

*GSA NETWORK*  
*Contracting Officer's*  
*Workshop*

**AIA Boardroom**

**March 22, 2006**

**Office of Acquisition**

# Presentation Topics & Agenda

- Welcome and Administrative Remarks
- Networkx Overview
- Break
- Contracting Officer's Perspective
- Wrap-up and Action Items

# *Networx Overview*

Maria Filios

March 22, 2006

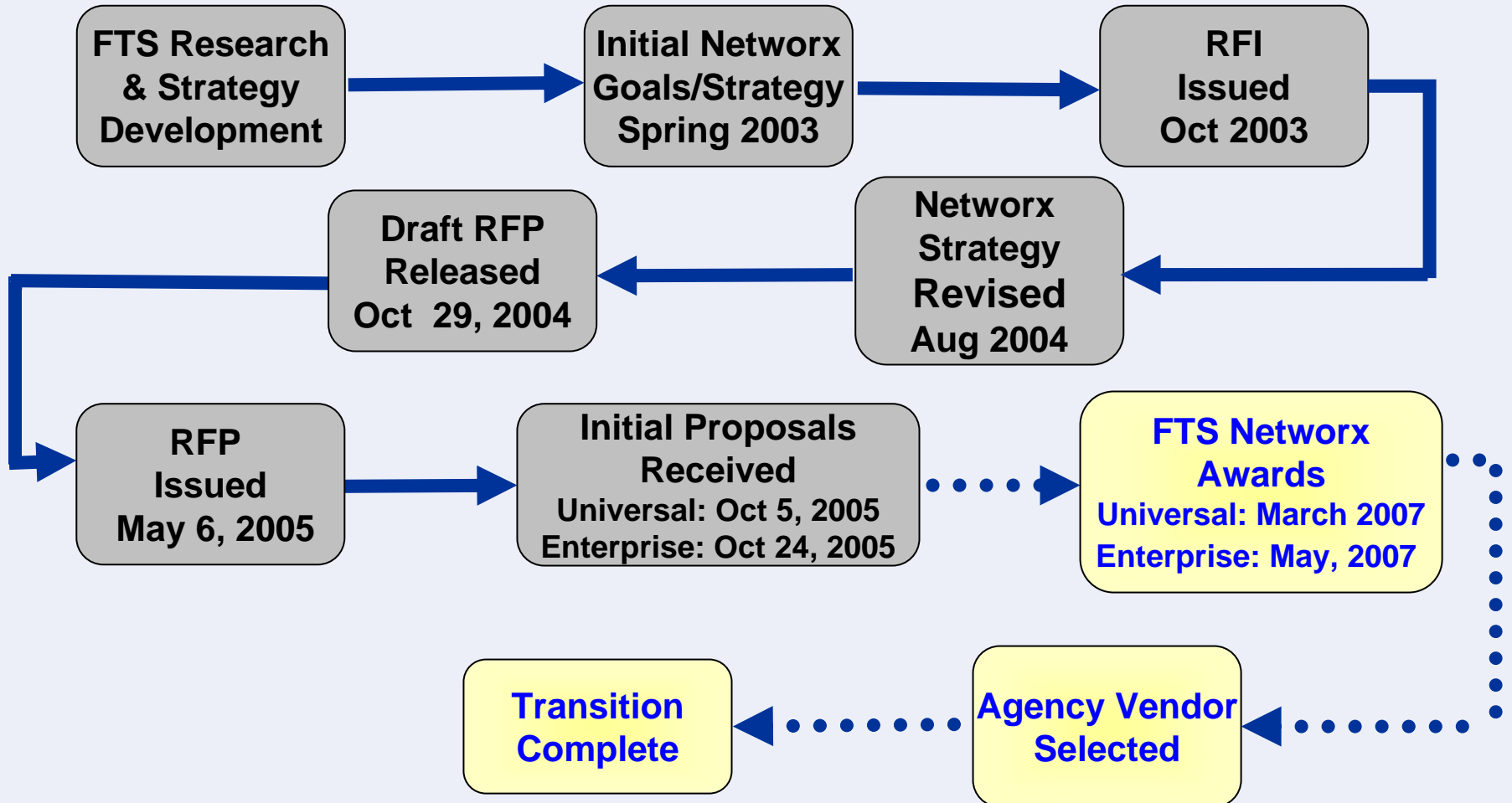
# Overview

- Networkx Program Background
- Milestones
- Objectives
- Networkx Service Offerings
  - Universal
  - Enterprise
- FTS2001 Comparison
- Transition
- Summary

# Network Overview - Background

- Network is the follow-on acquisition to FTS2001 and subsequent Crossover contracts
- Network is a 10 year IDIQ with a 4-year base period and three 2-year options
- The expected value of this acquisition is \$20 billion
- Increased breadth of services
  - Telecommunications Services
  - Management and Application Services
  - Security Services
  - Special Services
  - Wireless Services
  - Access Services

# Networx – Program Milestones



# Network Overview - Objectives

## Network Program Goals:

- Service Continuity
- Highly Competitive Prices
- High Quality Service
- Full Service Providers
- Alternative Sources
- Operations Support
- Transition Assistance and Support
- Performance Based Contracts

## Network Universal

Designed to provide Agencies with a comprehensive range of full services contractors and will assure continuity of service

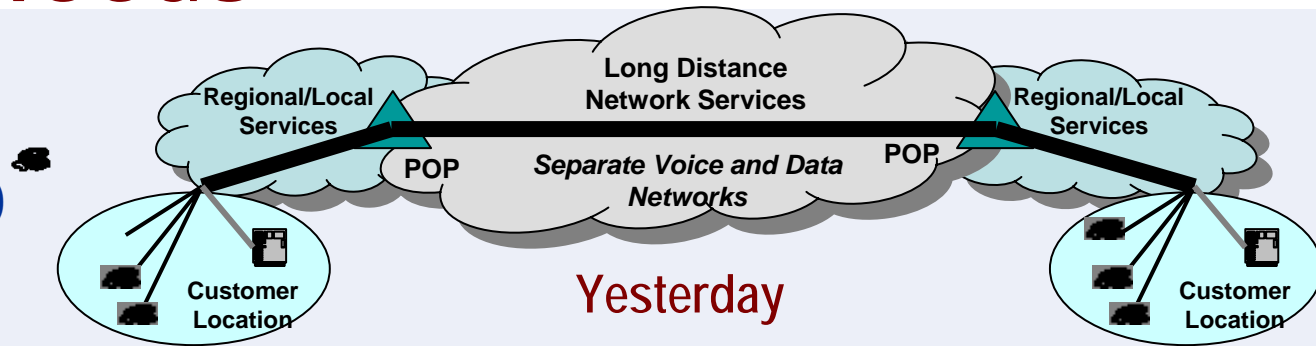
## Network Enterprise

Designed to provide alternative service providers with innovative approaches to providing specialized services

