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Section A: Standard Form 33, Solicitation, Offer and Award

Section	Page
Standard Form 33, Solicitation, Offer and Award	A-1

SOLICITATION, OFFER AND AWARD	1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)	RATING	PAGE OF 317 1 PAGES

2. CONTRACT NO.	3. SOLICITATION NO.	4. TYPE OF SOLICITATION	5. DATE ISSUED	6. REQUISITION/PURCHASE NO.
	TQD-CL-99-1008	☐ SEALED BID (IFB) ☒ NEGOTIATED (RFP)	8/31/99	

7. ISSUED BY CODE	8. ADDRESS OFFER TO (*If other than Item 7*)
GENERAL SERVICES ADMINISTRATION, FTS/TQD **ATTN: ROBERT A. HAYHURST** **7525 COLSHIRE DRIVE, MAIL STOP Z397** **McLEAN, VA 22102-7400**	

NOTE: In sealed bid solicitations "offer" and offeror" mean "bid" and "bidder".

SOLICITATION

9. Sealed offer in original and ** copies for furnishing the supplies or services in the schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in **Block 7** until **3:00 P.M.** (Hour) local time **9/30/99** (Date)

*See Section L.19

CAUTION - LATE Submissions, Modifications and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-10. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME	B. TELEPHONE NO *(Include area code)* (NO COLLECT CALLS)
	Robert A. Hayhurst	**(703) 610-2234**

11. TABLE OF CONTENTS

(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
		PART I -- THE SCHEDULE				PART II -- CONTRACT CLAUSES	
X	A	SOLICITATION/CONTRACT FORM		X	I	CONTRACT CLAUSES	
X	B	SUPPLIES OR SERVICES AND PRICES/COSTS				PART III -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH	
X	C	DESCRIPTION/SPECS/WORK STATEMENT		X	J	LIST OF ATTACHMENTS	
X	D	PACKAGING AND MARKING				PART IV -- REPRESENTATIONS AND INSTRUCTIONS	
X	E	INSPECTION AND ACCEPTANCE		X	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	
X	F	DELIVERIES OR PERFORMANCE					
X	G	CONTRACT ADMINISTRATION DATA		X	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	
X	H	SPECIAL CONTRACT REQUIREMENTS		X	M	EVALUATION FACTORS FOR AWARD	

OFFER *(Must be fully completed by offeror)*

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within ** calendar days (60 calendar days unless a different period is inserted by the offeror) from the date receipt of offers specified above, to furnish any or all items upon which prices are offered at the prices set opposite each item, delivered at the designated point(s), within the time specified in the schedule. **See Section L.25

13. DISCOUNT FOR PROMPT PAYMENT *(See Section I, Clause No. 52.232-8)*	10 CALENDAR DAYS %	20 CALENDAR DAYS %	30 CALENDAR DAYS %	CALENDAR DAYS %

14. ACKNOWLEDGMENT OF AMENDMENTS *(The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated)*	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE

15A. NAME AND ADDRESS OF OFFEROR	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER *(Type or print)*

15 B. Telephone No. *(Include area code)*	15C. CHECK IF REMITTANCE ADDRESS ☐ IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE	17. SIGNATURE	18. OFFER DATE

AWARD *(To be completed by Government)*

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION

22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: ☐ 10 U.S.C. 2304 (c)( ) ☐ 41 U.S.C 253 (c)( )	23. SUBMIT INVOICES TO ADDRESS SHOWN IN *(4 copies unless otherwise specified)*	ITEM

24. ADMINISTERED BY *(If other than Item 7)* CODE	25. PAYMENT WILL BE MADE BY CODE

26. NAME OF CONTRACTING OFFICER *(Type or print)*	27. UNITED STATES OF AMERICA *(Signature of Contracting Officer)*	28. AWARD DATE

IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

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Section B

Supplies or Services and Prices

B.1 Pricing Overview

This section defines the pricing structure and the associated pricing elements for the following Metropolitan Area Acquisition (MAA) service categories defined in Section C:

(a) Circuit Switched Services (CSS)

(b) Dedicated Transmission Services (DTS)

It is the Government's intention, through this solicitation, to obtain price schedules for provisioning those services and related features for the service area specified in Section J.1. The offeror shall provide all prices in the format and structure defined herein. The offeror may not propose any additional price elements not included in the defined format and structure, except as noted in Sections B.4 and B.7. The Government intends to make the necessary structure available to offerors in spreadsheet format to facilitate the delivery of the pricing information.

B.1.1 Provisions

The contractor shall furnish all personnel, materials, services, and equipment necessary to perform the requirements set forth in the contract.

The contractor's Final Revised Price Proposal, dated _____, including the Contract Line Item Prices contained herein, and all amendments thereto, are hereby incorporated by reference into this contract.

The contractor's Final Revised Technical Proposal, _____, and all amendments thereto, are hereby incorporated by reference into this contract.

Section K (Representations, Certifications, and Other Statements of Offerors), as signed by the contractor on _____, is hereby incorporated by reference into this contract.

The contractor's Small Business and Small Disadvantaged Business Subcontracting Plan, dated _____, and all amendments thereto, are hereby incorporated by reference into this contract.

B.1.2 Pricing of Orders

All orders under this contract shall be priced in accordance with the prices contained in the price schedules of this Section B.

The offeror shall propose fixed price schedules for all specified services and related features identified in Section C including the management and operations requirements in Section G for each applicable year of an eight year period. The prices for services (as defined in the Section B price tables) shall not include federal, state, or local taxes and duties in effect on the contract date that the taxing authority is imposing and collecting on the transactions or property covered by this contract. The offeror shall provide in its proposal a separate itemized list of these taxes that would be included in its monthly invoices at the time of the proposal submission, including the name of the tax, jurisdiction by name, reference to the stautory source for the tax, and applicable tax rate. Excepted taxes, as defined in Federal Acquisition Regulation (FAR) 52.229-4, shall be included in the contract price, but not itemized on the monthly invoices.

All price tables are effective at contract award. If the contract is awarded between October 1 and March 31 of a given fiscal year, price tables for contract pricing year one shall be effective through September 30 of that year. If the contract is awarded between April 1 and September 30 of a given year, price tables for contract pricing year one shall be effective through September 30 of the following year. Price tables for years two through eight shall be on a Government fiscal year basis. Prices provided in the proposal shall not change within a fiscal year, but may vary from fiscal year to fiscal year to reflect changes, such as changes in technological and market maturity and improved commercial availability.

Prices shall be entered in spreadsheets provided with this solicitation. Eight workbooks are provided each named PRICESX.xls where the "X" indicates the applicable contract year (1-8). Each workbook contains spreadsheets corresponding to each price table defined in this Section B.

B.1.3 Prices

MAA pricing is divided into three general categories:

(a) Basic Service for the service categories defined in Section C.2.1.1

(b) Features

(c) Other Charges

Basic service is defined as that set of capabilities that are inherent within the base price and may not be unbundled from the base price. The basic service prices shall include management and operations; transition and migration and implementation; and reporting

115 functions unless specified otherwise within this contract. Basic service prices shall also
116 exclude any taxes and End User Common Line (EUCL) charges, that may apply. Universal
117 Service Fund (USF) and Pre-subscribed Inter-exchange Carrier Charges (PICC) are
118 considered as part of the basic service prices (also see Section H.15).

119 Features are capabilities that are offered beyond the basic service to be selected at the
120 option of the user. Other Charges are non-service specific non-recurring charges associated
121 with service provisioning in accordance to best commercial practices.

122 In addition, at the request of the Government, the offeror may provide services that are
123 within the scope of this contract, but not included in the three categories above. Charges for
124 these services shall be considered "Other Direct Costs" (ODCs), as described in Section
125 H.27, except otherwise specified in Sections C.2.1.5, C.2.1.6, and J.2.1 and shall be
126 negotiated on a task-by-task basis. Examples of ODCs include incidental services such as
127 telephone sets, automatic call distributors (ACDs), on-premises wiring and horizontal
128 cabling located beyond the Service Delivery Point (SDP) selected by the Government that
129 may be required as part of the service installation, providing features that are compatible
130 with existing Private Branch Exchange (PBX) or key systems (e.g., call trace), and achieving
131 compatibility with existing Government non-standard legacy systems and networks.

132 The offeror may propose prices that are sensitive to a number of general factors. These
133 factors, and the ways in which prices may depend upon them, are defined in detail for each
134 service category later in this section. The offeror may choose to propose prices that are
135 insensitive to any of the factors (e.g., flat rate or postalized rate that is not distance and time
136 sensitive). The factors may be expressed in general terms as follows:

137 (d) **Year.** A year during the lifetime of the contract, i.e., 1, 2, 3, 4, 5, 6, 7, and 8. The
138 offeror may vary prices on a yearly basis.

139 (e) **Time of Day**. Normal Business Day (NBD) is defined as 8:00 a.m. to 5:00 p.m.,
140 Monday through Friday, excluding federal holidays. Outside of Normal Business
141 Day (ONBD) is all other times. Charges for a call that spans the two time periods
142 shall be split, with the appropriate rates applied to each portion of the call.

(f) **Geographic Location**

(1) The geographic location of both the user and the user's MAA local switch is determined by the vertical and horizontal (V&H) coordinates of the Incumbent Local Exchange Carrier (ILEC) central office associated with the user's NPANXX, where NPA is the Numbering Plan Area, also known as the Area Code, and NXX is the first three digits in a seven-digit local telephone number which currently identifies the local switch that serves this number.

(2) The geographic location of an interexchange carrier (IXC) point of presence (POP) is determined by the V&H coordinates of the POP.

(3) Dedicated services between MAA users or between an MAA user and IXC POP are measured by distance. All distance measurements shall be based on the airline distance between the locations involved. The distance between locations (in miles) is computed using the V&H coordinates method, as set forth in the National Exchange Carrier Association (NECA), Inc. Tariff Federal Communications Commission (FCC) No. 4.

(4) For convenience, the offeror shall group the NPANXXs comprising the MAA service area into not more than five (5) NPANXX groups for originating and terminating CSS locations and for DTS local loop transmission facility locations. Where the price for service provided to, from, or between NPANXXs is sensitive to location, the NPANXX group shall be used in lieu of specific NPANXXs. That is, each of the NPANXXs within a group shall be deemed to be in the same location for the purpose of that pricing table. When changes in NPANXX coverage areas require a modification (change or additions) to NPANXX group assignments, those modifications shall be made so that no increase in price shall result at or between any locations.

The pricing for each basic service may include, unless otherwise stated, any appropriate combination of the following pricing elements:

(g) **Installation.** This price element includes a one-time charge for service and features initiation. The prices tables allow for two different service initiation charges (SIC). The basic service price tables in Sections B.2 and B.3 include separate SICs for the transition of existing lines and for installation of new lines. The feature price table in Section B.4 includes separate SICs for features installed at the time of service initiation and for features installed after service initiation.

The offeror may charge or waive charges for service initiation. Note: The offeror may choose to waive installation charges for existing lines to be transitioned as

specified in Section J.2.2. The offeror shall clearly state such an offer as part of the instructions for pricing (Section B.1.4).

(h) **Monthly Recurring Charge.** This price element includes fixed monthly charges for basic MAA services. The offeror may choose to charge only a flat monthly recurring fee without any additional charges that are usage- or distance-based (i.e., flat rate pricing). The monthly recurring charge shall begin on the date the service is accepted by the customer and end on the effective service disconnect date requested by the customer. The monthly recurring charge shall be prorated according to the number of days service is available.

(i) **Usage**. The offeror may recover switched service prices on a usage basis. The price tables include prices per initial one minute period and additional one minute period for circuit switched services.

(j) **Distance**. The offeror may charge based on the distance for dedicated connections. The offeror shall bear all charges to connect switched service into its network.

The offerors' attention is directed to FAR 52.216.22 (OCT 1995), "Indefinite quantity," which states, in part, "This is an indefinite-quantity contract for supplies or services specified, and effective for the period stated in the schedule." The quantities of supplies and services specified in Section J.2 are estimates and are provided for bidding purposes only.

B.1.4 Instructions for Pricing

All price elements shall be priced and all cells in the spreadsheets shall be populated. Where charges do not vary by year, time-of-day, etc., price entries for each similar element should contain the same price. Where charges do not vary by usage or distance, per minute or mileage, price entries shall be set to zero. The price elements that are included as part of the basic service capabilities and are therefore not separately priced shall be noted as "NSP." Where a price element is not appropriate, the price entry shall be noted as "N/A."

The offeror shall provide a document, entitled "Instructions for Pricing," that provides detailed procedures for applying the offeror's price tables. Several levels of pricing procedures shall be provided. The document shall provide the capability for a user to choose and price common services (e.g., business line, T1 trunk) without the need to understand the complexity of the underlying price components. It shall also provide the user with the information necessary to understand those price components where necessary. The offeror shall not use its Instructions for Pricing or any price proposal narrative to place caveats, clarifications, modifications, or restrictions on any RFP or RQS technical, management, or price requirement. Any such language that is deemed necessary shall be identified by the

offeror as exceptions, deviations, or clarifications in a separate section of the proposal (Section L.20.1.4).

This document shall be updated as necessary so that any combined prices provided in this document remain equivalent to the actual component prices as provided in the price tables. In case of any discrepancy, the effective prices provided in the price tables shall apply.

B.1.5 Service Prices All Inclusive

Any service-related price for the service categories CSS and DTS, in this contract, for which a price is not specifically identified by the offeror, shall be considered to be included in the price of another item or provided at no cost to the Government unless otherwise provided in this contract.

B.1.6 Organization of This Section

The pricing requirements and format for CSS and DTS are described in Sections B.2 and B.3, respectively. Price tables for features and other price elements are provided in Sections B.4 and B.5. Contract Line Item Number (CLIN) cross reference is provided in Section B.6. Section B.7 contains instructions for pricing additional offerings.

B.2 Circuit Switched Services

B.2.1 Circuit Switched Services Local Loop

The local loop component provides connectivity from the user's SDP to the MAA local switch and includes all services that the MAA local switch provides to the user on the user side of the local switch. The contractor shall provide all service, equipment, and labor necessary to connect the user at the SDP. The format shown in Table B.2.1-1 shall be used to provide prices for the local loop extending on the network side of the network interface device (NID). Where the user requires connection at a point on the user's side of the NID, additional local loop charges shall apply as provided in Table B.5.1-1. Section C.2.1.5 describes the SDP and NID concept.

The following price tables cover charges for all basic services provided over the local loop component. Basic requirements for each service category are defined in Section C.2.

Table B.2.1-1. Circuit Switched Service Local Loop Pricing

Local Loop NPANXX Group	CSS Type ID No*	SIC for Transition of Existing Line	SIC for Installation of New Line	Monthly Recurring Line Charge	EUCL Charge per Trunk

* The CSS type ID numbers are listed in Table B.2.1-2.

Table B.2.1-2. Circuit Switched Service Local Loop Types

Circuit Switched Service Type	CSS Type ID Number
Analog Business Line	001A
Reserved	
Digital ISDN BRI Business Line	001C
Analog Off-Premises Switch-Based Voice Service Line	001D
Digital ISDN BRI Off-Premises Switch-Based Voice Service Line	001E
Analog Key System Access Line	001F
Digital ISDN BRI Key System Access Line	001G
Analog PBX System Access Line	001H
Digital ISDN PRI PBX System Access Line	001I

If the offeror chooses to use a PBX solution and replace the existing PBX with a new PBX to provide off-premises switch-based voice service, the offeror shall follow the pricing structure for the off-premises switch-based voice service in Table B.2.1-1. The Government reserves the right to make a decision with regard to accepting the offeror's proposed solution, taking into consideration the life cycle and investment cost of the existing PBX.

B.2.2 Circuit Switched Services Local Usage

CSS local usage provides circuit switched voice and Circuit Switched Data Service (CSDS) data connectivity between the user's SDP and other points within the MAA area. There are two types of local calls, on-net and off-net. Currently, CSS on-net calls are defined as calls that originate from an SDP on an MAA contractor's network and terminate on an SDP on the same MAA contractor's network (e.g., contractor 1 network to contractor 1 network). CSS off-net calls are calls that originate from an SDP on an MAA contractor's

network and terminate on an SDP on a different network, but are within the MAA service area (e.g., MAA contractor network to another network). All on-net switched voice terminations shall be free of usage charges

In a potential multiple vendor environment, the Government desires to have calls between SDPs between MAA contractors' networks to be considered on-net calls (i.e., calls originate from a MAA SDP on contractor 1 network and terminate to a MAA SDP on contractor 2 network.) The offeror shall address in its RFP proposal its intention to provide on-net calling between MAA contractor's networks and the projected time frame when this capability can be implemented (i.e., at award, or a period shortly after award). If the Government implements this capability, the definition of on-net calls will be modified.

The format shown in Table B.2.2-1 shall be used to provide prices for the CSS local usage component.

Table B.2.2-1. Circuit Switched Service Local Usage Price Table

CSS Orig NPANXX Group	CSS Term NPANXX Group	CSS Local UsageType ID No*	NBD Price Per Initial Minute	NBD Price Per Additional Minute	ONBD Price Per Initial Minute	ONBD Price Per Additional Minute

* The CSS local usage type ID numbers are listed in Table B.2.2-2.

Table B.2.2-2. Circuit Switched Service Local Usage Types

CSS Local Usage Type	CSS Local Usage Type ID Number
Switched Analog Off-Net Termination	001X
Switched DS0 (56/64 kb/s) On-Net Termination	001Y
Switched DS0 (56/64 kb/s) Off-Net Termination	001Z

B.2.3 Circuit Switched Services IXC Access

The IXC Access component provides switched services from the user's MAA local switch port to the POP of a user-designated IXC. Any usage charges will be determined by the appropriate IXC (or local long distance if applicable) tariff. No additional usage or monthly port connection charges will result under this contract. In the future, if and when

the MAA contractor is permitted to provide full IXC access service, as defined in the FTS2001 RFP, this contract may be amended to include pricing for that service.

B.3 Dedicated Transmission Service

There are two (2) types of DTS circuits: (a) Local DTS and (b) DTS-Access-to-an-IXC-POP.

A DTS circuit consists of at least two of the following components:

(1) A local loop component, which connects an originating or a terminating SDP to the local switch. The pricing structure for the local loop component is provided in Section B.3.1.

(2) A local interoffice channel component, which provides connections between local switches. The pricing structure for the local interoffice channel component is provided in Section B.3.2.

(3) An IXC access component, which provides the connection between the local switch and the IXC POP. The pricing structure for the IXC access component is provided in Section B.3.3.

For pricing purposes, each Local DTS circuit will consist of two (2) local loop components (i.e., one originating and one terminating SDP) and one (1) local interoffice channel component.

For pricing purposes, each DTS-Access-to-an-IXC-POP circuit will consist of one (1) local loop component and one (1) IXC access component.

B.3.1 Dedicated Transmission Service Local Loop

The local loop component provides the termination of a DTS circuit at the user's SDP. The contractor shall provide all services, equipment, and labor necessary to connect the user at the SDP. Table B.3.1-1 provides prices for the local loop extending on the network side of the NID. Where the user requires connection at a point on the user's side of the NID, additional local loop charges shall be as provided in Table B.5.1-1. No local loop charges shall apply where the SDP occurs on the network side of the contractor-provided switch.

Table B.3.1-1. Dedicated Transmission Service Local Loop Pricing

Local Loop NPANXX Group	DTS Type ID No*	SIC for Transition of Existing Line	SIC for Installation of New Line	Monthly Recurring Charge

* The DTS type ID numbers are listed in Table B.3.1-2.

Table B.3.1-2. Dedicated Transmission Service Local Loop Types

Dedicated Transmission Service Type	DTS Type ID Number
Analog	002A
Subrate DS0 @ 4.8 kb/s	002B
Subrate DS0 @ 9.6 kb/s	002C
Subrate DS0 @ 19.2 kb/s	002D
DS0	002E
T1	002F

B.3.2 Dedicated Transmission Services Local Interoffice Channel

DTS local interoffice channel provides connectivity between DTS loops within a single MAA local switch or between 2 MAA local switches. Distance will be determined as defined in Section B.1.3. The format shown in Table B.3.2-1 shall be used to provide prices for DTS local interoffice channel. The base price and additional price per mile shall be monthly recurring charges.

Table B.3.2-1. Dedicated Transmission Service Local Interoffice Channel Price Table

Local Loop NPANXX Group	DTS Type ID No*	Base Price	Additional Price per Mile	Monthly Recurring Charge

*The DTS type ID numbers are listed in Table B.3.1-2.

B.3.3 Dedicated Transmission Services IXC Access

DTS IXC access provides dedicated connectivity between a DTS loop and a user-designated IXC POP. Distance will be determined as defined in Section B.1.3. The format shown in Table B.3.3-1 shall be used to provide DTS IXC access prices. The base price and additional price per mile shall be monthly recurring charges. The service initiation charge shall apply to the IXC POP termination.

Table B.3.3-1. Dedicated Transmission Service IXC Access Price Table

DTS Type ID No*	SIC for Transition of Existing Line	SIC for Installation of New Line	IXC POP Termination Charge	Base Price	Additional Price per Mile

*The DTS type ID numbers are listed in Table B.3.1-2.

B.4 CSS Features

This section provides pricing for all CSS features that shall be provided in addition to basic CSS services. All CSS features shall be individually priced such that users may order any applicable feature without being required to order a "package" of features.

Table B.4.1-1 provides the format for pricing CSS features. The CSS type ID numbers are listed in Table B.4.1-2. Cells in Table B.4.1-2 that contain "N/A" indicate that the particular feature does not apply to a specific service. There are no columns for CSS type 001B in these tables because this CLIN has been changed to "Reserved" in Table B.2.1-2.

The features listed in Table B.4.1-2 comprise a minimal requirement set. The offeror is encouraged to provide descriptions and prices for additional features using the format defined in Table B.4.1-1. Although they will not be part of the price evaluation, at the Government's option, one or more of these additional features may become part of the contract. The offeror shall identify and provide descriptions and prices for these additional features separately from the features identified in Table B.4.1-2 and from the Price Evaluation Tool provided as part of this RFP (See Section L.20.5.1).

Table B.4.1-1. CSS Features Price Table

Feature	ID#*	Charging Mechanism	Charging Unit	001A SIC at Service Initiation	001C SIC at Service Initiation	001D SIC at Service Initiation

001E SIC at Service Initiation	001F SIC at Service Initiation	001G SIC at Service Initiation	001H SIC at Service Initiation	001I SIC at Service Initiation	001A SIC after Service Initiation	001C SIC after Service Initiation

001D SIC after Service Initiation	001E SIC after Service Initiation	001F SIC after Service Initiation	001G SIC after Service Initiation	001H SIC after Service Initiation	001I SIC after Service Initiation

001A Unit Price	001C Unit Price	001D Unit Price	001E Unit Price	001F Unit Price	001G Unit Price	001H Unit Price	001I Unit Price

*The CSS Feature type ID numbers are listed in Table B.4.1-2.

