

APPENDIX A

LONG DISTANCE and INTERNATIONAL TELEPHONE SERVICE

1 PURPOSE

This appendix establishes policies and assigns responsibility for the management and use of long distance telecommunications services (voice, data, and video) within the United States Department of Agriculture (USDA).

2 BACKGROUND

Until transition to FTS2001 is complete, USDA will continue to use the GSA FTS2000 contract for its long distance telecommunications services. This contract expired in December 1998. Extension contracts have been signed by the existing FTS2000 service providers which enable agencies to utilize FTS2000 services through December 2000. FTS2001 contracts have been awarded to U.S. Sprint (December, 1998) and MCI/WorldCom (January, 1999). USDA will transition to FTS2001 as a corporate entity to ensure that services continue to support USDA programs. The Telecommunications Network Stabilization and Migration Program (TNSMP) has established guidelines for ordering FTS2000/2001 services. These guidelines will ensure the consolidation and optimization of the USDA networks using FTS2001 service offerings, and pave the way for the implementation of a USDA Enterprise Network (EN).

3 REFERENCES

Source	Publication	Title/Subject
Congress	Public Law 102-140	Title V, Department of State and related agencies Congressional Conference Agreement
Congress	Public Law 104-52	Title VI, Section 629 Government wide General Provisions: Treasury, Postal Service, and General Government Appropriations Act, 1996
Congress	Public Law 104-106	Clinger-Cohen Act (formerly called the Information Technology Management Reform Act of 1996)
Executive	E.O. 13011	Federal Information Office of Technology
GSA Service	FPMR 101-35.301	Mandatory Federal Technology (FTS) Long Distance Network
GSA	FPMR 101-35.200	Authorized Use of Long Distance Telephone Services
GSA	Handbook	FTS2000 Agency Reference Guide

4 ABBREVIATIONS

CDR	-	Call Detail Records
DAR/D	-	Designated Agency Representative/Dedicated
DAR/N	-	Designated Agency Representative/Non-Dedicated
DTS-PO	-	Diplomatic Telecommunications Service-Program Office
FPMR	-	Federal Property Management Regulations

FTS	-	Federal Technology Service
GSA	-	General Services Administration
ID3	-	International Direct Distance Dialing
LATA	-	Local Access and Transport Area
OASIS	-	Off-Site Access to Servers and Intranet Solutions
PMC	-	Program Management Center
SDP	-	Service Delivery Point
TMACO	-	Telecommunications Mission Area Control Officer
TNSMP	-	Telecommunications Network Stabilization and Migration Program

5 POLICY

a Public Law 104-52, section 629, prohibits the expenditures of funds outside of FTS2000 unless there is an exception granted by the Administrator of the General Service Administration (GSA). Federal Property Management Regulation (FPMR) Subpart 101-35.301 also requires the use of GSA's Federal Technology Service (FTS) long distance network contract by Federal agencies for all telecommunications services.

b As referenced in the FPMR, the terms intercity and long distance have the same meaning.

c The post-FTS2000 acquisition vehicle, FTS2001, shall be used by all agencies and staff offices to satisfy core service requirements. Core services are defined as mandatory offerings until Minimum Revenue Guarantees are met and include switched voice; Internet Protocol (IP) services; circuit switched data; toll-free service; packet switched; frame relay; asynchronous transfer mode; dedicated transmission; and compressed video. All additional offerings are defined as optional. USDA agencies should consider using FTS2001 Optional Services but should evaluate current market offerings to obtain the best value consistent with USDA-wide telecommunications goals and requirements. FTS2001 is considered a mandatory contract until the Minimum Revenue Guarantees (MRG) have been met.

d The Department of State's DTS-PO is responsible for providing enhanced telecommunications support for the entire U.S. Federal Government's Foreign Affairs community. This range of telecommunications support includes data, voice and facsimile. USDA's telecommunications requirements shall be coordinated with the DTS-PO for agencies and staff offices conducting business in foreign countries.

e The International Direct Distance Dialing (ID3) contract with American Telephone and Telegraph (AT&T) is an available source for international switched voice service only if the DTS-PO has determined it cannot provide the necessary services. The ID3 contract includes International Outbound, International Inbound, International Calling Card (or full function Federal Calling Card), and Country-to-Country switched voice service. Agencies utilizing the ID3 contract shall not suppress the call detail records option.

f Except for international use, only the FTS2000/2001 Federal Calling Card shall be used. Agencies may not obtain a telephone credit card from a telephone service provider for employees' use. Long-distance calls made from cellular telephones must use the FTS2000/2001 Calling Card Off-Net procedures.

All new Federal Calling Cards shall be ordered with an employee's name printed on the card. Calling cards ordered with a generic office name or position title as the official card holder is not permitted unless sufficient audit information is maintained to identify the specific individual that has control of the card and a billing analysis is maintained and verified for each call made. A non-mandatory FTS contract for Pre-Paid debit cards has been awarded by the General Services Administration (GSA) to AT&T and is available for USDA use. Agencies and staff offices should be aware that Call Detail Records (CDR)'s are not generated, nor are they available, for the FTS Pre-Paid calling card. Agencies and staff offices are still responsible for ensuring that calls made are limited to the conduct of official business.

g The use of all other commercial pre-paid debit cards or telephone service for long-distance service (e.g.,10-10-321) is not permitted.

h Centralized billing shall be the mandatory billing method used by all agencies and staff offices for all FTS2000, FTS2001, and GSA niche service contracts, including but not limited to ID3, OASIS, and Federal Wireless Telecommunications Services (FWTS).

i Use of A900" service on the FTS2000 network is prohibited and has been blocked by GSA. A900" service is a core service on FTS2001. USDA, however, is prohibiting the use of 900 service.

