governments.
Agency billing code	A Government-provided code that identifies a specific billing account for an agency allowed to order MAA services and that elects to use centralized billing.
Agency billing identification	An agency or contractor-provided code that identifies a specific billing account for an agency allowed to order MAA services and that elects to use direct billing.

Agency hierarchy code	An agency-provided code that identifies how billing data shall be grouped; e.g., by GSA, customer agency, customer - agency defined subhierarchies, such as department and office, service, telephone number, and accounting code. Each level of the hierarchy shall contain the aggregate information pertaining to the lower levels.
Alphanumeric	Pertaining to a character set that contains letters, digits, and sometimes other characters, such as punctuation marks.
Alphanumeric dialing	A feature that enhances data terminal dialing by allowing a data terminal user to place a data call by entering an alphanumeric name instead of dialing a long string of numbers.
Alternate call directory listings	A feature that allows alternate numbers to be indicated under a directory listing.
American National Standard Institute (ANSI)	A standard-setting, non-governmental organization, which develops and publishes standard for “voluntary” use in the United States.
Analog	In telephone transmission, the signal being transmitted—voice, video, or image – is “similar to” the original. In telecommunications, analog means telephone transmission and/or switch which is not digital.
Analog data	Data represented by a physical quantity that is considered to be continuously variable and whose magnitude is made directly proportional to the data or to a suitable function of the data.
Attendant multi-line hunt group	A feature that allows the creation of a group in which a designated member of the group can change call forward for other members of the group.
Audit trail	A chronological record of system activities that is sufficient to enable the reconstruction, reviewing, and examination of the sequence of environments and activities surrounding or leading to an operation, a procedure, or an event in a transaction from its inception to final results.

Authorization codes	A code that, once entered, can permit the user to gain access to a system or service.
Automatic call distributor (ACD)	This feature provides equitable distribution of large volumes of incoming calls to available call answering positions of the customer. The ACD can also provide an optional data stream of call events to a compatible computer where the customer can use the information to prepare management information reports.
Automatic number identification (ANI)	A service feature that provides the automatic identification of the calling station billing number.
Automatic route selection (ARS)	The ability of a switch to automatically choose the least cost route for a long distance call.
Availability	The ratio of the total time a functional unit is capable of being used during a given interval to the length of the interval; e.g., if the unit is capable of being used for 100 hours in a week, the availability is 100/168. For purposes of this RFP, the length of the interval is the applicable month.
Backup of ISDN PRI shared D channel capability	For PRI(s) with 24B+0D, shared-D channel backup/redundancy can be supported when the associated (i.e., primary) PRI with 23B+D is down/inoperative.
Bandwidth	(a) The bandwidth of a device is the difference between the limiting frequencies within which performance with respect to some characteristic falls. (b) The difference between the limiting frequencies of a continuous frequency band.
Base price	The price for providing service with no features.
Basic rate	The transmission speed supported by the basic interface structure of an ISDN system that is composed of 2 B (64 kb/s) and 1 D (16 kb/s) channel, as defined in CCITT I-412.
Bell operating company (BOC)	One of the 22 operating telephone companies that were divested from the AT&T Company under the terms of the 1982 antitrust suit settlement agreement. <i>Note:</i> Cincinnati Bell Telephone Co. and Southern New England Bell Telephone Co. are not included.

Billing accounting codes - unverified	The capability to enter a billing account code to be used in billing.
Billing accounting codes - verified	The capability to enter a billing account code to be used in billing and to block the call if the code cannot be verified.
Billing/billed	The process of creating an invoice or a bill.
Binary digit (bit)	In binary notation either of the characters 0 or 1.
Blocking	Denying access to, or use of, a facility, system, or component.
Blocking caller-paid information phone numbers	The capability to block caller-paid calls from a station.
Blocking dialed carrier identification code (CIC)	The capability to block the change from the pre-subscribed carrier on a per call basis.
Blocking of selected numbers	The capability to block calls incoming from pre-determined selected numbers.
Bridging service	Bridging service feature is the capability to have an incoming call ring at two locations when a primary number is dialed. Bridging Service is normally used for locations within a building and is accomplished via software change.
Business line	This service provides a business customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. This service also provides connection of business customer-single station sets or facsimile machines to the public switched telecommunications network.
Byte	A sequence of 8 adjacent binary digits usually treated as a unit.

Cable	Any communications channel having a bandwidth greater than a voice-grade telecommunications channel, sometimes used synonymously with wideband.
Call	Any demand to set up a connection. A unit of traffic measurement.
Call back/camp on	The capability to allow a user to place a call back on a busy line. When the called station goes on-hook, the originating station is rung and, when answered, the original call is automatically placed.
Call block	The capability to block a user-specified predesignated number(s) from completing incoming calls to the user.
Call blocking	The capability to block outgoing calls from a user(s) to specific numbers, NXXs, NPAs, or country codes.
Call consultation	A feature that allows a user to alternate between a party on hold and an existing conversation.
Call detail record	A record generated by customer traffic later used to bill the customer for service. At a minimum, call detail records include the number used to make the call, date the call is made, number called (local or long distance), time the call started, and call duration. Other information such as the circuit used to make the call (WATS, MCI, etc.) or purpose of the call (e.g., client, project) is also typically provided as part of the call detail records.
Call forward - busy line	A feature that permits calls attempting to terminate to a busy station line to be redirected to a predetermined line when the called station is in use.
Call forward - don't answer	A feature that provides for forwarding of incoming calls to a predetermined line when the called station line does not answer within a prescribed time.

Call forward - remote access	A feature that lets a user turn on or turn off call forward variable features from a telephone other than their own. From a remote location, a user dials a remote access directory number and through a series of prompts enters their own telephone number and a personal identification number.
Call forward - variable	A feature that allows a user to choose to reroute incoming calls to another specified telephone number.
Call forwarding	A feature that allows all calls destined for a station to be routed to another station (or to the attendant), designated during activation, regardless of the busy or idle state of the called station. This feature can be activated or canceled by the station user or by the attendant.
Call hold	A feature that allows a station user to “hold” any call in progress by flashing and then dialing a “hold” code, thus freeing the same line for the purpose of originating another call or returning to a previously held call. If the controlling station user does not dial any additional digits after the “hold” code, muting of the station set and removal of dial tone will occur after a time-out period. The call will remain on hold until the controlling station user either hangs up, causing the station to ring with the held call, or flashes and redials the “hold” code to return to the original call. Only 1 call per station line may be held at a time. The held call cannot be added to the other call.
Call hunting	See hunting.
Call park	The capability to allow a call to be parked at a directory number for retrieval by another line or trunk.
Call pickup	A feature that allows a station user to answer any calls directed to another station line within his own preset pickup group by dialing a pickup code from an idle or busy station. If more than 1 station line in the pickup group is ringing, the individual call to be answered will be selected by the system. Multiple call pickup groups can be defined within a single Centrex service group.
Call restriction	A feature that allows the system to restrict certain types of calls being made from stations.

Call return	A feature that allows a telephone user to dial the last caller, even if he/she did not answer the phone.
Call screen	A feature that allows a telephone user to keep a list of telephone numbers to be screened out so that his/her phone will not ring from those numbers until the feature is turned off.
Call trace	<p>A user activated feature that allows the user to identify the last call received by entering a code into the DTMF pad (e.g., *57, *69).</p> <p>In addition, call trace may involve system-level equipment and procedures for determining equipment and procedures for determining the source of incoming calls. This call identification data is held by the phone company for later use.</p>
Call transfer	A feature that allows a station user to transfer any call in progress to another station without the assistance of the attendant.
Call waiting	<p>A feature that allows a call to a busy station line to be held waiting while a tone signal is directed towards the busy station user. (Only the called station user hears this tone.) The called station user may connect to this waiting call by hanging up, whereby the station will be rung and will be connected to the call upon answer.</p> <p>Alternatively, the station user may flash and dial an answer-hold code to hold the original call and answer the waiting code.</p>
Caller identification (ID)	A feature that provides the capability of passing the calling number to the terminating station.
Caller, calling party, call	A person, program, or equipment that originates a call.
Calling number suppression	A feature that provides the capability to block the originating phone number from being passed to the terminating station on an all call basis.
Cancel	A service order is canceled if the action is taken prior to acceptance.
Central office based service	A service with functions and features similar to those provided by a PBX system, often referred to as centrex services, that are provided by the telephone company's central office.

Centrex	A service that provides, from the telephone company central office, functions and features comparable to those provided by a PBX or a PABX.
Centrex service group	A group of affiliated users within a common Centrex configuration.
Channel	(a) A connection between initiating and terminating nodes of a circuit. (b) A single path provided from a transmission medium either by physical separation; e.g., multiplier cable, or by electrical separation; e.g., frequency- or time-division multiplexing. (c) A single unidirectional or bi-directional path for transmitting or receiving, or both, of electrical or electromagnetic signals. (d) A path along which signals can be sent; e.g., data channel, output channel.
Class of service (COS)	A designation assigned to describe the service treatment and privileges given to a particular terminal.
Class of service display	This feature provides attendants with an alphabetic or numeric code display representing the class of service of the calling PBX station line seeking attendant assistance.
Clear channel	A full 64 kb/s channel for transferring user information. Signaling is communicated over a separate channel.
Clear channel capability	A channel able to support full 64 kb/s for user information transfer.
Client	One that uses telecommunications service.
Commercially available	As applied to a telecommunications service in a geographic area, that service, or service related feature, that is, for a consideration, currently legally provided by 1 or more entities who are generally considered to be providers of telecommunications service(s) to 1 or more other entities, independent from the service provider, for their own legal commercial business purposes.
Compatibility	A property of systems that allows the exchange of necessary information directly and in usable form. <i>Note:</i> Implies use of identical or compatible protocols.

Conference calling	A feature that allows a station user to establish a multiparty conference connection (of up to 6 conferees including himself), either without attendant assistance at all, or with attendant assistance only for adding trunks.
Confidentiality	The concept of holding sensitive data in confidence, limited to an appropriate set of individuals or organizations.
Customer	One that purchases service.
Contract line item (CLIN)	A telecommunications-related service that can be ordered by item number under an MAA contract. Examples of MAA CLINs are Analog Centrex Line, Analog Centrex Voice Mail and T-1 line.
Customer premises equipment (CPE)	Equipment owned, leased or under the control of the Government and physically located at the Government's premises or at the premises of another contractor.
Customized group dialing plan	A feature that provides the capability to customize the dialing plan for a defined group of stations within the system.
Customized intercept and recorded announcement	This feature provides a recorded message, as specified by the customer, to an intercepted call indicating why the call cannot be completed.
Cutover	The physical changing of circuits or lines at a telecommunications location from 1 configuration to another.
Data	Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic means.
Data call setup	Provides three methods to set up a data call: <ul style="list-style-type: none">• Data terminal (keyboard) dialing (which also includes alphanumeric dialing and default dialing)• Voice terminal dialing• Dedicated voice terminal for data calls.

Data hot line	Provides for automatic nondial placement of a data call to an endpoint when the originator goes off-hook.
Data line privacy	Protects analog data calls from being interrupted by any of the system's overriding or ringing features. When activated by the user, it denies the system the ability to gain access to, or superimpose tones onto, the protected data call.
Data terminal equipment (DTE)	Equipment consisting of digital end instruments that converts the user information into data signals for transmission or reconverts the received data signals into user information.
Dedicated transmission service (DTS)	The private-line transmission of voice or data.
Default dialing	Enhances data terminal (keyboard) dialing by allowing a data terminal user to place a data call to a preadministered destination by simply entering a carriage return at the "Dial" prompt.
Delay	The interval of time between origination and receipt of a signal.
Demarcation point	The point where the phone company brings in the wiring that connects to the subscriber's phone system and where the subscriber assumes responsibility for the service.
Dial access code	The digit or digits entered by a user utilizing a switching vehicle to gain access to MAA services.
Dial pulse	A direct current pulse produced by a telephone instrument interrupting a steady current at a sequence and rate determined by an operator-selected digit and the operating characteristic of the instrument.
DID number block assignment and maintenance	A feature provided by the telephone carrier to offer a range of consecutive telephone numbers in a new DID-PBX installation and to maintain the inventory of these phone numbers.
DID/DOD two way	This feature allows a central office access trunk to have both DID and DOD capabilities.
Digit display	A feature that provides the capability of displaying digits on the station's LCD display.

Digital data	Data represented by discrete values or conditions, as opposed to analog data.
Digital form	A discrete representation of a quantized value of a variable.
Digital format	Voice or data signals represented by discrete values or conditions.
Digital signal 0 (DS0)	A digital signal rate of 64 kb/s. The world wide standard speed for digitizing one voice conversion using pulse code modulation.
Digital signal 1 (DS1)	A digital signal rate of 1.544 Mb/s.
Direct inward dialing (DID)	The capability of dialing a call from an external party directly to a station without the assistance of an attendant.
Direct outward dialing (DOD)	The capability allowing an internal user to place a call to an outside party without the assistance of an attendant.
Directed call pickup	A feature that allows a station user to answer any calls directed to another station line dialing a pickup code from an idle or busy station.
Directory assistance	This service is provided by the local telephone company. It allows the subscriber to call for information about phone numbers and/or addresses.
Disconnect	A service order is disconnected if the action is taken after the service has been accepted.
Disks/diskettes	A memory system based on rotating disks coated with a magnetic recording medium.
Distinctive call waiting tones	A feature providing the capability of distinguishing between internal, intercom, or DID calls based on the call waiting tones.
Distinctive ringing	A feature providing the capability of distinguishing between internal, intercom, or DID calls based on the station ringing pattern.

Diversity routing	The capability to allow routing over diverse pathways to include physically separate loop exit points from the customer's site, separate cable right-of-way, and separate switching offices.
Dual service	Dual service is the capability to have an incoming call ring at two locations when a primary number is dialed. One location is assigned with a primary number, and the other with a secondary number (e.g., a different extension). The two locations are normally between buildings.
Dual-tone multifrequency (DTMF) signaling	A telephone signaling method employing standard combinations of 2 specific voice band frequencies, 1 from a group of 4 low frequencies and the other from a group of 4 higher frequencies.
E&M signaling	An arrangement whereby communication between a portion of a circuit and a separate signaling unit is accomplished over 2 leads: the "E" or ("Ear") lead which receives open or ground signals from the signaling unit, and the "M" (or "Mouth") lead which transmits battery or ground signals to the signaling units.
Electronic access	The capability to access information via on-line access (dedicated or dial-up), E-mail, or facsimile.
Electronics Industries Associations (EIA)	A Washington, D.C. trade organization of manufactures which sets standards for use of its member companies, conducts educational programs and lobbies for members' collective prosperity.
Encrypt	To convert plain text into an unintelligible form by means of a cryptosystem.
End-to-end	Telecommunications service from the originating user's terminal to the destination user's terminal.
Erlang	A measurement of telephone traffic intensity. For example, one Erlang is equal to 1 full hour of use, or $60 \times 60 = 3600$ seconds of phone conversation. Traffic measured in 1 hundred call seconds (CCS) can be converted into Erlangs by multiplying by 100 and then dividing by 3600.
Erlang B	A probability distribution to estimate the number of telephone trunks needed to carry a given amount of traffic. Erlang B assumes that, when a call arriving at random finds all trunks busy, it vanishes (the blocked calls cleared condition).

EUCL charge	End User Common Line Charge, also known as Subscriber Line Charge. This charge is for the use of an End User Common Line to obtain local telephone exchange service, but does not include the provision of a telephone number, detail billing, directory listing, or intercept arrangements.
Extended local calling	The local phone company sometimes offers rate plans to cover an area wider than the local calling area. The rate plans are usually more expensive than the local calling plan, but less than the long distance plans.
Extended superframe format (ESF)	A T1 framing standard used in Wide Area Networks (WAN). With this format, 24 frames—instead of 12—are grouped together.
Feature	A service capability that is made available in addition to the basic capabilities associated with a service.
Feature group D	Also referred to as “equal access,” Feature Group D provides trunkside LATA access, affording call supervision to an Interexchange Carrier, a uniform access code (10XXX), optional calling-party identification, recording of access-charge billing details, and presubscription to a customer-specified Interexchange Carrier as defined in paragraphs 12.20 through 12.77, Section 6 of the <i>Notes on the BOC Intra-LATA Networks (SR-2275)</i> .
Federal Communications Commission (FCC)	The FCC is a Federal regulatory agency that was created by the Communications Act of 1934. It regulated the provision of interstate telecommunications services within the United States.
Fiber optics	A technology that uses light as a digital information carrier.
Flexible disconnect, both/either party	The capability to disconnect a call when either or both parties hang up.
Foreign exchange (FX) service	Enables a subscriber to receive local telephone calls from a central office that is outside the subscriber’s exchange area.
Four-wire circuit	A transmission circuit consists of 2 pairs of 2-wire circuits. One pair is used to transmit and the other to receive. A 4-wire circuit costs more than a 2-wire circuit but provides better reception. All long distance trunks are 4-wire circuits. Subscribers can request and pay a little more to get a 4-wire local loop circuit.

Frame relay	A data communications transmission protocol, similar to packet switching, that is optimized for reliable transport facilities (such as fiber optic transport) that transmit at a low bit-error rate.
Full-duplex operation	A mode of operation in which simultaneous communication in both directions may occur between 2 terminals. Contrast with half duplex or simplex operation in which communications occur in only 1 direction at a time.
Grade of service (GOS)	The probability of a call being blocked during a call attempt, expressed as a decimal fraction, during the busy hour.
Ground start	A supervisory signal from a terminal to a switch in which 1 side of the line is temporarily grounded.
Group intercom	A feature allowing intercom groups to be defined. Each station within a group can reach any other station in that group by dialing a one or two digit number.
Hard copy	In telecommunications systems, a permanent reproduction of any part of the data transmitted through the system. The reproduction may be generated by equipment such as teletypewriter pages, continuous printed taped, facsimile pages, computer printouts, or radiophoto prints.
Hunting	Serial hunting: The capability to route incoming calls through a series of stations. If the first station is busy, the calls will be routed to the second station in the series, and so on. Circular hunting: The capability to route incoming calls through a series of stations. If the first station is busy, the calls will be routed to the second station in the series, and so on. If the last station in the circular hunt group is busy the call will be routed to the first station in the group. UCD hunting: the capability of distributing calls uniformly across a series of stations.
Identification	The process that enables recognition of an entity by a system, generally by the use of unique machine-readable user names.
Immediate start	A trunk signaling where pulsing is required to be received about 120 milliseconds after receipt of the connected signal.
Implementation	The process of adding new services or changing existing services at user locations provisioned under the MAA program.