Table B.4.1-2. CSS Features Identification Numbers

Feature	ID # *	Charging Mechanism	Charging Unit	001A	001C	001D	001E	001F	001G	001H	001I
Additional Directory Listings	**01**	**Per Listing**	**Per Month**					N/A	N/A	N/A	N/A
Additional Directory Number, i.e., SPID	**02**	**Per Number**	**Per Month**	N/A		N/A		N/A		N/A	N/A
Alternate Call Directory Listings	**03**	**Per Listing**	**Per Month**					N/A	N/A	N/A	N/A
Attendant Multi-line Hunt Group	**04**	**Per Line**	**Per Month**	N/A	N/A			N/A	N/A	N/A	N/A
Authorization Codes	**05**	**Per Code**	**Per Month**					N/A		N/A	N/A
Backup of ISDN PRI Shared D Channel Capability	**06**	**Per Shared Channel**	**Per Month**	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Billing Account Codes – Unverified	**07**	**Per Code**	**Per Month**					N/A	N/A	N/A	N/A
Billing Account Codes – Verified	**08**	**Per Code**	**Per Month**					N/A	N/A	N/A	N/A
Blocking Caller-Paid Information Phone Numbers	**09**	**Per Line**	**Per Month**								
Blocking Dialed Carrier Identification Code	**10**	**Per Line**	**Per Month**	N/A							
Bridging Service	**11**	**Per Line**	**Per Month**					N/A	N/A	N/A	N/A
Call Forward Remote Access	**12**	**Per Line**	**Per Month**	N/A	N/A			N/A	N/A	N/A	N/A
Call Forwarding	**13**	**Per Line**	**Per Month**			N/A	N/A	N/A	N/A	N/A	N/A
Call Restriction	**14**	**Per Line**	**Per Month**	N/A	N/A			N/A	N/A	N/A	N/A
Call Return	**15**	**Per Line**	**Per Use**								
Call Screen	**16**	**Per Line**	**Per Month**								
Call Trace	**17**	**Per Line**	**Per Use**						N/A		N/A
Call Waiting	**18**	**Per Line**	**Per Month**			N/A	N/A	N/A	N/A	N/A	N/A
Caller ID	**19**	**Per Line**	**Per Month**		N/A		N/A		N/A		N/A
Calling Number Suppression	**20**	**Per Line**	**Per Month**								
Customized Group Dialing Plan	**21**	**Per Line**	**Per Month**	N/A	N/A		N/A	N/A	N/A	N/A	N/A

Table B.4.1-2. CSS Features Identification Numbers

Feature	ID # *	Charging Mechanism	Charging Unit	001A	001C	001D	001E	001F	001G	001H	001I
Customized Intercept and Recorded Announcement	22	Per Line	Per Month					N/A	N/A	N/A	N/A
Data Line Privacy	23	Per Line	Per Month		N/A		N/A		N/A	N/A	N/A
DID	24	Per trunk equipped	Per Month	N/A	N/A	N/A	N/A	N/A	N/A		
DID Number Block Assignment and Maintenance	25	Per number	Per Month	N/A	N/A	N/A	N/A	N/A	N/A		
DID/DOD two way	26	Per trunk equipped	Per Month	N/A	N/A	N/A	N/A	N/A	N/A		
Directed Call Pickup	27	Per Line	Per Month	N/A	N/A			N/A	N/A	N/A	N/A
Directory Assistance	28	Per Call	Per Call								
Distinctive Call Waiting Tones	29	Per Line	Per Month	N/A	N/A			N/A	N/A	N/A	N/A
Distinctive Ringing (SDP6 only)	30	Per Line	Per Month	N/A	N/A		N/A	N/A	N/A	N/A	N/A
DOD	31	Per trunk equipped	Per Month	N/A	N/A	N/A	N/A	N/A	N/A		
Dual Service	32	Per Line	Per Month		N/A		N/A	N/A	N/A	N/A	N/A
Foreign Exchange Service - Basic	33	Per Line	Per Month								
Foreign Exchange Service - Per Mile	34	Per Mile	Per Month								
Multiple Appearance Directory Numbers	35	Per Line	Per Month	N/A	N/A		N/A	N/A	N/A	N/A	N/A
Number Portability	36	Per Line	Per Month								
Operator Assistance-Busy Line Verification	37	Per Call	Per Call					N/A	N/A	N/A	N/A
Operator Assistance-Busy Line Verification with Interrupt	38	Per Call	Per Call					N/A	N/A	N/A	N/A

Table B.4.1-2. CSS Features Identification Numbers

Feature	ID # *	Charging Mechanism	Charging Unit	001A	001C	001D	001E	001F	001G	001H	001I
Pre-subscribed Interexchange Carrier Change	39	Per Line	Per Change								
Privacy	40	Per Line	Per Month	N/A	N/A			N/A	N/A	N/A	N/A
Six-Way Conference Calling	41	Per Line	Per Month					N/A		N/A	
Speed Calling	42	Per Line	Per Month			N/A	N/A	N/A	N/A	N/A	N/A
Three-Way Conference Calling	43	Per Line	Per Month		N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tie Trunk	44	Per trunk equipped	Per Month	N/A	N/A	N/A	N/A	N/A	N/A		
Vanity Number	45	Per Number	Per Month								
Voice Mail	46	Per Mailbox	Per Month					N/A	N/A	N/A	N/A
E911-CAMA Trunk – Basic	47	Per Trunk	Per Month	N/A	N/A	N/A	N/A		N/A		N/A
E911-CAMA Trunk – Per Mile	48	Per Line	Per Month	N/A	N/A	N/A	N/A		N/A		N/A

B.5 Additional Pricing Tables

B.5.1 Additional Local Loop Charges

Local loop service prices for CSS and DTS (Tables B.2.1-1 and B.3.1-1) include all services, equipment, and labor necessary to connect the user at the NID. Where the Government requires the SDP to be located on the customer premises at a point other than the NID, additional charges may apply. Table B.5.1-1 provides prices for the additional charges from five on-premises locations other than the NID. The SDP description and location IDs are defined in Section C.2.1.5.

Table B.5.1-1. Additional Local Loop Pricing

SDP Location ID	Service Type ID No*	SIC for Transition of Existing Line	SIC for Installation of New Line	Monthly Recurring Charge

* Service types are identified in Table B. 2.1-2 and Table B. 3.1-2. SDP 6 does not apply to DTS.

B.5.2 Moves and Reconfigurations and Other Charges Price Tables

The offeror shall propose specific charges in the formats shown in Table B.5.2-1 and Table B.5.2-2.

359 **Table B.5.2-1. Move and Reconfiguration Charges Price Table**

Charge Type	Item Number	Charging Unit	Price
Inside Move Analog Business Line	04A1A	Line	
Outside Move Analog Business Line	04A1B	Line	
Reconfigure Analog Business Line	04A1C	Line	
Inside Move Digital ISDN BRI Business Line	04C1A	Line	
Outside Move Digital ISDN BRI Business Line	04C1B	Line	
Reconfigure Digital ISDN BRI Business Line	04C1C	Line	
Inside Move Analog Off-Premises Switch-Based Voice Service Line	04D1A	Line	
Outside Move Analog Off-Premises Switch-Based Voice Service Line	04D1B	Line	
Reconfigure Analog Off-Premises Switch-Based Voice Service Line	04D1C	Line	
Inside Move Digital ISDN BRI Off-Premises Switch-Based Voice Service Line	04E1A	Line	
Outside Move Digital ISDN BRI Off-Premises Switch-Based Voice Service Line	04E1B	Line	
Reconfigure Digital ISDN BRI Off-Premises Switch-Based Voice Service Line	04E1C	Line	
Inside Move Analog Key System Access Line	04F1A	Line	
Outside Move Analog Key System Access Line	04F1B	Line	
Reconfigure Analog Key System Access Line	04F1C	Line	
Inside Move Digital ISDN BRI Key System Access Line	04G1A	Line	
Outside Move Digital ISDN BRI Key System Access Line	04G1B	Line	
Reconfigure Digital ISDN BRI Key System Access Line	04G1C	Line	
Inside Move Analog PBX System Access Line	04H1A	Line	
Outside Move Analog PBX System Access Line	04H1B	Line	
Reconfigure Analog PBX System Access Line	04H1C	Line	
Inside Move Digital ISDN PRI PBX System Access Line	04I1A	Line	
Outside Move Digital ISDN PRI PBX System Access Line	04I1B	Line	
Reconfigure Digital ISDN PRI PBX System Access Line	04I1C	Line	
Inside Move Analog DTS	04A2A	Circuit	
Outside Move Analog DTS	04A2B	Circuit	
Inside Move Subrate DS0 @ 4.8 kb/s	04B2A	Circuit	
Outside Move Subrate DS0 @ 4.8 kb/s	04B2B	Circuit	
Inside Move Subrate DS0 @ 9.6 kb/s	04C2A	Circuit	
Outside Move Subrate DS0 @ 9.6 kb/s	04C2B	Circuit	
Inside Move Subrate DS0 @ 19.2 kb/s	04D2A	Circuit	
Outside Move Subrate DS0 @ 19.2 kb/s	04D2B	Circuit	
Inside Move DS0	04E2A	Circuit	
Outside Move DS0	04E2B	Circuit	
Inside Move T1	04F2A	Circuit	
Outside Move T1	04F2B	Circuit	

Table B.5.2-2. Other Charges Price Table

Charge Type	Item Number	Charging Unit	Price
Annual Traffic and Service Charge Forecast – all customers	005A	Report	
Annual Traffic and Service Charge Forecast – single customer organization	005B	Report	
Monthly Service Performance– all customers	005C	Report	
Monthly Service Performance– single customer organization	005D	Report	
Monthly Traffic Statistics by Service – all customers	005E	Report	
Monthly Traffic Statistics by Service – single customer organization	005F	Report	
Service Delay Charge Differential	005G	Order	
Service Order Expedite Differential	005H	Order	
NBD Service Visit*	005I	Trip	
ONBD Service Visit Differential*	005J	Trip	
Training Cassettes**	005K	Copy	
Training Booklets**	005L	Per 100 copies	
Follow-up Training	005M	Session	
New Employee Training	005N	Session	
TSP Level Change	005O	Per Circuit Per Change	
TSP Provisioning	005P	Per Circuit Per Installation	
TSP Restoration	005Q	Per Circuit Per Month	
Telephone Directories	005R	Per Directory Set	

* Service visit charge may be applied only when it is not a routine maintenance trip or a follow-up trip for a previous unfinished task and the service visit is requested by the customer for work done beyond the SDP.

** Training materials provided to customer organizations for future use for follow-up or new employee training.

B.5.3 Revenue Discount Price Table

The offeror may provide a revenue discount based on the total billable revenue of all local services used to provide MAA service, of all service categories and service types, in the month. Table B.5.3-1 provides the required format for volume discount.

Table B.5.3-1. Revenue Discount Table

Volume Band^	Revenue Minimum*	Revenue Maximum	Basic Discount Amount**	Additional Discount Factor***

^ There is no restriction on the number of Volume Bands (rows) the offeror defines in this table.
* The Revenue Minimum shall equal the Revenue Maximum of the previous row, if any. For the first row, $0 shall be entered for the Revenue Minimum.
** The Basic Discount Amount is automatically computed to be the cumulative discount amount for all previous Volume Bands
*** The Additional Discount Factor shall be used to determine the discount applied to revenue in that band only.

The total discount is automatically computed using the following steps:

(a) Calculate the yearly revenue amount using the Price Evaluation Tool.

(b) Find the row in which the revenue amount falls between the Revenue Minimum and Revenue Maximum.

(c) Subtract the Revenue Minimum for the row found in the previous step from the revenue amount and multiply the difference by the Additional Discount Factor for that row to obtain the additional discount amount for that row.

(d) Add the additional discount amount and the Basic Discount Amount to obtain the total discount for the revenue.

B.5.4 NPANXX Group Tables

The offeror shall provide a table that groups NPANXXs having the same prices for each price table that is location-sensitive as defined in Sections B.2 through B.4. The NPANXX group number is used in the price tables to simplify the number of entries in each of the price tables and to enable the Government to easily view the various rates offered for each area covered by the NPANXX groups. All NPANXXs within the MAA calling area shall be included. NPANXX group information shall be provided in the format shown in Table B.5.4-1.

Table B.5.4-1. NPANXX Group Table

NPANXX	Local Loop NPANXX Group	CSS Orig. NPANXX Group	CSS Term. NPANXX Group

The offeror shall provide no more than five (5) NPANXX groups, respectively, for Local Loop Service and CSS originating and CSS terminating. The group number for a given NPANXX in the local loop, CSS Orig. and CSS Term. columns are independent of each other. The NPANXX group numbers shall be consecutive integers starting with 1, up to a maximum of 5. The contractor shall be responsible for maintaining the list of originating and terminating NPANXXs in Table B.5.4-1 for the life of the contract.

B.5.5 Interexchange Carrier Point of Presence Location Table

The offeror shall identify all IXC POP locations that the offeror may use to provide IXC Access service in the format shown in Table B.5.5-1. The contractor shall add and/or delete appropriate IXC POPs as necessary throughout the life of the contract.

Table B.5.5-1. Interexchange Carrier Point of Presence Location Table

IXC	IXC POP Location Name	IXC POP Location ID	IXC POP V Coordinate	IXC POP H Coordinate

B.6 Contract Line Item Number Cross Reference

The following tables provides a cross reference between the CLIN, Statement Of Work (SOW) requirements, and price tables. Services that are priced only on a usage basis are not included.

417 **Table B.6-1. Service Cross Reference Table**

CLIN	Service	SOW Reference	SIC Price Table	Monthly Recurring Price Table
001	**Circuit Switched Service Pricing**			
001A	Analog Business Line	C.2.2.1	B.2.1-1	B.2.1-1
001B	Reserved			
001C	Digital ISDN BRI Business Line	C.2.2.1	B.2.1-1	B.2.1-1
001D	Analog Off-Premises Switch-Based Voice Service Line	C.2.2.1	B.2.1-1	B.2.1-1
001E	Digital ISDN BRI Off-Premises Switch-Based Voice Service Line	C.2.2.1	B.2.1-1	B.2.1-1
001F	Analog Key System Access Line	C.2.2.1	B.2.1-1	B.2.1-1
001G	Digital ISDN BRI Key System Access	C.2.2.1	B.2.1-1	B.2.1-1
001H	Analog PBX System Access Line	C.2.2.1	B.2.1-1	B.2.1-1
001I	Digital ISDN PRI PBX System Access Line	C.2.2.1	B.2.1-1	B.2.1-1
001J	Reserved	C.2.2.1	B.2.1-1	B.2.1-1
001K	Reserved	C.2.2.1	B.2.1-1	B.2.1-1
002	**Dedicated Transmission Service Pricing**			
002A	Analog--4 kHz	C.2.3.1	B.3.1-1	B.3.1-1
002B	Subrate DS0 @ 4.8 kb/s	C.2.3.1	B.3.1-1	B.3.1-1
002C	Subrate DS0 @ 9.6 kb/s	C.2.3.1	B.3.1-1	B.3.1-1
002D	Subrate DS0 @ 19.2 kb/s	C.2.3.1	B.3.1-1	B.3.1-1
002E	DS0	C.2.3.1	B.3.1-1	B.3.1-1
002F	T1	C.2.3.1	B.3.1-1	B.3.1-1

418 **Table B.6-2. Feature Cross Reference Table**

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
01A	**Non-ISDN Business Line Features**			
01	Additional Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03	Alternate Call Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
07	Billing Account Codes - Unverified	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
08	Billing Account Codes - Verified	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
11	Bridging Service	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
13	Call Forwarding	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
17	Call Trace	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
18	Call Waiting	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
19	Caller ID	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
22	Customized Intercept and Recorded Announcement	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
23	Data Line Privacy	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2	B.4.1-1	B.4.1-1
32	Dual Service	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
37	Operator Assistance-Busy Line Verification	C.2.2.1.1.2	B.4.1-1	B.4.1-1
38	Operator Assistance-Busy Line Verification with Interrupt	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
41	Six-Way Conference Calling	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
42	Speed Calling	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
43	Three-Way Conference Calling	C.2.2.1.1.2.1	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
46	Voice Mail	C.2.2.1.1.2	B.4.1-1	B.4.1-1
01C	**ISDN Business Line Features**			
01	Additional Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
02	Additional Directory Number, i.e., SPID	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03	Alternate Call Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
07	Billing Account Codes - Unverified	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
08	Billing Account Codes - Verified	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
11	Bridging Service	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
13	Call Forwarding	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
18	Call Waiting	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
22	Customized Intercept and Recorded Announcement	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
37	Operator Assistance-Busy Line Verification	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
38	Operator Assistance-Busy Line Verification with Interrupt	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
41	Six-Way Conference Calling	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
42	Speed Calling	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
46	Voice Mail	C.2.2.1.1.2	B.4.1-1	B.4.1-1
01D	**Non-ISDN Off-Premises Switched-Based Voice Service**			
01	Additional Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03	Alternate Call Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
04	Attendant Multi-line Hunt Group	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
07	Billing Account Codes - Unverified	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
08	Billing Account Codes - Verified	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
11	Bridging Service	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
12	Call Forward Remote Access	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
14	Call Restriction	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
19	Caller ID	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
21	Customized Group Dialing Plan	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
22	Customized Intercept and Recorded Announcement	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
23	Data Line Privacy	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
27	Directed Call Pickup	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
29	Distinctive Call Waiting Tones	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
30	Distinctive Ringing (SDP6 only)	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
32	Dual Service	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
35	Multiple Appearance Directory Numbers	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
37	Operator Assistance-Busy Line Verification	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
38	Operator Assistance-Busy Line Verification with Interrupt	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
40	Privacy	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
41	Six-Way Conference Calling	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
46	Voice Mail	C.2.2.1.1.2	B.4.1-1	B.4.1-1
01E	**ISDN Off-Premises Switched-Based Voice Service**			
01	Additional Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
02	Additional Directory Number, i.e., SPID	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03	Alternate Call Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
04	Attendant Multi-line Hunt Group	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
07	Billing Account Codes - Unverified	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
08	Billing Account Codes - Verified	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
11	Bridging Service	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
12	Call Forward Remote Access	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
14	Call Restriction	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
22	Customized Intercept and Recorded Announcement	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
27	Directed Call Pickup	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
29	Distinctive Call Waiting Tones	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
37	Operator Assistance-Busy Line Verification	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
38	Operator Assistance-Busy Line Verification with Interrupt	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
40	Privacy	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
41	Six-Way Conference Calling	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
46	Voice Mail	C.2.2.1.1.2	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
01F	**Non-ISDN Access to Existing Key Systems**			
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
19	Caller ID	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
23	Data Line Privacy	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
47	E911-CAMA Trunk - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
48	E911-CAMA Trunk – Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
01G	**ISDN Access to Existing Key Systems**			
02	Additional Directory Number, i.e., SPID	C.2.2.1.1.2	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
41	Six-Way Conference Calling	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
01H	**Non-ISDN Access to Existing PBX Systems**			
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
19	Caller ID	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
24	DID	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
25	DID Number Block Assignment and Maintenance	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
26	DID/DOD two way	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
31	DOD	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
44	Tie Trunk	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
47	E911-CAMA Trunk - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
48	E911-CAMA Trunk – Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03I	**ISDN Access to Existing PBX Systems**			
06	Backup of ISDN PRI Shared D Channel Capability	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
24	DID	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
25	DID Number Block Assignment and Maintenance	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
26	DID/DOD two way	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
31	DOD	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
41	Six-Way Conference Calling	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
44	Tie Trunk	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1

419 **Table B.6-3.1. Move and Reconfiguration Charges Cross Reference Table**

CLIN	Charge	SOW Reference	Price Table
04A1A	Inside Move Analog Business Line	G.3.2	B.5.2-1
04A1B	Outside Move Analog Business Line	G.3.2	B.5.2-1
04A1C	Reconfigure Analog Business Line	G.3.2	B.5.2-1
04C1A	Inside Move Digital ISDN BRI Business Line	G.3.2	B.5.2-1
04C1B	Outside Move Digital ISDN BRI Business Line	G.3.2	B.5.2-1
04C1C	Reconfigure Digital ISDN BRI Business Line	G.3.2	B.5.2-1
04D1A	Inside Move Analog Off-Premises Switch-Based Voice Service Line	G.3.2	B.5.2-1
04D1B	Outside Move Analog Off-Premises Switch-Based Voice Service Line	G.3.2	B.5.2-1
04D1C	Reconfigure Analog Off-Premises Switch-Based Voice Service Line	G.3.2	B.5.2-1
04E1A	Inside Move Digital ISDN BRI Off-Premises Switch-Based Voice Service Line	G.3.2	B.5.2-1
04E1B	Outside Move Digital ISDN BRI Off-Premises Switch-Based Voice Service Line	G.3.2	B.5.2-1
04E1C	Reconfigure Digital ISDN BRI Off-Premises Switch-Based Voice Service Line	G.3.2	B.5.2-1
04F1A	Inside Move Analog Key System Access Line	G.3.2	B.5.2-1
04F1B	Outside Move Analog Key System Access Line	G.3.2	B.5.2-1
04F1C	Reconfigure Analog Key System Access Line	G.3.2	B.5.2-1
04G1A	Inside Move Digital ISDN BRI Key System Access Line	G.3.2	B.5.2-1
04G1B	Outside Move Digital ISDN BRI Key System Access Line	G.3.2	B.5.2-1
04G1C	Reconfigure Digital ISDN BRI Key System Access Line	G.3.2	B.5.2-1
04H1A	Inside Move Analog PBX System Access Line	G.3.2	B.5.2-1
04H1B	Outside Move Analog PBX System Access Line	G.3.2	B.5.2-1
04H1C	Reconfigure Analog PBX System Access Line	G.3.2	B.5.2-1
04I1A	Inside Move Digital ISDN PRI PBX System Access Line	G.3.2	B.5.2-1
04I1B	Outside Move Digital ISDN PRI PBX System Access Line	G.3.2	B.5.2-1
04I1C	Reconfigure Digital ISDN PRI PBX System Access Line	G.3.2	B.5.2-1
04A2A	Inside Move Analog DTS	G.3.2	B.5.2-1
04A2B	Outside Move Analog DTS	G.3.2	B.5.2-1
04B2A	Inside Move Subrate DS0 @ 4.8 kb/s	G.3.2	B.5.2-1
04B2B	Outside Move Subrate DS0 @ 4.8 kb/s	G.3.2	B.5.2-1
04C2A	Inside Move Subrate DS0 @ 9.6 kb/s	G.3.2	B.5.2-1
04C2B	Outside Move Subrate DS0 @ 9.6 kb/s	G.3.2	B.5.2-1
04D2A	Inside Move Subrate DS0 @ 19.2 kb/s	G.3.2	B.5.2-1
04D2B	Outside Move Subrate DS0 @ 19.2 kb/s	G.3.2	B.5.2-1
04E2A	Inside Move DS0	G.3.2	B.5.2-1
04E2B	Outside Move DS0	G.3.2	B.5.2-1
04F2A	Inside Move T1	G.3.2	B.5.2-1
04F2B	Outside Move T1	G.3.2	B.5.2-1

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Table B.6-3.2. Other Charges Cross Reference Table

CLIN	Charge	SOW Reference	Price Table
005A	Annual Traffic and Service Charge Forecast – all customers	G.6.1	B.5.2-1
005B	Annual Traffic and Service Charge Forecast – single customer organization	G.6.1	B.5.2-1
005C	Monthly Service Performance– all customers	G.6.1	B.5.2-1
005D	Monthly Service Performance– single customer organization	G.6.1	B.5.2-1
005E	Monthly Traffic Statistics by Service – all customers	G.6.1	B.5.2-1
005F	Monthly Traffic Statistics by Service – single customer organization	G.6.1	B.5.2-1
005G	Service Delay Charge Differential	G.2.2.1.1	B.5.2-1
005H	Service Order Expedite Differential	G.2.2.1.1	B.5.2-1
005I	NBD Service Visit	G.3.3	B.5.2-1
005J	ONBD Service Visit Differential	G.3.3	B.5.2-1
005K	Training Cassettes	C.3.6	B.5.2-1
005L	Training Booklets	C.3.6	B.5.2-1
005M	Follow-up Training	C.3.6	B.5.2-1
005N	New Employee Training	C.3.6	B.5.2-1
005O	TSP Level Change	C.5	B.5.2-1
005P	TSP Provisioning	C.5	B.5.2-1
005Q	TSP Restoration	C.5	B.5.2-1
005R	Telephone Directories	G.3.8	B.5.2-1

B.7 Pricing for Additional Offerings

The offeror may propose prices for additional features or services that are not specified in Section C.2. Any MAA contractor who proposes pricing for services, features, functions, or other offerings extending beyond the MAA calling areas shall conform to the appropriate pricing specifications and structures defined under the FTS2001 contracts or appropriate MAA contracts.