# Network - A Broad Scope to Meet Agency Needs

## Network Services

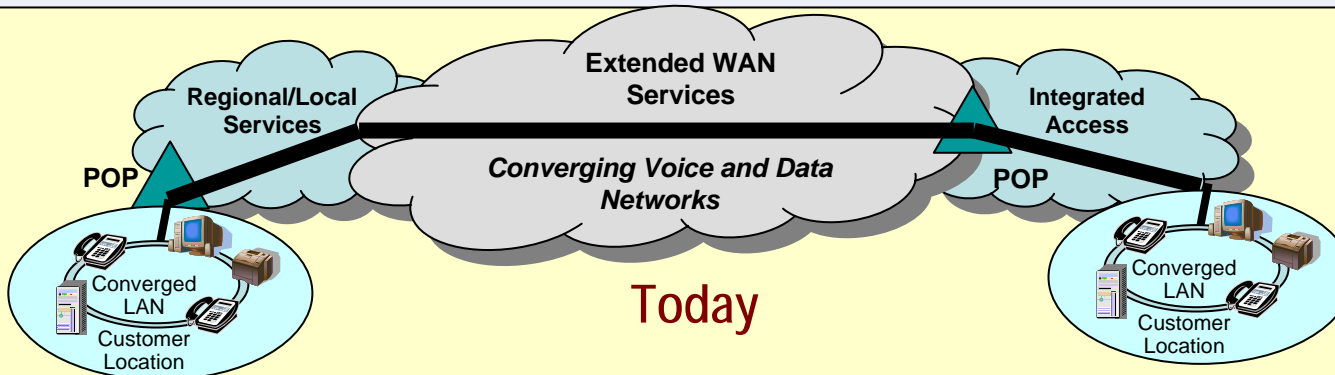
- Multiple networks
- Separate Access (Local) and Transport (Long Distance)



Yesterday

## Convergence

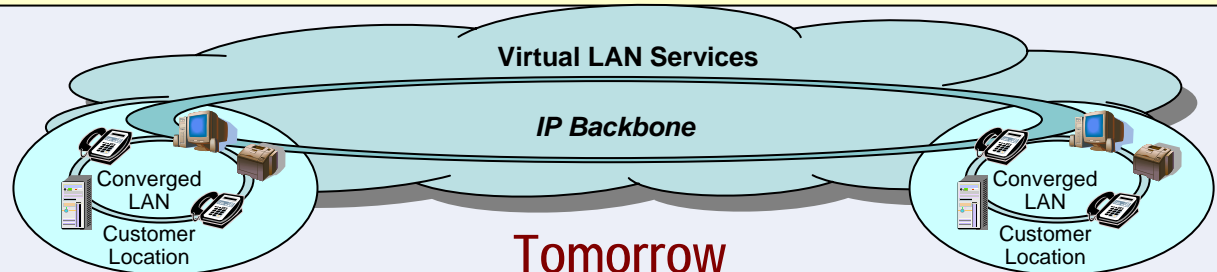
- Converging backbone (transport) networks
- Converged LANs
- Integrated broadband access



Today

## Seamless, Secure, Interoperable

- IP everywhere
- Integrated services
- End-to-end managed networks



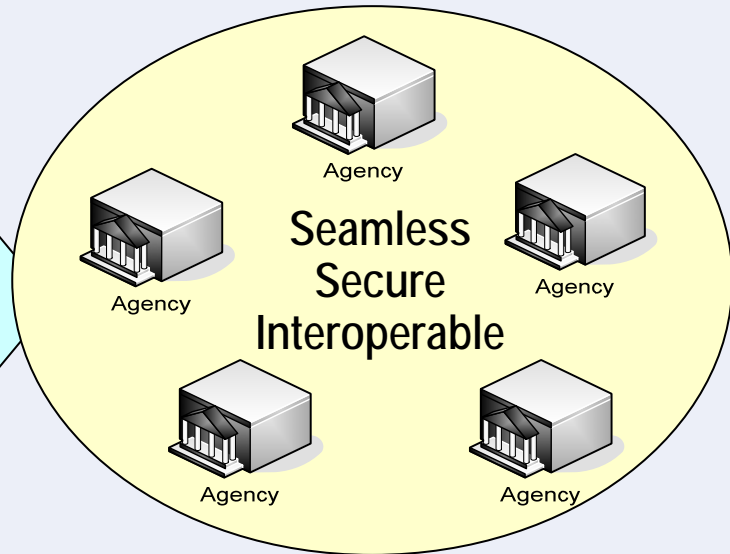
Tomorrow

Office of Acquisition



# Network - Supporting the Transformation of Government

- Voice, IP, wireless, satellite, optical connectivity services
- IP-centric application services (hosting, content management, teleworking, etc.)
- Embedded security with flexibility to meet range of needs
- Built-in compliance with policy mandates
- Performance-based services and operations



# Neworx Service Offerings

Networx represents a substantial growth in service offerings from the FTS2001 program

## FTS2001/Networx Services Comparison

### FTS2001

- *11 Telecommunications Services*
  - Voice, Circuit Switched Data, ATM
- *6 Management and Applications Services*
  - Video Teleconferencing, Managed Network, Audio Conferencing
- *1 Security Service\**
- *3 Special Services\**
  - Land Mobile Radio, Mobile Satellite, Fixed Satellite
- *3 Wireless Services\**
- *3 Access Services\**

### Networx

- *20 Telecommunications Services*
  - Communications Transport, IP, Optical Solutions
- *13 Management and Applications Services*
  - Web Conferencing, Dedicated Hosting, Unified Messaging
- *8 Security Services*
- *3 Special Services*
  - Includes 2 Satellite (Networx Universal only, optional)
- *4 Wireless Services*
- *4 Access Services (Enterprise only)*

\*Note: Asterisk represents services provided by the FTS2001 Crossover Contracts

# Network Acquisitions

UNIVERSAL ACQUISITION

ENTERPRISE ACQUISITION

Enterprise IP-Based  
Service Set

Enterprise Wireless  
Service Set

- Mandatory IP services with an associated mandatory geographic profile
- SWCs that serve ~300 SDPs in Traffic Model
- Services provided in 90% of MSAs
- Services provided in 90% of RSA

# Service Offerings - Universal

## Universal Acquisition

### Telecommunications Services

#### Communications Transport

- Voice
- Circuit Switched Data
- Toll-Free
- Combined
- Private Line
- Frame Relay
- Asynchronous Transfer Mode

#### - Ethernet \*

#### IP-Based

- Premises-Based IP VPN
- Network-Based IP VPN
- Voice over IP Transport
- Content Delivery Network
- Converged IP
- IP Telephony
- Internet Protocol
- Layer 2 VPN
- IP Video Transport \*

#### Optical

- Synchronous Optical Network
- Optical Wavelength
- Dark Fiber \*

### Management & Application Services

- Video Teleconferencing
- Managed Network
- Audio Conferencing
- Teleworking Solutions
- Call Center/Customer Contact Center
- Web Conferencing
- Dedicated Hosting
- Collocated Hosting
- Storage
- Customer Specific Design and Engineering
- Unified Messaging \*
- Collaboration Support \*
- Internet Facsimile \*

### Access Services

- None

### Security Services

- Managed Firewall
- Intrusion Detection and Prevention
- Managed E-Authentication
- Vulnerability Scanning
- Anti-Virus Management
- Incident Response
- Secure Managed Email
- Managed Tiered Security

### Special Services

- Land Mobile Radio\*
- Mobile Satellite \*
- Fixed Satellite \*

### Wireless Services

- Cellular/PCS
- Multimode Wireless
- Cellular Digital Packet Data \*
- Paging \*

- Full range of service offerings with national and international coverage
- 37 mandatory services
- 11 Non-mandatory Services (Newly Emerging Services and Sunset Services)
- Continuity of current services at lowest prices
- Strong competition to drive down costs
- All services to all locations served by FTS2001 as well as commercial locations served by offeror
- Multiple contract awards depending on quality of the offer

\*Services asterisked in green are optional.