In writing	the term “in writing” refers to a printed, hard copy form or as electronically-accessible via on-line messaging and/or database. Verbal communication alone is not to be considered “in writing”.
Inadequate wiring	Wiring or equipment that does not support service from the NID to the SDP at the performance level specified in the RFP.
Inside move charge	A charge for a change in SDP location (not SDP type) within the same customer premises.
Integrated services digital network (ISDN)	A network that provides end-to-end digital connectivity to support a wide range of services, including voice and nonvoice services, to which users have access by a limited set of standard multipurpose user network interfaces, as defined in the CCITT I series. See Basic Rate and Primary Rate.
Integrity	Assurance that the received data has not been altered in an unauthorized manner from the original transmission.
Intercept	Calls which cannot reach their destination may be intercepted and diverted to a station attendant or a recording.
Intercom dial	The capability to reach another station within an intercom group by dialing one or two digits.
Interconnection	The linking together of systems which are not necessarily interoperable.
Interexchange carrier (IXC)	Any service provider offering inter-LATA telecommunications services.
Intermediate distribution frame (IDF)	A metal rack designed to connect cables, usually located in an equipment room or closet. Provides the connection between inter-building cabling and the intra-building cabling, i.e., between the main distribution frame (MDF) and individual phone wiring.
International telephone and telegraph consultative committee (CCITT)	An international organization, part of the International Telecommunications Union, that issues recommendations that are frequently adopted as standards by the telecommunications community.

Internetworking	The process of interconnecting a number of individual networks to provide a path from a terminal or a host on 1 network to a terminal or a host on another network. The networks involved may be of the same type, or they may be of different types. However, each network is distinct, with its own addresses, internal protocols, access methods, and administration.
Interoperability	The ability of each service provider to effectively and efficiently transfer all information and control data within its own network and between its network and those of other service providers so that a given service offering operates transparently and without performance degradation for users.
Invoice	A due and payable itemized list of goods or services from a contractor which states quantities, prices, charges, and other data.
Invoicing	The process of preparing and forwarding a list of charges to the Government for services rendered by the contractor.
IXC POP termination charge	A charge that may be imposed when a DTS circuit terminates at an IXC POP.
Key telephone system	In a customer environment, terminals and equipment that provides user terminals with access to a variety of telephone services without attendant assistance.
Kilobyte (kB)	1000 bytes.
Last number redial	The capability of redialing the last number dialed by pressing a feature code or button.
Line hunting	See Hunting.
Local access and transport area (LATA)	Under the terms of the Modified Final Judgment (MFJ), the geographical area within which a BOC is permitted to provide telecommunications services after divestiture by AT&T.

Local area network (LAN)	A data communications system that (a) lies within a limited spatial area, (b) has a specific user group, (c) has a specific topology, and (d) is not a public switched telecommunications network, but may be connected to 1. <i>Note 1:</i> LANs are usually restricted to relatively small areas, such as rooms, building, ships, and aircraft. <i>Note 2:</i> An interconnection of LANs within a limited geographical area, such as a military base, is commonly referred to as a campus area network. An interconnection of LANs over a city-wide geographical area is commonly called a MAN. An interconnection of LANs over large geographical areas is commonly called a WAN. <i>Note 3:</i> LANs are not subject to public telecommunications regulations.
Local interoffice channel charge	A charge based on the direct airline distance measured between the two serving wire centers in the local calling area.
Local loop	The service provided from the subscriber's service demarcation point to and including the telephone company's central office. It also includes any service provided by the company's central office as part of the monthly port service.
Logon	The procedure that is followed by a user in beginning a period of on-line terminal operation.
Loop start	A supervisory signal given by a telephone or PBX after the loop path to the central office is completed.
Megabyte (MB)	1,000,000 bytes.
Message waiting indication	A visual or aural indication at a station that a message is waiting.
Microwave	A term applied to radio frequency wavelengths less than 30 centimeters long, corresponding to a frequency of 1 GHz or greater.
Mileage	The distance in miles between the 2 end points of a circuit.
Modem	Acronym for MOdulator-DEModulator. A device that modulates and demodulates signals. <i>Note:</i> Modems are primarily used for converting digital signals into quasi-analog signals for transmission over analog communication channels and for reconverting the quasi-analog signals into digital signals.

Multi-appearance preselection and preference	Provides multi-line appearance voice terminal users with options for placing or answering calls on selected appearance.
Multiple appearance directory numbers	A generic feature which allows a directory number to be assigned more than once to one or more telephone sets. This feature may also be referred to as shared call appearances, etc.
Multiplexing	The division of a transmission facility into 2 or more channels either by splitting the frequency band transmitted by the channel into narrower bands, each of which constitutes a distinct channel (frequency-division multiplexing), or by allotting this common channel to several different information channels, 1 at a time (time-division multiplexing).
Narrowband	As in a narrowband data, narrowband switched services, or narrowband signal. A data stream whose digital signal representation has an essential spectral content that is limited to that which can be contained within a voice channel of nominal 4-kHz bandwidth.
National security emergency preparedness (NS/EP) requirements	As used in this document, National Security Emergency Preparedness (NS/EP) requirements are intended to maintain a state of readiness or respond to and manage an event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the security posture of the United States.
NBD initial price	The valid initial units of usage-sensitive calls during Normal Business Day (NBD is defined in Section B.1.3) are 1 minute for CSS.
Network	(a) An interconnection of 3 or more communicating entities and (usually) 3 or more nodes. (b) A combination of passive or active electronic components that serves a given purpose.
Network interface device (NID)	The demarcation point between the customer's equipment and the network as defined by the Federal Communications Commission (FCC) and the Public Utility Commission (PUC).
Normal business day (NBD) additional price	The valid increments of usage-sensitive calls during Normal Business Day (NBD is defined in Section B.1.3) are 1 minute for CSS.

North American numbering plan (NANP)	A numbering plan that allows all stations conforming to the 10-digit dialing pattern of the PSN to be accessed. The pattern is of the form NPA-NXX-XXXX where NPA equals Numbering Plan Area (Area Code); N = 2-9; P = 0-9; A = 0-9; and X = 0-9.
NPANXX	NPA is the Numbering Plan Area, also known as the area code, and NXX is the first 3 digits in a seven-digit local telephone number which identifies the central office that serves the phone number. When specified alone, originating NPANXX is implied.
NPANXX group	A group of NPANXXs, determined by the offeror, that have the same MAA service rates.
Number portability	Number portability is the ability of a user of telecommunications services to retain, at the same location or at other locations within the same rate center, existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.
Off-hook time out	The capability of a switch to detect and react to an off-hook condition over a period of time before reception of dialing information or after call disconnect.
Off-net call	A call that originates from an SDP on an MAA contractor's network and terminates on an SDP on a different contractor's network, but is within the MAA service area (e.g., contractor 1 network to contractor 2,3, etc. network).
Off-premises switch-based voice service	Off-premises switch-based voice services refer to voice services for a large number of users that can be provided via various solutions. Off-premises switch-based voice service is a set of capabilities and features that are commonly provided by Centrex-like or PBX-like services and features. Off-premises switched-based voice service is not located in Government facilities except at locations with an existing on-premises PBX.
On-line	Electronic availability on demand from a computer-based system without mounting removable media such as magnetic tape or disks.
On-net call	A call that originates from an SDP on an MAA contractor's network and terminates on an SDP on the same MAA contractor's network (e.g., contractor 1 network to contractor 1 network).

Operator assistance	Calls completed or billed with the live or mechanical assistance by the telephone company's operator center.
Operator assistance-busy line verification	A feature that allows an operator to determine whether a busy line is in use.
Operator assistance-busy line verification with interrupt	A feature that allows an operator to break into an existing conversation and converse with one or both parties.
Originating NPANXX group	The area that includes the group of NPANXXs where a service originates. See Section J.1.1 for the list of valid originating NPANXXs.
Other direct costs (ODC)	Costs associated with services that are within the scope of the contract but are not priced under the pricing structures provided in Section B.
Outage	A telecommunication service condition wherein a user is deprived of service because of a malfunction of the communication system.
Outside move charge	A charge for a change in SDP location (not SDP type) to a different customer premises.
Outside normal business day (ONBD) additional price	The valid increments of usage-sensitive calls during Outside Normal Business Day (ONBD is defined in Section B.1.3) are 1 minute for CSS.
Outside normal business day (ONBD) initial price	The valid increments of usage-sensitive calls during Outside Normal Business Day (ONBD is defined in Section B.1.3) are 1 minute for CSS.
Packet switching	A system in which messages are broken down into smaller units called packets, which are then individually addressed and routed through the network.
Packet switching network	A network designed to carry data in the form of packets. The packet format, internal to the network, may require conversion at a gateway.

Password	A word, alphanumeric character, or combination that permits access to otherwise inaccessible data, information, or facilities.
Personalized ringing	Allows users of certain voice terminals to uniquely identify their own calls. Each user can choose one of a number of possible ringing patterns.
Point of presence (POP)	An Interexchange Carrier's point of interface with a Local Exchange Carrier.
Pre-subscribed interexchange carrier (PIC) change	The capability for a telephone user to change to another interexchange carrier that is to be used with 1+ dialing.
Price	The charge for the associated price element.
Price element	<p>An individual cell in a price table. A price element cannot be ordered from the contract. A price element captures the following dimensions of the MAA pricing structure into a single value:</p> <ul style="list-style-type: none">(a) Year (Time dimension)(b) Price component for a Particular CLIN (Service dimension)(c) NPANXX Groups (Geographic dimension where applicable) <p>Examples of a price element are:</p> <ul style="list-style-type: none">(a) Year 1 Monthly Recurring Charge for a CSS Analog Business Line for NPANXX Group 2(b) Year 3 Service Initiation Charge for CSS Analog Centrex for NPANXX Group 1(c) Year 5 Monthly Recurring Charge for CSS Analog Centrex Voice Mail Feature(d) Year 7 One-time charge for moving an analog business line
Price per mile	The unit price per each mile specified in the mileage field.

Primary directory listing	A primary directory listing is listed in the telephone directory published by the dominant exchange service provider in the customer's exchange area of the station number which is designated as the customer's main billing number. It contains the name of the customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the customer.
Primary rate	The transmission rate supported by the ISDN primary rate interface, defined on CCITT I.412 as 1536 kb/s and composed of 23 B (64 kb/s) and 1 D (64 kb/s) channels.
Privacy	A feature that provides the capability for a user to prevent others from entering into a connection on a multi-appearance line.
Private branch exchange (PBX)	Simply, a communications switching system serving an organization and normally located on the organization's premises. Specifically, communications switching equipment conforming to the EIA Standards RS-464 and RS-464-1, published in December 1977 and August 1982, and meeting FCC registration requirements for interconnection to the Public Switched Network.
Provisioning	The act of supplying telecommunications service to a user, including all associated transmission, switching, equipment, software, wiring, implementation services, and support systems.
Public switched network (PSN)	Any common carrier network that provides circuit switching among public users. <i>Note:</i> The term is usually applied to the Public Switched Telephone Network, but it could be applied more generally to other switched networks, e.g., public data networks and public packet-switched data networks.
Reconfiguration charges	Charges that apply to reconfiguration that cannot be accomplished using software reconfiguration by customer.
Replaced date	Date on which a quoted price is replaced.
Robbed-bit signaling	A DSI or T1 signaling mechanism. Bit robbing is the technique to steal bits from the speech path for in-band signaling and use the rest of the bits to create the original electrical analog signal i.e., the original sound.

Service delivery point (SDP)	The point at which a service is delivered by the contractor to the user. It is defined in terms of location, contractor facilities, interface, and user facilities. The SDP is the interface point for the physical or logical delivery of a service, is 1 of the points at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the charges for services rendered. Each SDP is defined as the combined physical, electrical, and service interface between the serviced network and Government premises equipment, off-premises switching and transmission equipment (including but not limited to, those provided by Centrex and telephone central offices), and other facilities, as well as the POP of the MAA contractor's transport network service provider in the future. SDPs may be located on or off Government premises.
Service initiation charge (SIC)	Those fees established by the contractor that enable new subscribers to access the service or existing subscribers to add a new feature. These are by definition one-time fees for physical and logical connection establishment within the network.
Service profile identification and directory (SPID)	Is a service profile identification used for ISDN BRI which allows automatic assignment of terminal identification attached to BRI.
Service-based approach	In a service-based approach, the Government delegates responsibility for transmission, switching, or support service functions to a telecommunications service provider. In a facilities-based approach, the Government retains ownership of some of the required network assets or "facilities."
Signal system number 7	Signal system No. 7 is a digital channel signaling for out-of-band signaling for call control, e.g., ISDN calls.
Signaling	The information exchange concerning establishment and control of a connection and management of the network, in contrast to user information transfer.
Six-way conference calling	See conference calling.

Software reconfiguration by customer	The capability allowing a customer organization to manage line and feature arrangements without going through service-order procedures. Typical customer initiated tasks would include adding, deleting, and changing station features; rearranging or swapping existing stations; verifying status of change orders; and reviewing current status of line and station configurations.
Specification	A document intended primarily for use in a procurement that clearly and accurately describes the essential technical requirements for items, materials, or services, including the procedure by which it will be determined that the requirements have been met.
Speed calling	A feature that allows a station user to reach any of a preselected group of phone number by dialing one or more digits.
Start date	Date on which a quoted price becomes effective.
Station	A data terminal or voice terminal used to access a network.
Station message desk interface (SDMI)	The interface between a voice mail system and an external local exchange carrier office.
Station-to-station dialing	A feature that allows a station user to directly dial other stations within the same system without the assistance of the attendant. The number of digits required depends on the numbering plan engineered for the customer.
Stop date	Date on which a quoted price is no longer effective.
Supervised 700 ms disconnect	This feature provides the capability to extend disconnect supervision timing to 700 ms on loop start lines.
Synchronous transmission	Digital transmission in which the time interval between any 2 similar significant instants in the overall bit stream is always an integral number of unit intervals. <i>Note: “Isochronous” and “anisochronous” are characteristics, while “synchronous” and “asynchronous” are relationships.</i>
T1	Digital services that provide transmission between 2 stations at an aggregate data rate of 1.544 Mb/s.
T3	Digital services that provide transmission between 2 stations at an aggregate data rate of 44.736 Mb/s.

Tandem switch	A switch that is capable of interconnecting PBX's or end offices. In the North American telephone network prior to divestiture, tandem switches were also known as Class 4 switches, whereas central offices or serving offices were known as Class 5 switches.
Telecommunications	Any process that permits the passage of information from a sender to 1 or more receivers in any usable form by means of any electromagnetic system.
Telecommunications industry association (TIA)	Washington lobby and trade association providing communications and information technology products, materials, systems, distribution services, and professional services.
Teleconferencing	A conference between persons remote from 1 another but linked by a telecommunications system. <i>Note:</i> A teleconference is supported by audio and/or video communication equipment that enables the live exchange of information among remotely located persons and machines.
Terminating NPANXX group	The area that includes the group of NPANXXs where a service terminates. See Section J.1.2 for the list of valid terminating NPANXXs.
Three-way conference calling	See conference calling.
Tie trunk	A dedicated circuit linking two PBXs
Traffic	(a) The information moved over a communications channel. (b) A quantitative measurement of the total messages and their length, expressed in calls, erlangs, 1 hundred call seconds (CCSs), or other units, during a specified period of time.
Transmission facility	The physical wires, amplifiers, and other equipment used to transmit an electrical signal.
TSP level change	Change level to another of five TSP levels.
TSP provisioning	Priority installation of a new circuit.
TSP restoration	Establishes and maintains a restoration priority for a circuit.

Two-wire circuit	A transmission circuit composed of 2 wires - signal and ground - used to both send and receive information. Local loop circuits are generally 2-wire circuits.
Unit price	A unit price is constructed from the price elements associated with a CLIN. For example, a CSS line incurs the following costs: one-time service initiation charge, monthly recurring line charge, EUCL charge.
Value-added service	A service that extends the basic service, such as electronic mail service over a Packet Switched Service or voice mail service over a Switched Voice Service.
Vanity number	A directory number that can be dialed using a meaningful alphanumeric representation.
Virtual circuit	A communication arrangement in which data from a source user may be passed to a destination user over various real circuit configurations during a single period of communication.
Voice mail	A voice messaging system.
Wink start	Short duration off hook signal.
X.25	ITU recommendation that specifies the interface between user data terminal equipment and packet-switching data circuit-terminating equipment.

75 **J.5 Reserved**

76 **J.6 Requirements Matrixes**

77 Tables J.6-1a, J.6-1b, J.6-2a and J.6-2b comprise the technical and management
78 requirements checklists referred to in Section L.22, *Detailed Qualification Statement*
79 *Instructions*. These tables list all requirements provided in RQS Sections C and G.

80 For each requirement in Tables J.6-1a and J.6-2a, a narrative response is required. The
81 last column in these tables will be used by Government proposal evaluators to document
82 whether or not the proposal is in compliance and whether any exceptions are noted.

83 For each requirement in Tables J.6-1b and J.6-2b, offerors must stipulate compliance or
84 conformance. Tables J.6-1b and J.6-2b must be signed by an authorized corporate officer
85 indicating agreement and commitment to full compliance and contract performance.

86 Table J.6-3 is the Proposal Conformance Checklist that will be used by the Government
87 to evaluate offeror's conformance with the proposal instructions in Section L.