The offeror may also propose enhanced services (see Section C.2.1.2) and/or emerging services (see Section C.2.1.13) for possible incorporation, at Government option, into the initial MAA contract.

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Section C

Descriptions/Specifications/Work Statement

C.1 Background

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

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

(a) Multiple contracts will be required to most effectively meet Government requirements. The General Services Administration (GSA) and other agencies will compete and administer these contracts for the benefit of the overall program.

(b) The Government will encourage competition through multiple contracts of the same or overlapping scope.

(c) Acquisitions will be initiated and contracts awarded in the best interest of the Government. All contracts will be available to all users as authorized by law.

(d) Agencies will generally have the right to choose which contract they use to meet their needs, to buy from multiple contracts, and to change contractors and services within the FTS Program when appropriate to meet their requirements, subject to the limitations necessary to meet Minimum Revenue Guarantees.

C.1.1 MAA Program Objectives

The MAA program's principal objectives are to:

(a) Achieve an immediate, substantial, and sustained price reduction for telecommunications services in selected metropolitan areas

(b) Provide a contractual vehicle to facilitate customer flexibility in choosing high quality services

(c) Provide a contractual structure that encourages cross-agency cooperation making more options possible for interagency aggregation and sharing of resources consistent with customer requirements and budgets

C.1.2 MAA Contract Scope

C.1.2.1 Authorized Users

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

(b) The Government has the right to add authorized users as defined in paragraph (a) above, and at any time during the term of this contract up to the limits specified in Section H.3. Specific to the Cleveland MAA RFP, offerors are advised that select services from various Federal Agencies may be added to the MAA served locations in the future. The potential Cleveland locations with associated basic service requirements are listed in Table J.2.1-4, for informational purposes.

C.1.2.2 Services Coverage

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

Figure C.1.2-1 depicts the scope of MAA services within the context of the entire FTS Program. MAA mandatory services include local loop, which includes local switching and associated features, and local transport (both switched and dedicated) between terminating locations within the MAA service area. MAA mandatory services also include both switched and dedicated access to Interexchange Carriers (IXCs). 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. When allowed by law and regulation and when it is in the best interest of the Government, any MAA contractor, upon MAA contract award, may provide full IXC switched access services, anywhere as defined in the FTS2001 RFP for mandatory service, features, performance, and interface requirements. IXC dedicated access shall be provided using MAA Dedicated Transmission Service (DTS). The term IXC transport is used to

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

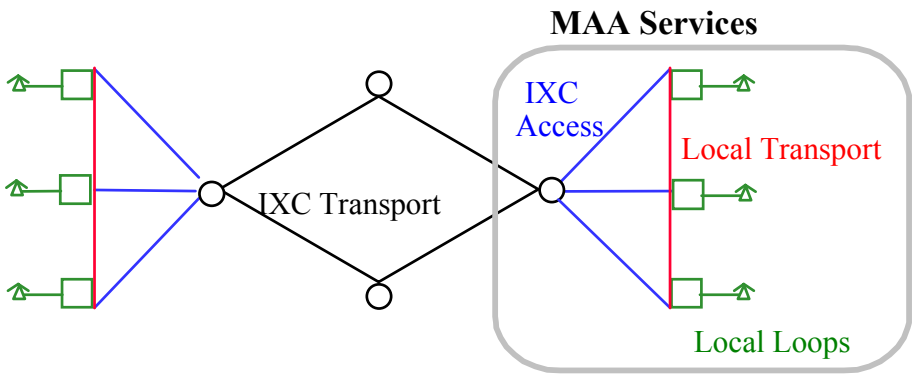


Figure C.1.2-1. MAA Service Coverage

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

C.1.2.3 Service Scope

This RFP specifies two mandatory MAA technical services:

(a) Circuit Switched Services (CSS), which include Local Voice Service (LVS) and Circuit Switched Data Service (CSDS). LVS includes business line service, off-premises switch-based voice service, access to existing key systems, and access to existing Private Branch Exchange (PBX) systems. Business line service provides a 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

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

Off-premises switch-based voice service refers 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.

In metropolitan area-specific RFPs, the Government intends to identify all existing locations, the associated existing services (e.g., Centrex or PBXs), and the location of the Government-specified SDPs. Depending on the location of the SDP specified by the Government in the RFP, the offerors may propose replacing the PBX with a central office-based service, providing a PBX trunk to the existing PBX, replacing the existing PBX with an on-premises or off-premises PBX, or other solutions. Only locations with an existing on-premises PBX can be replaced with a new on-premises PBX if space is available. For a new on-premises PBX, costs for providing space and environmental support (e.g., HVAC) will be negotiated on a case by case basis.

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

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

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

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

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

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

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

(1) Packet switched services (PSS) such as X.25
(2) Internet Protocol (IP) services
(3) Frame relay (FR) service
(4) Asynchronous Transfer Mode (ATM) service
(5) Switched Multi-megabit Data Service (SMDS)
(6) Synchronous Optical Network (SONET) service

(g) Video teleconferencing services (VTS)

(h) Technology enhancements, service improvements, and all new and/or emerging telecommunications services offerings as defined in Section C.2.1.13.

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

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

(i) Premises services, which include, but are not limited to, incidental service-related equipment (for example, telephones and workstations), local area network (LAN) and LAN inter-networking services, multiplexing and de-multiplexing services, and other additional inside wiring that is not part of the Service Delivery Point (SDP) (See Section C.2.1.5)

(j) Diversity routing

(k) Solutions to legacy and proprietary equipment and systems

(l) Management and maintenance of Government-owned PBX systems

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

C.1.2.4 Geographic Scope

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

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

C.2 Service Descriptions and Technical and Performance Requirements

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

C.2.1 General Requirements

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

C.2.1.1 Services

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

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. Detailed specifications for CSS, including basic capabilities, features, performance, and interfaces, are described in Section C.2.2.

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

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.

C.2.1.2 Enhanced Services

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

C.2.1.2.1 Additional Circuit Switched Services

Customer organizations may require the following services[1]:

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

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

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

Customer organizations may require the following CSDS features:

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

C.2.1.2.2 Additional DTS Features

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

(a) Multipoint Connection, including the following capabilities:
  (1) Branch-Off (also known as Drop-and-Continue)
  (2) Drop-and-Insert (also known as Add-Drop-Multiplexing)
(b) 7.5 kHz Audio
(c) Service Assurance: Providing improved availability of DTS circuits, including such schemes as automatic restoration and reconfiguration

[1] For this Cleveland MAA RFP, the requirement for foreign exchange is specified in Section C.2.2.1.1.2 and for customized intercept and recorded announcements is specified in Sections C.2.2.1.1.2.1, C.2.2.1.1.2.2, C.2.2.1.1.2.5, and C.2.2.1.1.2.6.

(d) Route or Path Diversity: Providing multiple, physically separated routes for DTS circuits
(e) Route or Path Avoidance: Providing the capability for a customer organization to define a geographic location or route on the network to avoid
(f) Fractional T1: Adjacent DS0 clear channels, over an interface with a line rate of 1.544 Mb/s, in increments of one DS0 channel to a maximum capacity of 12 DS0 channels
(g) Fractional T3: Three, four, five, or seven adjacent DS1 clear channels over an interface with a line rate of 44.736 Mb/s

(h) T3: 44.734 Mb/s line rate

C.2.1.3 Management and Operations Services

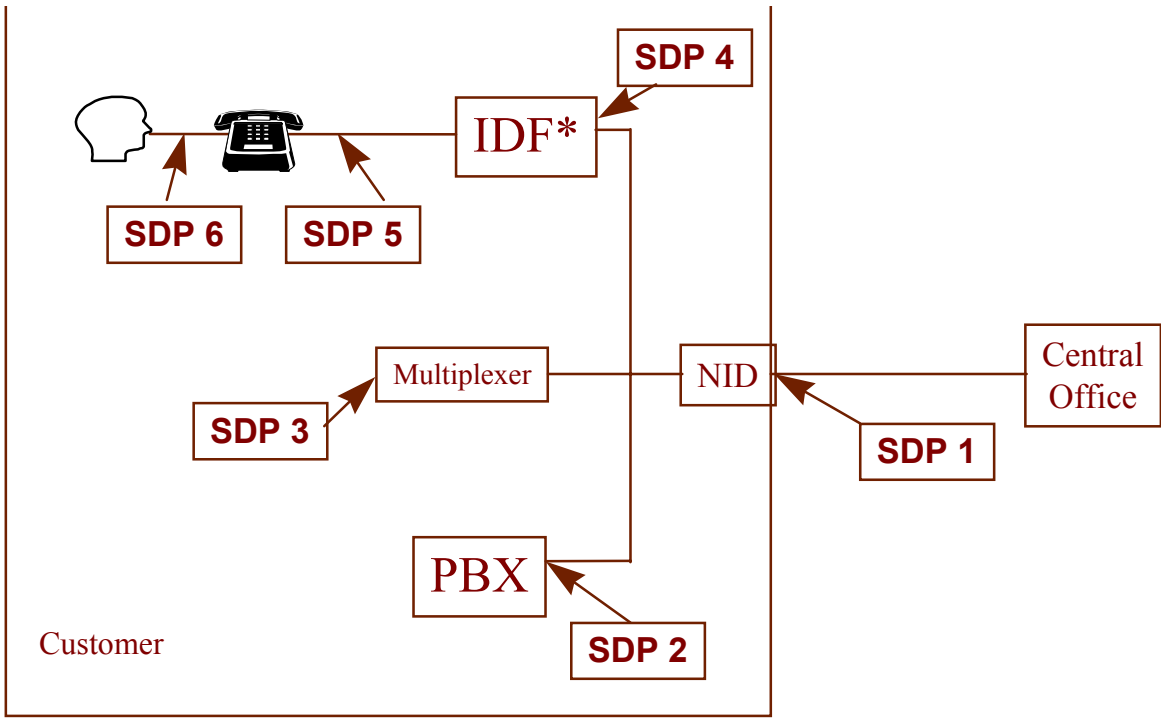
The contractor shall be fully responsible for the management and operation of its services. The detailed specifications of these management services are described in Section C.3 and Sections G.1 through G.6.

C.2.1.4 Features

The individual service descriptions in Sections C.2.2 and C.2.3 define the basic capabilities and features associated with each service. Basic capabilities of the service are those that are included in the base price of the service as defined in Section B. The contractor should identify capabilities included in its basic services that are not specified in this RFP. Features of a service are additional capabilities that shall be provided by the contractor and priced separately from the basic price. Additional features not specified in the RFP may be proposed by the contractor.

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.



* 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

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

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

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

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

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

(a) Network side of off-premises switch-based voice service system, or other communications system or network

(b) IXC POP for IXC access service component

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

C.2.1.6 Compatibility

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. The contractor shall identify the necessary operations, procedures, software, and equipment to ensure service compatibility. The contractor shall provide identification of incompatibilities between the required services and the existing Government equipment within 15 business days after service order acknowledgment.

The contractor shall continue to use the existing telephone numbers assigned to MAA stations when these stations are transitioned from existing Government networks/systems to the contractor's network.

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. 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. When a solution is required to resolve a system incompatibility, the implementation of the solution shall be negotiated on an individual case basis.

C.2.1.7 Performance

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

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

C.2.1.8 Interoperability Requirements

In addition to this MAA acquisition, the Government has acquired, or is acquiring, services and equipment to meet a range of telecommunications requirements, including local service, intra-Local Access and Transport Area (LATA) toll, inter-LATA access, data networking (local and wide area), inter-LATA transport, international voice/data transport, wireless, electronic commerce, Internet, and electronic messaging. The MAA services shall, when required by the Government, interface and interoperate with the systems and services provided under other FTS Program acquisitions. The interface requirements for interoperability for each of the above acquisitions will be available from the Government. 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. 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.

C.2.1.9 Security of Contractor Infrastructure

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. 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). 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. The contractor shall provide physical security of contractor facilities (e.g., locked door and sign in/out procedures to gain access). 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. The contractor shall describe how its infrastructure shall utilize best commercial practices to protect against threats from hacker, criminal, and terrorist activities.

C.2.1.10 Hardware and Software

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. On a case-by-case basis, where proprietary or legacy system/equipment exist and the Government requires compatibility with such system/equipment, the Government will negotiate with the contractor. The cost for accomplishing this compatibility will be under ODC. Any such hardware and software shall remain the property of the contractor, unless otherwise specified or agreed by the Government. Where available, the Government will authorize the use without charge of a reasonable amount of space and power at Government locations for the installation of contractor equipment.

C.2.1.11 Implementation

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

C.2.1.12 On-Premises Wiring

The contractor shall be responsible for delivering service to the SDP. 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. Existing on-premises wiring may be owned and/or maintained by other contractors, the commercial building owner, or the Government. The MAA contractor shall be responsible for managing and coordinating with the appropriate organization(s) to ensure service delivery to the SDP.

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. Inadequate wiring is defined as wiring implementation that does not allow the contractor to provide service from the NID to the SDP at the required performance levels specified in the RQS and the metropolitan-area specific RFP. The contractor shall demonstrate, with appropriate engineering specifications and evidence, that the existing wiring is inadequate. Once the Government agrees to the contractor's assessment of the inadequate wiring, the Government may negotiate with the contractor to upgrade the on-premises wiring as ODC.

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. The Government may negotiate with the contractor to install new wiring as ODC.

The contractor shall ensure that all wiring meets the technical standards for the services being provided. The Government may request the contractor to conduct a site survey in anticipation of new service. The contractor shall, at the Government's request, provide installation of wiring to the SDP. After the installation, the site shall be returned as closely as possible to the same condition as it was prior to the installation. The Government reserves the right to use other contractors to upgrade the existing on-premises wiring or to install the new inside wiring. 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. If the Government contracts separately to provide installation of wiring, any postponement or delay in upgrade or installation of wiring caused by actions or in actions of the building management and a wiring vendor will be matched by an automatic day-for-day extension in the MAA contractor's service delivery date.

C.2.1.13 Emerging Services

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

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

(a) CSS

(b) DTS

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

After the contract award, the contractor shall advise the Government of any new technology, not in the MAA program, when it becomes commercially available. If the contractor implements a new service for any of its customers, the contractor shall advise the Government of the offerings. 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.

C.2.1.14 Conformity to Standards

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

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. 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.

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

(a) Industry forums (e.g., Frame Relay Forum, NIUF, ATMF)

(b) American National Standards Institute (ANSI)

(c) Bellcore

(d) International Telecommunications Union-Telecommunications Service Sector (ITU-TSS)

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

C.2.2 Circuit Switched Services (CSS)

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

C.2.2.1 Local Voice Service (LVS)

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).

C.2.2.1.1 Basic Configurations

LVS shall support the following configurations:

(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. 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).

(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.

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. The contractor shall also support modems at the latest commercially available modem rates over the life of the

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

C.2.2.1.1.1 Basic Service Capabilities

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 (Note: Some terms are not defined below. See Section J.4 for definition of terms.):

(a) 10XXX/NPA/NXX Routing. The numbering plan shall conform to the North American Numbering Plan (NANP). 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. 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. Assignment of access codes to these services shall be at the discretion of the Government. The contractor shall incorporate any changes in the NANP in both routing and automatic route selections (ARS) tables as necessary.

(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

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

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

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

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

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:

(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
(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. 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. Each class of service shall provide a flexible mix of both system/station features and transport level restrictions. The Government will select a variety of

classes, some of which will be unique. The class of service applicable to each line termination shall be assigned and determined by the Government during final station design planning. Access to the commercial networks shall be provided by the contractor to properly class-marked users. 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

(t) Reserved

(u) Software Reconfiguration by Customer

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

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.

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

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

606 **C.2.2.1.1.1.5 Additional Basic Service Capabilities for ISDN Business Line**

607 In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the
608 contractor shall provide the following capabilities for ISDN business line basic service:

609 (a) Caller Identification (ID)
610 (b) Data Call Setup
611 (c) Data Hot Line
612 (d) Data Line Privacy
613 (e) Default Dialing (SDP 6 only)
614 (f) Personalized Ringing (SDP 6 only)
615 (g) Three-way Conference Calling

616 **C.2.2.1.1.1.6 Additional Basic Service Capabilities for ISDN Off-Premises**
617 **Switch-Based Voice Service**

618 In addition to the common basic capabilities specified in Section C.2.2.1.1.1 and
619 C.2.2.1.1.2, the contractor shall provide the following capabilities for ISDN off-premises
620 switch-based voice basic service:

621 (a) Call Back/Camp On
622 (b) Call Consultation
623 (c) Call Forward - Busy
624 (d) Call Forward - Don't Answer
625 (e) Call Forward - Variable
626 (f) Call Hold
627 (g) Call Hunting
628 (h) Call Park
629 (i) Call Pick-Up
630 (j) Call Transfer
631 (k) Call Waiting
632 (l) DID
633 (m)DOD
634 (n) Last Number Redial
635 (o) Message Waiting Indication
636 (p) Speed Calling

(q) Three-Way Conference Calling
(r) Blocking of Selected Numbers
(s) Class of Service (as specified in Section C.2.2.1.1.1.2)
(t) Software Reconfiguration by Customer
(u) Caller ID
(v) Customized Group Dialing Plan
(w) Data Call Setup
(x) Data Hot Line
(y) Data Line Privacy
(z) Default Dialing (SDP 6 only)
(aa) Distinctive Ringing (SDP 6 only)
(bb) Intercom Dial
(cc) Multi-Appearance Preselection and Preference (SDP6)
(dd) Multiple Appearance Directory Number
(ee) Personalized Ringing (SDP 6 only)

C.2.2.1.1.1.7 Additional Basic Service Capabilities for ISDN Access to Existing Key Systems

In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capabilities for ISDN access to existing key systems:

(a) Line Hunting
(b) Caller ID
(c) Three-way Conference Calling

C.2.2.1.1.1.8 Additional Basic Service Capabilities for ISDN Access to Existing PBX Systems

In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capability for ISDN access to existing PBX systems basic service:

(a) Caller ID

C.2.2.1.1.2 Features

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 (where the PBX supports such features):

(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

(f) Call Return (e.g., *69)

(g) Call Screen

(h) Foreign Exchange Service

(i) Number Portability. The contractor shall retain all existing telephone line numbers at a Government location

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

(j) Additional Directory Listings

(k) Alternate Call Directory Listings

(l) Operator Assistance - Busy Line Verification

(m) Operator Assistance - Busy Line Verification with Interrupt

(n) Voice Mail. Voice mail shall provide the following capabilities:

(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. For the Cleveland MAA RFP, the incoming message duration shall be increased to 120 seconds.

(9) When providing off-premises switch-based voice service, the contractor shall supply and/or interface with and support a Station Message Desk Interface (SMDI) data link to integrate a Government-owned voice mail system into its switching system.

(10) Provide, at a minimum, thirty minute storage capability for all incoming messages per individual voice mailbox

C.2.2.1.1.2.1 Non-ISDN Business Line Additional Features

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:

(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
(h) Speed Calling
(i) Three-Way Conference Calling
(j) Bridging Service
(k) Call Trace
(l) Customized Intercept and Recorded Announcement
(m) Dual Service
(n) Six-Way Conference Calling

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

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:

(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

739 (k) Multiple Appearance Directory Numbers
740 (l) Privacy
741 (m) Attendant Multi-Line Hunt Group
742 (n) Blocking Dialed Carrier Identification Code (CIC)
743 (o) Bridging Service
744 (p) Call Forward Remote Access
745 (q) Call Trace
746 (r) Customized Intercept and Recorded Announcement
747 (s) Directed Call Pickup
748 (t) Six-Way Conference Calling

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

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:

(a) Caller Identification (ID)

(b) Data Line Privacy

(c) Blocking Dialed Carrier Identification Code (CIC)

(d) Call Trace

(e) E911-Centralized Automatic Message Accounting (CAMA) Trunk (TIA/EIA-689)

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

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:

(a) 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.

(b) DOD. This feature shall allow PBX station users to gain access to the local Central Office without attendant assistance, by dialing an access code and receiving a second dial tone.

(c) DID/DOD Two Way. This feature shall allow a Central Office access trunk(s) to have both DID and DOD capabilities.

(d) Tie Trunk. This feature shall allow trunk circuit between two PBXs.

(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) Caller Identification (ID)

(g) Blocking Dialed Carrier Identification Code (CIC)

(h) Call Trace

(i) E911-CAMA Trunk (TIA/EIA-689)

C.2.2.1.1.2.5 ISDN Business Line Additional Features

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

(a) Additional Directory Number, i.e., Service Profile Identifier and Directory (SPID

(b) Authorization Codes

(c) Billing Account Code –Verified
(d) Billing Account Code – Unverified
(e) Blocking Dialed Carrier Identification Code (CIC)
(f) Bridging Service
(g) Call Forwarding
(h) Call Trace (e.g., *57)
(i) Call Waiting
(j) Customized Intercept and Recorded Announcement)
(k) Six-way Conference Calling
(l) Speed Calling

C.2.2.1.1.2.6 ISDN Off-Premises Switch-Based Voice Service Additional Features

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

(a) Additional Directory Number, i.e., SPID
(b) Attendant Multi-Line Hunt Group
(c) Authorization Codes
(d) Billing Account Code –Verified
(e) Billing Account Code – Unverified
(f) Blocking Dialed Carrier Identification Code (CIC)
(g) Bridging Service
(h) Call Forward Remote Access
(i) Call Restriction
(j) Call Trace (e.g., *57)
(k) Customized Intercept and Recorded Announcement
(l) Directed Call Pickup
(m) Distinctive Call Waiting Tones
(n) Privacy
(o) Six-way Conference Calling

C.2.2.1.1.2.7 ISDN Access to Existing Key Systems Additional Features

In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN Access to Existing Key Systems:

(a) Additional Directory Number, i.e., SPID

(b) Authorization Codes

(c) Blocking Dialed Carrier Identification Code (CIC)

(d) Six-way Conference Calling

C.2.2.1.1.2.8 ISDN Access to Existing PBX Systems Additional Features

In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN Access to Existing PBX Systems:

(a) Backup of ISDN PRI Shared D Channel Capability

(b) Blocking Dialed Carrier Identification Code (CIC)

(c) DID

(d) DID/DOD Two Way

(e) DOD

(f) DID Number Block Assignment and Maintenance

(g) Tie Trunk

(h) Six-Way Conference Calling

C.2.2.1.1.3 Performance

The performance parameters for LVS shall meet the following parameters:

(a) Transmission Performance:

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

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

(b) Grade of Service (GOS):

(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

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

C.2.2.1.1.4 Interfaces

C.2.2.1.1.4.1 User-to-Network Interface

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 *BOC Notes on the LEC Networks* [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[2] (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 *BOC Notes on the LEC Network* [SR-2275])

(2) Signaling/supervision types:

(i) Immediate start

(ii) Ground start

[2] 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).