# Service Offerings - Enterprise: IP-Based

## Enterprise (IP-Based) Acquisition

### Telecommunications Services

- Communications Transport
- Voice \*
- Circuit Switched Data \*
- Toll-Free \*
- Combined \*
- Private Line \*
- Frame Relay \*
- Asynchronous Transfer Mode \*
- Ethernet \*
- IP-Based
- Network-Based IP VPN
- Voice over IP Transport
- Internet Protocol
- Premises-Based IP VPN \*
- Content Delivery Network \*
- Converged IP \*
- IP Telephony \*
- IP Video Transport \*
- Layer 2 VPN \*
- Optical
- Synchronous Optical Network \*
- Optical Wavelength \*
- Dark Fiber \*

### Management & Application Services

- Customer Specific Design and Engineering
- Managed Network
- Audio Conferencing \*
- Teleworking Solutions \*
- Call Center/Customer Contact Center \*
- Web Conferencing \*
- Dedicated Hosting \*
- Collocated Hosting \*
- Storage \*
- Video Teleconferencing \*
- Unified Messaging \*
- Collaboration Support \*
- Internet Facsimile \*

### Access Services

- Wireline Access \*
- Broadband Access \*
- Wireless Access \*
- Satellite Access \*

### Security Services

- Managed Firewall
- Intrusion Detection and Prevention
- Managed Tiered Security
- Anti-Virus Management
- Managed E-Authentication \*
- Vulnerability Scanning \*
- Incident Response \*
- Secure Managed Email \*

### Special Services

- Land Mobile Radio \*

### Wireless Services

- Cellular/PCS \*
- Multimode Wireless \*
- Cellular Digital Packet Data \*
- Paging \*

\*Services asterisked in green are optional.

- Designed to respond to the changing marketplace by providing Agencies with a broad range of services and providers
- 9 Mandatory Services (Secure IP and Managed Network Service)
- 41 Non-Mandatory Services
- Increased opportunities to medium and small sized businesses
- Less requirements than Universal regarding full service and continuity of service
- Provides alternative sources
- Requires extensive nationwide secure IP geographic coverage; optional international coverage
- Multiple awards depending on quality of offers

# Service Offerings - Enterprise: Wireless

## Enterprise (Wireless) Acquisition

### Telecommunications Services

- Communications Transport
  - Voice \*
  - Circuit Switched Data \*
  - Toll-Free \*
  - Combined \*
  - Private Line \*
  - Frame Relay \*
  - Asynchronous Transfer Mode \*
  - Ethernet \*
- IP-Based
  - Network-Based IP VPN \*
  - Voice over IP Transport \*
  - Internet Protocol \*
  - Premises-Based IP VPN \*
  - Content Delivery Network \*
  - Converged IP \*
  - IP Telephony \*
  - IP Video Transport \*
  - Layer 2 VPN \*
- Optical
  - Synchronous Optical Network \*
  - Optical Wavelength \*
  - Dark Fiber \*

### Management & Application Services

- Customer Specific Design and Engineering \*
- Managed Network \*
- Audio Conferencing \*
- Teleworking Solutions \*
- Call Center/Customer Contact Center \*
- Web Conferencing \*
- Dedicated Hosting \*
- Collocated Hosting \*
- Storage \*
- Video Teleconferencing \*
- Unified Messaging \*
- Collaboration Support \*
- Internet Facsimile \*

### Access Services

- Wireline Access \*
- Broadband Access \*
- Wireless Access \*
- Satellite Access \*

### Security Services

- Managed Firewall \*
- Intrusion Detection and Prevention \*
- Managed Tiered Security \*
- Anti-Virus Management \*
- Managed E-Authentication \*
- Vulnerability Scanning \*
- Incident Response \*
- Secure Managed Email \*

### Special Services

- Land Mobile Radio \*

### Wireless Services

- Cellular/PCS
- Multimode Wireless \*
- Cellular Digital Packet Data \*
- Paging \*

- Designed to respond to the changing marketplace by providing Agencies with a broad range of services and providers
- 1 Mandatory Service
- 49 Non-Mandatory Services
- Increased opportunities to medium and small sized businesses
- Less requirements than Universal regarding full service and continuity of service
- Designed to provide alternative sources
- Required extensive nationwide secure IP geographic coverage; optional international coverage
- Multiple awards depending on quality of offers

\*Services asterisked in green are optional.

# FTS2001/Network Comparison- Technical (Cont.)

## Universal

- Includes approximately 9800 Serving Wire Centers (SWCs) with dedicated access
- SWCs where commercial service is provided
- Each SWC in contract must have basic set of voice, toll free and data services
- Non-domestic coverage similar to FTS2001 mandatory

## Enterprise

- IP-Based
  - SWCs that serve ~300 Service Delivery Points (SDPs)
  - SWCs where commercial service is provided
  - Each SWC in contract must have limited set of IP-based services
- Wireless
  - 90% of MSAs and RSAs
  - Where commercially provided
  - No mandatory non-domestic coverage

# FTS2001/Networx Comparison- Technical

- Networx provides increased flexibility
  - Enterprise acquisitions to add services after initial two years of the contract
- Equipment included as Service Enabling Devices (SEDs)
- SLAs to provide acceptable performance levels by the Networx contractors
  - 16 SLAs are “service specific”
  - 4 SLAs are “service independent”

SERVICES	FTS2001	UNIVERSAL		ENTERPRISE	
		Mandatory	Optional	Mandatory	Optional
Voice	X	X			X
Circuit Switched Data	X	X			X
Toll-Free	X	X			X
900 SERVICE	X				
Combined		X			X
Private Line	X	X			X
Frame Relay	X	X			
Asynchronous Transfer Mode	X	X			
Ethernet			X		
Premises-Based IP VPN		X			
Network-Based IP VPN	X	X		X	
Voice over IP Transport		X		X	
Content Delivery Network		X			
Converged IP		X			X
IP Telephony	X	X			X
Internet Protocol		X			
IP Video Transport		X			X
Layer 2 VPN		X			X
Synchronous Optical Network	X	X			X
Optical Wavelength		X			X
Dark Fiber			X		X
Video Teleconferencing	X	X			X
Calling Card	X				
Managed Network	X	X		X	
Audio Conferencing	X	X			X
TeleWorking	X	X			X
Call Center/Customer Contact Center		X			X
Web Conferencing		X			X
Dedicated Hosting		X			X
Collocated Hosting		X			X
Storage		X			X
Customer Specific Design and Engineering		X		X	
Unified Messaging			X		X
Collaboration Support			X		X
Internet Facsimile	X		X		X
Managed Firewall		X		X	
Intrusion Detection and Prevention		X		X	
Managed E-Authentication		X			X
Vulnerability Scanning		X			X
Anti-Virus Management		X		X	
Incident Response		X			X
Secure Managed Email		X			X
Managed Tiered Security	X	X		X	
Land Mobile Radio	X		X		X
Mobile Satellite	X		X		
Fixed Satellite	X		X		
Cellular/PCS	X	X			X
Multimode Wireless		X			X
Cellular Digital Packet Data	X		X		X
Paging	X		X		X
DTS	X				X
Broadband Access	X				X
Wireless Access	X				X
Satellite Access	X				X