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Table J.6-1a. Technical Requirements – Narrative Response Required

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#	RQS Section	Statement of Requirement	Proposal Reference	Comply (Gov Use)
1.	C.2.1.7	The contractor shall be responsible for managing and coordinating all aspects of service quality, security, interconnectivity, and interoperability of services between SDPs.		
2.	C.2.1.7	The contractor shall be responsible for delivering services at the required performance levels as specified in this solicitation.		
3.	C.2.1.9	The contractor shall describe how it will provide security within the infrastructure of the contractor's network, consistent with commercial practices, which shall ensure availability of service, confidentiality, and data integrity of both the contractor's transmission systems and databases being maintained by the contractor in support of its services.		
4.	C.2.1.9	The contractor shall describe how its infrastructure shall utilize best commercial practices to protect against threats from hacker, criminal, and terrorist activities.		
5.	C.2.1.12	The contractor shall be responsible for delivering service to the SDP (See Section C.2.1.5).		
6.	C.5.1.2	The contractor shall describe the processes, procedures, and network capabilities it will employ to provide network facility augmentation and restoration during NS/EP events consistent with: <ul style="list-style-type: none"> (a) National Telecommunications Management Structure (NTMS) and Telecommunications Service Priority (TSP) System (See NCS-3-1-1 and NCS-3-1-2 manuals) or any subsequent TSP replacement system for providing TSP restoration, TSP provisioning, and TSP level change. (b) Reserve emergency power per best commercial practices and use of Telecommunications Electric Service Priority (TESP) in all transmission, switching, signaling, and major facility nodes. 		
7.	C.5.1.2.1	The contractor shall describe the processes, procedures, and network capabilities it will		

Table J.6-1a. Technical Requirements – Narrative Response Required

#	RQS Section	Statement of Requirement	Proposal Reference	Comply (Gov Use)
		employ to provide transmission augmentation and restoration during NS/EP events consistent with: <ul style="list-style-type: none"> (a) Transmission augmentation using terrestrial, fiber optic, microwave, and transportable capabilities (b) Rapid restoration of network transmission facilities by deployment of such techniques as SONET self-healing architecture (c) Alternate local loop when specifically requested by a customer organization. 		
8.	C.5.1.2.2	The contractor shall follow best commercial practices to protect against the loss of services caused by the failure, blockage, or damage of a switching or signaling node.		
9.	C.5.2	The contractor shall describe the approach it will employ to follow best commercial practices to protect its NS/EP-related sensitive systems. These sensitive systems include: <ul style="list-style-type: none"> (a) Databases for classified information (b) Critical users' locations, identifications, authorization codes, and call records (c) Customer organization profiles (d) Computer systems that control or can control the network or services 		

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Table J.6-1b. Stipulated Technical Requirements

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#	RQS Section	Statement of Requirement
1	C.1.2.2	Until allowed by law and regulation to provide full IXC switched access services, the contractor shall support IXC switched access by providing the customer organizations the ability to choose the Government-specified FTS2000/2001 presubscribed interexchange carrier (PIC) for long distance services.
2	C.1.2.2	IXC dedicated access shall be provided using MAA Dedicated Transmission Service (DTS).
3	C.2.1.1	The contractor shall provide local telecommunications service in the following two categories: (a) Circuit Switched Services (CSS). These services are based on circuit/time-division switching technologies and are sub-divided into voice services and data services sub-categories, as described below: (1) Local Voice Service (LVS) (2) Circuit Switched Data Service (CSDS) (b) Dedicated Transmission Service (DTS). These are dedicated transmission services which allow the aggregation of bandwidths for transmission of voice and data traffic. DTS is subdivided into the following two groups: (1) Local DTS (2) DTS access to an IXC POP
4	C.2.1.1	CSS shall provide local loop (including local switching and associated features), local transport between terminating locations within the MAA service area, access to local long distance services, and access to and from interexchange carriers.
5	C.2.1.1	DTS shall provide dedicated circuits between sites within the MAA service area as well as between an MAA site and an IXC POP.
6	C.2.1.1	As part of the service offering, the contractor shall ensure proper delivery and operations of all telecommunications services as described in Sections C.2.2 and C.2.3.
7	C.2.1.4	Features of a service are additional capabilities that shall be provided by the contractor and priced separately from the basic price.
8	C.2.1.5	Any contractor-provided equipment to be located on the customer organization's premises shall be placed in locations as approved by the Government.
9	C.2.1.5	The contractor shall support SDP locations other than the NID.
10	C.2.1.6	The contractor shall ensure that the local telecommunications services provided under this contract are compatible with the Government's existing equipment to the extent that commercial standard interfaces and implementation exist to support such compatibility.
11	C.2.1.6	The contractor shall identify the necessary operations, procedures, software, and equipment to ensure service compatibility.
12	C.2.1.6	The contractor shall provide identification of incompatibilities between the

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
		required services and the existing Government equipment within 15 business days after service order acknowledgment.
13	C.2.1.6	The contractor shall be responsible for achieving compatibility with its network for systems/networks, procured by GSA or customer organizations after MAA contract award, that conform to the industry standards as specified in this contract.
14	C.2.1.6	As part of operational support, the contractor shall be responsible for providing assistance, as necessary, to determine compatibility requirements with the customer organizations and vendors of equipment that is to be connected to the contractor's network regardless of when the equipment is purchased.
15	C.2.1.6	When a solution is required to resolve a system incompatibility, the implementation of the solution shall be negotiated on an individual case basis.
16	C.2.1.7	The performance provided shall always be at a level not less than what is available commercially.
17	C.2.1.7	If the available commercial performance parameter is more demanding than the minimum acceptable level specified in the contract, the available commercial performance parameter shall prevail.
18	C.2.1.7	In the case of service disruptions, the contractor shall restore service as specified in Section G.5.2.
19	C.2.1.8	The MAA services shall, when required by the Government, interface and interoperate with the systems and services provided under other FTS Program acquisitions.
20	C.2.1.8	When interconnectivity and interoperability are required at an SDP located at another vendor's network, the contractor shall conform to commercial standard interfaces for interconnectivity and interoperability.
21	C.2.1.8	If there are non-commercial standard interfaces used by the other vendor's network, the contractor shall coordinate and negotiate with the Government on a case-by-case basis.
22	C.2.1.9	The contractor shall clearly label all wires installed or used by the contractor at the SDP (main distribution frame [MDF] and intermediate distribution frame [IDF] in the wiring closet).
23	C.2.1.9	Where existing wiring labeling is not adequate, the contractor shall negotiate the labeling upgrade with the Government on a case-by case basis, and any additional cost will be covered under ODC.
24	C.2.1.9	The contractor shall provide physical security of contractor facilities (e.g., locked door and sign in/out procedures to gain access).
25	C.2.1.9	For SDPs that are in locations other than the contractor's locations, the contractor shall follow security procedures specified by the Government in coordination with the building owner.
26	C.2.1.10	When commercial-off-the-shelf (COTS) equipment and software is required to interface to customer organization's equipment as specified within this contract, these shall be provided as an integral part of the services.
27	C.2.1.10	Any such hardware and software shall remain the property of the contractor,

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
		unless otherwise specified or agreed by the Government.
28	C.2.1.11	For services and features provided under this contract, the contractor shall be responsible for their implementation at specific customer organization locations.
29	C.2.1.11	Implementation shall include the following: (a) Replacement of existing GSA-provided services with MAA contract services (b) Installation of new MAA contract services at locations currently served by GSA (c) Installation of MAA contract services at locations not currently served by GSA (d) Enhancements, changes, and additions to previously implemented MAA contract services.
30	C.2.1.12	In cases where the Government-defined SDP is beyond the NID and the existing wiring between the NID and the SDP meets the technical standards (e.g., U.S. cabling and safety standards and guidelines as published by Building Industry Consulting Services International (BICSI) and ANSI Electronic Industry Association/Telecommunications Industries Association [EIA/TIA] 568 (with all revisions)/569/606/TSB-36/TSB-40, ANSI/National Fire Protection Association [NFPA]-70, and meets the service performance levels specified in the RQS and the metropolitan area specific RFP, the contractor shall use the existing wiring to provide service to the SDP.
31	C.2.1.12	The MAA contractor shall be responsible for managing and coordinating with the appropriate organization(s) to ensure service delivery to the SDP.
32	C.2.1.12	In cases where the Government-defined SDP is beyond the NID and the existing wiring between the NID and the SDP is determined by the contractor as inadequate, the contractor shall provide notification of non-compliance of existing wiring and propose a solution within 15 business days after service order acknowledgment.
33	C.2.1.12	The contractor shall demonstrate, with appropriate engineering specifications and evidence, that the existing wiring is inadequate.
34	C.2.1.12	In cases where the Government-defined SDP is beyond the NID and there is no existing wiring (e.g., a new building or a new floor), the contractor shall provide a price quote for installing the inside wiring to the SDP.
35	C.2.1.12	The contractor shall ensure that all wiring meets the technical standards for the services being provided.
36	C.2.1.12	The contractor shall, at the Government's request, provide installation of wiring to the SDP.
37	C.2.1.12	After the installation, the site shall be returned as closely as possible to the same condition as it was prior to the installation.
38	C.2.1.12	If the Government contracts separately to provide installation of wiring, the MAA contractor shall coordinate and cooperate with the building manager and the wiring vendor.

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
39	C.2.1.13	After the contract award, the contractor shall advise the Government of any new technology, not in the MAA program, when it becomes commercially available.
40	C.2.1.13	If the contractor implements a new service for any of its customers, the contractor shall advise the Government of the offerings.
41	C.2.1.13	If there is sufficient interest within the Government, the contractor shall propose the new technology to the Government for consideration to be incorporated into the MAA program.
42	C.2.1.14	Service provided to the Government shall be in conformance with the same standards as that of the contractor's commercial offering at no additional cost to the Government.
43	C.2.1.14	However, if a customer organization wants conformance to a new standard earlier than the contractor's commercial plan for development, then it shall be negotiated on an individual case basis.
44	C.2.1.14	Where multiple standards are cited, the order of precedence shall be as follows unless otherwise specified: <ul style="list-style-type: none"> (a) Industry forums (e.g., Frame Relay Forum, NIUF, ATMF, EIA/TIA) (b) American National Standards Institute (ANSI) (c) Bellcore (d) International Telecommunications Union-Telecommunications Service Sector (ITU-TSS)
45	C.2.2.1	Local voice service shall provide calling capabilities from any MAA customer organization to any termination point within the MAA area, as well as access to any termination point within the Public Switched Telephone Network (PSTN).
46	C.2.2.1.1	LVS shall support the following configurations: <ul style="list-style-type: none"> (a) Business Line. Analog (loop and ground start) and ISDN lines. (b) Off-Premises Switch-Based Voice Service. Off-premises switch-based voice service over Analog (loop and ground start) and ISDN lines including the sharing of ISDN Bearer (B) Channels to provide two voice, voice/data, or two data channels utilizing two Service Profile Identifier and Directory (SPID) numbers. (c) Access to Existing Key Systems. Analog and ISDN lines for Government key systems. (d) Access to Existing PBX Systems. Analog (loop and ground start) and digital local central office access trunks for a Government PBX systems.
47	C.2.2.1.1	Off-premises switch-based voice service equipment shall not be located in Government facilities except at locations with an existing on-premises PBX (See Section C.1.2.3).
48	C.2.2.1.1	The contractor shall support connections for voice and analog data rates of at least 9.6 kilobits per second (kb/s) using an ITU-TSS V.32 modem and 28.8 kb/s using an ITU-TSS V.34 modem, not including impairment of data rates by the local loop.

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
49	C.2.2.1.1	The contractor shall also support modems at the latest commercially available modem rates over the life of the contract.
50	C.2.2.1.1	LVS shall comply with ANSI T1.101 and all applicable Bellcore and ANSI standards, primarily Bellcore's <i>BOC Notes on the LEC Networks</i> , and ANSI ISDN and SS7 standards.
51	C.2.2.1.1.1	The contractor shall provide the following common basic capabilities for all business lines, off-premises switch-based voice service, line access to existing key systems, and trunk access to existing PBX systems configurations: <ul style="list-style-type: none"> (a) 10XXX/NPA/NXX Routing. (b) Dual Tone Multi-Frequency (DTMF) Dialing (c) Automatic Number Identification (ANI) for outgoing calls (d) Access to 911 Service. Customer organizations shall be able to access emergency service/assistance by dialing (prefix, if appropriate) 911 (e) Operator Assistance. Operator assistance shall be provided for any services offered by the service provider (f) Primary Directory Listings (g) Access to a pre-subscribed interexchange carrier (PIC) (h) Flexible Disconnect, Both/Either Party (i) Off-hook Time Out (j) Intercept and Recorded Announcement. The contractor shall provide commercially available network intercept to recorded announcement as an inherent network capability when a call cannot be completed
52	C.2.2.1.1.1 (a)	The numbering plan shall conform to the North American Numbering Plan (NANP).
53	C.2.2.1.1.1 (a)	The dialing plan shall also support a truncation of the standard seven-digit station number (e.g., the last four, five, or six digits of the station number) for a customer organization using MAA off-premises switch-based voice services.
54	C.2.2.1.1.1(a)	The numbering plan shall include access codes of two digits or less for off-premises switch-based voice service user access to carriers and/or services external to the system/service.
55	C.2.2.1.1.1(a)	Assignment of access codes to these services shall be at the discretion of the Government.
56	C.2.2.1.1.1.2	In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capabilities for basic non-ISDN off-premises switch-based voice service: <ul style="list-style-type: none"> (a) Call Back/Camp On (b) Call Consultation (c) Call Forward - Busy (d) Call Forward - Don't Answer (e) Call Forward - Variable (f) Call Hold (g) Call Hunting (h) Call Park (i) Call Pick-Up

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
		(j) Call Transfer (k) Call Waiting (l) Direct Inward Dialing (DID) (m) Direct Outward Dialing (DOD) (n) Last Number Redial (o) Message Waiting Indication (p) Speed Calling (q) Three-Way Conference Calling (r) Blocking of Selected Numbers (s) Class of Service. The service shall provide 64 classes of service available to each customer organization line.
57	C.2.2.1.1.1.2 (s)	Due to the diverse nature of the customer organizations served, each class of service shall be available on all customer organization line circuits, and shall permit class of service changes without requiring a station number change.
58	C.2.2.1.1.1.2 (s)	Each class of service shall provide a flexible mix of both system/station features and transport level restrictions
59	C.2.2.1.1.1.2 (s)	The class of service applicable to each line termination shall be assigned and determined by the Government during final station design planning.
60	C.2.2.1.1.1.2 (s)	Access to the commercial networks shall be provided by the contractor to properly class-marked users.
61	C.2.2.1.1.1.2 (s)	The contractor shall provide the following nine transport access level restrictions: (1) COS 1 - Limited Service: Service within the same serving system (2) COS 2 - Standard Service: Local Government service provided through the system(s) and local exchange NXXs dedicated to the Government (3) COS 3 - Commercial Service: Standard service plus access to the LEC (4) COS 4 - Government Service: Standard service plus access to a Government-acquired, IXC-provided service (on-net), but with no access to the LEC (5) COS 5 - Extended Service: Standard service plus access to both a Government-acquired IXC service (on-net) and the LEC (6) COS 6 - National Service: Standard service plus access to a Government-acquired IXC service (on-and-off-net) and the LEC (7) COS 7 - Interexchange Carrier Service: Commercial service plus access to IXCs other than a Government-acquired IXC service (8) COS 8 - International Service: National Service plus Government-acquired International Direct Distance Dialing (IDDD) (9) COS 9 - Interexchange and International Service: IXC Service plus IDDD.
62	C.2.2.1.1.1.3	In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide line hunting capability for non-ISDN access to existing key systems basic service.
63	C.2.2.1.1.2	The contractor shall provide the following features as additions to the basic service for all business lines, off-premises switch-based voice service, line access to existing key systems, and trunk access to existing PBX systems

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
		(where such features are supported by the PBX): <ul style="list-style-type: none"> (a) Blocking Caller-Paid Information Phone Numbers (b) Calling Number Suppression (c) Directory Assistance. Directory assistance (to obtain directory numbers) for the local calling area shall be provided by dialing 411 or [1-NPA-] 7 digits. (d) Pre-subscribed Interexchange Carrier (PIC) Change (e) Vanity Number
64	C.2.2.1.1.2	The contractor shall provide the following features as additions to the basic service for all business lines and off-premises switch-based voice service: <ul style="list-style-type: none"> (f) Additional Directory Listings (g) Alternate Call Directory Listings (h) Operator Assistance - Busy Line Verification (i) Operator Assistance - Busy Line Verification with Interrupt (j) Voice Mail.
65	C.2.2.1.1.2(j)	Voice mail shall provide the following capabilities: <ol style="list-style-type: none"> (1) Be accessible to any station within the system that has a telephone equipped with a push-button tone pad (2) Automatically cue the recipient of message(s) in the voice mailbox. Message cue alerting should include, but not be limited to, message waiting visual signal or stutter dial tone (3) Handle inside, as well as outside, calls on the system (4) Store messages automatically and forward the message at specific times designated by users (5) Deliver mass announcements to all or part of its users (6) Be accessible to any on-net or off-net station equipped with a push-button dial pad in order for the mail box owner to retrieve or change messages. (7) Provide automated attendant functions (8) Provide incoming message duration of 90 seconds (9) When providing off-premises switch-based voice service, the contractor shall supply and/or interface with and support a data link (e.g., Station Message Desk Interface [SMDI], Sierra-based Mailbox Server Interface [SMSI]) to integrate a Government-owned voice mail system into its switching system.
66	C.2.2.1.1.2.1	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for non-ISDN business line service: <ul style="list-style-type: none"> (a) Authorization Codes (b) Billing Account Code – Verified (c) Billing Account Code – Unverified (d) Call Forwarding (e) Call Waiting (f) Caller Identification (ID) (g) Data Line Privacy

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
		<ul style="list-style-type: none"> (h) Speed Calling (i) Three-Way Conference Calling
67	C.2.2.1.1.2.2	<p>In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for non-ISDN off-premises switch-based voice service:</p> <ul style="list-style-type: none"> (a) Authorization Codes (b) Billing Account Code – Verified (c) Billing Account Code – Unverified (d) Caller Identification (ID) (e) Call Restriction (f) Customized Group Dialing Plan (g) Data Line Privacy (h) Distinctive Call Waiting Tones (i) Distinctive Ringing (SDP6 only) (j) Dual Service (k) Multiple Appearance Directory Numbers (l) Privacy
68	C.2.2.1.1.2.3	<p>In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for non-ISDN access to existing key systems:</p> <ul style="list-style-type: none"> (a) Caller Identification (ID) (b) Data Line Privacy
69	C.2.2.1.1.2.4	<p>In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for non-ISDN access to existing PBX systems:</p> <ul style="list-style-type: none"> (a) Caller Identification (ID). (b) DID. This feature shall allow incoming calls to a PBX to reach destination stations, without attendant assistance, by routing calls by truncated station digits contained in the incoming call signal. (c) DOD. This feature shall allow PBX station users to gain access to the local Central Office without attendant assistance by dialing an access code. (d) DID/DOD Two Way. This feature shall allow a Central Office access trunk(s) to have both DID and DOD capabilities. (e) DID Number Block Assignment and Maintenance. Customer organizations shall be provided the capability to request assignment and maintenance of DID number blocks for a new DID-PBX installation. (f) Tie Trunk. This feature shall allow trunk circuit between two PBXs.
70	C.2.2.1.1.3 (a)(1)	<p>All analog transmission parameters shall satisfy the values and ranges set forth in <i>Section 7, Transmission, BOC Notes on the LEC Networks</i> (Standard: ANSI EIA/TIA-464 for PBX trunk service and Bellcore Pub SR-2275 for other services).</p>