(iii) Loop Start

(iv) Wink start

(v) Delay Dial

(vi) E&M Types (Standard: Bellcore's *Notes on the LEC Network* [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 *BOC Notes on the LEC Networks* [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)[3]. (Standard: ANSI T1.607 and 610; National ISDN-1 [Bellcore Pub SR-NWT-1937], and National ISDN-2 [Bellcore Pub SR-NWT-2120])

C.2.2.1.1.4.2 IXC Interface

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

(a) All applicable sections, related to LEC to Interexchange Carrier/International Carrier (IC/INC) interconnections for CSS, *BOC Notes on the LEC Networks* (Standard: ANSI EIA/TIA-464 for PBX trunk service and Bellcore Pub SR-2275 for non-PBX services)

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

(c) Exchange Access Interconnection FSD 20-241004 (Standard: Bellcore Pub GR-690-CORE)

(d) *Bellcore Specification of Signaling System Number 7* (Standard: Bellcore Pub TR-NWT-246) where available at the IXC POP

[3] 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).

C.2.2.2 Circuit Switched Data Services (CSDS)

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

C.2.2.2.1 Basic Service Capabilities

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).

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.

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. The interfaces at the SDP are defined in Section C.2.2.2.4.1.

CSDS shall provide network-derived clocking to the DTE or PBX/multiplexer (MUX) at the SDP. 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.

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

To the maximum extent practicable, the contractor shall support a uniform numbering plan for all MAA locations. The Government recognizes, however, that such factors as "legacy" numbers may preclude, in certain cases, a uniform numbering plan. 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.

C.2.2.2.2 Features

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

C.2.2.2.3 Performance

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 *High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations* (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

C.2.2.2.4 Interfaces

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

C.2.2.2.4.1 User-to-Network Interface

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 *BOC Notes on the LEC Networks* [SR-2275] and ANSI T1.102/107/403)

C.2.2.2.4.2 IXC Interface

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, *BOC Notes on the LEC Networks* (Standard: Bellcore Pub SR-2275)

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

(c) ISDN PRI (Standard: ANSI T1.607 AND 610) and *Switching System Generic Requirements for Interexchange Carrier Interconnection using ISDN User Part (ISDNUP)* (Standard: Bellcore Pub GR-394-CORE)

(d) Exchange Access Interconnection FSD 20-24-1004 (Standard: Bellcore Pub GR-690-CORE

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

C.2.3 Dedicated Transmission Service (DTS)

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

C.2.3.1 Basic Service Capabilities

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. The connection between the locations receiving this service shall be permanently established unless a service request for modification, move, or disconnect is received. This service shall be capable of supporting any application, such as voice, data, or multimedia. This service shall allow aggregation of bandwidth for transmission of voice and data traffic.

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

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. The interfaces to this equipment are defined in Section C.2.3.3.1.

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. The service shall provide data transport and shall be transparent to any protocol used by the DTE or bridge/router. All bit sequences transmitted by the DTE through the SDP shall be treated with data transparency.

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

C.2.3.2 Performance

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, *Transmission, BOC Notes on the LEC Networks* (Bellcore Pub SR-2275).

(2) All digital transmission parameters shall satisfy the standards set forth in the *High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations* (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.

C.2.3.3 Interfaces

C.2.3.3.1 User-to-Network Interface

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 *BOC Notes on the LEC Networks* [SR-2275] and GR-342-CORE; and ANSI T1.403)

C.2.3.3.2 IXC Interface

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

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

C.3 Management and Operations

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

(a) Program Administration
(b) Service Ordering
(c) Operational Support
(d) Billing
(e) Trouble Handling
(f) Customer Training

C.3.1 Program Administration

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

C.3.2 Service Ordering

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

(a) Initiate service or features
(b) Disconnect service or features
(c) Add, change, or move service or features
(d) Modify an existing service order

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

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

C.3.3 Operational Support

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

(a) Number inventory and administration
(b) Moves, adds, and changes
(c) Maintenance
(d) Inventory management
(e) Physical security and work area management
(f) Security services
(g) Marketing MAA services to customer organizations
(h) Telephone Directories

C.3.4 Billing

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

(a) Centralized: This option allows customers who place orders via GSA to be billed by GSA. The contractor bills GSA for the customers using centralized billing. GSA pays the contractor, bills the individual customer organizations, and collects payment from the customer organizations.

(b) Direct: This option allows customers who are authorized by GSA to place orders directly with the contractor to be billed directly from the contractor. The contractor collects payment from the customer directly. After contract award, the contractor will be notified by GSA which customer organizations have been authorized to be directly billed by the contractor. The direct billing capability will be authorized by GSA when it is in the best interest of the Government.

C.3.5 Trouble Handling

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

C.3.6 Customer Training

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

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

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. The Government will approve the plan or will provide feedback to the contractor within ten business days after the submission of the Training Plan. The contractor shall coordinate with the GDR/ADR to schedule training sessions and to arrange for government provided locations to conduct the training sessions.

C.3.6.1 Initial End User Training

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. The contractor shall provide initial end user training for the approximate number of users specified in Section J.2.2. The location of training sessions for customer locations with less than 20 users may be negotiated with the GDR/ADR on an individual case basis. Typical class sizes, and training methods for each service shall be included in the training plan. Initial training shall be conducted prior to cutover or implementation of initial services and features. The training shall include:

(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

C.3.6.2 System Administrator (GDR/ADR) Training

The contractor shall provide system administrator training, including appropriate training materials and number of sessions to accommodate all trainees during their normal work hours. The contractor shall provide system administrator training for the approximate number of GDRs and ADRs specified in Section J.2.2. System administrator training shall equip trained individuals to conduct day-to-day administration and performance monitoring activities including, but not limited to:

(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
(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

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

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. Follow-up (remedial) and new employee training may be accomplished by contractor-trained Government employee trainers or through the use of training videos or other methods as may be included in the approved training plan.

C.4 Implementation

This section describes the Government's requirements for service implementation.

C.4.1 Implementation Strategy

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

(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

The offeror shall describe the proposed technical approach for providing Cleveland MAA-specific services. The offeror's proposal discussion of technology, network architecture or routing techniques will not limit the offeror's ability to upgrade, expand, or replace components or items at any time without a formal contract modification, provided

performance parameters are met in accordance with the awarded Cleveland MAA contract and there is no additional cost to the Government.

The offeror shall describe the proposed system architecture for the Cleveland MAA reflecting the engineering data provided with this solicitation:

(f) The overall network architecture, including the types and capacity of the transmission and switching media, the transmission facility(ies) configuration, the type of equipment used in the network, and how the network will be used to fulfill Cleveland MAA service requirements.

(g) The anticipated local loop configuration to the NID for each location defined in Section J.2.2 (e.g., service category, User to Network Interface, trunk size) in sufficient detail for the Government to determine that performance parameters are satisfied.

(h) The facilities that will be part of the proposed MAA network to include identification of ownership (e.g., offeror owned, subcontractor owned).

C.4.1.1 Management Strategy

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

The offeror shall illustrate its proposed approach to managing and controlling the operations of each proposed subcontractor.

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. The Government will approve the plan or will provide feedback to the contractor within ten business days after the submission of the Management Plan.

C.4.1.2 Cutover Testing

The contractor shall conduct cutover testing for each service category during service installation following the requirements as defined in Section E.2.1. 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. Additionally, 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.

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.

The contractor shall submit a detailed, service-specific Cutover Test Plan, specifically tailored for Cleveland, to the COTR within 30 business days after notice to proceed. The Government will approve the plan or will provide feedback to the contractor within ten business days after the submission of the Cutover Test Plan.

C.4.1.3 Execution Plans

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

(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:

(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 plans

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

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

(f) UNIs to be provided by SDP

(g) Installation/service implementation schedule

(h) Site-specific cutover test plan and schedule

(i) Contingency activities to restore services.

(j) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks

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

C.4.1.4 Cleveland Transition Plan

The Cleveland MAA Transition Plan shall include, but not be limited to, the following site specific information and activity descriptions:

(a) The proposed and/or existing overall network architecture including the types and capacity of the transmission and switching media, the transmission facility(ies) configuration, the type of equipment used in the network and other required POPs which the contractor intends to use in providing the Cleveland service requirements (Maps, diagrams, data matrixes are acceptable formats)

(b) Each proposed location (identified in Engineering Data file, circuits.exe) to include: type and capacity of distribution facility proposed (e.g., cooper cable, fibercable , microwave); serving network switch/node and status of distribution facilities (e.g., owned versus leased, existing or proposed) (Maps, diagrams, data matrixes are acceptable formats)

(c) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks

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

(e) Installation/service implementation schedule

(f) Contingency activities to restore services

The transition of all initial Cleveland MAA locations shall be completed within nine months after notice to proceed. The contractor shall provide a Final Cleveland MAA Transition Plan within 45 business days after notice to proceed. The Final Cleveland Transition Plan shall address the locations awarded to the contractor after completion of the fair consideration process for the initial Cleveland MAA locations. The ACO, upon coordination with the COTR and customer organizations, will approve or provide feedback to the contractor within 10 business days after the submission of the Final Cleveland MAA Transition Plan by the contractor. The Final Cleveland MAA Transition Plan shall contain all information required for an Execution Plan as specified in Section C.4.1.3.

C.4.2 Implementation Requirements

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

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).

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

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

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

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

C.5.1.1 Priority Treatment

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

C.5.1.2 Network Facility Augmentation and Restoration

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:

(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

C.5.1.2.1 Transmission Facilities

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

(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

1298 (c) Alternate local loop when specifically requested by a customer organization

1299 **C.5.1.2.2 Switching and Signaling Systems**

1300 The contractor shall follow best commercial practices to protect against the loss of services
1301 caused by the failure, blockage, or damage of a switching or signaling node.

1302 **C.5.2 Protection of Classified and Sensitive Information**

1303 The contractor shall describe the approach it will employ to follow best commercial
1304 practices to protect its NS/EP-related sensitive systems. These sensitive systems include:

1305 (a) Databases for classified information

1306 (b) Critical users' locations, identifications, authorization codes, and call records

1307 (c) Customer organization profiles

1308 (d) Computer systems that control or can control the network or services

1309 The contractor will be provided access to classify and sensitive materials required for
1310 NS/EP planning, management, and operations. That information will be in various forms,
1311 including hard copy and electronic media. The material will be identified as to its
1312 classification and must be protected by the contractor in accordance with applicable
1313 industrial security regulations (National Industrial Security Program Operating Manual
1314 [NISPOM] for Safeguarding Classified Information). The level of classification will be up
1315 to and including Top Secret, and as identified by the Government. The contractor shall
1316 protect unclassified sensitive information with the same level of protection required of "For
1317 Official Use Only" (FOUO) information as defined by industrial security regulations.

1318 **C.5.3 NS/EP Management**

1319 The contractor shall notify the COTR immediately when event(s) arise that may have
1320 major consequences on its network. This notification would be similar to the "abnormal
1321 report" currently furnished to the NCS. The COTR will set priorities; however, the contractor
1322 shall be solely responsible for network operations.

1323 The contractor shall provide an NS/EP plan. The contractor shall provide a final NS/EP
1324 plan to the COTR 30 business days after notice to proceed for each MAA contract. The
1325 contractor shall update and provide this plan to the Government annually after contract award,
1326 describing how its architecture, technical capabilities, and organizational capabilities

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

C.6 Reporting Requirements

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

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Section D

Packaging and Marking

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

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

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

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

(1) Name and address of the consignor

(2) Name and complete address of the consignee

(3) Government order or requisition number

(4) Government bill of lading number covering the shipment (if any)

(5) Description of the material shipped, including item number, quantity, number of containers, and package number (if any)

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

(1) Cardholder name and telephone number

(2) The term “Credit Card”

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

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

D.4 Equipment Removal

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

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Section E

Inspection and Acceptance

E.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.

Clause No.	FAR Clause No.	Title and Date
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)

E.2 Cutover and Acceptance Testing of Services and Systems

E.2.1 Introduction

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

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

(a) The parameters tested and the measured results

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

E.2.1.1 Cutover Test Plan

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

E.2.1.2 Cutover Testing

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

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

E.2.2 Acceptance Testing

If the results of the cutover testing, as limited to the criteria in the approved Cutover Test Plan, are deemed acceptable by the GDR or ADR, the Government may begin acceptance testing based upon the Government's acceptance criteria. Any deficiencies identified during the 72 consecutive hour acceptance-testing period will be those associated with the performance requirements as specified in the contract. The acceptance test will verify satisfactory end-to-end performance and that all ordered features and functions operate properly. In developing the acceptance testing process and procedures, the Government will

take into account the vendor's cutover testing process and procedures and balance them against the performance requirements as specified in the contract. Performance shall be considered satisfactory when service(s), systems(s), and their associated features and functions perform as specified in the contract. If performance problems are encountered during testing, the contractor shall work cooperatively with the GDR or ADR, and other contractors, to the extent allowed by law, to isolate and eliminate problems between the MAA network(s), system(s), and their connecting devices or facilities.

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

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

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

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

E.2.3 Acceptance of Products/Services Criteria

Acceptance criteria for deliverable products will be specified in the modification and/or a delivery order. All products or services provided under this contract shall be subject to acceptance in conformity with the standards contained in the requirements of Section C. The

provisions of this clause apply also to all replacement products or services, substitute products or services, and products or services added and/or modified during the contract period.

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

(a) Quality. The quality of requirements will be as specified in Section C.

(b) Quantity. The quantity of work shall meet the minimum requirements established in Section C.

(c) Timeliness. The contractor shall complete work on schedule.

(d) Certification of Acceptability. The GSA or customer organization COTR shall review and certify to the GSA or customer organization ACO the acceptability of all products and/or services prior to processing the applicable invoices for payment.

(e) Acceptance. Any deliverable products under this contract will be accepted or rejected in writing by the GSA or customer organization ACO.

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

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

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

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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.

Clause No.	FAR Clause No.	Title and Date
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: • 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	Description of the following training formats, materials, schedule, and locations: • 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	Overall process and impact on the following: • Operations • Logistics • Staffing and responsibilities • Status reporting procedures
C.4.1.2	Sample Cutover Test Plan	N/A	N/A	N/A	RQS	• 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	Data Elements
C.4.1.2 E.2.1.1	Cleveland Service-Specific Cutover Test Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	30 business days after notice to proceed	• 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	• 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

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.4.1.4	Final Cleveland MAA Transition Plan	2 copies	Contractor proposed electronic media approved by GSA	ACO	45 business days after notice to proceed	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	• Name • Phone number • Pager number
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	• Parameters and test results • Results analysis

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.1.2	Lists of Contractor Points of Contact for Cleveland	N/A	N/A	ACO	CL MAA Proposal and 5 business days after list is changed	• 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	• 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
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

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.2.2.2	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	• Identify and quantify all risks • Identify measures to ameliorate risks
G.3.7	Cleveland Marketing and Promotion Plan	N/A	N/A	N/A	45 business days after notice to proceed	• Details of demonstration and briefings of MAA services • Frequency of demonstrations and briefing • Benefits of using MAA services
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 Date	Data Elements
G.4.1.6	Invoice Data Retrieval	As required	Per contractor	Govern-ment auditor	10 business days after request	• All original paid invoices • Related delivery orders • Receiving/acceptance reports • All other records
G.5	Trouble Handling Points of Contact for Cleveland	NA	N/A	N/A	CL MAA RFP Proposal	• Names of POCs and their associated phone numbers
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	Sample reports described in Section G.6 specifically for Cleveland	NA	N/A	N/A	CL MAA RFP Proposal	Contractor Proposed
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

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 (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
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	• 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	• 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	• 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	• 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	• 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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Section G

Contract Administration Data

G.1 Contract Administration

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

G.1.1 Government Points of Contact

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

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

G.1.1.1 Procuring Contracting Officer

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

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

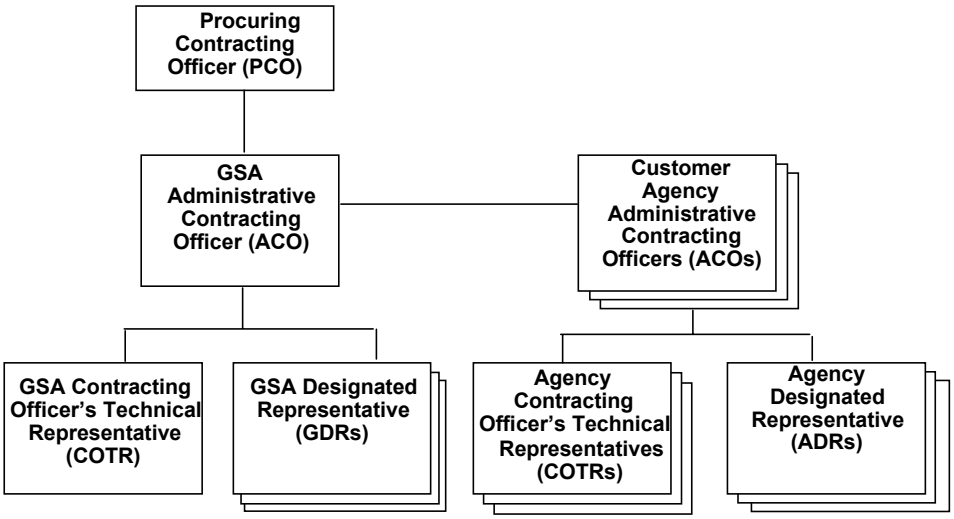


Figure G.1.1-1. Government Contract Administration Points Of Contact

G.1.1.2 Administrative Contracting Officer

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

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

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

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

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

(a) Serve as liaison between the contractor and customer organizations

(b) Assist in expediting orders

(c) Ensure compliance with contract requirements

(d) Issue final decisions and handle all disputes under the Contract Dispute Act

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

G.1.1.3 Contracting Officer's Technical Representative

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

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

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

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

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

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

(b) Perform or cause to be performed inspections necessary in connection with performance of the contract

(c) Monitor the contractor's performance under the contract and notify the contractor and ACO of any deficiencies observed

(d) Coordinate Government-furnished property availability

(e) Provide for site entry of contractor personnel if required

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

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

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

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

G.1.1.4 GSA Designated Representative

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

(a) Initiate, approve, and sign service orders

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

G.1.1.5 Agency Designated Representative

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

G.1.2 Contractor's Points of Contact

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

(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
(g) Serve as the point of contact to interface with the Government (GSA and customer organizations) on issues related to trouble reporting and trouble report resolution

(h) Provide copies of trouble reports when requested by the Government (GSA and customer organizations

(i) Report to the COTR within four hours upon notice of an NS/EP event.

The contractor shall identify a Program Manager and Project Manager for the Cleveland MAA and shall define their respective roles and responsibilities. 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. Lists of all points of contact for the Cleveland MAA shall be provided including telephone and pager numbers. 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.

G.1.3 Agent for the Government

In order for the MAA contractor to act as the Government's liaison, it will be provided a Letter of Agency by the GSA ACO after the notice to act as the Government's liaison. 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.

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

(a) Coordinate with providers of the current services all preparations that are necessary to accomplish the transition of existing services to the contractor's services

(b) Undertake all preparations necessary to implement new services

(c) Resolve service problems with other contractors

(d) Use specified Government schedules and Basic Ordering Agreements to order incidental services and equipment, provided a related service order has been received from an authorized ADR or GDR

G.1.4 Access to Management Data

To facilitate the administration of the contract, the contractor shall provide GDRs and ADRs access to the management data specified in Sections C.4 and G.2 through G.7. The GDRs shall have access to all contract information. The ADRs shall only have access to their own organizational information. 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. 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.

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.

G.2 Service Ordering

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

The service ordering process shall include the following activities:

(a) Service price quotes

(b) Service order processing

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.

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

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

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

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

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

(2) Related analyses that aid the decision-making

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

(4) Other available information relevant to the decision

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

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

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

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

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

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

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

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

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

Examples of exceptions include, but are not limited to, those described in the following 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	• Natural disaster or other emergency needs • Military/mobilization needs • Immediate short-term need arising on short notice
Only one capable contractor	• 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	• 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	• No examples provided.

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

Name: [To be designated at or after award]
Title: GSA Service Order Ombudsman
Address:
Telephone Number:

G.2.1 Service Price Quotes

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. 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. The contractor shall work with GDRs and ADRs to plan, define, and develop service alternatives/solutions in a proposal with associated price quotes. The contractor may, in addition to responding to the approach the Government defines, submit an

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

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. At the request of the contractor, the GDR and ADR may agree to negotiate a later initial service price quote date. The GDR or ADR may submit requests for a service price quote using telephone, mail, electronic mail, or facsimile formats.

The contractor may request a pre-price quote (proposal) meeting. The request for the meeting shall be made to the GDR or ADR no later than three business days after receipt of the service price quote request. 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.

All costs associated with the development, presentation, and negotiation of the contractor's service price quotes (proposal) shall be at the contractor's expense. 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.

G.2.2 Service Order Processing

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

(a) Order Initiation
(b) Order Tracking
(c) Order Completion and Acknowledgment

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

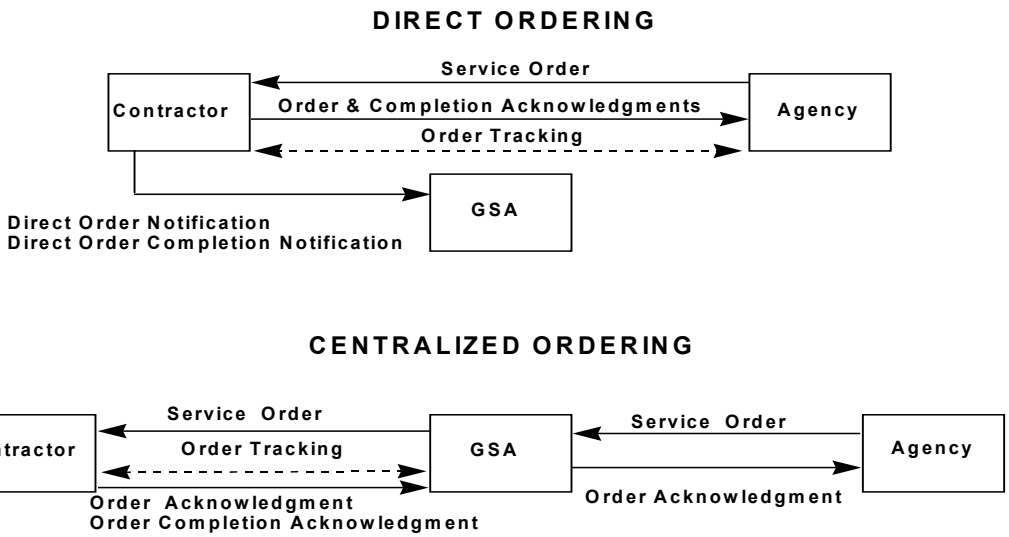


Figure G.2.2-1. MAA Service Order Processes

G.2.2.1 Service Order Initiation

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.