**Illustrative**



# FTS2001/Networx Comparison – Programmatic

## What Remains the Same?

- Acquisition driven by key strategic initiatives
  - Highly competitive prices
  - High-quality services
  - Best value
- Geographic coverage
- Operations support
- Adherence to FAR/DFAR guidelines
- Metrics for reporting progress
- Non-mandatory

## What Has Changed?

- Enterprise and Universal acquisitions
- Increased service availability
- More service types
- Alternative sources
- Increased competition
- Performance-based contracts with clearly defined SLAs
- Enhanced reporting capabilities
- Increased focus on transition planning
- Increased emphasis on Fair Opportunity

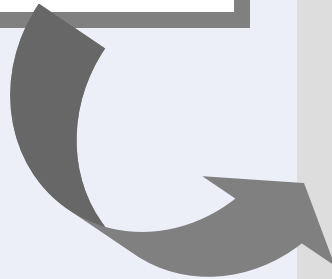
# Transition the movement of services from expiring FTS2001 contracts to Networx

## Program Goals

- Service Continuity
- Highly Competitive Prices
- High Quality Service
- Full Service Providers
- Alternative Sources
- Operations Support
- Transition Assistance & Support
- Performance-Based Contracts

## Networx Transition Goals

- Move all services from current contracts to Networx before they expire
- Expedite availability of enhanced service
- Ensure no loss of service
- Minimize transition expenses