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
71	C.2.2.1.1.3 (a)(2)	All digital transmission parameters shall satisfy the values and ranges set forth in the <i>High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations</i> (Standard: Bellcore Pub TR-TSY-00754 or GR-342-CORE).
72	C.2.2.1.1.3 (b)	The Grade of Service (GOS) shall be: (1) Terminating calls: P.01 (Erlang-B) (2) Originating calls: P.01 after dial tone (Erlang-B) (3) Transport: P.01 (4) Dial tone delay: Less than 1 percent for delay greater than 3 seconds.
73	C.2.2.1.1.3(c)	The availability shall be at least 99.5 percent at the SDP.
74	C.2.2.1.1.4.1	The interfaces for lines and trunks at the customer organization terminal shall meet the following interface standards: (a) Analog Line, two-wire and four-wire, loop signaling, at 4 kHz bandwidth (300 to 3300 Hz) (for Business Lines, off-premises switch-based voice service, and Key System Access configurations): Two-wire and four-wire loop access circuits (Standard: Bellcore's <i>BOC Notes on the LEC Networks</i> [SR-2275] for non-PBX services and ANSI EIA/TIA-464 for PBX trunk services) (b) Digital Line (for Business Lines, off-premises switch-based voice service, and Key System Access configurations): ISDN BRI (2B+D) [Standard: ANSI T1.607 and 610] (c) Analog Trunk at 4 kHz bandwidth (300 to 3300 Hz) (for PBX System Access configuration: incoming/outgoing/two-way traffic; direct inward/outward dialing): (1) Two-wire and four-wire access circuit with Dial Pulse/Dual Tone Multi-frequency (DP/DTMF) pulsing (Standard: Bellcore's <i>BOC Notes on the LEC Network</i> [SR-2275]) (2) Signaling/supervision types: (i) Immediate start (ii) Ground start (iii) Loop Start (iv) Wink start (v) Delay Dial (vi) E&M Types (Standard: Bellcore's <i>Notes on the LEC Network</i> [SR-2275]) (d) Digital Trunk (for PBX System Access configuration: incoming/outgoing/two-way traffic; direct inward/outward dialing): (1) T1 (with Extended Super Frame [ESF] format) at line rate of 1.544 Megabits per second (Mb/s) and information-payload data rate of 1.536 Mb/s. (Standard: Bellcore's <i>BOC Notes on the LEC Networks</i> [SR-2275] and ANSI T1.102/107/403) (2) ISDN PRI at line rate of 1.544 Mb/s and information-payload data rate of 1.472 Mb/s for (23B+D) and 1.536 Mb/s for (24B+0D). (Standard: ANSI

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
		T1.607 and 610; National ISDN-1 [Bellcore Pub SR-NWT-1937], and National ISDN-2 [Bellcore Pub SR-NWT-2120])
75	C.2.2.1.1.4.1 Footnote	ISDN BRI shall be composed of 2 B (64 kb/s) and 1 D (16 kb/s) channels (Standard: ITU-TSS Q.931 signaling type).
76	C.2.2.1.1.4.2	The contractor shall provide the following interfaces, as appropriate, to connect to an IXC POP: <ul style="list-style-type: none"> (a) All applicable sections, related to LEC to Interexchange Carrier/International Carrier (IC/INC) interconnections for CSS, <i>BOC Notes on the LEC Networks</i> (Standard: ANSI EIA/TIA-464 for PBX trunk service and Bellcore Pub SR-2275 for non-PBX services) (b) <i>Compatibility Information for Feature Group D Switched Access Service</i> (Bellcore Pub TR-NPL-258) (c) Exchange Access Interconnection FSD 20-240000 (Standard: Bellcore Pub GR-690-CORE) (d) <i>Bellcore Specification of Signaling System Number 7</i> (Standard: Bellcore Pub TR-NWT-246) where available at the IXC POP.
77	C.2.2.1.1.4.2 Footnote	ISDN PRI shall be composed of 23B+D channels or 24B channels, where more than one PRI is provisioned at one SDP (Standard: ITU-TSS Q.931 signaling type).
78	C.2.2.2.1	CSDS shall provide a synchronous, full duplex, totally digital, SDP to SDP, or SDP to IXC POP, circuit switched data service at a data rate of Digital Signal Level 0 (DS0).
79	C.2.2.2.1	CSDS shall comply with ANSI X3.189, ITU-TSS E.721, and all applicable Bellcore and ANSI standards for digital transmission including ITU-TSS and EIA standards for data terminal equipment (DTE) interfaces.
80	C.2.2.2.1	CSDS access shall be delivered directly to customer organization's terminal equipment including but not limited to the following types: DTE (e.g., workstation, host computer, PC, Group 4 Fax, and other communicating office equipment), digital PBX, or Intelligent multiplexer.
81	C.2.2.2.1	CSDS shall provide network-derived clocking to the DTE or PBX/multiplexer (MUX) at the SDP.
82	C.2.2.2.1	Once a call has been established, all bit sequences transmitted by the DTE shall be transported as data/bit transparent, maintaining data/bit sequence integrity.
83	C.2.2.2.1	CSDS shall support the following categories of information-payload bandwidth for DS0: 56 kb/s and 64 kb/s data rates.
84	C.2.2.2.1	To the maximum extent practicable, the contractor shall support a uniform numbering plan for all MAA locations.
85	C.2.2.2.1	This numbering plan shall use the NANP normally used for voice services. CSDS services shall be "on demand"; that is, a customer organization will not have to schedule a call.
86	C.2.2.2.2	The contractor shall provide dial-in feature as an addition to the basic service.
87	C.2.2.2.2	The contractor shall support 7-digit (preferred) or 10-digit PSTN numbers, for

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
		dial-in access over ISDN access arrangement where available commercially.
88	C.2.2.2.2	Access to CSDS shall only be provided after verification of the authorization code entered by the dial-up user.
89	C.2.2.2.3	The CSDS performance parameters shall meet the following: (a) Transmission Performance: All digital transmission parameters shall satisfy the values and ranges set forth in the <i>High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations</i> (Standard: Bellcore Pub GR-342-CORE) and ANSI T1.510. (b) GOS (end-to-end): Shall be better than 1 percent (i.e., < P.01) (c) Availability of Service: Shall be at least 99.5 percent at the SDP.
90	C.2.2.2.4.1	The contractor shall support the following interfaces at the SDP: (a) ITU-TSS V.35, at rate up to 1.544 Mb/s, RS366A (dialing) signaling type (b) EIA RS-449, at rate up to 2 Mb/s, RS366A (dialing) signaling type (c) EIA RS-232, at rate up to 19.2 kb/s, RS366A (dialing) signaling type (d) EIA RS-530, at rate up to 2 Mb/s, RS366A (dialing) signaling type (e) ISDN BRI, at rate up to 128 kb/s, ITU-TSS Q.931 signaling type. (Standard: ANSI T1.607 and 610) (f) ISDN PRI at line rate of 1.544 Mb/s and information-payload data rate of 1.472 Mb/s for (23B+D), 1.536 Mb/s for (24B+0D), and ITU-TSS Q.931 signaling type. (Standard: ANSI T1.607 and 610) (g) T1 (with Extended Super Frame [ESF] format) at line rate of 1.544 Mb/s and information-payload data rate of 1.536 Mb/s. (Standard: Bellcore's <i>BOC Notes on the LEC Networks</i> [SR-2275] and ANSI T1.102/107/403)
91	C.2.2.2.4.2	The contractor shall provide the following interfaces to connect to an IXC POP: (a) All applicable sections, related to LEC to IC/INC interconnections for CSS, <i>BOC Notes on the LEC Networks</i> (Standard: Bellcore Pub SR-2275) (b) <i>Compatibility Information for Feature Group D Switched Access Service</i> (Standard: Bellcore Pub TR-NPL-258) (c) Reserved (d) Exchange Access Interconnection FSD 20-24-0000 (Standard: Bellcore Pub GR-690-CORE) (e) <i>Bellcore Specification of Signaling System Number 7</i> (Standard: Bellcore Pub GR-317, GR-394, and TR-NWT-246) where available at the IXC POP.
92	C.2.3.1	DTS shall provide dedicated transmission bandwidth between SDPs at customer organization's sites within the MAA area and between an SDP at a customer organization's site within the MAA area and an SDP at an IXC POP.
93	C.2.3.1	The connection between the locations receiving this service shall be

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
		permanently established unless a service request for modification, move, or disconnect is received.
94	C.2.3.1	This service shall be capable of supporting any application, such as voice, data, or multimedia.
95	C.2.3.1	This service shall allow aggregation of bandwidth for transmission of voice and data traffic.
96	C.2.3.1	DTS shall comply with ITU-TSS T1.503 and all applicable Bellcore and ANSI standards, primarily ANSI T1.102/107/403 for T1.
97	C.2.3.1	DTS connections shall be delivered directly to equipment, such as analog terminal equipment (e.g., analog PBX, modem), DTE (e.g., computer, Group 4 Fax), and also to a digital PBX, multiplexer, or LAN bridge/router. Both analog and digital modes of transmission shall be supported.
98	C.2.3.1	For digital DTS for T1 rates and below, the network shall provide network-derived clocking to the connected DTE, digital PBX, intelligent MUX, or LAN bridge/router, if requested by the Government.
99	C.2.3.1	The service shall provide data transport and shall be transparent to any protocol used by the DTE or bridge/router.
100	C.2.3.1	All bit sequences transmitted by the DTE through the SDP shall be treated with data transparency.
101	C.2.3.1	The following categories of DTS shall be supported: (a) Analog: 4 kilohertz (kHz) nominal bandwidth (b) Subrate DS0: Information payload data rates of 4.8, 9.6, and 19.2 kb/s (c) DS0: Information payload data rates of 56 and 64 kb/s (d) T1: Line rate of 1.544 Mb/s, which shall be used to provide channelized or unchannelized T1 service as follows: (1) Channelized T1: 24 separate DS0s, channels of 64 kb/s where each DS0 channel may be either a clear channel or may contain multiple subrate DS0 payloads (2) Unchannelized T1: A single 1.536 Mb/s information payload.
102	C.2.3.2	The DTS performance parameters for originating or terminating connection shall meet the following: (a) Transmission Performance: (1) All analog transmission parameters shall satisfy the values and ranges set forth in Sections 7.4 and 7.5, <i>Transmission, BOC Notes on the LEC Networks</i> (Bellcore Pub SR-2275). (2) All digital transmission parameters shall satisfy the standards set forth in the <i>High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations</i> (Standard: Bellcore Pub GR-342-CORE); and additionally, ANSI T1.503/510 for T1. (b) Availability of Service: The availability of a DTS circuit shall be at least 99.5 percent.

Table J.6-1b. Stipulated Technical Requirements

#	RQS Section	Statement of Requirement
103	C.2.3.3.1	The contractor shall provide the required DTS local loop interfaces at the SDP as specified below: (a) ITU-TSS V.35 at rate up to 1.544 Mb/s (b) EIA RS 449 at rate up to 2 Mb/s (c) EIA RS 232 at rate up to 19.2 kb/s (d) EIA RS-530 at rate up to 2 Mb/s (e) RJ-x (e.g., RJ-11/41/45), at 4 kHz (300 to 3300 Hz) (f) T1 (with ESF format) at line rate of 1.544 Mb/s and information-payload data-rate of 1.536 Mb/s. (Standard: Bellcore's <i>BOC Notes on the LEC Networks</i> [SR-2275] and GR-342-CORE; and ANSI T1.403).
104	C.2.3.3.2	The contractor shall provide the following interface, as appropriate, to connect to an IXC POP: (a) T1 with ESF format (Standard: Bellcore's <i>BOC Notes on the LEC Networks</i> [SR-2275] and GR-342-CORE; ANSI T1.102/107/403).
105	C.5.1.1	NS/EP origination and termination traffic shall receive priority treatment over normal traffic through the use of: (a) Control mechanisms, such as trunk queuing, trunk subgrouping, or trunk reservation (b) Exemption from restrictive network management controls that are used to reduce network congestion (c) Operator assistance to achieve preferential treatment, such as interrupting an ongoing call.
106	C.5.3	The contractor shall protect unclassified sensitive information with the same level of protection required of "For Official Use Only" (FOUO) information as defined by industrial security regulations.
107	C.5.3	The contractor shall notify the COTR immediately when event(s) arise that may have major consequences on its network.
108	C.5.3	The contractor shall be solely responsible for network operations.
109	C.5.3	The contractor shall provide a final NS/EP plan to the COTR 30 business days after notice to proceed for each MAA contract.
110	C.5.3	The contractor shall update and provide this plan to the Government annually after contract award, describing how its architecture, technical capabilities, and organizational capabilities will protect telecommunications services during emergency situations.
111	C.5.3	The plan shall include examples of how these resources will be brought to bear during an emergency.

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Technical Requirements Stipulation

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_____ agrees to comply with all requirements, terms

Table J.6-1b. Stipulated Technical Requirements

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(Company Name)

**and conditions cited above. All requirements, terms and conditions cited above
remain unchanged and are in full force and effect.**

Name and Title of Signer (Type or Print)

Signature

Date

Table J.6-2a. Management Requirements – Narrative Response Required

108

#	RQS Section	Statement of Requirement	Proposal Reference	Comply (Gov Use)
1	C.4.1.1	The contractor shall describe the management strategy to be used for implementing each service category.		
2	C.4.1.2	As part of the cutover test plan, the contractor shall describe processes and procedures for restoration of existing service in the event that the performance of the contractor’s installed service fails the cutover tests.		
3	G.1.2	The contractor shall provide an organizational structure for the nationwide management and administration of the Metropolitan Area Acquisition (MAA) program.		
4	G.1.2	The contractor shall identify a Program Manager and Project Manager and shall define their respective roles and responsibilities.		
5	G.2.2.1	The contractor shall provide an example and specify the format and content of the service order to be used by the Government (GSA and customer organizations) for submitting service orders.		
6	G.2.2.1	The contractor shall provide an example and specify the format, content, delivery time frame, and media of the service order acknowledgment.		
7	G.2.2.1	The contractor shall provide an example and specify the format, content, frequency, and the electronic delivery media of the direct order notification (e.g., copy of service order, monthly summary report).		
8	G.2.2.1.2	The contractor shall specify a standard service availability interval for the services specified in Section C.2.		
9	G.2.2.2	The contractor shall provide and implement the means for the COTR, GDR, or ADR to verify the status of service orders from service order initiation to order completion.		
10	G.2.2.3	The contractor shall provide an example and specify the format, content, delivery date, and the electronic delivery media of the service order completion acknowledgment.		
11	G.2.2.3	The contractor shall provide an example and specify the format, content, frequency, and electronic delivery media of the direct order completion notification (e.g., copy of service order acknowledgment, summary report).		

Table J.6-2a. Management Requirements – Narrative Response Required

#	RQS Section	Statement of Requirement	Proposal Reference	Comply (Gov Use)
12	G.3.6	The contractor shall include a security plan that outlines the risk avoidance methodology and management that are to be implemented after each MAA contract award.		
13	G.4.1.1	The contractor shall provide an example and specify the content and format of all invoice(s) to be used for billing MAA services required under this contract.		
14	G.5	The contractor shall provide a description and implement trouble handling procedures that include, but are not be limited to, the following functions: (a) Centralized trouble reporting (b) Determining the cause of and correcting troubles (c) Working cooperatively with other contractors and Government designated representatives to resolve problems (d) Maintaining audit trails of trouble resolution activities (e) Responding to customer organization’s inquiries on trouble resolution status (f) Providing trouble escalation for normal and emergency events (g) Monitoring trouble report management and escalation procedures (h) Providing trouble report and performance information to customer organizations		
15	G.5.2	The contractor shall provide a description and implement an escalation procedure, with appropriate time intervals, for each service category provided under this contract.		
16	G.6	The contractor shall describe, or provide examples showing, the content, formats, and electronic media of all required reports.		

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Table J.6-2b. Stipulated Management Requirements

111

#	RQS Section	Statement of Requirement
1.	C.2.1.3	The contractor shall be fully responsible for the management and operation of its services.
2.	C.3.6	The contractor shall provide training for end-users and other designated system administrator personnel, such as Agency Designated Representatives (ADRs) and GSA Designated Representatives (GDRs), on all services and features provided
3.	C.3.6	The contractor shall provide appropriate documentation for users to retain as a minimum requirement of all training.
4.	C.3.6	The contractor shall submit a Final Training Plan to the Contracting Officer's Technical Representative (COTR) within 30 business days after notice to proceed for each MAA contract.
5.	C.3.6	The contractor shall coordinate with the GDR/ADR to schedule training sessions and to arrange for government provided locations to conduct the training sessions.
6.	C.3.6.1	The contractor shall provide initial end user training, including appropriate training materials and number of sessions to accommodate all users during their normal work hours at their normal work locations.
7.	C.3.6.1	Typical class sizes, and training methods for each service shall be included in the training plan.
8.	C.3.6.1	Initial training shall be conducted prior to cutover or implementation of initial services and features.
9.	C.3.6.1	End user training shall include: <ul style="list-style-type: none"> (a) Correct operation of the service and features (b) How to obtain assistance when difficulties are encountered using services and features (c) How to report troubles (d) How to obtain credit adjustments.
10.	C.3.6.2	The contractor shall provide system administrator training, including appropriate training materials and number of sessions to accommodate all trainees during their normal work hours.
11.	C.3.6.2	System administrator training shall equip trained individuals to conduct day-to-day administration and performance monitoring activities including, but not limited to: <ul style="list-style-type: none"> (a) Place a service request to add, terminate, or change services (b) Obtain price quotes (c) Modify or cancel service orders (d) Obtain status reports from service order tracking system (e) Indicate service acceptance or rejection (f) Submit a notice of service order completion (g) Verify billing data (h) Initiate and track billing disputes

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		<ul style="list-style-type: none"> (i) Obtain status of credit adjustments (j) Trouble reporting procedures (k) Access the status of trouble/complaint resolution progress (l) Trouble resolution escalation procedures (m) Fraud prevention, including customer premises safeguards (n) Obtain and analyze reports specified in Section G.6.1.
12.	C.3.6.3	The contractor shall provide new customer organizations with the same type of training as was provided for initial training for each applicable service and feature.
13.	C.4.1	<p>The contractor shall be responsible for managing and facilitating the implementation of services, to include cutover testing and execution planning, in order to:</p> <ul style="list-style-type: none"> (a) Meet service delivery schedules required by the customer organizations (b) Assure the services, functions, and features provided at SDPs conform with specifications and requirements defined in this contract (c) Maintain the continuity and quality of existing service to the customer organizations until the implementation of service is completed successfully (d) Minimize disruptions (e) Ensure seamless operations to the customer organizations.
14.	C.4.1.1	The contractor shall submit a detailed, site-specific Management Plan to the COTR within 30 business days after notice to proceed for each MAA contract.
15.	C.4.1.2	The contractor shall conduct cutover testing for each service category during service installation following the requirements as defined in Section E.2.1.
16.	C.4.1.2	The contractor shall submit a detailed, service-specific Cutover Test Plan to the COTR within 30 business days after notice to proceed for each MAA contract.
17.	C.4.1.2	As part of the cutover test plan, the contractor shall describe its overall approach to testing transmission performance for each service category during service installation and explicit service-specific processes and procedures that will be employed for testing.
18.	C.4.1.2	The contractor shall procure and provide all necessary test equipment, data terminals, load boxes, test cables, and any other hardware and software required for system testing.
19.	C.4.1.3	The Execution Plan shall describe the activities that will be conducted in implementing service.
20.	C.4.1.3	The Execution Plan shall document in detail the contractor's day-to-day

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		activities at the individual customer organization's location.
21.	C.4.1.3	The Execution Plan shall describe procedures for tracking status of the activities and escalating issues and problems to the appropriate authority.
22.	C.4.1.3	<p>The Execution Plan shall include, but not be limited to, the following site specific information and activity descriptions:</p> <ul style="list-style-type: none"> (a) Network map to include each customer organization building location address and SDPs by service type, estimated requirements of switched voice, data lines, and dedicated facilities, identification of critical SDPs and circuits, identification of feature class of service and network class of service for each SDP (b) Location map of each proposed voice/data switching system and other required POPs which the contractor shall use to form the nucleus of its MAA network (c) Proposed approach and physical route to connect each building location to its core MAA network to include identification of loops, trunks, cables, fiber, microwave or other transmission medium and ownership (contractor-owned or leased, Government-owned or leased) (d) Site specific design plan to include: <ul style="list-style-type: none"> (1) Site preparation requirements for SDP (2) Interim and final configuration to include hardware (type, manufacturer, model), software, special circuit arrangements, environmental and electrical requirements, equipment room layouts (if applicable), MDF/riser cable diagrams (if needed), and any unique or special design (e) Numbering plan with an explanation of the dialing scheme, including access codes (f) Interface equipment and interface arrangements for customer owned and operated key systems and PBXs including identification and location of proprietary equipment (g) UNIs to be provided by SDP (h) Installation/service implementation schedule (i) Site-specific cutover test plan and schedule (j) Contingency activities to restore services.
23.	C.4.1.3	The contractor shall provide the Execution Plan within 30 business days after the ACO's request for the plan, unless otherwise mutually negotiated.
24.	C.4.2	For each service order, the contractor shall provide a single point of contact for implementation of services.
25.	C.4.2	The point of contact shall be accessible by telephone or pager during the time periods when service implementation activities are taking place.