As illustrated in Figure 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)

GSA will delegate to ADRs, the authority to place orders directly with the contractor. For customer organizations that place orders directly with the contractor, their ADR is responsible for the orders and will sign and approve each order. The ADR is responsible for inspection and acceptance or rejection of the services performed by the contractor, as ordered

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

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

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

375 (c) Telephone
376 (d) Facsimile
377 (e) Electronic mail
378 (f) Electronic file
379 (g) Mail
380 (h) EDI, where technically feasible

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

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

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

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

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

The contractor shall provide direct order notification to the designated GSA organization of all direct orders it receives from customer organizations. 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). The GSA organization designated to receive the direct order notifications will be determined at the time of each MAA contract award.

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.

G.2.2.1.1 Service Order Changes

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

Service order change charges may be applied as follows:

(a) If an order is changed prior to start of installation, no charge shall apply.

(b) If the service availability date is changed after installation is initiated, a one-time service order change charge may apply.

(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.

(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.

G.2.2.1.2 Service Availability Intervals

Service shall be provided in the following service availability intervals:

(a) Standard Service Availability Interval

(b) Negotiated Service Availability Interval

The contractor shall specify a standard service availability interval for the services specified in Section C.2. The contractor shall publish, and make available to all customers, a schedule of the standard service availability intervals. The schedule of standard service availability intervals shall specify the services and quantities of service that can be provided in standard intervals. The standard intervals shall be consistent with the contractor's offerings to commercial customers. 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. Updates to the standard service availability intervals shall be provided to all GDRs and ADRs prior to the effective date of the updates.

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

(c) There is no standard service availability interval for the service.

(d) The GDR or ADR requests a service date before or beyond the applicable standard service availability interval.

(e) The contractor identifies equipment compatibility problems (Section C.2.1.6).

(f) The contractor identifies on-premise wiring deficiencies (Section C.2.1.12).

(g) The service order requires an Execution Plan due to the complexity and scope of the service order (e.g., number of locations, geographic coverage, technology) (Section C.4.1.3).

The contractor shall allow for expedited service implementation. 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). When a customer requires expedited service implementation, an order expedite charge will be allowed.

G.2.2.1.3 Service Termination Date

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

G.2.2.2 Service Order Tracking

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. The contractor's existing service order tracking procedures shall be used to the extent possible.

G.2.2.3 Service Order Completion and Acknowledgment

The contractor shall complete cutover tests specified in Sections C.4.1.2 and E before delivering the service to the customer. 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. The contractor shall verify that the service is activated and operational before delivering it to the customer organization. The contractor shall perform necessary adjustments or corrections to any service deficiencies, at no cost to the Government, during service activation.

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

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

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. 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). However, at a minimum, the direct order completion notification shall be provided to the designated GSA organization on a weekly basis.

G.3 Operational Support

The following activities are considered as part of operational support:

(a) Number inventory and administration

(b) Moves, adds, and changes

(c) Maintenance

(d) Inventory management
(e) Physical security and work area management
(f) Security services
(g) Marketing MAA services to customer organizations
(h) Telephone Directories

G.3.1 Number Inventory and Administration

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

G.3.2 Moves/Adds/Changes

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).

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. All changes shall be processed within 5 minutes on average.

G.3.3 Maintenance

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. Preventive maintenance shall not interfere with, disrupt, or degrade services provided to the customer organization during normal Government business hours.

G.3.4 Inventory Management

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. The contractor shall provide inventory status information to the GDRs and ADRs on semi-annual basis.

G.3.5 Physical Security and Work Area Management

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). These security measures shall include, but are not limited to, procedures for signing in and out, escort procedures, and inspection routines. 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.

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. The contractor's responsibility shall be limited to cleaning up disorder and trash created by its personnel only. The contractor shall provide all labor, tools, parts, and software, and any additional test equipment required to maintain continuity of service to the Government.

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. The contractor shall ensure that these labels are readable and up-to-date at all times.

G.3.6 Security Services

Telecommunications services under this contract will carry nonsensitive programmatic and administrative traffic, Sensitive But Unclassified (SBU) traffic, and higher levels of sensitive and/or classified traffic that has been encrypted by users. Therefore, security services are required. The services provided by the contractor shall be compatible with existing security devices and systems used by the Government. 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.

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. 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. The security plan shall identify all risks, including identification of critical risks. The risk analysis shall include identification of measures to mitigate risks. These risk analysis results must be approved by the

Government prior to acceptance of support systems or any service. 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.

G.3.7 Marketing MAA Services to Customer Organizations

The contractor shall market and promote the services, system features, and capabilities provided through this contract to customer organizations as part of service provisioning. The contractor shall provide a service marketing and promotion plan for Cleveland MAA customer organizations. As part of the plan, the contractor shall detail how it will conduct demonstrations and briefings for existing and potential customer organizations in Cleveland 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.

G.3.8 Telephone Directories

The contractor shall provide updated local telephone directories (i.e., telephone books) on an annual basis incorporating all publicly listed residential and business lines for the Cleveland metropolitan area. The telephone directories shall be the same as those provided to the public by the Regional Bell Operating Companies (i.e., include white, blue, green, and yellow pages). The Government blue pages shall be consistent with the new blue page format as developed by GSA's Blue Page Project (http://www.bp.fed.gov). The directories shall be delivered in bulk at one location at each customer site.

G.4 Billing Procedures

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

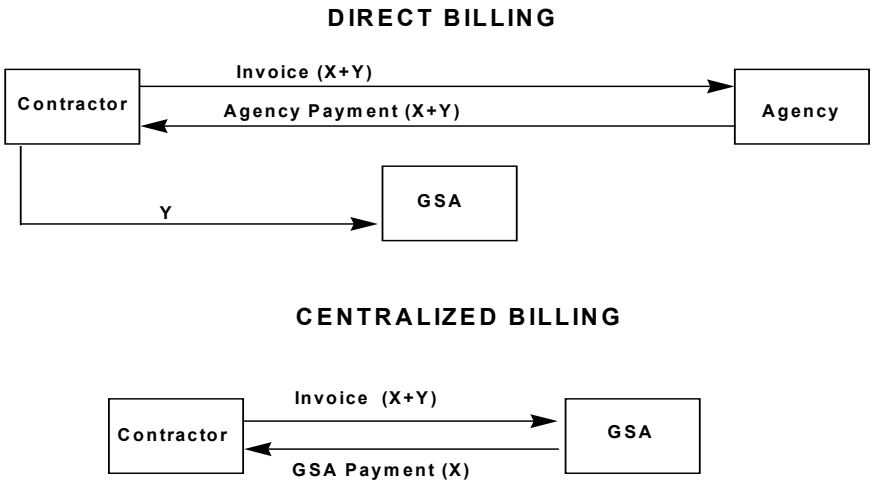
(a) Centralized Billing: The contractor shall provide a single consolidated invoice to GSA for all customer organizations using centralized ordering. GSA will validate and pay the centralized invoice (less the Contract Management Fee).

(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.

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. The Contract Management Fee shall not be a separate item on the invoices. For direct billing

customers, the contractor shall collect the Contract Management Fee from the customer for GSA on a monthly basis. 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). The payment shall be remitted within 30 calendar days after the close of each quarter.

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



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

Figure G.4-1. MAA Billing Processes

G.4.1 Invoice Requirements

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. 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. Invoices shall be provided on one of the following electronic media options: magnetic tape, diskette, CD-ROM, write once read many (WORM) cartridge. Where available to commercial customers and requested by the Government, the contractor shall submit invoices in EDI format 811.

G.4.1.1 Invoice Content

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

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.

Each invoice shall contain all pricing components in sufficient detail necessary to reconcile charges with completed orders or actual usage. 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. In calculating applicable taxes, the contractor shall not impose taxes on the Contract Management Fee.

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.

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

G.4.1.2 Invoice Preparation

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). These codes will permit the Government to bill each customer organization and sub-organization for MAA services actually used by that organization/sub-organization.

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. 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. The contractor shall provide a detailed specification of the revised format to the ACO, GDR, and ADR in paper or

diskette form. 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. The contractor shall obtain written approval from the ACO to initiate an emergency change.

When authorized by the Government, the contractor shall permit all customer organizations to use a Government credit card, authorized for telecommunications. 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.

G.4.1.3 Centralized Billing

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

DESIGNATED BILLING OFFICE ADDRESS

FOR CENTRALIZED BILLING CUSTOMER ORGANIZATIONS

(Will be specified after each MAA contract award)

G.4.1.4 Direct Billing

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

DESIGNATED BILLING OFFICE ADDRESSES

FOR DIRECT BILLING CUSTOMER ORGANIZATIONS

(Will be specified after each MAA contract award)

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.

G.4.1.5 Summary Report of Billed Charges for All Customers

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. 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.

G.4.1.6 Invoice Data Retention

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. The contractor shall make this data available to the Government auditors upon request within ten business days notice.

G.4.1.7 Trouble or Service Outage Credits

The contractor shall propose, provide and implement a mechanism for uniquely identifying service outages. The contractor shall credit the affected customer organization as specified in Section H.11. 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.

G.4.2 Billing Disputes

The Government requires evidence that the service order has been completed and that each associated charge has been priced correctly, or it may dispute the charge. The customer organization and the contractor shall resolve their billing disputes directly, if possible. 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. The contractor shall provide a toll-free, single point of contact for billing dispute inquiries.

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. 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. 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. The ACO or the dispute initiator will respond within five business days with a proposed resolution. If either party wants to escalate the dispute to the ACO (GSA ACO for centralized billing, and customer organization ACO for direct billing) at any time, they may do so. Disputes that are not resolved within 60 calendar days or the approved extension time must be escalated to the ACO (GSA ACO for centralized billing, and customer organization ACO for direct billing). Any disputes escalated to the ACO will be resolved in accordance with Federal Acquisition Regulation (FAR) 52.233-1 (Alternate I) (Disputes).

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.

G.4.3 Right to Withhold Payment

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

G.5 Trouble Handling

The contractor shall provide, describe, 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

In addition, the contractor shall provide the list of trouble handling points of contacts, including names and phone number for the Cleveland MAA.

G.5.1 Trouble Reporting

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

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

G.5.2 Escalation Procedures

The contractor shall provide, describe, and implement an escalation procedure, with appropriate time intervals, for each service category provided under this contract. 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. Changes to the point of contact information shall be provided to the GDR and ADRs when changes to the point of contact information are made.

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. The point of contact shall be responsible for escalating all troubles not resolved in the required time frames. 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.

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

G.5.2.1 Routine Restoration

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.

G.5.2.2 Emergency Restoration

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. The contractor shall provide emergency restoration at occurrence of any of the following:

(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 hours including disruption caused by fire, flood, explosion, civil disturbance, work stoppage (strike) or other labor disputes, and backup power failure

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. The contractor shall notify the GDR immediately when any emergency restoration action is implemented. 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.

G.5.2.3 Priority Restoration

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

G.6 Reporting Requirements

The contractor shall describe, or provide examples showing, the content, formats, and electronic media of all required reports. The contractor shall provide a sample of all reports not submitted in the RQS proposal, described in this section specifically to be used in Cleveland, as part of the RFP proposal. The contractor shall supply reports and service forecasts using the processes and formats supplied to other customers to the maximum extent possible.

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. For quarterly reports, the contractor shall provide the reports consistently on the same date of each quarter. The reports shall contain data for each service for every location, for every MAA customer organization.

G.6.1 General Reporting Requirements

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

(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)

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

(f) Billing Dispute Status Summary

(g) Billing Adjustments Summary

(h) Contract Management Fee Summary

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

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

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

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. When requested by the GDR, the total traffic and charges by service type shall be calculated. The report shall consist of a twelve-month forecast.

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

The contractor shall archive reports and supporting information for the duration of the contract. 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. 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. 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.

G.6.2 Future Reporting Requirements

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

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Section H

Special Contract Requirements

H.1 Term of Contract

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

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

H.2 Authorized Users

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

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

H.3 Minimum Dollar Guarantee and Maximum Contract Limitation

(a) The total minimum dollar guarantee for the Cleveland MAA is $100,000. The minimum dollar guarantee will be divided equally among Cleveland MAA contract awardee(s).

(b) The maximum contract ceiling for all money paid to all contractor(s) that provide telecommunications service for the Cleveland MAA is $150 million.

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

The total cost of all telecommunication services provided to Cleveland under the MAA Program by all eligible contractors will not exceed the $150 million maximum contract ceiling. Thus, the maximum contracting ceiling will be shared among all eligible contractors providing services in the Cleveland MAA. The eligible contractors include the Cleveland MAA contract awardee(s) and, after the one year forbearance period, eligible contractors from another MAA city or FTS2001. Correspondingly, the maximum contract

ceilings for other MAA cities and FTS2001 will be shared by eligible contractor(s) that provide telecommunications services under these programs.

H.4 Disclosure of Information

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

(b) In performance of this contract, the contractor agrees to assume responsibility for protecting the confidentiality of Government records and for ensuring that all work is performed under the supervision of the contractor or the contractor's responsible employees.

(c) Each officer or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein. Use of such information for a purpose or to an extent unauthorized herein may subject the offender to criminal sanctions imposed by 18 United States Code (U.S.C.) 641. The law provides, in pertinent part, that whoever knowingly converts to their use or the use of another, or without authority sells, conveys, or disposes of any record of the United States or whoever receives the same with intent to convert it to their use or gain, knowing it to have been converted, shall be guilty of a crime punishable by a fine of up to $10,000, or imprisonment up to 10 years, or both.

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

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

(a) All work shall be performed under the contractor's, or the contractor's responsible employees' supervision.

(b) Any Federal Tax Return or Return information (as defined in Internal Revenue Code (I.R.C.) 6103(b)(1) and (2)), made available to the contractor shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Disclosure to anyone other than an officer or employee of the contractor shall require prior written approval of the Internal Revenue Service. Requests to make such disclosures should be addressed to the GSA Administrative Contracting Officer (GSA ACO).

(c) Each officer, employee, or any other person to whom returns or return information is or may be disclosed shall be notified in writing that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return

information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as $5,000.00 or imprisonment for as long as five years, or both, together with the costs of prosecution. Such person shall also notify each such officer or employee that any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than $1,000.00 with respect to each instance of unauthorized disclosure. These penalties are prescribed by I.R.C. Sections 7213 and 7431 and set forth at 26 Code of Federal Regulations (CFR) 301.6103(n).

(d) Additionally, the contractor is required to inform its officers and employees of the penalties for improper disclosure that are imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to customer organization records that contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or disclosure of 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.

H.6 Continuity of Services

(a) The contractor shall recognize that the services under this contract are vital to the Government and must be continued without interruption, and that upon contract expiration or at any time GSA discontinues or users relocate services, a successor, either the Government or another contractor, may continue them. The contractor agrees to phase-in coordination (coordinating the orderly transition to new contractor or Government provided services such that the level and quality of service are not degraded), and to exercise its best efforts and cooperate to effect an orderly and efficient transition to a successor.

(b) Upon the GSA ACO's written notice, the contractor shall:

(1) Furnish phase-in, phase-out services for up to 12 months after contract expiration, contract termination, contract discontinuance, or relocation of service. The price of services provided during the phase-in/phase-out period shall not exceed the prices in effect under the contract on the date of contract expiration, contract termination, contract discontinuance, or relocation of service.

(2) Negotiate in good faith a plan with a successor(s) and the Government for determining the nature and extent of phase-in and phase-out services required.

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

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

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

H.7 Price Management Mechanism

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

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

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

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

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

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

H.7.1 Price Management Mechanism Process and Methodology

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

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

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

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

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

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

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

H.7.2 Price Management Mechanism Dispute Resolution Process

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

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

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

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

H.8 Price Reductions

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

(b) The contractor may reduce contract prices at any time. Price reductions other than those implemented by the Government under the PMM clause of this contract, or covered by paragraph (a) above, shall be subject to the following conditions:

(1) The contractor shall propose all price reductions to the GSA ACO and Contracting Officer's Technical Representative (COTR).

(2) The proposed price reduction shall be effective on the first day of a given invoicing period, after the effective date of the price reducing tariff(s).

(3) Price reduction proposals shall include all contract pricing tables, and the effective date(s) of the price reduction. The contractor shall provide all revised pricing tables in an electronic format (or formats) to be specified by the Government at the time of submission.

H.9 Electronic Access to the Contract

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

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

(a) Redacted version in the first format

(b) Redacted version in the second format

(c) Non-redacted version in the first format

(d) Non-redacted version in the second format

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

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

H.10 Protection of Contract Information

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

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

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

H.11.1 Performance

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

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

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

346 **Table H.11-1. Credit Allowance Computation**

Type of Performance Requirement	For Each	Credit Equals
Availability[1]	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 Service[2]	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.

347

348 **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.

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.

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

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

[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.

H.11.3 Retention of Government Rights

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

H.12 Tariff Filing Requirements

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

(b) The contractor shall make the initial filing required to implement the contract within 30 calendar days after the date of contract award. If such filing is not permitted to become effective by the State Public Service Commission or any other regulatory agency or court of competent jurisdiction within 60 calendar days after the date of contract award, or in extenuating circumstances a date approved by the ACO, the Government will have the right partially or entirely to terminate the contract without liability. This contract is a firm fixed price contract and all prices proposed by the contractor are to be effective from the date of award irrespective of State Public Service Commission approval.

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

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

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

H.13 New, Improved or Additional Services

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

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

H.13.1 Comparison of Publicly Available Services

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

H.13.2 Contractor Response to Request for Proposal for Enhancements

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

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

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

433 (a) A cover letter stating:

434 (1) The difference between the existing contract service requirement and the
435 proposed new or enhanced service and the comparative Government advantages
436 and disadvantages of each.

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

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

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

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

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

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

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

450 (c) A Technical Proposal including at least:

451 (1) Proposed contract change pages.

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

454 (3) Plans for any ODCs required.

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

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

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

H.14 Other Government Service Contracts and Contractors

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

H.15 State And Local Taxes

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

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

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

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

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

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

The contractor shall provide to the ACO, within 60 days of award, and on a semi-annual basis thereafter, an updated itemized list of taxes that are not included in its monthly invoices, including the name of each tax, jurisdictions by name, reference to the statutory source for the tax, and applicable tax rates.

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

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

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

(a) Provide a concise written summary of activity in the contractor's subcontracting outreach program (as described in the contractor's Subcontracting Plan).

(b) Provide a list of the types of subcontracts awarded and any letters of commitment.

(c) Provide an updated checklist which tracks adherence to the provisions of the Subcontracting Plan.

(d) Attend periodic meetings with representatives of the Contracting Office, the Program Management Office, and the Small Business Administration to discuss the contractor's activity in the contractor's subcontracting program.

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

H.17 Contractor Performance Information

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

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

H.18 News Releases

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

H.19 Meetings/Conferences

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

H.20 Permits

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

H.21 Contractor-Provided Equipment

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

H.22 Fraud Prevention Management

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

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

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

H.22.1 Financial Responsibility for Fraud

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

H.22.2 Protection of Customer Systems

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

H.23 Contractor Liability Limitations

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

(a) Acts of God or of the public enemy
(b) Acts of the Government in either its sovereign or contractual capacity
(c) Fires
(d) Floods
(e) Epidemics
(f) Quarantine restrictions
(g) Strike
(h) Freight embargoes

(i) Unusually severe weather

(j) Denial of access by a third party

H.24 National Emergency

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

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

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

H.26 MAA Contract Management Fee

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

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

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

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

(d) The contractor shall forward payment to:

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

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

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

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

H.27 Other Direct Costs (ODC)

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

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

H.28 Reserved

H.29 Special Requirements For Work In Areas Containing Asbestos

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

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

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

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

H.31 Historic Buildings

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

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

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

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

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

Contact:	Region (To be identified in service orders)
	Name: (To be identified in service orders)
Location:	(To be identified in service orders)
Telephone No:	(To be identified in service orders)

H.31.2 Historic Buildings Reference Documents

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

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

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

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

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

(c) General Services Administration (GSA)

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

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

H.32 Notice to Proceed

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

H.33 Order of Precedence

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

(a) The RFP Schedule (excluding the specifications).

(b) The RFP Representations and other instructions.

(c) The RFP Contract Clauses.

(d) Other Documents, exhibits, and attachments of the RFP.

(e) The RFP specifications.

(f) The RQS Schedule (excluding the specifications).

(g) The RQS Representations and other instructions.

(h) The RQS Contract Clauses.

(i) Other Documents, exhibits, and attachments of the RQS.

(j) The RQS specifications.

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Section I

Contract Clauses

I.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.

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I.1.1	52.202-01	Definitions (OCT 1995)
I.1.2	52.203-03	Gratuities (APR 1984)
I.1.3	52.203-05	Covenant Against Contingent Fees (APR 1984)
I.1.4	52.203-06	Restriction on Subcontractor Sales to the Government (JUL 1995)
I.1.5	52.203-07	Anti-Kickback Procedures (JUL 1995)
I.1.6	52.203-10	Price or Fee Adjustment for Illegal or Improper Activity (JAN 1997)
I.1.7	52.203-12	Limitation on Payments to Influence Certain Federal Transactions (JUN 1997)
I.1.8	52.204-02	Security Requirements (AUG 1996)
I.1.9	52.204-04	Printing/Copying Double-Sided on Recycled Paper (JUN 1996)
I.1.10	52.209-06	Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (JUL 1995)
I.1.11	52.215-02	Audit and Records - Negotiation (AUG 1996)
I.1.12	52.215-14	Integrity of Unit Prices (OCT 1997)

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

Clause No.	FAR Clause No.	Title and Date
I.1.32	52.225-14	Inconsistency Between English Version and Translation of Contract (AUG 1989)
I.1.33	52.227-01	Authorization and Consent (JUL 1995)
I.1.34	52.227-02	Notice and Assistance Regarding Patent and Copyright Infringement (AUG 1996)
I.1.35	52.227-03	Patent Indemnity (APR 1984)
I.1.36	52.227-14	Rights in Data - General (JUN 1987) Alternates II, III, and V
		Add to paragraph (a) of the Limited Rights Notice set forth in Alternate II: (i) Use (except for manufacture) by support service contractors on the FTS program, including but not limited to non-Government evaluators, management, and operations support contractors. (Excludes other FTS contractors.)
I.1.37	52.228-05	Insurance - Work on a Government Installation (JAN 1997)
I.1.38	52.229-03	Federal, State, and Local Taxes (JAN 1991)
I.1.39	52.232-01	Payments (APR 1984)
I.1.40	52.232-07	Payments Under Time-and-Materials and Labor-Hour Contracts (FEB 1997)
I.1.41	52.232-08	Discounts for Prompt Payment (MAY 1997)
I.1.42	52.232-09	Limitation of Withholding of Payments (APR 1984)
I.1.43	52.232-11	Extras (APR 1984)
I.1.44	52.232-17	Interest (JUN 1996)
I.1.45	52.232-23	Assignment of Claims (JAN 1986)

Clause No. FAR Clause No. Title and Date

110	I.1.46	52.232-25	Prompt Payment (JUN 1997)
111 112	I.1.47	52.232-33	Payment by Electronic Funds Transfer–Central Contractor Registration (MAY 1999)
113	I.1.48	52.233-01	Disputes (DEC 1998)
114	I.1.49	52.233-02	Service of Protest (AUG 1996)
115	I.1.50	52.233-03	Protest After Award (AUG 1996)
116 117	I.1.51	52.237-02	Protection of Government Buildings, Equipment, and Vegetation (APR 1984)
118	I.1.52	52.242-13	Bankruptcy (JUL 1995)
119 120	I.1.53	52.243-01	Changes - Fixed Price (Alternate II) (APR 1984)
121 122	I.1.54	52.244-02	Subcontracts (Fixed-Price Contracts) (AUG 1998)
123	I.1.55	52.244-05	Competition in Subcontracting (DEC 1996)
124 125	I.1.56	52.245-02	Government Property (Fixed-Price Contracts) (DEC 1989)
126	I.1.57	52.246-23	Limitation of Liability (FEB 1997)
127 128	I.1.58	52.246-25	Limitation of Liability - Services (FEB 1997)
129 130	I.1.59	52.249-02	Termination for Convenience of the Government (Fixed-Price) (SEP 1996)
131 132	I.1.60	52.249-08	Default (Fixed-Price Supply and Services) (APR 1984)
133	I.1.61	52.251-01	Government Supply Sources (APR 1984)
134	I.1.62	52.253-01	Computer Generated Forms (JAN 1991)
135 136	I.1.63	52.215-01	Instructions to Offerors - Competitive Acquisitions Alternate II (OCT 1997)

Clause No.	FAR Clause No.	Title and Date
I.1.64	52.239-01	Privacy or Security Safe Guards (AUG 1996)
	GSAR Clause No.	
I.1.65	552.228-75	Workmen's Compensation Laws (APR 1984)
I.1.66	552.232-70	Payments by Electronic Funds Transfer (APR 1989)
I.1.67	552.232-72	Invoice Requirements (APR 1989)
I.1.68	Reserved	

I.2 52.203-8 Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity (JAN 1997)

(a) If the Government receives information that a contractor or a person has engaged in conduct constituting a violation of subsection (a), (b), (c), or (d) of section 27 of the Office of Federal Procurement Policy Act (41 U.S.C. 423) (the Act), as amended by section 4304 of the National Defense Authorization Act for Fiscal Year 1996 (Pub. L. 104-106), the Government may--

(1) Cancel the solicitation, if the contract has not yet been awarded or issued; or

(2) Rescind the contract with respect to which--

(i) The Contractor or someone acting for the Contractor has been convicted for an offense where the conduct constitutes a violation of subsection 27(a) or (b) of the Act for the purpose of either--

(A) Exchanging the information covered by such subsections for anything of value; or (B) Obtaining or giving anyone a competitive advantage in the award of a Federal agency procurement contract; or

(ii) The head of the contracting activity has determined, based upon a preponderance of the evidence, that the Contractor or someone acting for the Contractor has engaged in conduct constituting an offense punishable under subsection 27(e)(1) of the Act.