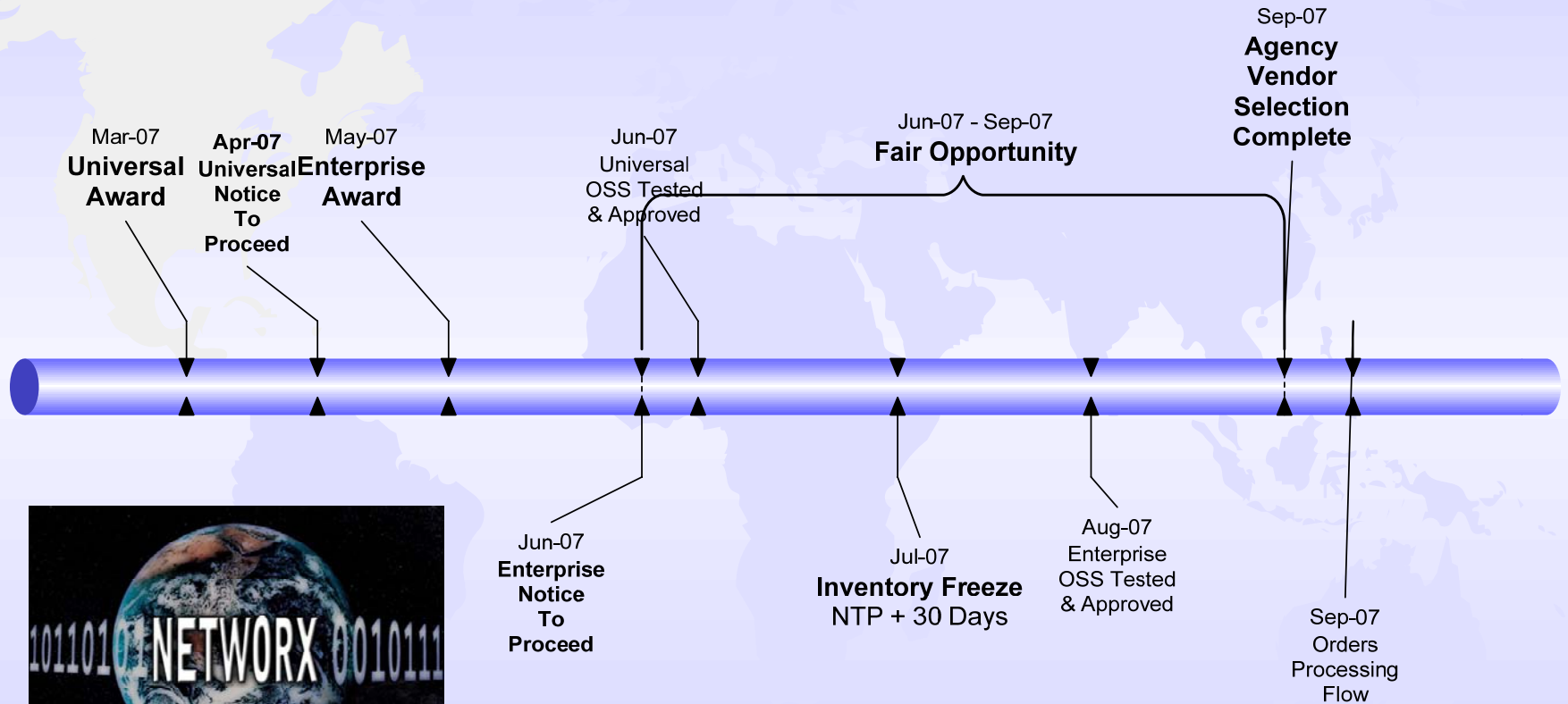


# Transition Management

- GSA
- Industry Partner(s)
- IMC Transition Working Group (TWG)
- Agencies

# Networkx Schedule

Monday, March 06, 2006

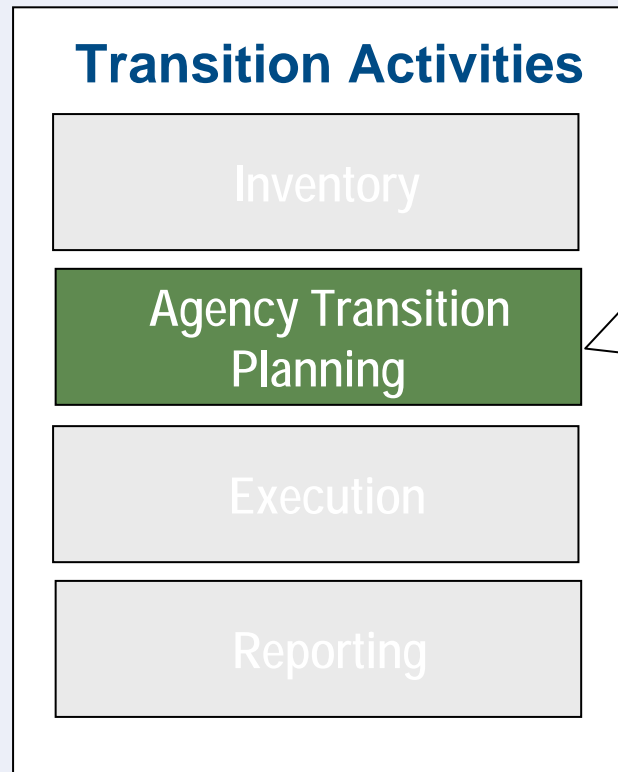


# Transition Activities

Conducting an effective transition effort involves various activities

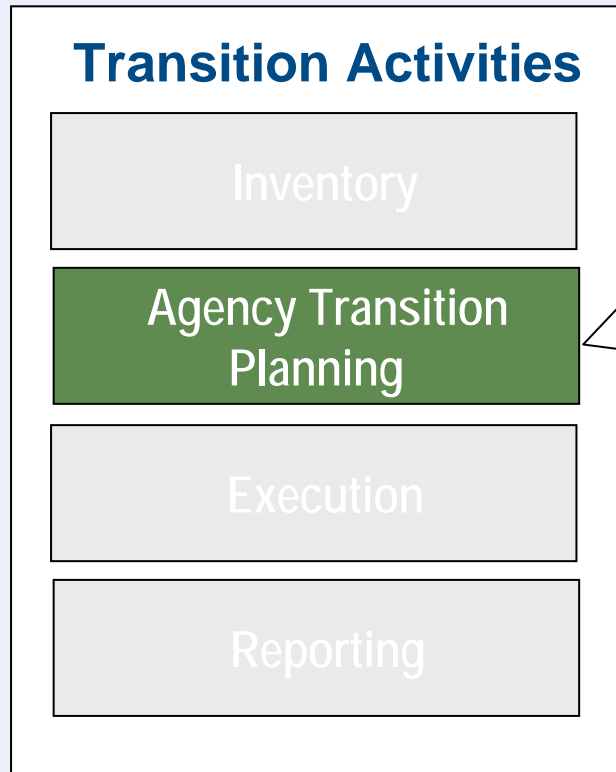


# Agency Transition Planning



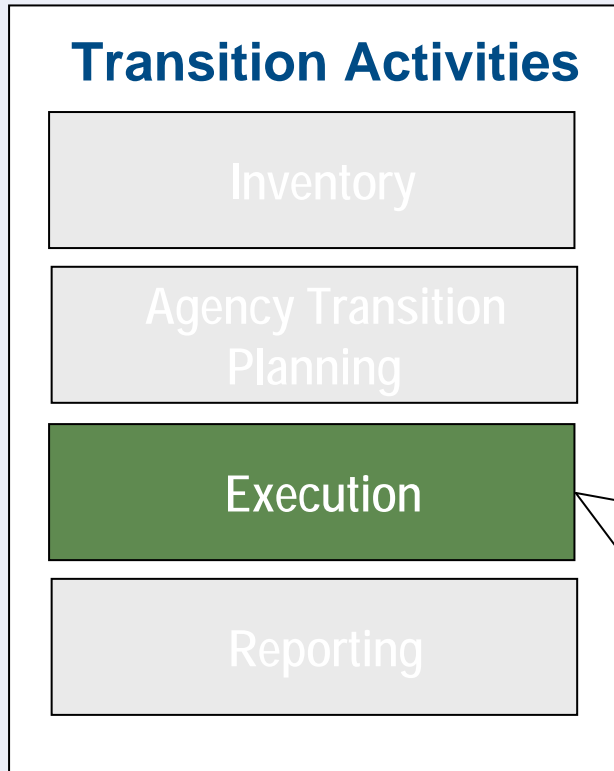
- Identify Stakeholders
- Determine goals and define requirements
- ALTP/TPSP?
- Allocate resources
- **Prepare for Network Contractor selection**
- Create Agency Hierarchy Codes
- Agency transition communications plan

# Agency Transition Planning



- What do I plan to do with FTS2001 services?
  - Does it need to transition?
  - Will my transition be like-for-like, upgrades, or technology refreshment?
  - **Do I plan to group my services?**
- What are my operational constraints?
  - Are all services equal, or is there a hierarchy stated or implied?
  - When can I transition? Are there times to be avoided?
  - What resources can I allocate for transition?
- **At what level will transition decisions be made?**

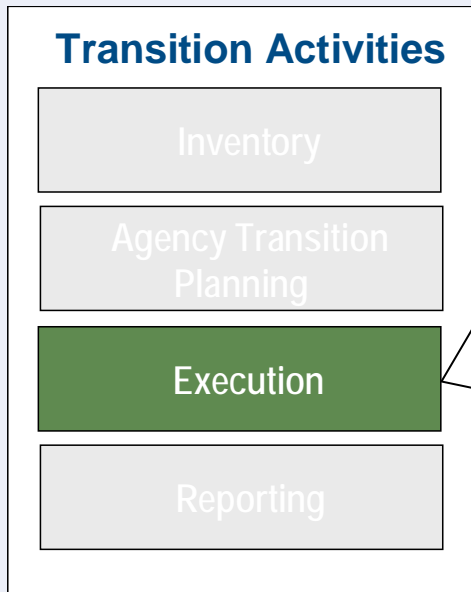
# Execution



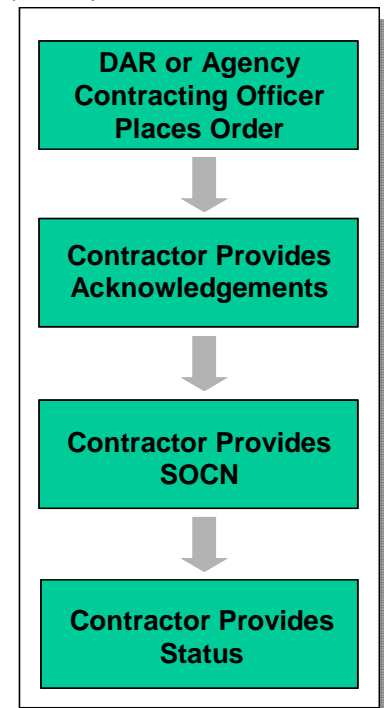
- **Contractor Selection**
  - FAR 16.505 requires Fair Opportunity when selecting Contractor
  - Done at Agency level; GSA will provide guidance and support
  - Agencies must document Fair Opportunity process/decision



# Execution - Ordering



- **Authorized personnel within each Agency will place all orders directly with Networx contractors**
  - Agency Contracting Officers
  - Designated Agency Representatives (DAR)
- **Networx contractors will provide automated ordering capabilities**
  - Contractor OSSs must pass verification testing prior to order placement
  - All orders must include Agency Hierarchy Code (AHC) and CLIN
- **Networx contractors issue acknowledgements via automated system**



# Summary

- Fair Opportunity has placed increased emphasis on the Agency vendor selection process
- Agency Contracting Officers may be more involved in:
  - The initial 'Transition' vendor selection decision
  - Subsequent decisions for new services
- Agency Transition Managers requested CO Workshop to involve Agency COs early

