

The Wire

Winter 2012

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Happy New Year and welcome to the newest edition of the GSA Network Services Newsletter!

In this issue, we will provide some details on the substantial progress we've made on some of our most important projects, including the regional VoIP contract and the new local telephone service contract. Speaking of VoIP, we are excited to announce the addition of AdTran to our growing list of offerings! AdTran is a value-priced, no-term-commitment VoIP platform that would be a great fit for a cost-conscious agency (and these days, who isn't?) looking to migrate to IP telephony.

Also contained in this newsletter are updates on GSA telepresence, the nationwide Networkx transition, and changes to our team here in the region.

As always, please let me know if there is anything that you would like to see in future editions of the newsletter. This publication is for you, our customer, and it is only as good as it is relevant to you. As you can see in the lower left-hand corner of this page, we now have a Twitter feed, which will work in conjunction with our blog and this newsletter in keeping you informed with regard to the issues that matter most to you.

Thanks for reading, and as always, thank you for your business.

Region 8 Network Services
gsablogs.gsa.gov/r8nsblog/
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Kieran Hussey
GSA Network Services

GSA's "Have a Meeting On Us" Telepresence Demo Program!

GSA telepresence is up and running in Building 41 on the Denver Federal Center! Come see how this technology is helping organizations save money on travel while reducing their carbon footprint. Contact Kieran Hussey at kieran.hussey@gsa.gov or 303.236.7356 to schedule a meeting with your remote colleagues or to set up a free demonstration.



New Contracts

LISA

As our current local service contracts approach expiration, we are pleased to announce that the replacement contract is currently with our contracting group, and scheduled for solicitation sometime in February. Evaluation of responses and contract award will take place in mid- to late March.

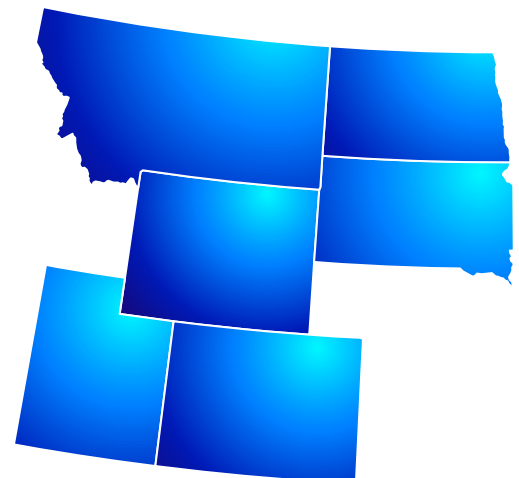
This contract, tentatively titled the Local Integrated Services Agreement (LISA), will encompass all of the services our customers currently enjoy, as well as some new additions, including PhyBridge Uniphyer, a VoIP enabler that leverages your existing cabling infrastructure in a VoIP migration.

Regional VoIP Contract

With VoIP becoming increasingly common within the Federal Government, we are constantly fine-tuning our portfolio of contract vehicles for VoIP procurement. To that end, GSA Network Services is currently putting together a regionwide VoIP contract that will eventually enable customers across our entire six-state region to easily obtain off-premise hosted VoIP service. Proposals were due on January 16, with evaluation and contract award to occur in mid-February.

PBX Maintenance Contract

For those of you who receive service from a GSA PBX, you may be interested to know that we have recently awarded the new PBX Maintenance Contract to Black Box. You may notice slight cost increases on certain line items on the contract, which is a reflection of the increasing costs vendors charge us for PBX service and support. As PBX technology becomes more antiquated and less common, we expect these costs to continue to go up; thus, we are expanding our telephony service offerings to include affordable VoIP options for our customers (see "New and Upcoming Offerings" article for details). GSA Network Services Project Managers will soon be reaching out to customers to explore options, but please do not hesitate to contact us directly if you would like to examine PBX alternatives in the mean time.