(b) If the Government rescinds the contract under paragraph (a) of this clause, the Government is entitled to recover, in addition to any penalty prescribed by law, the amount expended under the contract.

(c) The rights and remedies of the Government specified herein are not exclusive, and are in addition to any other rights and remedies provided by law, regulation, or under this contract.

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

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders by the individuals or activities designated in the contract. Such orders may be issued from date of award through the life of this contract.

(b) All delivery orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order and this contract, the contract shall control.

(c) If mailed, a delivery order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally or through on-line telecommunications only if authorized in the contract.

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

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than $50.00, the Government is not obligated to purchase, nor is the contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The contractor is not obligated to honor-- (1) Any order for a single item in excess of $250,000, (2) Any order for a combination of items in excess of $2,000,000.00, or (3) A series of orders from the same ordering office within 30 days that together call for quantities exceeding the limitation in subparagraph (1) or (2) of this section.

(c) (c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the FAR), the Government is not required to order a part of any one requirement from the contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

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

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

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated in the contract. The quantities of supplies and services specified in the contract are estimates only and are not purchased by this contract.

(b) Delivery or Performance shall be made only as authorized by orders issued in accordance with the ordering clause. The contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the contract up to and including the quantity designated in the contract as the "maximum." The Government is responsible only for the minimum dollar guarantee designated in the contract.

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the contractor within the time specified in the order. The contract shall govern the contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; *provided*, that the contractor shall not be required to make any deliveries under this contract beyond twelve (12) months after the expiration of this contract.

I.6 52.222-35 Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era (APR 1998)

(a) *Definitions. As used in this clause—*

"All employment openings" includes all positions except executive and top management, those positions that will be filled from within the contractor's organization, and positions lasting 3 days or less. This term includes full-time employment, temporary employment of more than 3 days' duration, and part-time employment.

"Appropriate office of the State employment service system," means the local office of the Federal-State national system of public employment offices with assigned responsibility to serve the area where the employment opening is to be filled, including the District of Columbia, Guam, the Commonwealth of Puerto Rico, and the Virgin Islands.

"Positions that will be filled from within the Contractor's organization, means employment openings for which no consideration will be given to persons outside the contractor's organization (including any affiliates, subsidiaries, and the parent companies) and includes any openings that the contractor proposes to fill from regularly established "recall lists." The exception does not apply to a particular opening once an employer decides to consider applicants outside of its organization.

"Veteran of the Vietnam Era" means a person who—

(1) Served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964 and May 7, 1975, and was discharged or released therefrom with other than a dishonorable discharge; or

(2) Was discharged or released from active duty for a service-connected disability if any part of such active duty was performed between August 5, 1964, and May 7, 1975.

(b) *General*

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

(i) Employment;

(ii) Upgrading;

(iii) Demotion or transfer;

(iv) Recruitment;

(v) Advertising;

(vi) Layoff or termination;

(vii) Rates of pay or other forms of compensation; and

(viii) Selection for training, including apprenticeship.

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

(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.

(d) *Applicability.* 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.

(e) *Postings*

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

(2) These notices shall be posted in conspicuous places that are available to employees and applicants for employment. They shall be in a form prescribed by the Deputy Assistant Secretary for Federal Contract Compliance Programs, Department of Labor (Deputy Assistant Secretary), and provided by or through the Contracting Officer (CO).

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

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

(g) *Subcontracts.* The contractor shall include the terms of this clause in every subcontract or purchase order of $10,000 or more unless exempted by rules, regulations, or orders of the Secretary. The contractor shall act as specified by the

Deputy Assistant Secretary to enforce the terms, including action for noncompliance.

I.7 52.244-06 Subcontracts for Commercial Items and Commercial Components (OCT 1998)

(a) Definition.

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

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

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

(c) Notwithstanding any other clause of this contract, the contractor is not required to include any FAR provision or clause, other than those listed below to the extent they are applicable and as may be required to establish the reasonableness of prices under Part 15, in a subcontract at any tier for commercial items or commercial components:

(1) 52.222-26, Equal Opportunity (E.O. 11246);

(2) 52.222-35, Affirmative Action for Special Disabled and Vietnam Era Veterans (38 U.S.C. 4212(a));

(3) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C. 793); and

(4) 52.247-64, Preference for Privately-Owned U.S.-Flagged Commercial Vessels (46 U.S.C. 1241) (flows down not required for subcontracts awarded beginning May 1, 1996).

(d) The contractor shall include the terms of this clause, including this paragraph (d), in subcontracts awarded under this contract.

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

(a) Definitions. "Acceptance," as used in this clause, means the act of an authorized representative of the Government by which the Government assumes for itself, or as an agent of another, ownership of existing and identified supplies, or approves specific services, as partial or complete performance of the contract. "Correction," as used in this clause, means the elimination of a defect.

(b) Notwithstanding inspection and acceptance by the Government or any provision concerning the conclusiveness thereof, the contractor warrants that all services performed under this contract will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this contract. The ACO shall give written notice of any defect or nonconformance to the contractor within 30 days from the date of acceptance by the Government. This notice shall state either (1) that the contractor shall correct or reperform any defective or nonconforming services, or (2) that the Government does not require correction or reperformance.

(c) If the contractor is required to correct or reperform, it shall be at no cost to the Government, and any services corrected or reperformed by the contractor shall be subject to this clause to the same extent as work initially performed. If the contractor fails or refuses to correct or reperform, the ACO may, by contract or otherwise, correct or replace with similar services and charge to the contractor the cost occasioned to the Government thereby, or make an equitable adjustment in the contract price.

(d) If the Government does not require correction or reperformance, the ACO shall make an equitable adjustment in the contract price.

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

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

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

The contractor agrees that the Administrator of General Services or any duly authorized representatives shall, until the expiration of three (3) years after final payment under this contract, or of the time periods for the particular records specified in Subpart 4.7 of the FAR (48 Code of Federal Regulations (CFR) 4.7), whichever expires earlier, have access to and the right to examine any books, documents, papers, and records of the contractor involving transactions related to this contract or compliance with any clauses thereunder. The contractor further agrees to include in all its subcontracts hereunder a provision to the effect that the subcontractor agrees that the Administrator of General Services or any authorized representatives shall, until the expiration of three (3) years after final payment under the subcontract, or of the time periods for the particular records specified in Subpart 4.7 of the

FAR (48 CFR 4.7), whichever expires earlier, have access to and the right to examine any books, documents, papers, and records of such subcontractor involving transactions related to the subcontract or compliance with any clauses thereunder. The term "subcontract" as used in this clause excludes purchase orders not exceeding $10,000 and subcontracts or purchase orders for public utility services at rates established for uniform applicability to the general public.

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

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

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

(a) The use in this solicitation of any FAR (48 Chapter 1) clause with an authorized deviation or variation is indicated by the addition of "(DEVIATION)" or "(VARIATION)" after the date of the clause, if the clause is not published in the General Services Administration Acquisition Regulation (GSAR) (48 CFR Chapter 5). The use in this solicitation of any FAR clause with an authorized deviation or variation that is published in the GSAR is indicated by the addition of "(DEVIATION FAR clause no.)" after the date of the clause.

(b) The use in this solicitation of any GSAR clause with an authorized deviation or variation is indicated by the addition of "(DEVIATION)" or "(VARIATION)" after the date of the clause.

(c) Changes in wording of clauses that are prescribed for use on a "substantially the same as" basis are not considered deviations. Therefore, when such clauses are not worded exactly the same as the FAR or the GSAR clause, they are identified by the word "(VARIATION)."

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

(a) The Government may extend the term of this contract by written notice to the contractor as provided for in Section H.1, Term of Contract, provided that the Government will give the contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises the option, the extended contract shall be considered to include this option provision.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 96 months.

I.14 552.228-75 Workmen's Compensation Laws (APR 1984)

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

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Section J

List of Attachments

J.1 Geographical Coverage

This section defines the geographic boundaries for the Cleveland MAA RFP. The boundaries are defined in terms of county and city boundaries. In addition, for pricing purposes, the boundaries are also defined by the associated NPANXXs. The Government, at its option, may expand the geographic coverage beyond the initial coverage area as defined in this section. The impact of any expansion will be negotiated with the contractor on a case-by-case basis.

J.1.1 Cleveland MAA Geographical Boundaries

The Cleveland MAA originating and terminating service area includes Cuyahoga county.

J.1.2 Cleveland MAA NPANXXs

The NPANXXs that currently define the coverage for the Cleveland MAA service area are identified in Table J.1.2-1.

Local service shall be available between any pair of NPANXXs within a single location type[1]. The contractor shall support all NPANXXs that currently define coverage for the Cleveland MAA service area.

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[1] For the Cleveland MAA, traffic can terminate and originate between any pair of NPANXXs within the geographical boundary. The column indicating terminate only traffic has been deleted from this table.

Table J.1.2-1. Cleveland MAA NPANXX List

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NPANXX	LOCATION	STATE
216221	CLEVELAND	OH
216222	CLEVELAND	OH
216226	CLEVELAND	OH
216227	CLEVELAND	OH
216228	CLEVELAND	OH
216229	CLEVELAND	OH
216231	CLEVELAND	OH
216241	CLEVELAND	OH
216249	CLEVELAND	OH
216251	CLEVELAND	OH
216252	CLEVELAND	OH
216261	CLEVELAND	OH
216263	CLEVELAND	OH
216265	CLEVELAND	OH
216266	CLEVELAND	OH
216267	CLEVELAND	OH
216268	CLEVELAND	OH
216271	CLEVELAND	OH
216274	CLEVELAND	OH
216281	CLEVELAND	OH
216283	CLEVELAND	OH
216291	CLEVELAND	OH
216292	PEPPERPIKE	OH
216295	CLEVELAND	OH
216297	CLEVELAND	OH
216321	CLEVELAND	OH
216328	INDEPNDNCE	OH
216332	MAPLE HTS	OH
216334	CLEVELAND	OH
216335	CLEVELAND	OH
216341	CLEVELAND	OH
216344	CLEVELAND	OH
216348	CLEVELAND	OH
216351	CLEVELAND	OH
216360	PEPPERPIKE	OH
216361	CLEVELAND	OH
216362	CLEVELAND	OH

NPANXX	LOCATION	STATE
216363	CLEVELAND	OH
216368	CLEVELAND	OH
216371	CLEVELAND	OH
216378	PEPPERPIKE	OH
216381	CLEVELAND	OH
216382	CLEVELAND	OH
216383	CLEVELAND	OH
216391	CLEVELAND	OH
216394	CLEVELAND	OH
216397	CLEVELAND	OH
216398	CLEVELAND	OH
216404	CLEVELAND	OH
216420	CLEVELAND	OH
216421	CLEVELAND	OH
216426	CLEVELAND	OH
216429	CLEVELAND	OH
216431	CLEVELAND	OH
216432	CLEVELAND	OH
216433	CLEVELAND	OH
216436	CLEVELAND	OH
216441	CLEVELAND	OH
216443	CLEVELAND	OH
216444	CLEVELAND	OH
216445	CLEVELAND	OH
216447	INDEPNDNCE	OH
216451	CLEVELAND	OH
216459	CLEVELAND	OH
216464	PEPPERPIKE	OH
216475	MAPLE HTS	OH
216476	CLEVELAND	OH
216479	CLEVELAND	OH
216481	CLEVELAND	OH
216485	CLEVELAND	OH
216486	CLEVELAND	OH
216488	PEPPERPIKE	OH
216491	CLEVELAND	OH
216514	PEPPERPIKE	OH

Table J.1.2-1. Cleveland MAA NPANXX List

NPANXX	LOCATION	STATE
216515	CLEVELAND	OH
216518	MAPLE HTS	OH
216520	INDEPNDNCE	OH
216521	CLEVELAND	OH
216522	CLEVELAND	OH
216523	CLEVELAND	OH
216524	INDEPNDNCE	OH
216529	CLEVELAND	OH
216531	CLEVELAND	OH
216541	CLEVELAND	OH
216545	PEPPERPIKE	OH
216556	CLEVELAND	OH
216561	CLEVELAND	OH
216566	CLEVELAND	OH
216573	INDEPNDNCE	OH
216574	CLEVELAND	OH
216575	CLEVELAND	OH
216578	CLEVELAND	OH
216579	CLEVELAND	OH
216581	MAPLE HTS	OH
216583	CLEVELAND	OH
216586	CLEVELAND	OH
216587	MAPLE HTS	OH
216589	CLEVELAND	OH
216590	PEPPERPIKE	OH
216591	PEPPERPIKE	OH
216592	CLEVELAND	OH
216595	PEPPERPIKE	OH
216615	CLEVELAND	OH
216621	CLEVELAND	OH
216622	CLEVELAND	OH
216623	CLEVELAND	OH
216624	CLEVELAND	OH
216631	CLEVELAND	OH
216634	CLEVELAND	OH
216641	CLEVELAND	OH
216642	INDEPNDNCE	OH
216643	INDEPNDNCE	OH
216651	CLEVELAND	OH

NPANXX	LOCATION	STATE
216661	CLEVELAND	OH
216662	MAPLE HTS	OH
216663	MAPLE HTS	OH
216664	CLEVELAND	OH
216671	CLEVELAND	OH
216676	CLEVELAND	OH
216681	CLEVELAND	OH
216687	CLEVELAND	OH
216688	CLEVELAND	OH
216689	CLEVELAND	OH
216690	PEPPERPIKE	OH
216691	CLEVELAND	OH
216692	CLEVELAND	OH
216694	CLEVELAND	OH
216696	CLEVELAND	OH
216698	CLEVELAND	OH
216707	CLEVELAND	OH
216721	CLEVELAND	OH
216736	CLEVELAND	OH
216737	CLEVELAND	OH
216738	CLEVELAND	OH
216739	CLEVELAND	OH
216741	CLEVELAND	OH
216749	CLEVELAND	OH
216751	CLEVELAND	OH
216752	CLEVELAND	OH
216754	CLEVELAND	OH
216761	CLEVELAND	OH
216765	PEPPERPIKE	OH
216766	PEPPERPIKE	OH
216767	CLEVELAND	OH
216771	CLEVELAND	OH
216772	CLEVELAND	OH
216778	CLEVELAND	OH
216781	CLEVELAND	OH
216787	CLEVELAND	OH
216791	CLEVELAND	OH
216795	CLEVELAND	OH
216802	CLEVELAND	OH

Table J.1.2-1. Cleveland MAA NPANXX List

NPANXX	LOCATION	STATE
216813	CLEVELAND	OH
216822	CLEVELAND	OH
216828	CLEVELAND	OH
216830	CLEVELAND	OH
216831	PEPPERPIKE	OH
216844	CLEVELAND	OH
216851	CLEVELAND	OH
216861	CLEVELAND	OH
216875	CLEVELAND	OH
216881	CLEVELAND	OH
216883	CLEVELAND	OH
216889	CLEVELAND	OH
216896	PEPPERPIKE	OH
216898	CLEVELAND	OH
216901	INDEPNDNCE	OH
216902	CLEVELAND	OH
216921	CLEVELAND	OH
216931	CLEVELAND	OH
216932	CLEVELAND	OH
216939	CLEVELAND	OH
216941	CLEVELAND	OH
216957	CLEVELAND	OH
216961	CLEVELAND	OH
216977	CLEVELAND	OH
216983	CLEVELAND	OH
216987	CLEVELAND	OH
216991	CLEVELAND	OH
216999	CLEVELAND	OH
440230	NOROYALTO N	OH
440232	BEDFORD	OH
440234	BEREA	OH
440235	OLMSTEDFLS	OH
440237	NOROYALTO N	OH
440238	STRONGSVL	OH
440239	BEREA	OH
440243	BEREA	OH
440247	CHAGRINFLS	OH

NPANXX	LOCATION	STATE
440248	SOLON	OH
440250	WESTLAKE	OH
440331	CLEVELAND	OH
440333	CLEVELAND	OH
440349	SOLON	OH
440356	CLEVELAND	OH
440395	HILLCREST	OH
440427	OLMSTEDFLS	OH
440439	BEDFORD	OH
440442	LYNDHURST	OH
440446	LYNDHURST	OH
440449	LYNDHURST	OH
440456	HILLCREST	OH
440460	LYNDHURST	OH
440461	LYNDHURST	OH
440473	LYNDHURST	OH
440483	LYNDHURST	OH
440498	SOLON	OH
440519	SOLON	OH
440526	BRECKSVL	OH
440542	SOLON	OH
440546	BRECKSVL	OH
440572	STRONGSVL	OH
440582	NOROYALTO N	OH
440603	LYNDHURST	OH
440604	LYNDHURST	OH
440605	LYNDHURST	OH
440646	LYNDHURST	OH
440684	LYNDHURST	OH
440686	WESTLAKE	OH
440716	WESTLAKE	OH
440717	BRECKSVL	OH
440720	LYNDHURST	OH
440734	WESTLAKE	OH
440735	BEDFORD	OH
440746	BRECKSVL	OH
440777	WESTLAKE	OH
440779	WESTLAKE	OH

Table J.1.2-1. Cleveland MAA NPANXX List

NPANXX	LOCATION	STATE
440786	BEDFORD	OH
440808	WESTLAKE	OH
440816	BEREA	OH
440826	BEREA	OH
440835	WESTLAKE	OH
440836	SOLON	OH
440838	BRECKSVL	OH
440842	PARMA	OH
440843	PARMA	OH
440845	PARMA	OH
440846	STRONGSVL	OH
440868	LYNDHURST	OH
440871	WESTLAKE	OH
440877	NOROYALTON	OH

NPANXX	LOCATION	STATE
440878	STRONGSVL	OH
440884	PARMA	OH
440885	PARMA	OH
440886	PARMA	OH
440887	PARMA	OH
440888	PARMA	OH
440891	BEREA	OH
440892	WESTLAKE	OH
440893	CHAGRINFLS	OH
440895	CLEVELAND	OH
440899	WESTLAKE	OH
440962	WESTLAKE	OH
440979	WESTLAKE	OH

J.2 Requirements

This section contains descriptions of the existing General Services Administration (GSA) requirements in the Cleveland MAA service area and provides price evaluation quantities for the purposes of supporting evaluation of the Cleveland MAA proposals. The quantities and locations presented in this section are not intended to represent definite service quantities to be acquired. The data are intended to represent an estimate of the possible requirements for the Cleveland MAA acquisition. The data provided in this section is the best available information at the time of this solicitation. The service requirements are described to provide all offerors the same level of understanding of existing and potential usage in the Cleveland MAA service area.

The remainder of this section is organized as follows:

(a) Section J.2.1 summarizes the engineering data

(b) Section J.2.2 describes the detailed engineering data (i.e., existing traffic and systems currently used to provide local telecommunications service to GSA customers in the metropolitan area)

(c) Section J.2.3 is a summary of the detailed price evaluation quantities and includes the GSA point of contact for on-premises existing wiring and the known historical building sites for the Cleveland MAA.

(d) Section J.2.4 describes the detailed price evaluation quantities (i.e., the usage quantities that will be priced and evaluated as described in Section M)

The detailed engineering data and detailed price evaluation quantities are available in electronic form from GSA's MAA Web site.

J.2.1 Engineering Data Summary

This section summarizes the detailed engineering data described in Section J.2.2. Tables J.2.2-1, J.2.2-2, and J.2.2-3 identify probable service requirements to be transitioned under the Cleveland MAA contract. This information shall be the basis of the Cleveland MAA Transition Plan required in Section C.4.1.4.

112 **Table J.2.1-1. CSS Line Summary**

City	ST	Number of Telephone Sets
Berea	OH	3
Broadview Hts	OH	9
Cleveland	OH	4,832
Euclid	OH	4
Highland Heights	OH	6
Independence	OH	12
Middleburg Hts	OH	19
Parma	OH	4
Strongsville	OH	2

113 **Table J.2.1-2. DTS Local Circuit Summary**

Orig City	Orig State	Term City	Term State	Circuits
Cleveland	OH	Cleveland	OH	3
Cleveland	OH	Independence	OH	3
Cleveland	OH	Westlake	OH	1
Westlake	OH	Cleveland	OH	1

114 **Table J.2.1-3. DTS IXC Access Circuit Summary**

City	ST	Circuits	Monthly IXC Voice Minutes
Berea	OH	1	0
Brdview Heights	OH	1	0
Brecksville	OH	3	244,263
Brookpark	OH	1	0
Cleveland	OH	174	5,921,682
Euclid	OH	2	0
Independence	OH	3	136,822
Lakewood	OH	4	0
Middleburg Heights	OH	7	41,867
North Olmsted	OH	1	32,401
Parma Heights	OH	1	0
Strongsville	OH	1	0
Westlake	OH	1	0

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In addition to the locations identified in the engineering data (Section J.2.2) other locations may be included as part of the MAA contract in the future. Other potential sites are identified in Table J.2-1-4. However, the Government is not committed to include any potential sites or sites identified in the engineering data on any service order resulting from this contract.