# Contact Information

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*Let's Take a  
Break*

*Networx  
Vendor Selection and  
Fair Opportunity*

**Contracting Officer Workshop**  
*Jack Braun & Robert Abood*

**March 22, 2006**

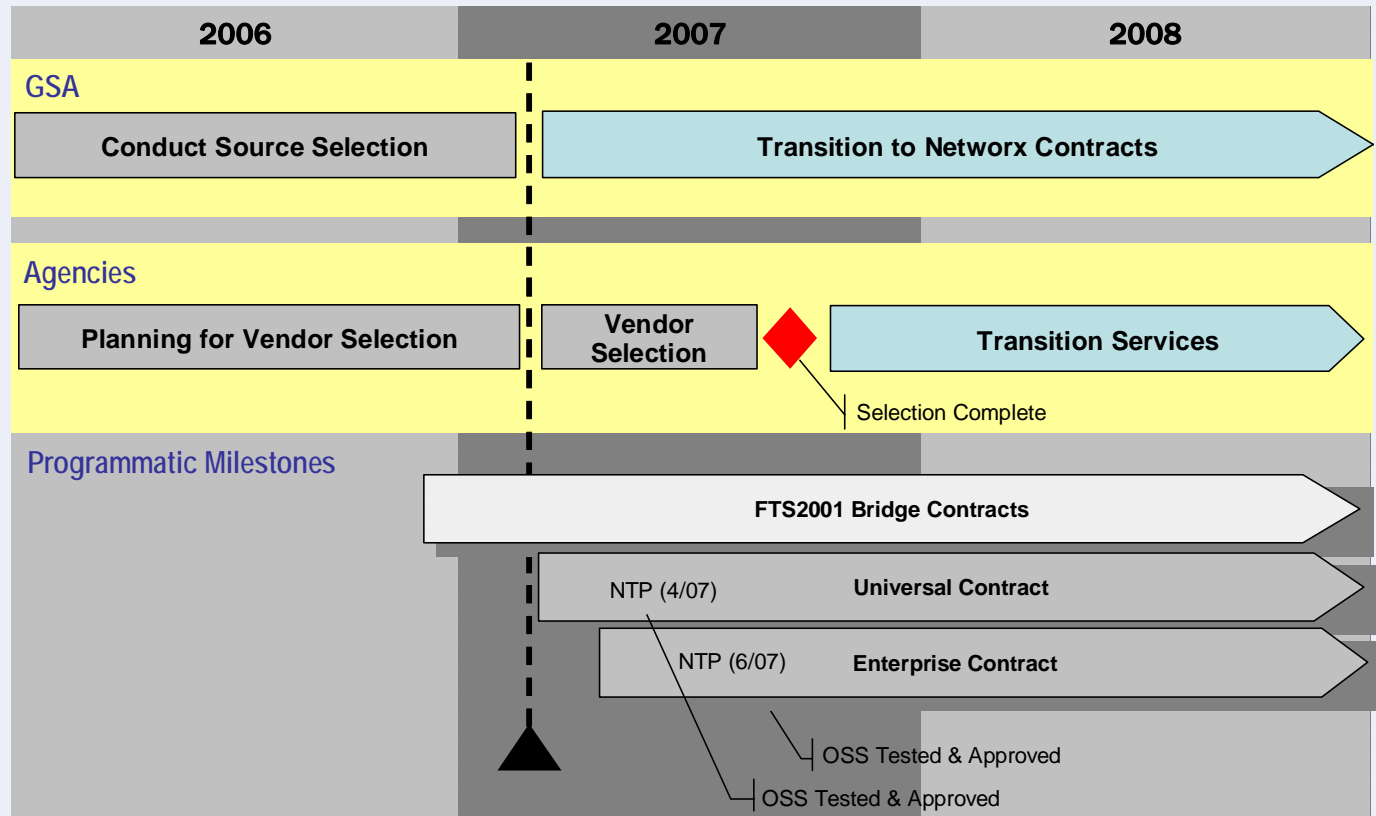
# Agenda

- Networkx Schedule for Vendor Selection
- Roles and Responsibilities
- Agency Vendor Selection
  - Planning Activities
  - Fair Opportunity Activities
- Ordering
- DAR Discussion
- DAR Issues
- Agency Next Steps

# Vendor Selection Milestones

As FTS2001 provides much of the Federal Government's IT backbone, the transition to Networkx is a critical milestone

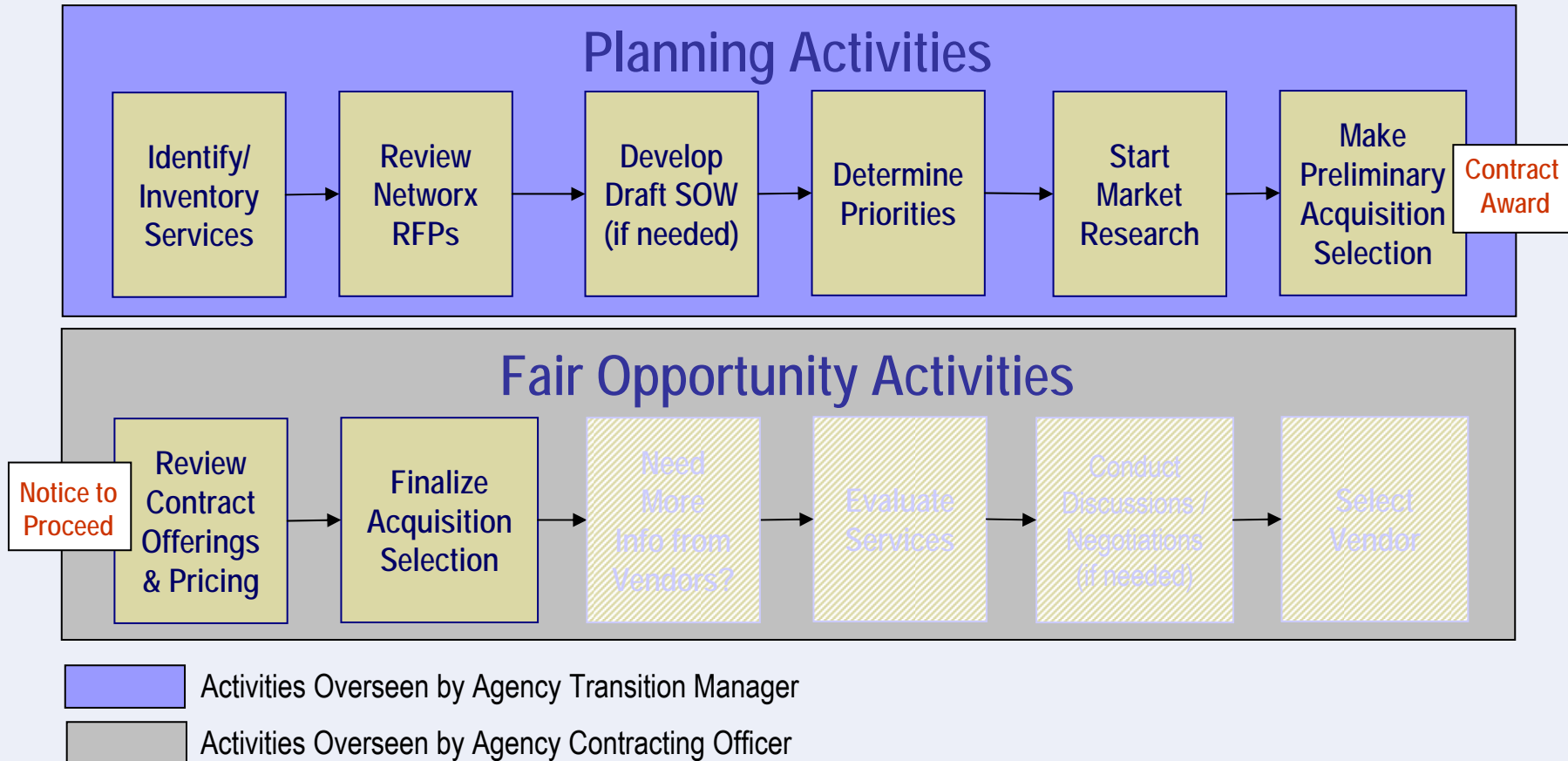
- Networkx acquisitions are scheduled for award in 2007
- Agencies should begin now to prepare for the Agency vendor selection process to include fair opportunity"