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
26.	C.4.2	The contractor shall coordinate with the COTR, customer organizations, subcontractors, and other service providers during the service implementation.
27.	C.4.2	The contractor shall inform the COTR and GDR/ADR when activities, including installation and all cutover testing, are scheduled at a location.
28.	C.4.2	The contractor shall complete the implementation of each service order within the standard service availability interval or negotiated service availability date (Section G.2.2.1.2).
29.	G.1.2	The organization structure shall include personnel to perform the following functions: <ul style="list-style-type: none"> (a) Serve as the point of contact to interface with the Government (GSA and customer organizations) on issues related to program administration (b) Oversee the overall management and operations of services provided under the MAA contract (c) Serve as the point of contact to interface with the Government (GSA and customer organizations) on major issues related to operational support and implementation (d) Coordinate as necessary with the COTR, customer organizations, subcontractors, and other service providers during the implementation of services (e) Serve as the single point of contact to interface with the COTR and meet with the Government (GSA and customer organizations) on planning and operational issues related to classified requirements and/or problems in the event of national security threats and/or disaster situations (f) Obtain and maintain a Top Secret clearance for National Security/Emergency Preparedness (NS/EP) requirements, as necessary
30.	G.1.2	All personnel assigned by the contractor to fulfill contract management and administrative functions shall be accessible to the Government (GSA and customer organizations) 24 hours a day, 7 days a week by telephone or pager.
31.	G.1.2	A list of all points of contact shall be provided.
32.	G.1.2	The contractor shall provide the GSA ACO with an updated list of all points of contact within five calendar days after changes to the list.
33.	G.1.3	The contractor shall act as the Government's liaison with telecommunications carriers and equipment suppliers for activities including, but not limited to, installation and maintenance of trunks, off-premise locations, and activities necessary for restoration of service caused by faulty circuitry and equipment.
34.	G.1.4	To facilitate the administration of the contract, the contractor shall

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		provide GDRs and ADRs access to the management data specified in Sections C.4 and G.2 through G.7.
35.	G.1.4	The GDRs shall have access to all contract information.
36.	G.1.4	The ADRs shall only have access to their own organizational information.
37.	G.1.4	Data and reports shall be provided in electronic format on a media to be determined by the Government and the contractor after each MAA contract award.
38.	G.1.4	Data and reports shall be available on one of the following electronic media options: 3.5 inch diskette, Compact Disk-Read Only Memory (CD-ROM), magnetic tape, DAT data cartridge, Internet, or Electronic Data Interchange (EDI) when technically feasible.
39.	G.1.4	Where on-line access to management data is available to commercial customers, the contractor shall provide the Government (GDR and ADRs) similar on-line access to management data.
40.	G.2	Copies of all service orders shall be maintained by the contractor for the length of the contract.
41.	G.2	The contractor shall provide the services and/or supplies specified on each order at the price set forth on each order.
42.	G.2	The service ordering process shall include the following activities: (a) Service price quotes (b) Service order processing.
43.	G.2	The contractor shall provide a single, toll free, point of contact for customers to obtain service price quotes, submit service orders, track service orders, and initiate service order changes.
44.	G.2.1	The contractor shall provide price quotes for specific services and features when requested by the GDR or ADR prior to submitting a service order request.
45.	G.2.1	The price quote shall identify all recurring and non-recurring charges, the service availability date, the date when the price quote will become nonbinding, and appropriate technical information that describes the service.
46.	G.2.1	The contractor shall work with GDRs and ADRs to plan, define, and develop service alternatives/solutions in a proposal with associated price quotes.
47.	G.2.1	The contractor's initial service price quote (proposal) shall be received by the GDR or ADR no later than five business days after the service price quote request is received by the contractor.
48.	G.2.1	The request for the [pre-price quote (proposal)] meeting shall be made to the GDR or ADR no later than three business days after receipt of the service price quote request.

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
49.	G.2.1	If a pre-price quote (proposal) meeting is held, the service price quote (proposal) shall be received by the GDR or ADR as negotiated in the pre-price quote (proposal) meeting.
50.	G.2.1	All costs associated with the development, presentation, and negotiation of the contractor's service price quotes (proposal) shall be at the contractor's expense.
51.	G.2.1	The contractor's final proposal reflecting the results of negotiations shall be submitted at the conclusion of a negotiation meeting by pen and ink changes to the initial proposal, unless otherwise requested and authorized by the GDR or ADR, in which case submittal shall not exceed three business days.
52.	G.2.2	The contractor shall process, implement, and manage service orders.
53.	G.2.2	The service order process shall accommodate the following functions: (a) Order Initiation (b) Order Tracking (c) Order Completion and Acknowledgment.
54.	G.2.2.1	The contractor shall accept service orders to initiate, add, change, move, or disconnect service and service features.
55.	G.2.2.1	The contractor shall accept changes to pending orders and accept order cancellations.
56.	G.2.2.1	The contractor shall be responsible for directing and accomplishing all tasks associated with processing all service orders.
57.	G.2.2.1	The contractor shall receive service orders from two sources: (a) ADR (direct ordering) (b) GDR, on behalf of a customer organization, (centralized ordering).
58.	G.2.2.1	The contractor shall enable the GDR or ADR to submit service orders to the contractor using the following media: (c) Telephone (d) Facsimile (e) Electronic mail (f) Electronic file (g) Mail (h) EDI, where technically feasible.
59.	G.2.2.1	EDI service ordering transactions shall conform to the ANSI X12 850 transaction sets, as interpreted by the Telecommunications Industry Forum (TCIF).
60.	G.2.2.1	After contract award, the contractor shall provide 60 days advance notice of any changes in the service order format and content and provide any

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		necessary retraining to GDRs and ADRs.
61.	G.2.2.1	The contractor shall provide the ability for the GDR or ADR to submit bulk service requests for multiple services or features on a single service order, and batch service requests for services or features on different orders at the same time.
62.	G.2.2.1	The contractor shall be able to accept and process orders for a single service or a combination of the services.
63.	G.2.2.1	For orders that include a combination of services, the contractor shall process each individual service in the order as if it is an individual order.
64.	G.2.2.1	The contractor shall be responsible for assigning an order identification number for each service order and each item of a bulk service order.
65.	G.2.2.1	The contractor shall provide and implement a mechanism for providing service order acknowledgments to the ADR (direct ordering) or GDR (centralized ordering).
66.	G.2.2.1	The contractor shall provide a service order acknowledgment within five business days after receiving a service order.
67.	G.2.2.1	The contractor shall provide direct order notification to the designated GSA organization of all direct orders it receives from customer organizations.
68.	G.2.2.1	If additional information or modification from the Government is required before service order processing can be completed, the contractor shall notify the GDR or ADR within two business days after receipt of the service order and shall specify the required information and action to be provided by the Government.
69.	G.2.2.1.1	The service order change date shall be the date the GDR or ADR provides verbal or written notice of change orders to the contractor.
70.	G.2.2.1.1 (a)	If an order is changed prior to start of installation, no charge shall apply.
71.	G.2.2.1.1 (c)	If the location is changed after installation is initiated, the contractor may charge actual direct and indirect expenses incurred at both locations. The total charge shall not exceed the Service Initiation Charge (SIC) for both locations.
72.	G.2.2.1.1 (d)	If an order is canceled after installation is initiated, the contractor may charge its actual direct and indirect expenses of service installation incurred up to the service order change date. The total charge shall not exceed the SIC for the order.
73.	G.2.2.1.2	Service shall be provided in the following service availability intervals: (a) Standard Service Availability Interval (b) Negotiated Service Availability Interval
74.	G.2.2.1.2	The contractor shall publish, and make available to all customers, a schedule of the standard service availability intervals.

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
75.	G.2.2.1.2	The schedule of standard service availability intervals shall specify the services and quantities of service that can be provided in standard intervals.
76.	G.2.2.1.2	The standard intervals shall be consistent with the contractor's offerings to commercial customers.
77.	G.2.2.1.2	Copies (paper or electronic format) shall be provided to all GDRs and ADRs within 30 business days after notice to proceed for each MAA contract.
78.	G.2.2.1.2	Updates to the standard service availability intervals shall be provided to all GDRs and ADRs prior to the effective date of the updates.
79.	G.2.2.1.2	The contractor shall allow for expedited service implementation.
80.	G.2.2.1.2	Service orders requesting expedited service implementation shall take priority for completion over routine service orders submitted previously by the requesting customer organization only, and shall not be placed ahead of the orders of any other customer organization (unless otherwise directed by the GSA ACO or COTR).
81.	G.2.2.1.3	Service termination shall be effective on the service termination date requested by the GDR or ADR.
82.	G.2.2.2	The contractor's existing service order tracking procedures shall be used to the extent possible.
83.	G.2.2.3	The contractor shall complete cutover tests specified in Sections C.4.1.2 and E before delivering the service to the customer.
84.	G.2.2.3	The contractor shall be responsible for coordinating with any other contractors who may be involved in the service activation to ensure that everything is ready for activation.
85.	G.2.2.3	The contractor shall verify that the service is activated and operational before delivering it to the customer organization.
86.	G.2.2.3	The contractor shall perform necessary adjustments or corrections to any service deficiencies, at no cost to the Government, during service activation.
87.	G.2.2.3	The contractor shall implement and activate the service within the standard service availability date or the negotiated service availability date, as appropriate.
88.	G.2.2.3	When a service order is completed, the contractor shall provide an order completion acknowledgment to the ADR (direct ordering) or GDR (centralized ordering).
89.	G.2.2.3	The order completion acknowledgment shall include sufficient information to identify the effective service date, SDP identifiers, associated telephone numbers, and customer organization.
90.	G.2.2.3	The contractor shall provide direct order completion notification to the designated GSA organization, to be determined at the time of each MAA contract award, of all completed direct service orders.

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
91.	G.2.2.3	At a minimum, the direct order completion notification shall be provided to the designated GSA organization on a weekly basis.
92.	G.3.1	The contractor shall maintain an inventory of the NPANXXs and telephone numbers assigned through this contract.
93.	G.3.1	The contractor shall provide status information on the MAA numbers, including those assigned, deleted, modified on a semi-annual basis.
94.	G.3.1	The contractor shall ensure that the numbers are available for use when requested.
95.	G.3.2	The contractor shall provide the GDR and ADR the capability to request moves, adds, and changes of lines, services, and features through its service ordering process (Section G.2).
96.	G.3.2	At Government request and when available, the contractor shall provide the means necessary to allow customer organizations the ability to make internal software reconfigurations and software changes.
97.	G.3.3	The contractor shall provide preventive (scheduled) maintenance that conforms to the maintenance practices for each service that are based on the contractor's commercial practices.
98.	G.3.3	Preventative maintenance shall not interfere with, disrupt, or degrade services provided to the customer organization during normal Government business hours.
99.	G.3.4	The contractor shall provide an inventory management system to keep track, on a location and customer organization-basis, of the inventory of the lines, equipment, services, and features of the services provided under this contract.
100.	G.3.4	The contractor shall provide inventory status information to the GDRs and ADRs on semi-annual basis
101.	G.3.5	The contractor shall follow security procedures established by the Government in conjunction with building management to prevent unauthorized access to the building telecommunications facilities (e.g., telephone closet).
102.	G.3.5	These security measures shall include, but are not limited to, procedures for signing in and out, escort procedures, and inspection routines.
103.	G.3.5	When multiple contractors share the telecommunications facility, the contractor shall work with the Government in coordination with other contractors and the building management to agree on procedures that ensure the security of the facility, while allowing access to the facility by multiple parties.
104.	G.3.5	The contractor shall make its best effort to maintain equipment rooms, wire closets, and all other work areas at Government locations in a clean, orderly, and neat state.
105.	G.3.5	The contractor's responsibility shall be limited to cleaning up disorder and trash created by its personnel only.

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
106.	G.3.5	The contractor shall provide all labor, tools, parts, and software, and any additional test equipment required to maintain continuity of service to the Government.
107.	G.3.5	For wiring/telephone closets, the contractor shall clearly label the wires and circuits used to provide MAA services to permit the Government to identify and trace the physical installation of a particular line or group of lines.
108.	G.3.5	The contractor shall ensure that these labels are readable and up-to-date at all times.
109.	G.3.6	The services provided by the contractor shall be compatible with existing security devices and systems used by the Government.
110.	G.3.6	Security services shall protect all facilities and services, portions of the contractor's network used to provide MAA services, information, and information processing resources provided under this contract against threats, attacks, or failures of systems.
111.	G.3.6	The security plan and risk analysis shall address all aspects of security, including but not necessarily limited to those described in Sections C.5.3 and G.3.5.
112.	G.3.6	The security plan shall identify all risks, including identification of critical risks.
113.	G.3.6	The risk analysis shall include identification of measures to mitigate risks.
114.	G.3.6	The contractor shall ensure that the security plan and related risk analyses are compliant with requirements outlined in this section, Section C.5.3, and any additional requirements of the Office of Management and Budget (OMB) Circular A130.
115.	G.3.7	The contractor shall market and promote the services, system features, and capabilities provided through this contract to customer organizations as part of service provisioning.
116.	G.3.7	The contractor shall provide a service marketing and promotion plan for each MAA contract.
117.	G.3.7	The contractor shall detail how it will conduct demonstrations and briefings for users that describe services and features, the frequency of such demonstrations and briefings, and how the services and features can be obtained and utilized to improve customer organizations' productivity and reduce costs.
118.	G.4	The contractor shall bill in arrears on a monthly basis.
119.	G.4	The contractor shall provide two methods of billing: (a) Centralized Billing: The contractor shall provide a single consolidated invoice to GSA for all customer organizations using centralized ordering. GSA will validate and pay the centralized invoice (less the Contract Management Fee).

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		(b) Direct Billing: The contractor shall provide a single invoice to each customer organization using direct ordering. Each customer organization will validate and pay its invoice directly to the contractor.
120.	G.4	For both the direct and centralized billings, the Contract Management Fee specified in Section H.26 shall be factored into the contractor's telecommunications service rates.
121.	G.4	The Contract Management Fee shall not be a separate item on the invoices.
122.	G.4	For direct billing customers, the contractor shall collect the Contract Management Fee from the customer for GSA on a monthly basis.
123.	G.4	The contractor shall directly pay (not as a credit on the invoice) to GSA the amount of the Contract Management Fee on a quarterly basis (i.e., Government fiscal year quarters).
124.	G.4	The payment shall be remitted within 30 calendar days after the close of each quarter.
125.	G.4.1	The contractor shall submit all centralized and direct billing invoices to the designated billing office(s) on the agreed date(s), to be determined by GDR/ADR and the contractor after award, of each month.
126.	G.4.1	The contractor shall deliver invoices and billing support data to GSA and customer organizations via paper or electronic format on a media to be determined by the Government and the contractor after a MAA contract award.
127.	G.4.1	Invoices shall be provided on one of the following electronic media options: magnetic tape, diskette, CD-ROM, write once read many (WORM) cartridge.
128.	G.4.1	Where available to commercial customers and requested by the Government, the contractor shall submit invoices in EDI format 811.
129.	G.4.1	Each invoice shall reflect all charges from the first day of the previous billing cycle through the last day of the previous billing cycle.
130.	G.4.1	The contractor shall charge for all services or equipment within three billing cycles after the services were rendered.
131.	G.4.1	All charges not submitted within three billing cycles shall be borne by the contractor.
132.	G.4.1.1	Each invoice shall contain all pricing components in sufficient detail necessary to reconcile charges with completed orders or actual usage.
133.	G.4.1.1	The contractor shall ensure that all charges, credits, and debits are shown on the invoice and that no additional data are required by the Government to verify the price of a call or feature and verify the amount of discounts, credits or debits.
134.	G.4.1.1	In calculating applicable taxes, the contractor shall not impose taxes on

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		the Contract Management Fee.
135.	G.4.1.1	The contractor shall bill the entire SIC, indicating waived or discounted charges, on the invoice following acceptance by the Government for the installation of the service contained in the completed service order.
136.	G.4.1.1	For other reimbursable charges such as other direct costs, invoices shall reflect the contractor's actual expenses for a specific delivery order.
137.	G.4.1.2	The contractor shall prepare all invoices (for both direct and centralized billing) in accordance with the Government's Agency Billing Code, Agency Hierarchy Code, Agency Billing ID, and Service Delivery Point (SDP) identification (SDPID).
138.	G.4.1.2	The contractor shall provide 60 calendar days notice to the ACO, GDR, and ADR, in writing, before making changes to the invoice content or format.
139.	G.4.1.2	The frequency of such changes, including changes resulting from the introduction of new services or industry standards modifications, shall not exceed once every 60 calendar days unless the change was mandated by a Federal, state, and/or local public utility regulatory authority or such other process that requires implementation in less than 60 calendar days.
140.	G.4.1.2	The contractor shall provide a detailed specification of the revised format to the ACO, GDR, and ADR in paper or diskette form.
141.	G.4.1.2	Invoice changes initiated by changes in the invoice standards by an authorized regulatory body or at the direction of the contractor shall be done at no cost to the Government.
142.	G.4.1.2	The contractor shall obtain written approval from the ACO to initiate an emergency change.
143.	G.4.1.2	When authorized by the Government, the contractor shall permit all customer organizations to use a Government credit card, authorized for telecommunications.
144.	G.4.1.2	The contractor shall coordinate with its bank to obtain the appropriate Standard Industrial Classification code for the services provided under the contract and establish its credit card financial procedures with its lending institution.
145.	G.4.1.3	The contractor shall submit all centralized invoices to the designated billing office.
146.	G.4.1.4	The contractor shall submit direct bills to each authorized customer organization at the customer organization address.
147.	G.4.1.4	Within 90 days notice by the GDR, the contractor shall change a customer organization from centralized to direct billing or vice versa, at no additional cost to the Government.
148.	G.4.1.5	On a monthly basis, the contractor shall provide a Summary Report of Billed Charges for All Customers to the designated GSA organization, to be determined after award.