Table J.2-1-4. Potential Cleveland MAA Sites

Agency	Address
U.S. Coast Guard	1240 East 9th Street 1055 East Street 13920 West Parkway RoadFederal Annex Building Cleveland Annex Building
FBI	1240 East 9th Street
U.S. Navy Recruiting	55 Erieview Plaza 11586 Eculid Avenue 15608 Detroit Avenue 2 Berea Commons 20540 Southgate Boulevard 24674 Euclid Avenue 4729 Great Northern Boulevard 6287 Pearl Road 7123 Pearl Road
U.S. Customs Service	6747 Engle Road
NASA GRC	21000 Brook Park Road
DCMC	555 East 88th Street 18451 Euclid Avenue
VA Medical Center	10701 East Boulevard 1000 Brecksville Road

J.2.2 Engineering Data

This section describes the detailed engineering data for the local telecommunications services currently used by GSA customers in the metropolitan area. The engineering data is contained in the file circuits.exe available on the MAA Web site. The following tables describe the format and content of the engineering data.

The engineering data describes the architecture supporting approximately 4,900 users [including approximately 50 GSA Designated Representatives (GDRs) and Agency Designated Representatives (ADRs)] at 52 sites. These users and locations constitute the training requirements for the Cleveland MAA RFP.

Table J.2.2-1 describes the format of the Circuit Switched Service (CSS) data. For each location (i.e., street address, city, state), central office NPANXX, type of service, system

type, and the number of telephone sets are identified.

Table J.2.2-1. CSS Data Column Headers

Street Address	City	State	NPANXX	Service Type	System Type	Number of Telephone Sets

Table J.2.2-2 describes the format of the Dedicated Transmission Service (DTS) local circuit count data. The addresses and the central office NPANXX of each end location, the service type and the number of circuits are provided.

Table J.2.2-2. DTS Local Circuit Count Column Headings

From Address				To Address					
Street	City	State	NPANXX	Street	City	State	NPANXX	Service Type	Number of Circuits

Table J.2.2-3 describes the format of the DTS IXC access circuit count data. For each IXC access location, the central office NPANXX, service type, quantity, and unit type are identified.

Table J.2.2-3. DTS IXC Access Circuit Count Column Headings

Street Address	City	State	NPANXX	Service Type	Quantity	Units

J.2.3 Summary of Price Evaluation Quantities

Evaluation quantities are provided for each price table as defined in Section B. These reflect estimated representative quantities over the 8-year maximum life of the contract. These quantities are based on current requirements and incorporate possible changes that might occur over that period. These changes include anticipated growth in users' participation using the approved MAA rates, growth in some services, and declining requirements in other services. Changes in volume are not meant to predict future requirements, but rather to provide the broadest possible evaluation of each offeror's price tables. The price evaluation quantities are provided in detail as described in Section J.2.3, and are summarized below.

Table J.2.3-1. CSS Local Loop Summary

Services	Estimated Lines by Contract Year							
	1	2	3	4	5	6	7	8
Analog Business Line	65	72	79	87	95	105	115	127
Digital ISDN BRI Business Line	29	35	42	50	60	72	87	104
Analog Off-premises Switch-based Voice Service Line	2,942	3,236	3,560	3,916	4,307	4,738	5,212	5,733
Digital ISDN BRI Business Off-premises Switch-based Voice Service Line	743	892	1,070	1,284	1,541	1,849	2,219	2,662
Analog Key System Access Line	161	177	195	214	236	259	285	314
Digital ISDN BRI Key System Access Line	52	62	75	90	108	129	155	186
Analog PBX System Access Line	92	101	111	122	135	148	163	179
Digital ISDN PRI PBX System Access Line	19	23	27	33	39	47	57	68

159 **Table J.2.3-2. CSS Usage Summary**

Services	Total Minutes by Contract Year							
	1	2	3	4	5	6	7	8
Switched Analog Off-Net Termination	998,200	1,098,020	1,207,822	1,328,604	1,461,465	1,607,611	1,768,372	1,945,209
Switched DS0 (56/64 kb/s) On-Net Termination	39,928	43,921	48,313	53,144	58,459	64,304	70,735	77,808
Switched DS0 (56/64 kb/s) Off-Net Termination	9,982	10,980	12,078	13,286	14,615	16,076	17,684	19,452

160 **Table J.2.3-3. DTS Local Interoffice Channel Summary**

Services	Estimated Circuits by Contract Year							
	1	2	3	4	5	6	7	8
Analog	3	2	2	2	2	2	2	2
Subrate DS0 @ 4.8 kb/s	1	1	1	1	1	1	1	1
Subrate DS0 @ 9.6 kb/s	1	1	1	1	1	1	1	1
Subrate DS0 @ 19.2 kb/s	1	1	1	1	1	1	1	1
DS0	4	8	8	8	8	8	8	8
T1	1	3	3	3	3	3	3	3

161 **Table J.2.3-4. DTS IXC Access Channel Summary**

Services	Estimated Channels by Contract Year							
	1	2	3	4	5	6	7	8
Analog	27	26	26	26	26	26	26	26
Subrate DS0 @ 4.8 kb/s	1	1	1	1	1	1	1	1
Subrate DS0 @ 9.6 kb/s	9	8	7	6	6	6	6	6
Subrate DS0 @ 19.2 kb/s	1	1	1	1	1	1	1	1
DS0	23	44	44	44	44	44	44	44
T1	105	122	124	126	128	131	134	138

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163 ### J.2.3.4 Cleveland On-Premises Wiring Point of Contact

164 The Government points of contact for on-premises wiring for the Cleveland MAA will be
165 Barbara Graham, GSA, at (216) 522-4218 and Irene Hall, GSA, at (216) 522-4008.

166 ### J.2.3.5 Cleveland MAA Historical Building Sites

The following historical building site has been identified for the Cleveland MAA:

(a) 201 Superior Avenue, Cleveland, OH

J.2.4 Detailed Price Evaluation Quantities

This section describes the estimated Government evaluation quantities that will be used to evaluate each offeror's price proposal. The price evaluation quantity estimates provided do not imply any intent to define or restrict future purchases. They are instead intended to provide a fair and unbiased basis for evaluation of offeror price proposals. The service quantities represent federal agency local telecommunications requirements over the 8-year maximum life of the contract.

The price evaluation quantities describes a set of telecommunications service requirements for an average month for each contract year that are to be priced under each offeror's price tables. The price evaluation quantities are described at levels that may exist during the contract term. Each set of quantities shall be priced and evaluated as described in Section M.

J.2.4.1 Workbooks

The MAA Web site includes eight Microsoft Excel 97 for Windows workbooks that contain the estimated Government quantities for each of the eight contract years. There is a workbook for each contract year. Workbooks are named QuantX.xls where the letter "X" indicates the applicable contract year (1-8). All workbooks are compressed into a self-extracting file. Move the file to a desired directory and execute to extract the .xls files.

J.2.4.2 Price Evaluation Quantities Workbook Format

The formats of the eight workbooks are identical. Each workbook contains worksheets containing the price evaluation quantities estimates as follows:

(a) Proposal Identification (ID)
(b) CSS Local Loop (CLL)
(c) CSS Local Usage (CLU)
(d) DTS Local Loop (DLL)
(e) DTS Local Interoffice Channel (DLIO)
(f) DTS IXC Access (DIXC)
(g) Features (FEAT)
(h) Additional Local Loop (ADDLL)
(i) Move and Reconfiguration Charges (M&R)
(j) Other Charges (OTHER)

(k) CSS Local Loop Totals(CLLtots)

(l) DTS Local Loop Totals (DLLtots)

Each worksheet name is identified by the acronyms in the above list. The format of each worksheet is described in the following tables.

Table J.2.4.2-1 Proposal Identification (ID)

City	
RFP Release Number (Quantities Set)	

Table J.2.4.2-2. CSS Local Loop Evaluation Quantities Column Headings (CLL)

Local Loop NPANXX	CSS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Line Charges per Month

Table J.2.4.2-3. CSS Usage Evaluation Quantities Column Headings (CLU)

CSS Orig NPANXX	CSS Term NPANXX	CSS Local Usage Type ID No	Average Number of NBD Initial Minutes per Month	Average Number of NBD Additional Minutes per Month	Average Number of ONBD Initial Minutes per Month	Average Number of ONBD Additional Minutes per Month

Table J.2.4.2-4. DTS Local Loop Evaluation Quantities Column Headings (DLL)

Local Loop NPANXX	DTS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Loop Charges per Month

Table J.2.4.2-5. DTS Local Interoffice Channel Evaluation Quantities Column Headings (DLIO)

DTS Type ID No	Average Number of Interoffice Channels per Month	Average Number of Additional Miles per Month

Table J.2.4.2-6. DTS IXC Access Evaluation Quantities Column Headings (DIXC)

DTS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of IXC POP Terminations per Month	Average Number of Additional Miles per Month

Table J.2.4.2-7. CSS Features Evaluation Quantities Column Headings (FEAT)

Feature	Id#	Charging Mechanism	Charging Unit	001A Number of SICs at Service Initiation per Month	001C Number of SICs at Service Initiation per Month	001D Number of SICs at Service Initiation per Month	001E Number of SICs at Service Initiation per Month

001F Number of SICs at Service Initiation per Month	001G Number of SICs at Service Initiation per Month	001H Number of SICs at Service Initiation per Month	001I Number of SICs at Service Initiation per Month	001A Number of SICs after Service Initiation per Month	001C Number of SICs after Service Initiation per Month	001D Number of SICs after Service Initiation per Month

001E Number of SICs after Service Initiation per Month	001F Number of SICs after Service Initiation per Month	001G Number of SICs after Service Initiation per Month	001H Number of SICs after Service Initiation per Month	001I Number of SICs after Service Initiation per Month	001A Number of Usage Charges per Month	001C Number of Usage Charges per Month

001D Number of Usage Charges per Month	001E Number of Usage Charges per Month	001F Number of Usage Charges per Month	001G Number of Usage Charges per Month	001H Number of Usage Charges per Month	001I Number of Usage Charges per Month

Table J.2.4.2-8. Additional Local Loop Evaluation Quantities Column Headings (ADDLL)

SDP Location ID	Service Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Connections per Month

Table J.2.4.2-9. Move and Reconfiguration Evaluation Quantities Column Headings (M&R)

Charge Type	Item Number	Charging Unit	Average Number of Charges per Month

Table J.2.4.2-10. Other Charges Evaluation Quantities Column Headings (OTHER)

Charge Type	Item Number	Charging Unit	Average Number of Charges per Month

234 **Table J.2.4.2-11. CSS Local Loop Totals Column Headings (CLLtots)**

Local Loop NPANXX	CSS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Line Charges per Month
	001A Total			
	001C Total			
	001D Total			
	001E Total			
	001F Total			
	001G Total			
	001H Total			
	001I Total			
	Grand Total			

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236 **Table J.2.4.2-12. DTS Local Loop Totals Column Headings (DLLtots)**

Local Loop NPANXX	DTS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Loop Charges per Month
	002A Total			
	002B Total			
	002C Total			
	002D Total			
	002E Total			
	002F Total			
	Grand Total			

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J.3 Development of FTS Program Guiding Principles

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

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

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

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

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

J.3.2 Forbearance Period

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

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

Federal Telecommunications Service Program
Statement of Principles
Page 1 of 2

FTS Program Goals

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

Program Strategy

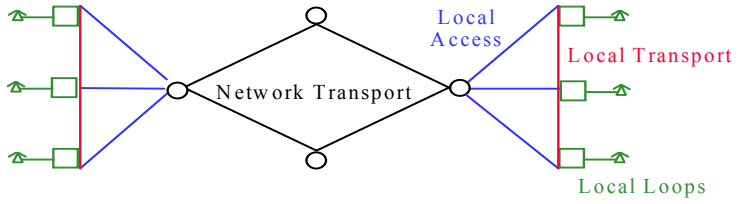
In general, the Government's goals will be met by:

- 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

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272 **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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274 Note: Principle 12 above was deleted and replaced by a new Principle 12 in the document
275 released on April 4, 1997 (Table J.3.1-2).

276

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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278 **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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280 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. *Note*: 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, casing 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	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). 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.
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	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. Alternatively, the station user may flash and dial an answer-hold code to hold the original call and answer the waiting code.
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. *Note*: 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:

- 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' collectives 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 60x60=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 CLTA 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 *Notes on the BOC Intra-CLTA Networks* (SR-2275).
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-CLTA telecommunications services.
Intermediate distribution frame (IDF)	A metal rack designed to connect cables, usually located in an equipment room or closet. Proves 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 (CLTA)	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 (CLN)	A data communications system that (a) lies within a limited spatial area, (b) has a specific user group, © has a specific topology, and (d) is not a public switched telecommunications network, but may be connected to 1. *Note 1:* CLNs are usually restricted to relatively small areas, such as rooms, building, ships, and aircraft. *Note 2:* An interconnection of CLNs within a limited geographical area, such as a military base, is commonly referred to as a campus area network. An interconnection of CLNs over a city-wide geographical area is commonly called a MAN. An interconnection of CLNs over large geographical areas is commonly called a WAN. *Note 3:* CLNs 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. *Note:* 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 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 inter-exchange carrier that is to be used with 1+ dialing.
Price	The charge for the associated price element.
Price element	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: (a) Year (Time dimension) (b) Price component for a Particular CLIN (Service dimension) (c) NPANXX Groups (Geographic dimension where applicable) Examples of a price element are: (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. *Note:* 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. *Note:* "*Isochronous*" and "*anisochronous*" are characteristics, while "*synchronous*" and "*asynchronous*" are relationships.
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. *Note:* 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.

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J.5 Small, Small Disadvantaged, And Women-Owned Small Business Subcontracting Plan Outline

GENERAL SERVICES ADMINISTRATION (GSA)
SMALL, SMALL DISADVANTAGED, AND WOMEN-OWNED SMALL BUSINESS
SUBCONTRACTING PCLN OUTLINE
(MODEL)

The following outline meets the minimum requirements of Section 8(d) and the Federal Acquisition Regulation (FAR) Subparts 19.7. It is intended to be used as a guideline. It is not intended to replace any existing corporate plan which may be more extensive. If assistance is needed to locate small business sources, contact (name of organization and phone number).

Identification Data: _____
Company Name: _____
Address: _____
Date Prepared:_____ Solicitation Number:_____
Item/Service:_____

1. TYPE OF PCLN: (Check only 1).

[ ] INDIVIDUAL PCLN: *In this type of plan all elements are developed specifically for this contract and are applicable for the full term of this contract.*

[ ] MASTER PCLN: *In this type of plan, goals are developed for this contract; all other elements are standard. The master plan must be approved once every 3 years. Once incorporated into a contract with specific goals, it is valid for the life of the contract.*

[ ] COMMERCIAL PRODUCTS PCLN: *This type of plan is used when the contractor sells large quantities of off-the-shelf commodities to many Government agencies. Plans/goals are negotiated with the initial agency on a company-wide basis rather than for individual contracts. The plan is effective only during year approved. The contractor must provide a copy of the initial agency approval, AND MUST SUBMIT AN ANNUAL SF 295 TO WITH A BREAKOUT OF SUBCONTRACTING PRORATED FOR*

2. GOALS: *State separate dollar and percentage goals for small business, small disadvantaged business, and women-owned small business in the following format.*

A. Estimated dollar value of all planned subcontracting, i.e., to all types of business

concerns under this contract is:

ESTIMATED DOLCLR VALUE OF ALL PCLNNED SUBCONTRACTNG				
BASE	1ST OPTION	2ND OPTION	3RD OPTION	4TH OPTION
$	$	$	$	$

B. Estimated dollar value and percentage of planned subcontracting with large businesses (all business concerns classified as other than small) is:

SUBCONTRACTING TO CLRGE BUSINESS CONCERNS				
BASE	1ST OPTION	2ND OPTION	3RD OPTION	4TH OPTION
$	$	$	$	$
%	%	%	%	%

C. Estimated dollar value and percentage of planned subcontracting to small business concerns is:

(Include Small Disadvantaged and Women-owned Small Business)

SUBCONTRACTING TO SMALL BUSINESS CONCERNS				
BASE	1ST OPTION	2ND OPTION	3RD OPTION	4TH OPTION
$	$	$	$	$
%	%	%	%	%

D. Estimated dollar value and percentage of planned subcontracting to small disadvantaged business concerns is:

SUBCONTRACTING TO SMALL DISADVANTAGED BUSINESS CONCERNS				
BASE	1ST OPTION	2ND OPTION	3RD OPTION	4TH OPTION
$	$	$	$	$
%	%	%	%	%

E. Estimated dollar value and percentage of planned subcontracting to women-owned small business concerns is:

SUBCONTRACTING TO WOMEN-OWNED SMALL BUSINESS CONCERNS				
BASE	1ST OPTION	2ND OPTION	3RD OPTION	4TH OPTION
$	$	$	$	$
%	%	%	%	%

F. Products and/or services to be subcontracted under this contract, and the types of businesses supplying them, are:

(Check all that apply).

BUSINESS CATEGORY OR SIZE					
PRODUCT SERVICE	STANDARD INDUS. CODE (SIC)	CLRGE	SMALL BUS.	SDB	WOSB

(Attach additional sheets if necessary.)

F.1 Explain the methods used to develop the subcontracting goals for small, small disadvantaged, and women-owned small business concerns.

F.2 Explain how the product and service areas to be subcontracted were established, how the areas to be subcontracted to small, small disadvantaged and women-owned small businesses were determined.

F.3 How the capabilities of small, small disadvantaged and women-owned small

businesses were determined.

F.4 Identify all source lists used in the determination process.

_____
_____
_____
_____
_____
_____
_____

G. Indirect and overhead costs _ HAVE BEEN or _ HAVE NOT BEEN included in the dollar and percentage subcontracting goals stated above. (Check 1.)

H. If indirect and overhead costs HAVE BEEN included, explain the method used to determine the proportionate share of such costs to be allocated as subcontracts to small, small disadvantaged and women-owned business concerns.

_____
_____
_____
_____

3. PROGRAM ADMINISTRATOR:

*FAR 19.*704(a)(2) requires *information about* the *company* employee *who will* administer the *subcontracting program. Please provide* the name, title, *address, phone number, position within* the *corporate* structure and the duties *of* that employee.

Name: _____
Title: _____
Address: _____
Telephone: _____
Position: _____

Duties: The Program Administrator shall have general overall responsibility for the Contractors subcontracting program, i.e., developing, preparing, and executing individual subcontracting plans and monitoring performance relative to this particular plan. These duties included but are not limited to, the following activities.

A. Developing and promoting company/division policy statements that demonstrate the company's/division's support for awarding contracts and subcontracts to small, small disadvantaged, and women-owned small business concerns.

B. Developing and maintaining bidders' lists of small, small disadvantaged, and women-owned small business concerns from all possible sources.

C. Ensuring periodic rotation of potential subcontractors on bidders' lists.

D. Assuring that small, small disadvantaged, and women-owned small businesses are included on the bidders' list for every subcontract solicitation for products and services they are capable of providing.

E. Ensuring that subcontract procurement "packages" are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

F. Reviewing subcontract solicitations to remove statements, clauses, etc., which might tend to restrict or prohibit small, small disadvantaged, and women-owned small business participation.

G. Ensuring that the subcontract bid proposal review board documents its reasons for not selecting any low bids submitted by small, small disadvantaged, and women-owned small business concerns.

H. Overseeing the establishment and maintenance of contract and subcontract award records.

I. Attending or arranging for the attendance of company counselors at Business Opportunity Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.

J. Directly or indirectly counseling small, small disadvantaged and women-owned small business concerns on subcontracting opportunities and how to prepare bids to the company.

K. Providing notice to subcontractors concerning penalties for misrepresentations of business status as small, small disadvantaged, or women-owned small business for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the contractor's subcontracting plan.

L. Conducting or arranging training for purchasing personnel regarding the intent and impact of Section 8(d) of the Small Business Act on purchasing procedures.

M. Developing and maintaining an incentive program for buyers which supports the subcontracting program.

N. Monitoring the company's performance and making any adjustments necessary to achieve the subcontract plan goals.

O. Preparing and submitting timely reports.

P. Coordinating the company's activities during compliance reviews by Federal agencies.

405 4. EQUITABLE OPPORTUNITY

406 *FAR 19.704(a)(3) requires a description of the efforts the contractor will make to ensure*
407 *that small, small disadvantaged, and women-owned small business concerns will have an*
408 *equitable opportunity to compete for subcontracts. These efforts include, but are not limited*
409 *to, the following activities:*

410 A. Outreach efforts to obtain sources:

411 ___Contacting minority and small business trade associations

412 ___Contacting business development organizations

413 ___Requesting sources from the Small Business Administration's Procurement
414 Automated Source System(PASS)

415 ___Attending small, minority, and women-owned business procurement conferences and
416 trade fair

417 B. Internal efforts to guide and encourage purchasing personnel:

418 ___Presenting workshops, seminars and training programs

419 __Establishing, maintaining and using small, small disadvantaged and women-owned
420 business source lists, guides and other data for soliciting subcontracts

421 ___Monitoring activities to evaluate compliance with the subcontracting plan

422 C. Additional efforts: (Please describe.)

423 _____

424 _____

425 _____

5. CLAUSE INCLUSION AND FLOW DOWN

FAR 19.704(a)(4) requires that your company include FAR 52.2198, "Utilization of Small, Small Disadvantaged, Women-owned Small Business Concerns", in all subcontracts that offer further subcontracting opportunities. Your company must require all subcontractors, except small business concerns, that receive subcontracts in excess of $500,000 ($1,000,000 for construction) to adopt and comply with a plan similar to the plan required by FAR 52.219-9, "Small, Small Disadvantaged, and Women-Owned Small Business and Business Subcontracting Plan."

Your company agrees that the clause will be included and that the plans will be reviewed against the minimum requirements for such plans. The acceptability of percentage goals for small, small disadvantaged, and women-owned small business concerns must be determined on a case-by-case basis depending on the supplies and services involved, the availability of potential small, small disadvantaged, and women-owned small business subcontractors and prior experience. Once the plans are negotiated, approved, and implemented, the plans must be monitored through the submission of periodic reports, including Standard Form (SF) 294 and SF 295 reports.

In accordance with policy letters published by the Office of Federal Procurement Policy, such assurance shall describe the offer's procedures for the review, approval and monitoring for compliance with such subcontracting plans.

6. REPORTING AND COOPERATION

FAR 19.704(a)(5) requires that your company (1) cooperate in any studies or surveys as may be *required, (2) submit periodic reports which show compliance with the subcontracting plan; (3) submit Standard Form (SF) 294, "Subcontracting Reports for Individual Contracts," and SF 295, "Summary Subcontract*

Report," in accordance with the instructions on the forms; and (4) ensure that subcontractors agree to submit SF 294 and SF 295.

Both the Director, Office of Small and Disadvantaged Business Utilization and the Small Business Specialist must receive *the report(s) within 30 days after the close of each calendar period. That is:*

Calendar Period	Report Due	Date Due	Send Report To
10/01-03/31	SF 294	04/30	Contracting Officer/Small Business Technical Advisor
04/01- 09/30	SF 294	10/30	Contracting Officer/Small Business Technical Advisor
10/01-09/30	SF 295	10/30	Director, Office of Small and Disadvantaged Utilization (OSDBU)

*SF 295 Shall also be submitted to the SBA Commercial Market Representative

*Small Business Technical Advisor's address is: (To Be Completed by Contracting Officer)	*Director, Office of Small and disadvantaged Business Utilization is: (To be completed by Contracting Officer)

7. RECORDKEEPING

FAR 19.704(a)(6) require a list of the types of records your company will maintain to demonstrate the procedures adopted to comply with the requirements and goals in the subcontracting plan. These records will include, but not be limited to, the following:

A. Small, small disadvantaged, and women-owned small business concern source lists, guides, and other data identifying such vendors.