# Roles and Responsibilities

GSA	Agency	Agency Contracting Officer	Network Vendor
<ul style="list-style-type: none"><li>• Award and Administer Contracts</li><li>• Provide general procedural guidance</li><li>• Communicate policy/regulatory requirements to Agencies</li></ul>	<ul style="list-style-type: none"><li>• Group requirements</li><li>• Establish selection criteria</li><li>• Designate Agency Vendor Selection team</li><li>• Establish fair opportunity compliance plan</li><li>• Select acquisition vehicle(s)</li><li>• Identify DARs</li></ul>	<ul style="list-style-type: none"><li>• Develop procedures to allow for fair opportunity</li><li>• Lead negotiations with offerors during evaluation</li><li>• Adhere to Agency requirements</li><li>• Execute Fair Opportunity vendor selection process</li></ul>	<ul style="list-style-type: none"><li>• Provide proposals in compliance with Contract and SOW</li><li>• Provide all information necessary for Agency's fair opportunity decision</li></ul>

# Agency Vendor Selection





# Planning Activities

- Agencies determine if they will use more than one grouping
- If more than one grouping, Agencies determine how to group the requirements
  - Projects or Bulk Order (see definition on next slide)
  - Service type ( i.e. all voice services, or all managed network services)
  - Network supported
  - Agency organization, Sub-agency, Geographic Region or Mission
  - In accordance with funding lines
- Agencies select the acquisition to use that best fulfills each requirement set (either Networx Universal or Enterprise not both)

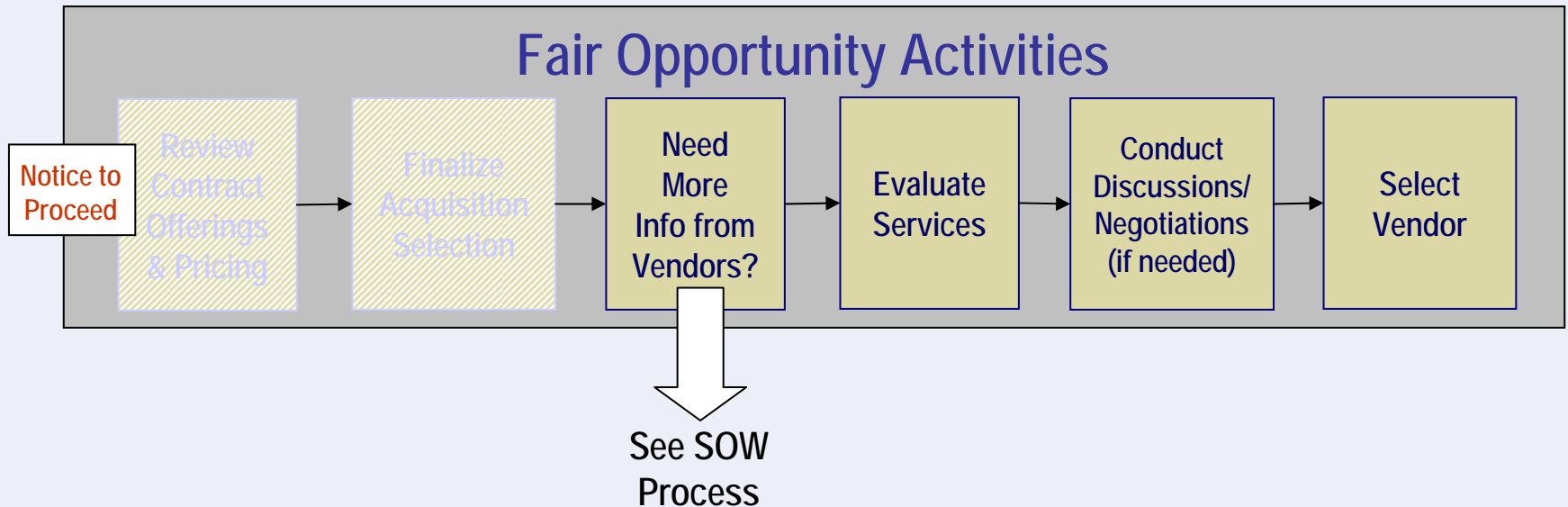
# Network Definitions

- Bulk Order - Multiple orders placed simultaneously for the same service with the same features from a single ordering Agency
- Project - As designated by the Agency, all services and activities to be managed as a Project
  - For Transition, examples include data services, switched services, all services
  - For other orders, examples are multiple sites or complex or mission-critical requirements; may include adding multiple services at a single location, adding new services to multiple locations, implementing a private network, or migrating from an existing contract other than FTS; any orders for which the routine service delivery process will not adequately address the special requirements for coordinating activation of service

# Planning Activities – cont.

- Agencies need to determine how vendor selection will be made
- Agencies should identify appropriate personnel to handle the Vendor Selection activities as soon as possible
- Prior to award, Agencies should begin framing their requirements
  - Review RFPs to understand offerings
  - Identify how Fair Opportunity decision will be made
  - Document the Fair Opportunity process and develop a template for documenting the Fair Opportunity decisions
- Agencies should begin development of a timeline of events pertaining to Agency Vendor Selection
  - Make selections for transitioning services at NTP +120 days to be eligible for transition credits

# Vendor Selection - Fair Opportunity



# Fair Opportunity Activities

- GSA will provide a modified version of the pricing tool to facilitate the Agencies' market research and Fair Opportunity process
- The Fair Opportunity decision must consider the full contract price, including NRCs, MRCs for the entire term, and any ICBs definitized
- The distribution of costs between GSA and the agency should not factor into the decision

# Description of “Fair Opportunity”

Fair Opportunity process is mandated by United States Code (USC) § 253 and implemented in FAR Section 16.505

FAR 16.505(b) states:

“The contracting officer must provide each awardee a fair opportunity to be considered for each order exceeding \$2,500 issued under multiple delivery-order contracts or multiple task-order contracts, except as provided for in paragraph (b)(2) of this section.” and “The contracting officer may exercise broad discretion in developing appropriate order placement procedures.”