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
149.	G.4.1.5	For each customer organization, the Summary Report of Billed Charges for All Customers shall identify the billing option, all charges, and amount of MAA contract management fee charged to direct billed customers.
150.	G.4.1.6	All original paid invoices and other related records shall be maintained by the contractor for the length of the contract plus three years after final payment is received.
151.	G.4.1.6	The contractor shall make this data available to the Government auditors upon request within ten business days notice.
152.	G.4.1.7	The contractor shall propose, provide and implement a mechanism for uniquely identifying service outages.
153.	G.4.1.7	The contractor shall credit the affected customer organization as specified in Section H.11.
154.	G.4.1.7	Within three billing cycles after resolution of the service outage, the service outage credit shall be processed through the contractor's billing system and appear on the invoice.
155.	G.4.2	The customer organization and the contractor shall resolve their billing disputes directly, if possible.
156.	G.4.2	The contractor shall provide and implement a mechanism for uniquely identifying each billing dispute to permit the dispute initiator to track the status of a dispute.
157.	G.4.2	The contractor shall provide a toll-free, single point of contact for billing dispute inquiries.
158.	G.4.2	The contractor shall attempt to resolve billing disputes to the satisfaction of the customer organization within 60 calendar days following official notification from either the GSA or the customer organization.
159.	G.4.2	The contractor shall take a proactive lead in resolving disputes promptly with the initiator of the dispute by establishing and maintaining meaningful dialogue directed toward a fair and equitable resolution.
160.	G.4.2	In cases where a resolution is not forthcoming, the contractor shall submit partial resolutions (less than the total amount in dispute) to the dispute's initiator for acceptance or denial.
161.	G.4.2	Once a dispute is resolved, the contractor shall process and print the associated credit or debit in the next invoice or invoice supporting report, making sure that the debit or credit and the associated Billing Dispute Number is assigned to the proper level of the invoice prescribed by the Agency Billing Code, Agency Hierarchy Code, and Agency Billing ID.
162.	G.5.1	The contractor shall provide a single point of contact for trouble handling.
163.	G.5.1	Customer organizations shall be able to submit trouble reports to the point of contact 24 hours a day, 7 days a week.
164.	G.5.1	The contractor shall be able to receive trouble reports by toll-free

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		telephone, electronic mail, or facsimile.
165.	G.5.1	Audit trails of MAA trouble resolution activities shall be maintained for the duration of the contract.
166.	G.5.2	The contractor designated point of contact name, title, telephone number, electronic mail address, and facsimile number shall be provided to the GDR and ADRs five business days after notice to proceed for each MAA contract.
167.	G.5.2	Changes to the point of contact information shall be provided to the GDR and ADRs when changes to the point of contact information are
168.	G.5.2	The point of contact shall be responsible for coordinating trouble isolation and repair efforts within the contractor's organization, between other service providers who may be involved in resolving the problem, and the GDR or ADR.
169.	G.5.2	The point of contact shall be responsible for escalating all troubles not resolved in the required time frames.
170.	G.5.2	The point of contact shall stay actively involved with the trouble resolution process from start to completion, including the use of cooperative, end-to-end testing to be used when troubles remain unresolved or become chronic.
171.	G.5.2	The trouble report shall specify whether emergency or routine handling is required.
172.	G.5.2.1	For routine trouble reports, the maximum allowable time to restore service shall be 24 consecutive hours or the next business day unless a longer clearing time is mutually agreed upon by both the contractor and the Government.
173.	G.5.2.2	For emergency trouble reports, the maximum allowable time to restore service shall be 4 consecutive hours unless a longer clearing time is mutually agreed upon by both the contractor and the Government.
174.	G.5.2.2	The contractor shall provide emergency restoration at occurrence of any of the following: <ul style="list-style-type: none"> (a) Catastrophic failure of single and/or multiple switching system(s) (b) Catastrophic failure of single and/or multiple transmission facilities (c) Switching locations isolated due to equipment and/or facilities failures (d) Loss of system access to FTS2000/FTS2001 (e) Loss of system access to the Local Exchange Network (f) Disruption of service to users and/or circuits designated as critical by the Government. Critical users and circuits will be identified in service orders or service order changes. (g) Any situation under which service to a system, or 20 percent of station lines at a single location is disrupted for more than four

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		hours including disruption caused by fire, flood, explosion, civil disturbance, work stoppage (strike) or other labor disputes, and backup power failure.
175.	G.5.2.2	The contractor shall monitor the system(s) to identify outages requiring emergency restoration and commence appropriate remedial action prior to the actual submission of a trouble report.
176.	G.5.2.2	The contractor shall notify the GDR immediately when any emergency restoration action is implemented.
177.	G.5.2.2	The contractor shall provide status of trouble resolution to the GDR every hour afterward until the trouble is resolved, or otherwise specified by the GDR.
178.	G.5.2.3	When outages occur, the contractor shall provide prioritized service restoration to station lines designated as critical by the Government.
179.	G.6	The contractor shall supply reports and service forecasts using the processes and formats supplied to other customers to the maximum extent possible.
180.	G.6	The date for reports will be determined after each MAA contract award. For monthly reports, the contractor shall provide the reports consistently on the same date of each month
181.	G.6	For quarterly reports, the contractor shall provide the reports consistently on the same date of each quarter.
182.	G.6	The reports shall contain data for each service for every location, for every MAA customer organization.
183.	G.6.1	As part of basic service, the contractor shall provide the following monthly reports to the GDR or ADR: <ul style="list-style-type: none"> (a) Service Order Status Summary (Section G.2.2.2) (b) Service Trouble Status Summary (Section G.5) (c) Service Outage Credit Summary (Section G.4.1.7) (d) Summary Report of Billed Charges for All Customers (Section G.4.1.5) (e) Monthly call detail records (CDRs) for each customer organization (centralized and direct ordering).
184.	G.6.1	As part of basic service, the contractor shall provide the following quarterly reports to the GDR or ADR: <ul style="list-style-type: none"> (f) Billing Dispute Status Summary (g) Billing Adjustments Summary (h) Contract Management Fee Summary.
185.	G.6.1	As part of basic service, the contractor shall provide the following semi-annual report to the GDR or ADR:

Table J.6-2b. Stipulated Management Requirements

#	RQS Section	Statement of Requirement
		(i) Inventory report on MAA number assignments, lines, equipment, and features (Sections G.3.1 and G.3.4)
186.	G.6.1	Upon request of the GDR and ADR, the contractor shall provide the following reports for each customer organization: (j) Monthly Traffic Statistics by Service (k) Monthly Service Performance Data (l) Annual Traffic and Service Charge Forecast Report.
187.	G.6.1	The Annual Traffic and Service Charge Forecast Report shall forecast each customer organization's traffic and charges by type of service for the forecast period.
188.	G.6.1	When requested by the GDR, the total traffic and charges by service type shall be calculated.
189.	G.6.1	The report shall consist of a twelve-month forecast.
190.	G.6.1	The contractor shall archive reports and supporting information for the duration of the contract.
191.	G.6.1	The contractor shall make the archived information available to the GSA COTRs and ADRs within 10 business days after a formal, written request for information is received by the contractor.
192.	G.6.1	Archived information shall be provided in electronic format on a media to be determined by the Government and the contractor after each MAA contract award.
193.	G.6.1	The archived data shall be available in one of the following electronic media options: 3.5 inch diskette, Compact Disk-Read Only Memory (CD-ROM), DAT data cartridge, magnetic tape, or Internet.
194.	G.6.2	The contractor shall, at the request of the Government, provide special reports on a case-by-case basis.
195.	G.5.2	The contractor shall resolve trouble reports on a routine and emergency basis.

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Stipulated Management Requirements

_____ agrees to comply with all requirements, terms
 (Company Name)
 and conditions cited above. All requirements, terms and conditions cited above
 remain unchanged and are in full force and effect.

Table J.6-2b. Stipulated Management Requirements

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Name and Title of Signer (Type or Print)

Signature

Date

Table J.6-3. Technical and Management Proposal Conformance Appraisal Checklist

127

#	RQS Section	Statement of Requirement	Comply (Gov Use)
1.	L.19	The qualification statement is presented in two volumes: I. Technical and Management II. Technical Literature (Optional)	
2.	L.19	One electronic copy of the text, figures, tables (including narrative and stipulated requirements), and forms within Volume I is submitted.	
3.	L.19	The electronic versions shall use, as appropriate, Microsoft Word 97 and Microsoft Excel 97 formats, or the most current versions as directed by the PCO.	
4.	L.19	The hard copy original of the documentation specified in Section L.19 is also submitted and has been signed and dated as required.	
5.	L.19	Includes written guarantee, with name and version of the virus software used, that the electronic version is virus free.	
6.	L.19	All document revisions shall be accepted prior to submission to the Government.	
7.	L.19	Includes written guarantee that the items provided in the hard copy version of the qualification statement agrees exactly with the electronic version.	
8.	L.20 (a)	Includes a cover page with the solicitation name and number, name of responding organization, and name of volume.	
9.	L.20 (b)	Includes a Table of Contents.	
10.	L.20.1.1.1	Includes a narrative response for each technical requirement in Table J.6-1a.	
11.	L.20.1.1.2	Includes a narrative response for each management requirement in Table J.6-2b.	
12.	L.20.1.3	Includes exceptions and deviations.	
13.	L.20.1.4	Includes example (draft) plans.	
14.	L.20.2	Reserved	
15.	L.19	As part of the electronic copy, the offeror shall include a "Readme" file that identifies each file and the file contents.	

Table J.6-3. Technical and Management Proposal Conformance Appraisal Checklist

#	RQS Section	Statement of Requirement	Comply (Gov Use)
16.	L.20.1.1	Includes: (a) Table J.6-1a Narrative Technical Requirements (b) Table J.6-1b Stipulated Technical Requirements (signed) (c) Table J.6-2a Narrative Management Requirements (d) Table J.6-2b Stipulated Management Requirements (signed)	

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130 **J.7 Reserved**

131 **J.8 Reserved**

132 **J.9 Reserved**

133

134 **J.10 Abbreviations and Acronyms**

135	ABC	Account Billing Code
136	ACD	Automatic Call Distributor
137	ACO	Administrative Contracting Officer
138	ACT	Accounting Control Transaction
139	ADR	Agency Designated Representative
140	ADR	Alternate Disputes Resolution
141	AHC	Agency Hierarchy Code
142	ANI	Automatic Number Identification
143	ANSI	American National Standards Institute
144	ARS	Automatic Route Selection
145	ASCII	American Standard Code of Information Interchange
146	ATIS	Alliance for Technology Information Standards
147	ATM	Asynchronous Transfer Mode
148	ATMF	Asynchronous Transfer Mode Forum
149	bit (b)	Binary digit
150	B	Byte
151	BAC	Billing Account Code

152	BAFO	Best and Final Offer
153	BICSI	Building Industry Consulting Services International
154	BRI	Basic Rate Interface
155	BOC	Bell Operating Company
156	b/s	Bits per second
157	BSC	Binary Synchronous Communications
158	CAS	Cost Accounting Standards
159	CD	Compact Disk
160	CDR	Call Detail Record
161	CD-ROM	Compact Disc-Read Only Memory
162	CFR	Code of Federal Regulations
163	CIC	Carrier Identification Code
164	CLIN	Contract Line Item Number
165	CO	Contracting Officer
166	ComPAS	Comparison of Publicly Available Service
167	COS	Class of Service
168	COTR	Contracting Officer's Technical Representative
169	COTS	Commercial Off The Shelf

170	CPE	Customer Premises Equipment
171	CSDS	Circuit Switched Data Service
172	CSS	Circuit Switched Services
173	CSU	Channel Service Unit
174	DAT	Digital Audio Tape
175	DID	Direct Inward Dial
176	DOD	Direct Outward Dial
177	DP	Dial Pulse
178	DS0	Digital Signal Level 0
179	DS1	Digital Signal Level 1
180	DS3	Digital Signal Level 3
181	DSU	Digital Service Units
182	DTE	Data Terminal Equipment
183	DTMF	Dual-Tone Multi-Frequency
184	DTS	Dedicated Transmission Service
185	ECSA	Exchange Carrier Standards Association
186	EFT	Electronic Funds Transfer
187	EIA	Electronic Industries Association

188	EDI	Electronic Data Interchange
189	EPA	Environmental Protection Agency
190	EPCRA	Emergency Planning and Community Right-to-Know Act
191	ES	Emerging Service
192	ESF	Extended Super Frame
193	ETF	Electronic Funds Transfer
194	EUCL	End User Common Line
195	FAR	Federal Acquisition Regulation
196	FCC	Federal Communications Commission
197	FED-STD	Federal Standard
198	FIPS	Federal Information Processing Standards
199	FLSA	Fair Labor Standards Act
200	FR	Frame Relay
201	FTS	Federal Technology Service
202	FX	Foreign Exchange
203	G&A	General and Administrative
204	GAO	General Accounting Office
205	GDR	GSA Designated Representative

206	GOS	Grade of Service
207	GSA	General Services Administration
208	GSAR	General Services Administration Acquisition Regulation
209	GSII	Government Services Information Infrastructure
210	GUI	Graphical User Interface
211	IC/INC	Interexchange Carrier/International Carrier
212	ID	Identification number
213	IDDD	International Direct Distance Dialing
214	IDF	Intermediate Distribution Frame
215	IEEE	Institute Electrical and Electronics Engineers
216	IETF	Internet Engineering Task Force
217	ILEC	Incumbent Local Exchange Carrier
218	IMC	Interagency Management Council
219	IP	Internet Protocol
220	I.R.C.	Internal Revenue Code
221	IRS	Internal Revenue Service
222	ISDN	Integrated Services Digital Network
223	ITU	International Telecommunications Union

224	IXC	Interexchange Carrier
225	kB	Kilobyte
226	kHz	Kilohertz
227	kb/s	Kilobits per second
228	LAN	Local Area Network
229	LAPB	Link Access Procedure Balanced
230	LATA	Local Access and Transport Area
231	LEC	Local Exchange Carrier
232	LVS	Local Voice Services
233	MAA	Metropolitan Area Acquisition
234	MB	Megabyte
235	Mb/s	Megabits per second
236	MDF	Main Distribution Frame
237	MFJ	Modified Final Judgment
238	MOU	Memorandum of Understanding
239	MUX	Multiplexer
240	NA	Not Available
241	NANP	North American Numbering Plan

242	NBD	Normal Business Day
243	NCS	National Communications System
244	NECA	National Exchange Carrier Association
245	NFPA	National Fire Protection Association
246	NID	Network Interface Device
247	NII	National Information Infrastructure (NII)
248	NISPOM	National Industry Security Program Operating Manual
249	NIUF	North American ISDN Users Forum
250	NPA	Numbering Plan Area
251	NPR	National Performance Review
252	NS/EP	National Security and Emergency Preparedness
253	NSP	Not Separately Priced
254	NTMS	National Telecommunications Management Structure
255	OCD	Operational Capability Demonstration
256	ODC	Other Direct Costs
257	OMB	Office of Management and Budget
258	ONBD	Outside Normal Business Day
259	OSHA	Occupational Safety and Health Administration

260	PBS	Public Building Service
261	PBX	Private Branch Exchange
262	PC	Personal Computer
263	PCB	Polychlorinated Biphenyl
264	PCO	Procuring Contracting Officer
265	PDU	Protocol Data Unit
266	PIC	Pre-subscribed Interexchange Carrier
267	PICC	Pre-subscribed Interexchange Carrier Charges
268	PMM	Price Management Mechanism
269	POP	Point of Presence
270	PPA	Pollution Prevention Act
271	PPSN	Public Packet Switched Network
272	PRI	Primary Rate Interface
273	PSTN	Public Switched Telephone Network
274	PSS	Packet Switched Service
275	PUC	Public Utilities Commission
276	QS	Qualification Statement
277	RFC	Request for Comments

278	RFP	Request for Proposal
279	RMBCS	Rocky Mountain BankCard Systems, Inc.
280	RQS	Request For Qualification Statement
281	SBU	Sensitive But Unclassified
282	SDB	Small Disadvantaged Business
283	SDP	Service Delivery Point
284	SDPID	Service Delivery Point Identification
285	SDS	Switched Data Service
286	SF	Standard Form
287	SIC	Service Initiation Charge
288	SMDS	Switched Multi-megabit Data Service
289	SMTP	Simple Mail Transfer Protocol
290	SNA	System Network Architecture
291	SONET	Synchronous Optical NETwork
292	SOW	Statements of Work
293	SPID	Service Profile Identifier and Directory
294	SS7	Signaling System 7
295	SVS	Switched Voice Service

296	TBD	To Be Determined
297	TCIF	Telecommunications Industry Forum
298	TCP	Transmission Control Protocol
299	TESP	Telecommunications Electric Service Priority
300	TIA	Telecommunications Industries Association
301	TIN	Taxpayer Identification Number
302	TSP	Telecommunications Service Priority
303	TSS	Telecommunications Services Sector
304	UCD	Uniform Call Distribution
305	UNI	User-to-Network Interface
306	U.S.C.	United States Code
307	USF	Universal Service Fund
308	V & H	Vertical and Horizontal
309	VTS	Video Teleconferencing Service
310	WORM	Write Once Read Many
311	WOSB	Women-Owned Small Business

312 **J.11 Past Performance Cover Letter and Questionnaire**

313 **Cover Letter**

314 Offeror name)
315 (Offeror title)
316 (Offeror Organization)
317 (Offeror Address)
318
319

320 _____ (Customer name)
321 _____ (Customer title)
322 _____ (Customer Organization)
323 _____ (Customer Address)
324 _____
325

326 Dear _____,

327 We are requesting your assistance in an evaluation effort concerning a Federal Government
328 local telecommunications services acquisition for the Buffalo metropolitan area. Attached
329 please find a Past Performance Questionnaire related to your experience with services
330 provided by _____ (Offeror name) _____. Your cooperation in completing this survey will
331 greatly aid in the evaluation of the contractor listed above who has named you as a reference.
332 Upon completion of the questionnaire, please mail it to:

333 Robert A. Hayhurst, PCO
334 7525 Colshire Drive, Mail Stop Z397
335 McLean, VA 22102-7400

336 Please note that, as your responses to the survey will become an integral part of the
337 evaluation process, they will be held in the strictest confidence. For proper consideration, it
338 is important that questionnaires are received on or before _____ (Date) _____. Should you have
339 any questions regarding the content of the questionnaire, please don't hesitate to contact me
340 during normal working hours at (703) 610-2234.