New and Upcoming Offerings

GSA Network Services has expanded our on-premise VoIP offerings to include a new, no-commitment leased IP PBX solution. The AdTran NetVanna ISDN PRI bundle enables agencies to move into a new IP PBX with little upfront investment. The AdTran solution is perfect for customers with basic feature requirements, such as internal four- or five-digit dialing, DID, caller ID, three-way calling, voice mail and e-mail notification of voice mail. Our bundle also includes ten changes to phone set configurations per year.

AdTran is a great addition to our existing ShoreTel premise-based VoIP offering, a feature-rich solution that has been met with enthusiasm by our customers.

As mentioned previously, GSA Network Services will soon be able to offer PhyBridge Uniphyer on contract. This will enable agencies to use their existing cabling infrastructure in a new VoIP deployment. A terrific product, as cabling costs are often a huge part of the overall cost of converting to VoIP.

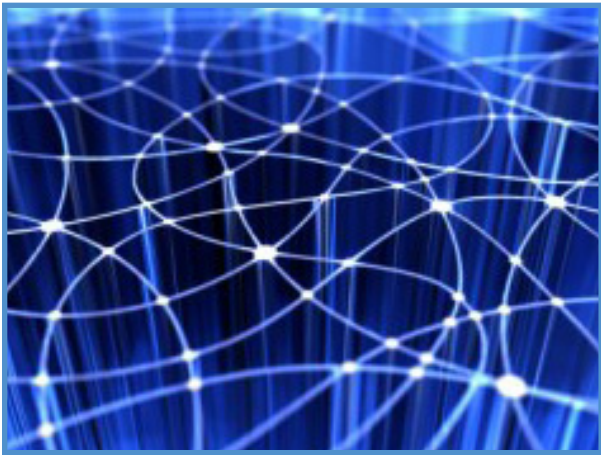
Finally, we are investigating the viability of implementing a contract vehicle for cable and satellite TV for our customers.

All GSA Network Services products can include design, configuration, project management and maintenance support. Please contact your GSA Network Services Project Manager for more information or a pricing estimate.



Denver Federal Center Area Network Environment (DANE) Update

Due to the enormity of the project and scarcity of resources available to devote to it, GSA Network Services has experienced some significant delays related to the DANE project, which will eventually outfit the Denver Federal Center with an interconnected, state-of-the-art fiber network. Customer requirements will be collected in the next two months, followed by the development of a business case for funding justification. Pending approval of funding, construction should begin in the Fall 2012 time frame.



Network Update

The transition from the FTS2001 contract to Networkx is almost complete! As a region, we are at 99%, with the national transition figure hovering around 98%. If you have any questions about your agency's transition, please do not hesitate to contact us at r8ns@gsa.gov or 303.236.R8NS.

GSA Training Conference and Expo 2012

It is almost that time of year again! The GSA Training Conference and Expo 2012 will take place at the Henry B. Gonzales Convention Center in San Antonio, Texas, May 15-17. Offered to GSA customers, vendors and employees, the GSA Training Conference and Expo is a wonderful experience, full of opportunities to network, enhance acquisition knowledge, and earn Continuous Learning Points (CLPs) through a variety of available training classes. Visit <http://expo.gsa.gov> for a look at what GSA's flagship event has to offer, including the current training schedule, list of exhibitors and lodging details.

Stay tuned to future newsletters for developments around this event as well as the 2012 GSA Network Services Conference!



Changes to Our Team

To continue to provide the highest possible level of service to our customers, we have made some exciting additions to the regional GSA Network Services team!

Derick Starkey comes to GSA with 15 years of experience in telecommunications, including PBX programming, provisioning, and sales. Derick joined us as a Project Manager late last calendar year.

Got requirements? David Cyprus, our new Technical Writer, can help you develop them and "get them on the street!" For the past 12 years, David has worked as a technical writer and support consultant for large corporations and organizations (including Compaq/HP and Arizona State University), as well as small non-profits and privately-owned companies.

Welcome, Derick and David!

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