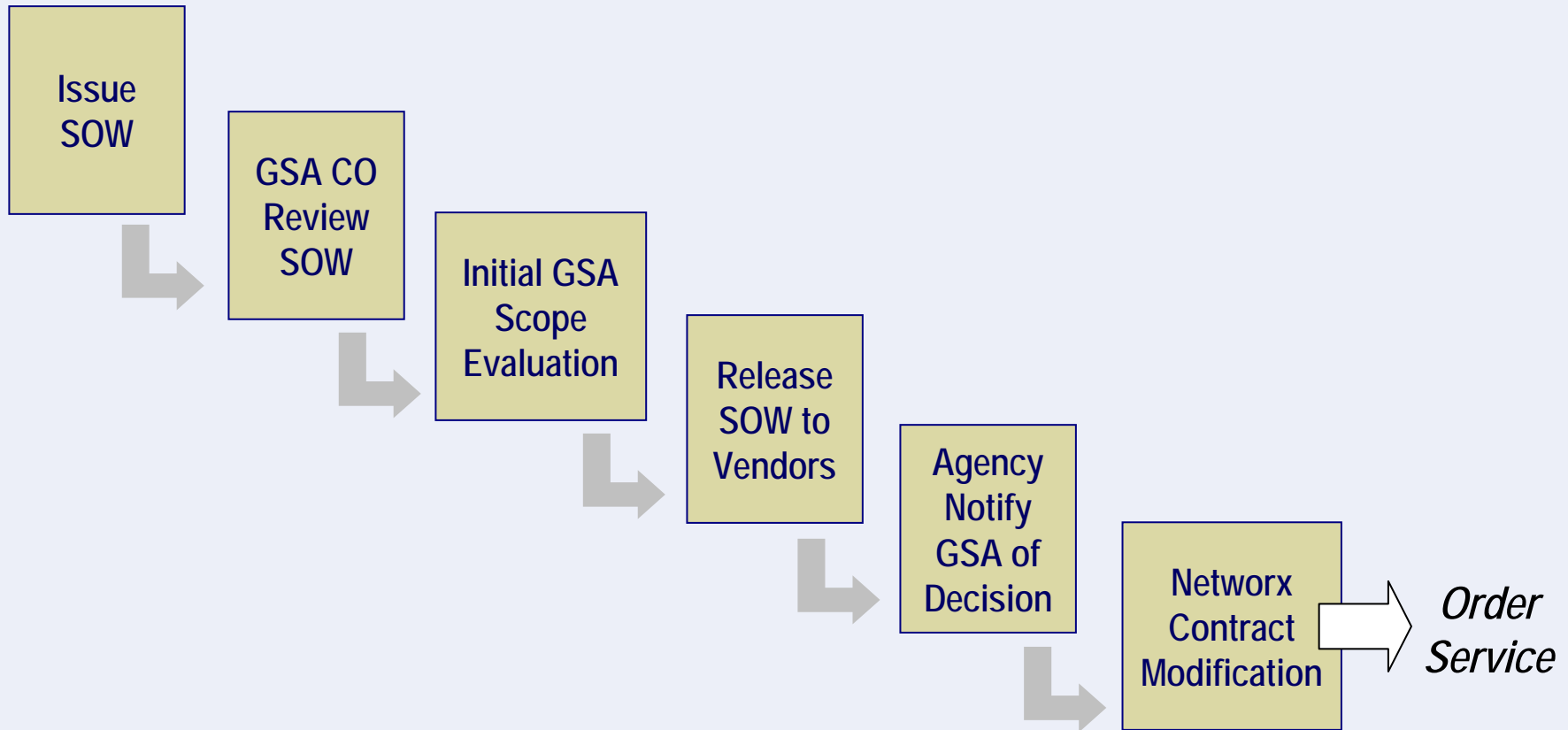
Relative to Networx, Fair Opportunity will be done at the Agency level with guidance from the contract, GSA and any Agency regulations.

# Fair Opportunity Activities – con't

Fair Opportunity requires that the Contracting Officer must:

- Develop procedures to ensure all vendors within a specific acquisition have fair opportunity to be considered for each order
- Avoid methods such as allocation or designation of preferred awardees
- Tailor the process to the requirements
- Include price or cost as one of the evaluation factors

# SOW Process





# SOW Process – cont.

- Any order(s) which require CLINs not already priced in contract will have to follow a separate, related process outlined in the Networx contracts (see Section G.4.6, Statement of Work)
- This requires the determination by the GSA Contracting Officer that the work contained in SOW is within scope of the contract prior to the issuance of the SOW
- Agency selects vendor based on proposals received in response to SOW
- Information forwarded to the GSA Contracting Officer to process contract modification, with fair and reasonable price information
- After contract modification is awarded, Agency places order(s)

# Ordering after the initial Fair Opportunity decision...

- Service offered on Networx as a definitized CLIN
  - Does not meet exception: CO documents Fair Opportunity
  - Meets exception: CO or DAR orders service and documents in a file
- If the service offered on Networx is not definitized or a new service is added to the contract, then use SOW process
  - Develop SOW
  - CO conducts SOW Fair Opportunity process

# Fair Opportunity Exceptions

Fair Opportunity applies to all orders, including transition and post-transition, unless one of the four statutory exemptions apply.

Exception	Examples that Qualify as Exceptions
Unusual urgency that would lead to unacceptable delays	<ul style="list-style-type: none"><li>• Natural disaster or other emergency</li><li>• Military/mobilization</li><li>• Immediate short-term need arising on short notice</li></ul>
Only one capable contractor	<ul style="list-style-type: none"><li>• Only one contractor offers service</li><li>• Only one contractor offers service to locations needed</li><li>• Only one contractor can demonstrate it is capable of providing service as required by user or to required locations</li></ul>
Economy, efficiency, and logical follow-on to an order already issued under Fair Opportunity	<ul style="list-style-type: none"><li>• Orders associated with any moves, additions, changes, or similar needs</li><li>• Incremental orders for same or new service to locations where service already exists or has been ordered</li><li>• Orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training, network management, or other support systems</li><li>• Orders placed to augment or maintain engineering and operational integrity of established telecommunications capability</li></ul>

# Exceptions – con't

- FAR 16.505 (b)(4) states:
  - “The contracting officer shall document in the contract file the rationale for placement and price of each order, including the basis for award...”
  - The order file “shall also identify the basis for using an exception to the fair opportunity process. If the Agency uses the logical follow-on exception, the rationale shall describe why the relationship between the initial order and the follow-on is logical.”
- If using the logical follow-on exception, Agency will need to reference the initial decision.
- If Agency regulations place additional requirements on this process, these additional requirements must be fulfilled
- Note – ‘logical follow on’ cannot be used to move from a FTS2001 to Networx vendor.

# Role of Designated Agency Representative

The Networkx contracts state:

- ✓ The Designated Agency Representative (DAR) is responsible for administration of the orders issued under this contract, accepting services and SEDs on behalf of the Agency
- ✓ Agency DAR Administrators are tasked to identify DAR(s)
- ✓ DAR(s) are subject to the rules, regulations, and conditions developed and enforced by that Agency and the terms and conditions of the contract

# Support for DAR Training

- According to the Network RFPs, vendors shall provide structured training for the DAR(s)
  - Overview of Network services
  - Operational Support Systems
  - Processes and procedures
  - Transition
- GSA/CAO recognizes the need to provide training to Contracting Officers and/or DARs on processing of Network orders

# DAR Issues

- DAR qualifications
- DAR training
- DAR certification
- DAR order placement authority
- Relationship between the Agency CO and the DAR

# Agency Next Steps

- Continue identification and documentation of inventory
- Determine how vendor selection decisions will be made
- Will more than one requirement set be selected?
- Identify personnel to conduct the activities outlined in this presentation
- Begin framing requirements
  - Review RFPs to understand offerings
  - Identify how services will be grouped
  - Document the Agency Fair Opportunity Process and develop a template for documenting the Fair Opportunity Decisions
- Develop timeline of events pertaining to Agency Contractor Selection



# Reference Documents – Online Availability

- The FAR is accessible online at <http://www.acqnet.gov/far/> and provides current and archived sections, as well as other documentation
  - FAR authority information
  - Forms library
  - FAQ
- The Network RFP is available on-line
- Also, OFPP Best Practices are online at <http://www.acqnet.gov/Library/OFPP/BestPractices/BestPMA T.html>

1 Access FAR website: <http://www.acqnet.gov/far/>

2 Select applicable section

3 Access GSA Network website: [www.gsa.gov/network](http://www.gsa.gov/network)

# Contact Information

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*Thank You for  
Attending*