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343 Offeror name)
344 (Offeror title)
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Past Performance Questionnaire

I. Contract Identification

- A. Contractor Name _____
- B. Contract Identification No. _____
- C. Contract Type _____
- D. Period of Performance _____ to _____
- E. Initial Estimated Total Contract Cost _____
- F. Current Estimated (or Actual, if completed) Total Contract Cost _____
- G. Description of Services/Products Provided _____

II. Customer organization (or Company) Identification

- A. Organization Name _____
- B. Organization Description _____
- C. Geographic Distribution of Services Acquired _____
- D. Number of Users Served _____
- E. Name and Title of Respondent _____
- F. Telephone Number _____

III. List of Major Subcontractors

377 **IV. Contractor Evaluation**

378 **A. Contract Performance**

379 1. Did the contractor adhere to the contract delivery schedule(s)?

380 Yes () No ()

381 If No, please comment:

382 _____
383 _____
384 _____

385 2. Were the contractor's reports and documentation accurate, complete and timely?

386 Yes () No ()

387 If No, please comment:

388 _____
389 _____
390 _____

391 3. Did the contractor commit adequate resources in a timely fashion to meet contract
392 requirements and successfully solve problems?

393 Yes () No ()

394 If No, please comment:

395 _____
396 _____

397 4. Did the contractor respond positively and promptly to technical direction, contract
398 change orders, etc.?

399 Yes () No ()

400 If No, please comment:

401 _____
402 _____
403 _____

404 **B. Termination History**

405 1. Has the contractor been terminated for default under this contract?

406 Yes () No ()

407 If yes, please explain reasons for termination (e.g., inability to meet performance
408 requirements):

409 _____
410 _____
411 _____

412 2. Are there any pending default termination actions?

413 Yes () No ()

414 If yes, please explain reasons and describe the status of the action: _____

415 _____
416 _____
417 _____

418 **C. Technical Performance**

419 1. Did the contractor meet performance targets (e.g., grade of service or call completion
420 rate) for the telecommunications services provided?

421 Yes () No ()

422 If No, please comment:

423 _____
424 _____

425 2. Did the contractor furnish adequate customer support to allow users to make effective
426 use of the services and features?

427 Yes () No ()

428 If No, please comment:

429 _____
430 _____
431 _____

432 **D. Management Performance**

433 1. Has the contractor been effective in managing its subcontractors?

434 Yes () No ()

435 If No, please comment:

436 _____
437 _____
438 _____

439 2. Apart from technical requirements, has the contractor fulfilled all contract terms and
440 conditions?

441 Yes () No ()

442 If No, please comment:

443 _____
444 _____
445 _____

446 **E. Price/Cost Management**

447 1. Did the contractor manage its cost elements as proposed in the awarded contract?

448 Yes () No ()

449 If No, please provide an explanation if the contract has required additional funding due to
450 cost overruns.:

451 _____
452 _____
453 _____

454 **F. Customer Satisfaction**

455 1. Were end users in your organization satisfied with the contractor's services?

456 Yes () No ()

457 If No, please comment:

458 _____
459 _____
460 _____

461 2. How would you rate the contractor's overall performance?

462 Satisfactory () Unsatisfactory ()

463 If Unsatisfactory, please comment:

464 _____
465 _____
466 _____

467

468

469 **Information recorded by:** _____

470 Interviewer Name Signature Date

471

1 **Section K**
2 **Representations, Certifications and Other Statements of**
3 **Offerors**

4 **K.1 Reserved**

5 **K.2 Reserved**

6 **K.3 Reserved**

7 **K.4 Reserved**

8 **K.5 Reserved**

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15 **K.12 Reserved**

16 **K.13 Reserved**

17 **K.14 Reserved**

18 **K.15 Reserved**

19 **K.16 Reserved**

20 **K.17 Reserved**

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38

39 **Section L**

40 **Instructions, Conditions and Notices to Offerors**

41 **L.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

42 This contract incorporates one or more clauses by reference, with the same force and
43 effect as if they were given in full text. Upon request, the Contracting Officer will make
44 their full text available.

45	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
46	L.1.1	52.214-34	Submission of Offers in the English
47			Language (APR 1991)
48	L.1.2	52.214-35	Submission of Offers in U.S. Currency
49			(APR 1991)
50	L.1.3	52.222-24	Preaward On-Site Equal Opportunity
51			Compliance Review (APR 1984)
52	L.1.4	52.237-01	Site Visit (APR 1984)
53	L.1.5	52.216-27	Single or Multiple Awards (OCT 1995)

54 **L.2 52.233-2 Service of Protest (AUG 1996)**

55 (a) Protests, as defined in Section 33.101 of the Federal Acquisition Regulation (FAR),
56 that are filed directly with an agency, and copies of any protests that are filed with the
57 General Accounting Office (GAO), shall be served on the Contracting Officer by
58 obtaining a written and dated acknowledgment of receipt from the Contracting
59 Officer at the address listed in Block 7 on Standard Form 33.

60 (b) The copy of any protest shall be received in the office designated above within one
61 day of filing a protest with the GAO.

62 **L.3 552.219-72 Notice to Offerors of Subcontracting Plan Requirements**
63 **(DEC 1995)**

64 The General Services Administration (GSA) is committed to assuring that maximum
65 practicable opportunity is provided to small, small disadvantaged, and women-owned small
66 business concerns to participate in the performance of this contract consistent with its
67 efficient performance. GSA expects any subcontracting plan submitted pursuant to

68 FAR 52.219-9, Small, Small Disadvantaged and Women Owned Small Business
69 Subcontracting Plan, to reflect this commitment. Consequently, an offeror, other than a
70 small business concern, before being awarded a contract exceeding \$500,000 will be required
71 to demonstrate that its subcontracting plan represents a creative and innovative program for
72 involving small, small disadvantaged, and women-owned small business concerns as
73 subcontractors in the performance of this contract.

74 **L.4 552.219-73 Preparation, Submission, and Negotiation of**
75 **Subcontracting Plans (DEC 1995)**

76 (a) An offeror, other than a small business concern, submitting an offer that exceeds
77 \$500,000 shall submit a subcontracting plan with its initial offer. The subcontracting
78 plan will be negotiated concurrently with price and any required technical and
79 management proposals, unless the offeror submits a previously approved commercial
80 product plan. Maximum practicable utilization of small, small disadvantaged, and
81 women-owned small business concerns as subcontractors is a matter of national
82 interest with both social and economic benefits. It is the GSA's expectation that an
83 offeror's subcontracting plan will reflect a commitment to assuring that small, small
84 disadvantaged, and women-owned small business concerns are provided the
85 maximum practicable opportunity, consistent with efficient contract performance, to
86 participate as subcontractors in the performance of the resulting contract. An offeror
87 submitting a commercial products plan can reflect this commitment through
88 subcontracting opportunities it provides that relate to the offeror's production
89 generally; i.e., for both its commercial and Government business.

90 (b) GSA believes that this potential contract provides significant opportunities for the use
91 of small, small disadvantaged, and women-owned small business concerns as
92 subcontractors. Consequently, in addressing the eleven elements described at
93 FAR 52.219-9(d) of the clause in the contract entitled Small, Small Disadvantaged
94 and Women-Owned Small Business Subcontracting Plan, the offeror shall
95 demonstrate that its subcontracting plan represents a creative and innovative program
96 for involving small, small disadvantaged, and women-owned small business concerns
97 in performing the contract. The subcontracting plan shall include a description of the
98 offeror's subcontracting strategies used in any previous contracts, significant
99 achievements, and how this plan will build upon those earlier achievements.
100 Additionally, the offeror shall demonstrate through its plan that it understands the
101 small business subcontracting program's objectives, GSA's expectations, and is
102 committed to taking those actions necessary to meet these goals or objectives.

103 (c) In determining the acceptability of any subcontracting plan, the Contracting Officer
104 will-

- 105 (1) Review the plan to verify that the offeror has demonstrated an understanding of
106 the small business subcontracting program's objectives and GSA's expectations
107 with respect to the program and has included all the information, goals, and
108 assurances required by FAR 52.219-9;
- 109 (2) Consider previous goals and achievements of contractors in the same industry;
- 110 (3) Consider information and potential sources obtained from agencies administering
111 national and local preference programs and other advocacy groups in evaluating
112 whether the goals stated in the plan adequately reflect the anticipated potential for
113 subcontracting to small, small disadvantaged, and women-owned small business
114 concerns; and
- 115 (4) Review the offeror's description of its strategies, historical performance and
116 significant achievements in placing subcontracts for the same or similar products
117 or services with small, small disadvantaged, and women-owned small business
118 concerns. The offeror's description can apply to commercial as well as previous
119 Government contracts.
- 120 (d) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a
121 plan within the time specified by the Contracting Officer shall make the offeror
122 ineligible for award.

123 **L.5 Solicitation Copies and Enclosures**

124 An electronic version of this solicitation is available on the MAA Website
125 (<http://www.gsa.gov/maa>).

126 **L.6 Point of Contact for Information**

127 The contact responsible for supplying additional information and answering inquiries is
128 the Procuring Contracting Officer (PCO).

- 129 (a) Formal communications, such as requests for clarification and/or information
130 concerning this solicitation, shall be submitted in writing to the following:
- 131 General Services Administration
132 Attention: Robert A. Hayhurst, Procuring Contracting Officer
133 Mail Stop Z397
134 7525 Colshire Drive
135 McLean, VA 22102-7400
- 136 (b) Questions/comments may also be submitted electronically to GSA's Internet mail
137 address at robert.hayhurst@gsa.gov. Electronic mail attachments, if included, must
138 be viewable by Microsoft Word 97. The address of the Internet home page is:
139 <http://www.gsa.gov/maa>.

140 (c) Information concerning this solicitation or requests for clarification will not be
141 provided in response to offeror-initiated telephone calls. All such requests shall be
142 made in writing and submitted to one of the above addresses. Questions shall identify
143 the specific area of the solicitation in which clarification is desired. All questions and
144 answers shall be provided to all prospective offerors. Sources of questions will not
145 be identified.

146 (d) Prospective offerors are cautioned against discussing the preparation of their
147 qualification statements or technical questions with Government technical personnel.
148 The circumstances of such a contact, when verified, may result in non-consideration
149 of the offeror's qualification statements. Discussions with Government technical
150 personnel concerning the specifications, the documents incorporated by reference,
151 pricing, or any other technical matters are strictly forbidden. Accordingly, all
152 communications prior to award shall be directed to the PCO at the following
153 telephone number:

154 Robert A. Hayhurst, Procuring Contracting Officer
155 (703) 610-2234

156 (e) Inquiries are to be submitted in writing no later than stated in the cover letter to the
157 offerors. Inquiries may be submitted by facsimile to the following:

158 Attn.: Robert A. Hayhurst, Procuring Contracting Officer
159 Facsimile Number: (703) 610-1642

Contact with any other Government official except the PCO concerning this solicitation may result in disqualification of the offeror from consideration for award.

160 **L.7 Interpretation of RQS Requirements**

161 No interpretation of any provision of this RQS, including applicable contract
162 specifications, shall be binding on the Government unless furnished or agreed to in writing
163 by the PCO.

164 **L.8 Identification of Restricted Rights in Computer Software**

165 The offeror's attention is called to the requirement that any restrictions on the
166 Government concerning use or disclosure of computer software that was developed at private
167 expense and is to be delivered under the contract must be set forth in an agreement to be
168 negotiated prior to award and made a part of the contract. Therefore, the offeror shall
169 identify in its qualification statement, to the extent feasible, any such computer software that
170 was developed at private expense and upon which it desires to negotiate restrictions, and
171 shall state the nature of the proposed restrictions. A listing of such software shall be attached
172 to and be included as part of the Technical and Management Proposal. If no such computer

173 software is identified in the proposal, it will be assumed by the Government that it has
174 unlimited rights.

175 **L.9 Incurring Costs**

176 Costs shall not be incurred in the anticipation of receiving reimbursement from the
177 Government without the written authorization of the Administrative Contracting Officer
178 (ACO).

179 **L.10 Amendments to the Qualification Statement**

180 All qualification statement revisions/updates must meet the following criteria:

- 181 (a) Submit changes in the same hard copy and electronic copy quantities as required for
182 the initial qualification statement submission.
- 183 (b) At the Government's discretion, offerors may be required to use differently colored
184 paper for hard copies of modified pages.
- 185 (c) Submit hard copy changes as complete change pages. Changes shall be indicated by
186 change bars (vertical lines adjacent to the change in the right margin) generated by
187 the word processing software to indicate any change that has been made.
- 188 (d) Include the date of the modification in the lower right hand corner at the bottom of
189 the respective page. For inserted pages, number each page using an alphanumeric
190 designator (e.g., 1, 1a, 1b, 2, 3, if two pages are inserted between pages 1 and 2).
- 191 (e) Modifications of a qualification statement are subject to FAR Clause 52.215-10, *Late*
192 *Submissions, Modifications, and Withdrawals of Proposals*.

193 **L.11 Prime Contractor Responsibilities**

194 Offerors are strongly encouraged to include in their qualification statements other sources
195 of supply when such inclusions provide the Government a lower overall cost. However, the
196 offeror shall be the prime contractor for procurement of the services offered. The offeror
197 alone shall be held responsible by the Government for performance of all contractor
198 obligations under any contract resulting from its qualification statement. The Government,
199 in turn, shall render payment of any and all charges solely to the prime contractor.

200 The offeror is reminded that any resultant contract will not create any contractual
201 relationship between the Government and any eventual subcontractors.

202 **L.12 Security Requirements**

203 Performance under the contemplated contract may require the contractor to have access
204 to information classified "Top Secret." Therefore, upon award, the successful offeror may be

205 required to obtain the appropriate personnel and facility clearances to have access to such
206 information. The customer organization shall initiate and coordinate the clearance request.
207 If the contractor is not granted "Top Secret" clearance within a reasonable period of time, the
208 Government may terminate the contract.

209 Information about obtaining the security clearances set forth herein may be obtained from
210 the following organization:

211 Defense Investigative Service Clearance Office
212 P.O. Box 2499
213 Columbus, OH 43216-5006
214 (614) 692-3176

215 **L.13 Alternate Qualification Statements**

216 **L.13.1 Multiple Qualification Statements**

217 Offerors may submit more than one qualification statement in response to this solicitation
218 provided that each qualification statement addresses and meets all requirements specified
219 herein. If alternate qualification statements are submitted, each qualification statement must
220 be clearly labeled and identified on the cover page of each separate document, and the reason
221 for each alternate and its comparative benefits shall be explained. Each page of each
222 qualification statement shall identify the qualification statement to which it belongs. Each
223 qualification statement must be a complete offer in and of itself. Each qualification
224 statement submitted will be evaluated on its own merits. The Government will not accept or
225 evaluate qualification statements for other than requirements identified in this Request for
226 Qualification Statement (RQS).

227 **L.13.2 Focused Alternatives**

228 Alternate qualification statements aimed at satisfying specific elements of the
229 Government's overall requirements in a unique or alternative manner will be permitted if
230 accompanied by and fully cross-referenced to a fully compliant qualification statement. Each
231 alternate qualification statement will be evaluated on its focused proposed solutions and the
232 common solutions of the fully compliant qualification statement which accompanies it.

233 **L.14 Delivery of Qualification Statement**

234 (a) **Markings.** It is important that the outer envelope or wrapping of each offer be
235 addressed as shown below. Failure to properly address the outer cover could cause
236 an offer to be misdirected.

237 (1) Offeror's Return Address

238 (2) Contracting Officer's Address:
239 General Services Administration
240 Attn: Robert A. Hayhurst, MAA Procuring Contracting Officer
241 Mail Stop Z397
242 Solicitation Number: TQD-RH-97-0000
243 7525 Colshire Drive
244 McLean, VA 22102-7004

245 (3) **DO NOT OPEN IN MAIL ROOM**

246 (4) **TO BE OPENED BY PROCURING CONTRACTING OFFICER ONLY**

247 **L.15 Disposition of Unclassified Drawings and Specifications**

248 Any drawings, specifications, and other material furnished by the Government in
249 connection with this solicitation need not be returned to the Government, except as noted.

250 **L.16 Qualification Statement Preparation Costs**

251 This RQS does not commit the Government to pay any cost for the preparation and
252 submission of a qualification statement(s) in response to this RQS. The PCO is the only
253 individual who can legally commit the Government to the expenditure of public funds in
254 connection with this procurement.

255 **L.17 Disposition of Qualification Statements**

256 At least one copy of each qualification statement will be retained by GSA and the
257 remainder will be destroyed. No destruction certificate will be issued.

258 **L.18 52.211-3 Availability of Specifications Not Listed in the GSA Index of**
259 **Federal Specifications, Standards and Commercial Item Descriptions**
260 **(JUN 1988)**

261 The specifications cited in this solicitation may be obtained from the PCO. The requester
262 should identify the solicitation number and the specification requested by date, title, and
263 number, as cited in the solicitation.

264

265 **L.19 General Qualification Statement Instructions**

266 This section specifies the general requirements for the contents of qualification
267 statements. The qualification statement shall be presented as shown in Table L.19-1.

268 **Table L.19-1. Contents of Qualification Statement Volumes**

Volume Number	Volume Name	Maximum Pages
I	Technical and Management	300
II	Technical Literature (optional)	Unlimited

269

270 Qualification statements shall be prepared using a 12-point font, single-spaced, that can
271 be reproduced on U.S. letter size (8 ½” x 11”) paper, and legible in all required copies.
272 Foldout pages are allowed for figures and tables, but the use of foldouts for the body of the
273 text is prohibited. The maximum page limit indicated in Table L.19-1 does not include the
274 requirements checklists, example plans, or report samples required for Volume I. The pages
275 of the technical and management volume shall be numbered using the volume and page
276 number.

277 One electronic copy of all text, figures, tables (including narrative and stipulated
278 requirements), and forms of Volume I shall be submitted on MS-DOS-formatted 3.5-inch,
279 double-sided, high-density (1.44 Megabyte [Mb]) diskettes or on a compact disk. The
280 electronic versions shall use, as appropriate, Microsoft Word 97 and Microsoft Excel 97
281 formats, or the most current versions as directed by the PCO. One copy of Volume II may be
282 submitted in either hard copy or electronic format.

283 As part of the electronic copy, the offeror shall include a “Readme” file that identifies
284 each file and the file contents. The following is an example of the type of information that
285 should be provided in the readme.txt file:

286 **Table L.19-2. Sample “Readme” File**

287

File Name (Example)	Proposal Volume	Contents
Section 1.doc	Technical and Management	Section 1
Voliv.doc	Business Proposal	Sections 1-6
Vol_IB_sec_Master.doc	Technical and Management	Section 2
Sec_J.doc	Technical and Management	All requirements checklists

288

289 A hard copy original of the following, signed, and dated shall also be submitted:

290

(a) Standard Form 30

291

(b) Standard Form 308

292

(c) Table J.6-1b Stipulated Technical Requirements

293

(d) Table J.6-2b Stipulated Management Requirements

294

295

296

The offeror shall guarantee, in writing, that the electronic version is virus free. The offeror shall identify the name and version of the virus software used. All document revisions shall be accepted prior to submission to the Government.