6 RESPONSIBILITIES

a The Office of the Chief Information Officer will:

(1) Provide leadership, guidance and oversight to the agencies' Telecommunications Mission Area Control Officer (TMACO)'s and Designated Agency Representative (DAR)'s on USDA long distance service strategies, USDA-wide Service Delivery Point (SDP)'s and the Telecommunications Network Stabilization and Migration Program (TNSMP);

(2) Provide customer support to agencies and staff offices regarding FTS2000/2001 services;

(3) Represent the Department to GSA regarding requests for exceptions to mandatory contracts, such as FTS2000/2001 services;

(4) Represent the Department to oversight agencies on telecommunications related issues;

(5) Serve as the USDA liaison with international, interLATA, and intraLATA telecommunications service providers;

(6) Respond to oversight agencies (OMB, GAO, etc.) with timely and accurate USDA telecommunications program and cost information; and

(7) Provide guidance and oversight to agencies and staff offices related to the transition to the FTS2001 contract.

b Agencies and Staff Offices will:

- 1) Submit requests to the Office of the Chief Information Officer (OCIO) for exceptions to the use of FTS2000/2001 and other mandatory-for-use contracts;
- (2) Transition their current core FTS2000 services to FTS2001;
- (3) Establish controls for the strict management and oversight of the FTS Pre-Paid calling cards to avoid potential telecommunications fraud and abuse;
- (4) Assign TMACO=s to serve as the agency primary contact for FTS2000/2001;
- (5) Adhere to the DAR responsibilities enumerated in the "FTS2000 Agency Reference Guide" published by GSA;
- (6) Review bills and certify usage of FTS2000/2001, other mandatory-for-use contracts, and commercial telephones, including cellular;
- (7) Use FTS2000/2001 for intra-LATA toll calls in locations where permitted;
- (8) Submit all requests for overseas telecommunications services to the DTS-PO for consideration. All requests shall be submitted by the agency's TMACO;
- (9) Provide the TMACO's name to the DTS-PO when this information changes; and
- (10) Require that the supervisor authorize in writing the approval of International Direct Dial capabilities for an employee telephone and forward the information to the TMACO.

c Telecommunications Mission Area Control Officers (TMACO) will:

- (1) Manage the mission area and agency telecommunications programs in a manner consistent with Departmental direction and mission area/agency program delivery requirements;
- (2) Provide oversight to the Designated Agency Representatives;
- (3) Analyze and facilitate opportunities for sharing existing or planned dedicated network access services and equipment;
- (4) Identify mission critical circuits, both voice and data, for priority restoration of services; and
- (5) Serve as the agency primary contact for telephone abuse and fraud.

d Designated Agency Representatives will:

- (1) Coordinate approval with the TMACO for FTS2000/2001 service requests. Prepare, submit and track all service requests for FTS2000/2001 services;

- (2) Serve as the agency liaison to the GSA FTS2000/2001 Program Management Center (PMC); and
- (3) Coordinate with their TMACO, the USDA FTS2000/2001 Coordinator and other agency DARs of intent to provide services (e.g., type, location, date, etc.) to:
 - (a) verify shared service potential prior to placing orders; and
 - (b) maximize cost savings and/or cost avoidance through optimization and consolidation of service delivery points.

7 DEFINITIONS

- a Designated Agency Representative/Dedicated or /Non-Dedicated: An agency employee responsible for assisting users with questions regarding FTS2000/20001 services, features, functions, applications, and benefits. The DAR is authorized to order FTS2000/2001 services and features after approval has been granted by the TMACO.
- b USDA FTS2000/2001 Coordinator: The USDA representative that serves as the primary contact with GSA on FTS2000/2001 issues. The Coordinator ensures that USDA=s concerns are heard by GSA and that GSA policy information is passed to appropriate agency personnel.
- c Telecommunications Mission Area Control Officer (TMACO): The authorized USDA agency or staff office representative responsible for submitting international service requests on behalf of their respective agency to the DTS-PO. Additionally the authorized signature authority for FTS2000/2001 orders within an assigned mission area or agency.
- d Centralized Billing: The General Services Administration (GSA) has awarded FTS2001 and a number of niche contracts and has given agencies a choice of direct billing by the vendor (bypassing GSA) or centralized billing in which GSA manages the billing process. Our analysis indicates a minimal difference in actual costs when GSA manages this process centrally, yet all agencies benefit from GSA=s ability to negotiate from a position of strength in representing the entire Federal Government. Further, consolidation of the billing better enables the Department to track telecommunications information.
- e Minimum Revenue Guarantee: The Government commitment is approximately 60 percent (\$750 Million) of the forecast revenue over the initial four-year contract period of FTS2001. The MRG sends a message to industry of the level of commitment offered by the government for the contract.