297

298

299

In the event of a conflict between the contents of the hard copy version of the qualification statements and the contents of the electronic version, the electronic version shall

300 prevail. The offeror shall provide a written guarantee that items provided in the hard copy
301 version of the qualification statement agrees exactly with the electronic version.

302 Each qualification statement submitted in response to this RQS shall be in the format and
303 content specified in Section L.20.

304 **L.20 Detailed Qualification Statement Instructions**

305 This section provides detailed instructions for preparing the two qualification statement
306 volumes. Each volume shall include the following components:

- 307 (a) **Cover Page:** Each volume's cover page shall include the solicitation name and
308 number, name of responding organization, and name of volume.
- 309 (b) **Table of Contents:** Each volume shall have a table of contents.
- 310 (c) **Information Requested:** Instructions regarding the information to be contained in
311 each qualification statement volume are provided for the Technical and Management
312 Qualification Statement in Section L.20.1 and Technical Literature, Section L.20.2.

313 **L.20.1 Technical and Management Qualification Statement (Volume I)**

314 The Technical and Management Qualification Statement shall describe in detail the
315 offeror's technical resources, technical and management approach, and experience and
316 background that enable the offeror to fulfill the RQS requirements. The offeror's proposal
317 shall not contain prices and shall not address any aspect of pricing. The Technical and
318 Management Qualification Statement shall contain the following sections.

319 **L.20.1.1 Narrative Responses**

320 The offeror shall provide a complete and detailed response to each technical and
321 management requirement contained in Tables J.6-1a and J.6-2a. The offeror shall complete
322 the proposal reference column in Tables J.6-1a and J.6-2a, and include a copy of these tables
323 in the proposal.

324 **L.20.1.1.1 Section 1 – Technical Narrative Responses**

325 In responding to the technical requirements in Table J.6-1a, the offeror shall demonstrate
326 the following:

- 327 (a) Understanding of MAA RQS requirements
- 328 (b) Awareness of service delivery problems
- 329 (c) Quality of proposed technical approach to delivering mandatory services and features
- 330 (d) Ability to fulfill the Government's service coverage requirements.

331 The offeror's Qualification Statement discussion of technology, network architecture, or
332 routing techniques will not limit the offeror's ability to upgrade, expand, or replace
333 components or items at any time without a formal contract modification, provided

334 performance parameters are met in accordance with a specific awarded MAA contract and
335 there is no additional cost to the Government.

336 **L.20.1.1.2 Section 2 – Management Narrative Responses**

337 In responding to the management requirements in Table J.6-2a, the offeror shall
338 demonstrate the following:

- 339 (a) Ability to implement service ordering, billing, dispute management, trouble handling,
340 and reporting requirements
- 341 (b) Soundness of management approach
- 342 (c) Ability to support MAA customers
- 343 (d) Ability to manage and facilitate implementation

344 **L.20.1.2 Section 3 – Stipulated Requirements**

345 The offeror shall complete the stipulated technical requirements and management
346 requirements provided in Tables J.6-1b, J.6-2b. The offeror is not required to prepare written
347 responses describing how it will meet these requirements. Instead, the offeror is required to
348 consent (stipulate) that it will fulfill all requirements. Each requirement checklist shall be
349 signed by an authorized corporate officer indicating agreement and commitment to full
350 compliance and contract performance.

351 **L.20.1.3 Section 4 - Exceptions and Deviations**

352 The offeror shall identify and explain any exceptions or deviations taken or conditional
353 assumptions made in the offeror's qualification statement versus the requirements of the
354 RQS.

355 **L.20.1.4 Section 5 – Example (Draft) Plans**

356 The offeror shall provide the example (draft) plans identified in Sections C, F, and G as
357 part of its qualification statement:

- 358 (a) Training Plan
- 359 (b) Sample Cutover Test Plan
- 360 (c) NS/EP Management Plan
- 361 (d) Security Plan
- 362 (e) Fraud Prevention Procedures

363 **L.20.1.5 Past Performance Questionnaires**

364 The offeror shall have at least four of its present or past local telecommunications
365 customers complete and submit a Past Performance Questionnaire (Section J-11). These
366 references should be capable of documenting the following:

367 (a) Two references documenting the offeror's ability to manage a multi-supplier project of
368 complexity comparable to this acquisition

369 (b) Two references documenting the offeror's operation and management of services that
370 are comparable in size and scope to this acquisition

371 The Past Performance Questionnaires shall be distributed with instructions (sample cover
372 letter included in Section J-11) that the completed questionnaire is to be mailed by the
373 respondent directly to the MAA PCO specified in RQS Section G.1.1.1.

374 The offeror shall complete section I, Contract Identification, and fill in the blanks on the
375 instruction letter that accompanies the Past Performance Questionnaire prior to mailing a
376 questionnaire to a respondent.

377 Questionnaires shall be submitted to the PCO on or before the date the offeror submits its
378 qualification statement.

379 Offerors who have submitted Past Performance Questionnaires in response to a previous
380 MAA RFP will not be required to resubmit Past Performance Questionnaires provided that
381 those Questionnaires have been evaluated as acceptable. Offerors will, however, need to
382 indicate that previously submitted Past Performance Questionnaires are to be incorporated
383 into their RQS proposal when they acknowledge this RQS Amendment.

384 The Government retains the option to require offerors to update or replace previously
385 submitted Past Performance Questionnaires dated more than 12 months prior to a city-
386 specific MAA RFP closing date.

387 **L.20.2 Technical Literature (Volume II)**

388 In Volume II, the offeror may include descriptive materials such as service guides, quick-
389 reference user cards, and/or user guides that supplement sections of Volume I, Technical and
390 Management Qualification Statement. The technical literature reviewed by the

391 Government will be used for information only and will not be evaluated or used to qualify
392 offerors. Only information that supports the offeror's ability to satisfy the requirements of
393 Sections C and G of this RQS and supplements the information required in Volume I should
394 be included. Volume I shall include the appropriate references to this literature and shall
395 identify the page(s) and paragraph(s) of the reference in Volume II to which it applies.

396 **L.21 Operational Capability Demonstration**

397 At the option of the Government, offerors may be required to perform an Operational
398 Capability Demonstration (OCD) of its local telecommunications services capabilities,
399 pursuant to Section C. If the Government requires an OCD, it will occur after the receipt of
400 proposals and prior to qualification and/or contract award. At the request of the Government,
401 the offerors shall provide an OCD plan.

402 The offeror's OCD plan shall describe what will be demonstrated, how the demonstration
403 will be executed, and what will be required of the Government. The following shall be
404 considered, at a minimum, in developing this OCD plan:

405 (a) **Services and Features.** The offeror shall demonstrate the availability of the services
406 and features specified in Section C.

407 (b) **Management and Operations.** The offeror shall demonstrate its management and
408 operations capabilities in the following areas:

409 (1) **Service Ordering System.** The offeror shall demonstrate how orders for service
410 are entered, processed, tracked, and managed. The offeror shall provide samples
411 documentation and reports generated by its service ordering system for customer
412 use.

413 (2) **Billing System.** The offeror shall demonstrate its billing system. In particular,
414 the offeror shall demonstrate how billing is initiated and supported on an ongoing
415 basis and procedures for handling billing disputes and trouble and service outage
416 credits. The offeror shall provide samples of invoices, documentation, and
417 reports generated by its billing system for customer use.

418 (3) **Trouble Handling System.** The offeror shall demonstrate how trouble reports are
419 received, logged in, referred for trouble isolation and clearance, isolated and
420 cleared, tracked, escalated, and closed out. The offeror shall provide samples of
421 the types of data and reports that are generated by the trouble handling system for
422 customer use.

423 (4) **Customer Training.** The offeror shall demonstrate its approach to training the
424 customer's staff.

425

1 **Table of Contents**

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19 **Section M**

20 **Evaluation Factors for Qualification and Contract Award**

21 The Government intends to conduct the Metropolitan Area Acquisition (MAA) in two
22 phases:

- 23 (a) **Initial Qualification Phase:** In this initial qualification phase, the Government
24 issues a Request for Qualification Statements (RQS) that specifies factors
25 considered to be fundamental MAA technical and management requirements and
26 pre-qualifies offerors.
- 27 (b) **Metropolitan Area-Specific Requests for Proposals (RFPs) Phase:** RFPs for the
28 designated metropolitan areas are released that define metropolitan area-specific
29 technical, management, and pricing requirements.

30 Any offeror can respond to an RFP. Pre-qualified offerors will not be required to submit
31 proposals for the technical and management requirements in the RQS for any metropolitan
32 area-specific RFP. These offerors will only be required to submit proposals for metropolitan
33 area-specific requirements including pricing. These offerors are required to certify that their
34 qualification statement is current and accurate for incorporation into their metropolitan area-
35 specific proposals. Offerors, who choose to submit all proposals in the RFP phase, are
36 required to submit proposals in response to the RQS requirements as well as metropolitan
37 area-specific requirements, including pricing.

38 **M.1 Qualification Process Continuation**

39 The qualification process is intended to accelerate the acquisition of MAA services in
40 multiple cities by pre-qualifying offerors, who meet MAA technical and management
41 requirements. Pre-qualification is a continuing process throughout the MAA Program:

- 42 (a) Offerors may be considered for pre-qualification by responding to this RQS at any
43 time for the duration of the MAA Program.
- 44 (b) Offerors who are determined to be *technically unacceptable* in the initial qualification
45 phase will be permitted to resubmit their qualification statement anytime for the
46 duration of the MAA Program.
- 47 (c) Offerors may pre-qualify by responding at the time a metropolitan area-specific RFP
48 is issued. The offeror will be required to prepare proposals responding to both the
49 RQS and the metropolitan area-specific RFP. Offerors who meet all RQS technical
50 and management requirements, but do not win an MAA contract, will be pre-
51 qualified for other MAA RFPs.

52 **M.2 General Qualification Considerations**

53 **M.2.1 Qualification Basis**

54 The offeror's technical and management qualification statement will be evaluated in
55 accordance with Pass/Fail decision rules applied to each item in the technical and
56 management requirements checklists in Section J.6. All offerors who are determined to be
57 *technically acceptable* will be qualified.

58 Based on this evaluation, and upon consideration of the assessment of potential risks,
59 each qualification statement will be given an adjectival rating as follows:

60 (a) Acceptable - The qualification statement meets the Government's technical and
61 management requirements and does not present unacceptable risks.

62 (b) Unacceptable - The qualification statement fails to meet the Government's technical
63 and management requirements and/or presents unacceptable risks.

64 Qualification statements are to be prepared in accordance with the instructions in Section
65 L. For a qualification statement to be acceptable, the offeror must agree to all terms and
66 conditions of this RQS and must receive an acceptable rating.

67 **M.2.2 Unrealistic Qualification Statements**

68 Offerors are hereby notified that any qualification statements that are unrealistic in terms
69 of technical and management commitment will be deemed reflective of an inherent lack of
70 management and technical competence or indicative of failure to comprehend the complexity
71 and risk of the contract requirements. This may be grounds for rejection of the qualification
72 statement.

73 **M.2.3 Qualification Without Discussion**

74 The Government may qualify offerors based on initial qualification statements received
75 without discussion of such offers. Accordingly, each initial qualification statement should be
76 submitted on the most favorable technical and management terms that the offeror can submit.

77 **M.2.4 Evaluation Support**

78 Offerors are hereby notified that GSA intends to use a private organization to assist in the
79 evaluation of qualification statements. That organization will have access to any and all

80 information contained in the offerors' qualification statements and will be subject to
81 appropriate conflict of interest, standards of conduct, and confidentiality restrictions.

82 **M.3 Qualification Statement Evaluation**

83 The steps comprising the qualification statement process are as follows:

- 84 (a) **Conformance Appraisal.** Offeror submissions will be reviewed to verify
85 conformance with instructions in Section L using the checklist in Table J.6-3.
86 Offerors will be given the opportunity to remedy minor irregularities in their
87 submissions.
- 88 (b) **Compliance Appraisal.** Offeror qualification statements will be reviewed to
89 determine their compliance with the RQS requirements in Section J.6. Offerors will
90 be given the opportunity to remedy minor informalities, irregularities, or apparent
91 clerical mistakes in their qualification statements.
- 92 (c) **Discussions.** The Government will indicate, in writing, to offerors, who do not meet
93 all technical and management requirements, the rationale for deeming their
94 qualification statements unacceptable. The notification will also include a scheduled
95 time, date, and location for the Government to meet with the offerors for discussion.
96 Offerors will be given the opportunity to submit revised qualification statements after
97 the conclusion of discussions.
- 98 (d) **Revised Qualification Statement Compliance Appraisal.** After any discussion and
99 the receipt of any revised qualification statement, the Government will evaluate the
100 revised qualification statement.
- 101 (e) **Past Performance Appraisal.** The offeror will be evaluated with respect to its past
102 performance in accordance with Section M.3.1.
- 103 (f) **Qualification Status Determination.** Offerors whose qualification statements are
104 determined to be acceptable will be included in the qualified list.

105 The Government will publish the list of qualified offerors, who are deemed to meet MAA
106 technical and management requirements. The list of pre-qualified MAA offerors will be
107 updated as additional offerors are qualified.

108 If a qualification statement has such serious deficiencies that, in the Contracting Officer's
109 judgment, it cannot be remedied without a major rewrite, the Contracting Officer will notify
110 the offeror. A failed offeror may resubmit another qualification statement as discussed in
111 Section M.1.

112 **M.3.1 Past Performance Assessment**

113 The offeror will be evaluated with respect to its past performance. This assessment will
114 reflect the consideration of all relevant information that is readily available to the
115 Government, including both the information received from the offeror (in accordance with
116 Section L.20.1.5) and information obtained from other sources. Other sources of information
117 may include, but not necessarily be limited to, past and present customers (including federal,
118 state, local, and tribal governments), past and present subcontractors, past and present
119 employees, commercial sources of information, and publicly available information.

120 Offerors will be evaluated on the basis of the following factors. The Government may
121 reject any offer from an offeror whose demonstrated quality of past performance is
122 unacceptable.

- 123 (a) Contract performance on other Government and commercial contracts
 - 124 (1) Adherence to the contract schedules
 - 125 (2) Accurate, complete, and timely fulfillment of contract reporting requirements
 - 126 (3) Commitment of adequate resources in a timely fashion to meet contract
 - 127 requirements
 - 128 (4) Compliance with technical direction and other contractual responsibilities
- 129 (b) Termination history of other Government and commercial contracts
 - 130 (1) Any history of contract terminations for default
 - 131 (2) Any pending default termination actions
- 132 (c) Technical performance on other Government and commercial contracts
 - 133 (1) Provisioning of telecommunications services that consistently meet performance
 - 134 requirements (e.g., grade of service or call completion rates)
 - 135 (2) Delivery of adequate customer support that allows users to make effective use of
 - 136 the available services and features
- 137 (d) Management performance on other Government and commercial contracts
 - 138 (1) Effectiveness in managing subcontractors and related management functions
 - 139 (2) Apart from technical requirements, fulfilling all contract terms and conditions
- 140 (e) Price/Cost Management
 - 141 (1) Maintaining a competitive pricing structure for the contractor's services and
 - 142 features
 - 143 (2) Meeting its proposed cost estimates

144

145 (f) Customer satisfaction with services delivered on other Government and commercial
146 contracts

147 (1) Satisfaction of end users with delivered telecommunications services

148 (2) Satisfaction of end users with overall performance, including customer support
149 and related functions (e.g., operational support)

150 **M.3.2 Reserved**

151

152 **M.4 Metropolitan Area-Specific RFP Evaluation**

153 The Government will conduct competitions for each of the designated cities participating in
154 the MAA Program. The Government will release a city-specific RFP for each metropolitan
155 area. These RFPs will contain past performance requirements, business requirements,
156 pricing requirements, traffic model for that metropolitan area, and any city-specific technical
157 and management requirements.

158 **M.4.1 Award Basis**

159 The Government intends to make multiple awards to multiple offerors for MAA
160 telecommunications services for each of the MAA cities. One award will be made to the
161 responsible, technically-acceptable offeror with the lowest total offered price. Subsequent
162 award(s) will be considered for other responsible, technically-acceptable offeror(s) provided:

- 163 (a) The offeror's prices for all services are fair and reasonable, and
164 (b) The offeror has the next-lowest total offered price (as compared to the previous
165 awardee(s)).

166 **M.4.2 Technical and Management Proposal Evaluation**

167 The offeror's city-specific Technical and Management Proposal will be evaluated in
168 accordance with Pass/Fail decision rules applied to each technical and management
169 requirement in the RQS and MAA RFP. Qualified offerors from the initial qualification
170 phase must certify that their qualification statement is current and accurate for incorporation
171 into their RFP proposal. An offeror may submit both the RQS and the metropolitan area-
172 specific materials for evaluation at the time of proposals for any city-specific RFP.

173 **M.4.3 Business Proposal Evaluation**

174 The offeror's city-specific Business Proposal will be evaluated for compliance with the
175 requirements, terms, and conditions in the RFP.

176 **M.4.4 Price Proposal Evaluation**

177 A price evaluation will be conducted for each city-specific Price Proposal.

178 **M.4.4.1 Scope of Price Evaluation**

179 The offeror's price proposal will be evaluated with respect to prices projected over the
180 base period and all option periods covered by the proposal. In order to ensure that the prices
181 are acceptably and materially and mathematically balanced, each offeror's prices may be
182 compared with one or more of the following:

- 183 (a) All offered prices
184 (b) Market prices

- 185 (c) Government price targets
- 186 (d) Other Government and publicly available contracts

187 **M.4.4.2 Errors in Pricing**

188 Any variance between total prices and unit prices will be corrected on the basis of the
189 unit price provided in tables, multiplied by the Government's estimated quantity as defined
190 in Section J.2. The Government reserves the right to adjust any and all totals on that basis.
191 Overall price evaluation will be based on corrected total prices.

192 **M.4.4.3 Total Offered Price**

193 The total offered price for an offer will be based upon the value of the aggregated prices
194 for all years in the base period and all option periods. Aggregated service, feature, and
195 Service Initiation Charge (SIC) costs will be computed using the prices provided by the
196 Offeror in the Section B price tables multiplied by the quantities in the Government's
197 estimated requirements (Section J.2).

198 **M.4.4.4 Unbalanced Pricing**

199 The Government may reject any offer that is materially unbalanced, according to the
200 FAR 15.814(b) definition of materially unbalanced.

201 **M.4.4.5 Evaluation for Additional Offerings**

202 Additional offerings as described in Section C.1.2 may be proposed by the offeror and will
203 be evaluated independently by the Government. However, such services or features will
204 have no bearing on the acceptability of an offer, and the prices will not be included in the
205 total offered price.
206