B. Organizations contacted for small, small disadvantaged, and women-owned small business sources.

C. On a contract-by-contract basis, records on all subcontract solicitations over $100,000 which indicate for each solicitation (1) whether small business concerns were solicited, and if not, why not; (2) whether small disadvantaged business concerns were solicited, and if not, why not; (3) whether women-owned small business concerns were solicited, and if not, why

not; and (4) reasons for the failure of solicited small, small disadvantaged, and women-owned small business concerns to receive the subcontract award.

D. Records to support other outreach efforts, e.g., contacts with minority and small business trade associations, attendance at small, minority, and women-owned small business procurement conference and trade fairs.

E. Records to support internal activities to (1) guide and encourage purchasing personnel, e.g., workshops, seminars, training programs, incentive awards; and (2) monitor activities to evaluate compliance.

F. On a contract-by-contract basis, records to support subcontract award data including the name, address and business size of each subcontractor. (This item is not required for company or division-wide commercial product plans).

G. Other records to support your compliance with the subcontracting plan: (Please describe)

_____

_____

_____

_____

8. TIMELY PAYMENTS TO SUBCONTRACTORS

FAR 19.702 requires your company to establish and use *procedures to ensure the timely payment of amounts due pursuant to the terms of your subcontracts with small, small disadvantaged, and women-owned small business concerns.*

Your company has established and uses such procedures:

9. DESCRIPTION OF GOOD FAITH EFFORT

Maximum practicable utilization of small, small disadvantaged, and women-owned small business concerns as subcontractors in Government contracts is a matter of national interest with both social and economic benefits. When a contractor fails to make a good faith effort to comply with a subcontracting plan, these objectives are not achieved, and 15 U.S.C. 637(d)(4J(F) directs that liquidated damages shall be paid by the contractor.

In order to demonstrate your compliance with a good faith effort to achieve the small, small disadvantaged, and women-owned small business subcontracting goals, outline the steps your company plans to take. These steps will be negotiated with the contracting officer prior to approval of the plan.

_____

_____

_____

The contractor is advised that this subcontracting plan will be made a material part of the contract and that the submission of the SF294 and SF295 will be made a line item deliverable in the contract.

10. SIGNATURES REQUIRED

This subcontracting plan was SUBMITTED by:

_____

Signature:

_____

Typed Name:

_____

Title:

_____

Date:

This subcontracting plan was REVIEWED by:

_____

Signature:

_____

Title: Small Business Specialist:

_____

Typed Name:

_____

Date:

548 This subcontracting plan was REVIEWED by:
549
550 Signature:
551
552 Title: Small Business Administration Representative (PCR)
553
554 Typed Name:
555
556 Date:
557
558 This subcontracting plan was CONCURRED by:
559
560
561 Signature:
562
563 Title: Director, Office of Small and Disadvantaged Business Utilization:
564
565 Typed Name:
566
567 Date:
568
569
570 This subcontracting plan was ACCEPTED by:
571
572 Signature:
573
574 Title: Contracting Officer:
575
576 Typed Name:
577
578 Date:
579
580
581

J.6 Requirements Matrixes

Tables J.6-1a, J.6-1b, J.6-2a and J.6-2b comprise the Cleveland technical and management requirements checklists referred to in Section L.22, *Detailed Proposal Instructions*. These tables list all management and technical requirements provided in the Cleveland MAA RFP Sections B, C, G, and J.

For each technical and management requirement in Tables J.6.1a and J.6-2a, a narrative response is required. The last column in this table will be used by Government proposal evaluators to document whether or not the proposal is in compliance and whether any exceptions are noted.

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

Tables J.6-3a and J.6-3b comprise the Cleveland price requirements. For each requirement in Table J.6-3a, a narrative response is required. For each requirement in Table J.6-3b, offerors must stipulate compliance or conformance. Table J.6-3b must be signed by an authorized corporate officer indicating agreement and commitment to full compliance and contract performance.

Tables J.6-4 through J.6-7 are the Technical and Management, Price, and Business Proposal Conformance Checklists that will be used by the Government to evaluate offeror's conformance with the proposal instructions in Section L. Offerors shall complete the proposal reference section in each checklist.

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

#	RFP Section	Statement of Requirement	Proposal Reference	Comply
1.	B.2.2	The offeror shall address in its RFP proposal its intention to provide on-net calling between MAA contractor's networks and the projected time frame when this capability can be implemented (i.e., at award, or a period shortly after award).		
2.	C.4.1	The offeror shall describe the proposed technical approach for providing Cleveland MAA-specific services.		
3.	C.4.1	The offeror shall describe the proposed system architecture for the Cleveland MAA reflecting the engineering data provided with this solicitation: (f) The overall network architecture, including the types and capacity of the transmission and switching media, the transmission facility(ies) configuration, the type of equipment used in the network, and how the network will be used to fulfill Cleveland MAA service requirements. (g) The anticipated local loop configuration to the NID for each location defined in Section J.2.2 (e.g., service category, User to Network Interface, trunk size) in sufficient detail for the Government to determine that performance parameters are satisfied. (h) The facilities that will be part of the proposed MAA network to include identification of ownership (e.g., offeror owned, subcontractor owned).		

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Table J.6-1b. Cleveland Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
1.	C.2.1.6	The contractor shall continue to use the existing telephone numbers assigned to MAA stations when these stations are transitioned from existing Government networks/systems to the contractor's network.
2.	C.2.2.1.1.1 (a)	The contractor shall incorporate any changes in the NANP in both routing and automatic route selections (ARS) tables as necessary.
3.	C.2.2.1.1.1.2 (t-u)	For non-ISDN off-premises switch-based voice basic service, the contractor shall provide: (t) Reserved (u) Software Reconfiguration by Customer.
4.	C.2.2.1.1.1.5 (a-g)	In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capabilities for ISDN business line basic service: (a) Caller Identification (ID) (b) Data Call Setup (c) Data Hot Line (d) Data Line Privacy (e) Default Dialing (SDP 6 only) (f) Personalized Ringing (SDP 6 only) (g) Three-way Conference Calling.
5.	C.2.2.1.1.1.6 (a-ee)	In addition to the common basic capabilities specified in Section C.2.2.1.1.1 and C.2.2.1.1.2, the contractor shall provide the following capabilities for ISDN off-premises switch-based voice basic service: (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 (j) Call Transfer (k) Call Waiting (l) DID (m) 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 (as specified in Section C.2.2.1.1.1.2) (t) Software Reconfiguration by Customer (u) Caller ID

Table J.6-1b. Cleveland Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		(v) Customized Group Dialing Plan (w) Data Call Setup (x) Data Hot Line (y) Data Line Privacy (z) Default Dialing (SDP 6 only) (aa) Distinctive Ringing (SDP 6 only) (bb) Intercom Dial (cc) Multi-Appearance Preselection and Preference (SDP6) (dd) Multiple Appearance Directory Number (ee) Personalized Ringing (SDP 6 only).
6.	C.2.2.1.1.1.7 (a-c)	In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capabilities for ISDN access to existing key systems: (a) Line Hunting (b) Caller ID (c) Three-way Conference Calling.
7.	C.2.2.1.1.1.8 (a)	In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capability for ISDN access to existing PBX systems basic service: (a) Caller ID.
8.	C.2.2.1.1.2 (f-i)	For all non-ISDN and ISDN business lines, off-premises switch-based voice service, access to existing key systems, and access to existing PBX systems, the contractor shall provide the following features: (f) Call Return (e.g., *69) (g) Call Screen (h) Foreign Exchange Service (i) Number Portability. The contractor shall retain all existing telephone line numbers at a Government location.
9.	C.2.2.1.1.2 (e) (8) (e) (10)	For all business lines and off-premises switch-based voice service, the contractor shall provide voice mail with the following features: (8) For the Cleveland MAA RFP, the incoming message duration shall be increased to 120 seconds. (10) Provide, at a minimum, thirty minute storage capability for all incoming messages per individual voice mailbox.

Table J.6-1b. Cleveland Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
10.	C.2.2.1.1.2.1 (j-n)	For non-ISDN business line service, the contractor shall provide the following features: (j) Bridging Service (k) Call Trace (l) Customized Intercept and Recorded Announcement (m)Dual Service (n) Six-Way Conference Calling.
11.	C.2.2.1.1.2.2 (m-t)	For non-ISDN off-premises switch-based voice service, the contractor shall provide the following features: (m)Attendant Multi-Line Hunt Group (n) Blocking Dialed Carrier Identification Code (CIC) (o) Bridging Service (p) Call Forward Remote Access (q) Call Trace (r) Customized Intercept and Recorded Announcement (s) Directed Call Pickup (t) Six-Way Conference Calling.
12.	C.2.2.1.1.2.3 (c-e)	For non-ISDN access to existing key systems, the contractor shall provide the following features: (c) Blocking Dialed Carrier Identification Code (CIC) (d) Call Trace (e) E911-Centralized Automatic Message Accounting (CAMA) Trunk (TIA/EIA-689)
13.	C.2.2.1.1.2.4 (g-i)	For non-ISDN access to existing PBX systems, the contractor shall provide the following features: (g) Blocking Dialed Carrier Identification Code (CIC) (h) Call Trace (i) E911-CAMA Trunk (TIA/EIA-689).
14.	C.2.2.1.1.2.5 (a-l)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN business line service:: (a) Additional Directory Number, i.e., Service Profile Identifier and Directory (SPID (b) Authorization Codes (c) Billing Account Code –Verified (d) Billing Account Code – Unverified (e) Blocking Dialed Carrier Identification Code (CIC) (f) Bridging Service (g) Call Forwarding (h) Call Trace (e.g., *57) (i) Call Waiting (j) Customized Intercept and Recorded Announcement) (k) Six-way Conference Calling

Table J.6-1b. Cleveland Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		(l) Speed Calling.
15.	C.2.2.1.1.2.6 (a-o)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN off-premises switch-based voice service: (a) Additional Directory Number, i.e., SPID (b) Attendant Multi-Line Hunt Group (c) Authorization Codes (d) Billing Account Code –Verified (e) Billing Account Code – Unverified (f) Blocking Dialed Carrier Identification Code (CIC) (g) Bridging Service (h) Call Forward Remote Access (i) Call Restriction (j) Call Trace (e.g., *57) (k) Customized Intercept and Recorded Announcement (l) Directed Call Pickup (m) Distinctive Call Waiting Tones (n) Privacy (o) Six-way Conference Calling.
16.	C.2.2.1.1.2.7 (a-d)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN Access to Existing Key Systems: (a) Additional Directory Number, i.e., SPID (b) Authorization Codes (c) Blocking Dialed Carrier Identification Code (CIC) (d) Six-way Conference Calling.
17.	C.2.2.1.1.2.8 (a-h)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN Access to Existing PBX Systems: (a) Backup of ISDN PRI Shared D Channel Capability (b) Blocking Dialed Carrier Identification Code (CIC) (c) DID (d) DID/DOD Two Way (e) DOD (f) DID Number Block Assignment and Maintenance (g) Tie Trunk (h) Six-Way Conference Calling.
18.	C.4.1.2 E.2.1.1	The contractor shall submit a detailed, service-specific Cutover Test Plan, specifically tailored for Cleveland, to the COTR within 30 business days after notice to proceed.
19.	C.4.1.3 (j)	In addition to the requirements identified in the RQS, the Execution Plan shall include: (j) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks.

Table J.6-1b. Cleveland Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
20.	C.4.1.4 (a-f)	The Cleveland MAA Transition Plan shall include, but not be limited to, the following site specific information and activity descriptions: (a) The proposed and/or existing overall network architecture including the types and capacity of the transmission and switching media, the transmission facility(ies) configuration, the type of equipment used in the network and other required POPs which the contractor intends to use in providing the Cleveland service requirements (Maps, diagrams, data matrixes are acceptable formats) (b) Each proposed location (identified in Engineering Data, file circuits.EXE) to include: type and capacity of distribution facility proposed (e.g., cooper cable, fibercable , microwave); serving network switch/node and status of distribution facilities (e.g., owned versus leased, existing or proposed) (Maps, diagrams, data matrixes are acceptable formats) (c) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks (d) Number plan with an explanation of the dialing scheme, including access codes (e) Installation/service implementation schedule (f) Contingency activities to restore services.
21.	C.4.1.4	The transition of all initial Cleveland MAA locations shall be completed within nine months after notice to proceed.
22.	C.4.1.4	The contractor shall provide a Final Cleveland MAA Transition Plan within 45 business days after notice to proceed. .
23.	C.4.1.4	The Final Cleveland Transition Plan shall address the locations awarded to the contractor after completion of the fair consideration process for the initial Cleveland MAA locations.
24.	C.4.1.4	The Final Cleveland MAA Transition Plan shall contain all information required for an Execution Plan as specified in Section C.4.1.3.
25.	J.1.2	Local service shall be available between any pair of NPANXXs within a single location type.
26.	J.1.2	The contractor shall support all NPANXXs that currently define the coverage for the Cleveland MAA service area as identified in Table J.1.2-1.

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Table J.6-1b. Cleveland Stipulated Technical Requirements

Technical Requirements Stipulation

_____ 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.

_____

_____
Name and Title of Signer (Type or Print)

_____ _____
Signature **Date**

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

#	RFP Section	Statement of Requirement	Proposal Reference	Comply
1.	G.1.2	The Contractor shall provide an organizational structure for the management and administration of the Cleveland Metropolitan Area Acquisition (MAA) contract.		
2.	G.1.2	The contractor shall identify a Program Manager and a Project Manager for the Cleveland MAA.		
3.	G.1.2	A list of all points of contact for the Cleveland MAA shall be provided including telephone and pager numbers.		
4.	G.5	The contractor shall provide the list of trouble handling points of contacts, including names and phone number for the Cleveland MAA.		
5.	G.6	The contractor shall provide a sample of all reports not submitted in the RQS proposal, described in this section specifically to be used in Cleveland, as part of the RFP proposal.		
6.	C.4.1.1	The offeror shall illustrate its proposed approach to managing and controlling the operations of each proposed subcontractor.		

Table J.6-2b. Cleveland Stipulated Management Requirements

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#	RFP Section	Statement of Requirement
1.	C.3.6.1	The contractor shall provide initial end user training for the approximate number of users specified in Section J.2.2.
2.	C.3.6.2	The contractor shall provide system administrator training for the approximate number of GDRs and ADRs specified in Section J.2.2.
3.	G.1.2 (g-i)	In addition to the requirements set forth in the RQS, the organization structure shall include personnel to perform the following functions: (g) Serve as the point of contact to interface with the Government (GSA and customer organizations) on issues related to trouble reporting and trouble report resolution. (h) Provide copies of trouble reports when requested by the Government (GSA and customer organizations (i) Report to the COTR within four hours upon notice of an NS/EP event.
4.	G.3.1	The contractor shall provide number portability.
5.	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. All changes shall be processed within 5 minutes on average.
6.	G.3.7	The contractor shall provide a service marketing and promotion plan for Cleveland MAA customer organizations. As part of the plan, the contractor shall detail how it will conduct demonstrations and briefings for existing and potential customer organizations in Cleveland 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.
7.	G.3.8	The contractor shall provide updated local telephone directories (i.e., telephone books) on an annual basis incorporating all publicly listed residential and business lines for the Cleveland metropolitan area.
8.	G.3.8	The telephone directories shall be the same as those provided to the public by the Regional Bell Operating companies (i.e., include white, blue, green, and yellow pages).
9.	G.3.8	The Government blue pages shall be consistent with the new blue page format as developed by GSA's Blue Page Project (http://www.bp.fed.gov).
10.	G.3.8	The directories shall be delivered in bulk at one location at each customer site.

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Table J.6-2b. Cleveland Stipulated Management Requirements

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.

_____

_____
Name and Title of Signer (Type or Print)

_____ **_____**
Signature **Date**

Table J.6-3a. Cleveland Pricing Requirements –Narrative Response Required

#	RFP Section	Statement of Requirement	Proposal Reference	Comply
1.	B.1	The offeror shall provide all prices in the format and structure defined herein.		
2.	B.1.2	The offeror shall provide in its proposal a separate itemized list of these taxes that would be included in its monthly invoices at the time of the proposal submission, including the name of the tax, jurisdiction by name, reference to the statutory source for each tax, and applicable tax rate.		
3.	B.1.3 B.5.4	The offeror shall group the NPANXXs comprising the MAA service area into not more than 5 NPANXX groups, identified by consecutive integers starting with 1, for originating and terminating CSS locations and for DTS local loop transmission facility locations.		
4.	B.1.3	Where the price for service provided to, from, or between NPANXXs is sensitive to location, the NPANXX group shall be used in lieu of specific NPANXXs.		
5.	B.1.4	Where charges do not vary by usage or distance, per minute or mileage price entries shall be set to zero.		
6.	B.1.4	The offeror shall provide a document, entitled "Instructions for Pricing," that provides detailed procedures for applying the offeror's price tables. Several levels of pricing procedures shall be provided.		
7.	B.4.1	Prices and descriptions for additional features proposed by the offeror are provided separately.		

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Table J.6-3b. Stipulated Cleveland Pricing Requirements

#	RFP Section	Statement of Requirement
1.	B.1.1	The contractor's Final Revised Price Proposal, dated _____, including the Contract Line Item Prices contained herein, and all amendments thereto, are hereby incorporated by reference into this contract.
2.	B.1.1	The contractor's Final Revised Technical Proposal, _____, and all amendments thereto, are hereby incorporated by reference into this contract.
3.	B.1.1	Section K (Representations, Certifications, and Other Statements of Offerors), as signed by the contractor on _____, is hereby incorporated by reference into this contract.
4.	B.1.1	The contractor's Small Business and Small Disadvantaged Business Subcontracting Plan, dated _____, and all amendments thereto, are hereby incorporated by reference into this contract.
5.	B.1.2	The offeror shall propose fixed price schedules for all specified services and related features identified in Section C including the management and operations requirements in Section G for each applicable year of an eight year period.
6.	B.1.2	The unit prices for services (as defined in the Section B price tables) shall not include federal, state, or local taxes and duties in effect on the contract date that the taxing authority is imposing and collecting on the transactions or property covered by this contract.
7.	B.1.2	Excepted taxes, as defined in Federal Acquisition Regulation (FAR) 52.229-4, shall be included in the contract price, but not itemized on the monthly invoices.
8.	B.1.2	If the contract is awarded between October 1 and March 31 of a given fiscal year, price tables for contract pricing year one shall be effective through September 30 of that year.
9.	B.1.2	If the contract is awarded between April 1 and September 30 of a given year, price tables for contract pricing year one shall be effective through September 30 of the following year.
10.	B.1.2	Price tables for years two through eight shall be on a Government fiscal year basis.
11.	B.1.2	Prices provided in the proposal shall not change within a fiscal year.
12.	B.1.2	Prices shall be entered in spreadsheets provided with this solicitation. Eight workbooks are provided each named QuantX.xls where the X indicates the applicable contract year (1-8).
13.	B.1.3	The basic service prices shall include management and operations; transition and migration, and implementation; and reporting functions unless specified otherwise within this contract. Basic service prices shall exclude any taxes and End User Common Line (EUCL) charges that may apply.
14.	B.1.3	Charges for a call that spans the two time periods shall be split, with the appropriate rates applied to each portion of the call.
15.	B.1.3	All distance measurements shall be based on the airline distance between the locations involved.

Table J.6-3b. Stipulated Cleveland Pricing Requirements

#	RFP Section	Statement of Requirement
16.	B.1.4	The price items that are not separately priced and are included as part of the basic service capabilities shall be noted as "NSP."
17.	B.1.4	Where a price element is not appropriate, the price entry shall be noted as "N/A."
18.	B.2.2	All on-net switched voice terminations shall be free of usage charges.
19.	B.3.1	No local loop charges shall apply where the SDP occurs on the network side of the contractor-provided switch.
20.	B.5.4	All NPANXXs within the MAA calling area shall be included.
21.	B.5.5	The contractor shall add and/or delete appropriate IXC POPs as necessary throughout the life of the contract.
22.	B.7	Any MAA contractor who proposes pricing for services, features, functions, or other offerings extending beyond the MAA calling areas shall conform to the appropriate pricing specifications and structures defined under the FTS2001 contracts or appropriate MAA contracts.
23.	B.5.4	The contractor shall be responsible for maintaining the list of originating and terminating NPANXXs in Table B.5.4-1 for the life of the contract.
24.	L.20.5	Where the proposed prices quoted are under an existing tariff, the prices are footnoted to indicate the applicable tariff and pages.
25.	L.20.5	Price proposals and/or tariffs do not contain termination or cancellation liabilities.
26.	B.1.4	The offeror shall not use its Instructions for Pricing or any price proposal narrative to place caveats, clarifications, modifications, or restrictions on any RFP or RQS technical, management, or price requirement. Any such language that is deemed necessary shall be identified by the offeror as exceptions, deviations, or clarifications in a separate section of the proposal (Section L.20.1.4).

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Table J.6-3b. Stipulated Cleveland Pricing Requirements

Stipulated Pricing 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.

_____

_____
Name and Title of Signer (Type or Print)

_____ **_____**
Signature **Date**

Table J.6-4. Cleveland General Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
1.	L.19	The proposal consists of the following volumes: IA RQS Technical and Management (non-qualified offerors) IIA RQS Technical Literature (non-qualified offerors) IB Cleveland MAA RFP Technical and Management IIB Cleveland MAA RFP Technical Literature III Cleveland MAA Price Proposal IV. Cleveland MAA Business Proposal	N/A	
2.	L.19	The Cleveland MAA RFP Technical and Management volume does not exceed 75 pages, excluding the requirements checklist and the MAA planning documents and reports.	N/A	
3.	L.19	The Cleveland MAA Business Proposal volume does not exceed 75 pages, excluding the requirements checklist and the MAA planning documents and reports.	N/A	
4.	L.19	The pages of volumes I, III, and IV are numbered using the volume and page number.	N/A	
5.	L.19	One copy of the electronic version of the text, figures, and tables of Volumes IB, III, and IV shall be submitted on a compact disk.	N/A	
6.	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.	N/A	
7.	L.19	The original of the documentation specified in Section L.19 are submitted and have been signed and dated as required.	N/A	

Table J.6-5. Cleveland Technical and Management Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
1	L.20	Includes a cover page with the solicitation name and number, name of responding organization, and name of volume.	N/A	
2	L.20	Includes a Table of Contents.	N/A	
3	L.20.1	If the offeror was previously qualified to participate in the MAA Program, the offeror includes guarantee that the qualification statement is current and accurate for incorporation into the Cleveland MAA RFP Technical and Management Proposal.		
4	L.20.1	Includes a narrative response for each technical requirement in Table J.6-1a.		
5	L.20.1	Includes a narrative response for each management requirement in Table J.6-2a.		
6	L.20.1	Includes: (a) Table J.6-1b Stipulated Technical Requirements (b) Table J.6-2b Stipulated Management Requirements		
7	L.20.1	Includes exceptions and deviations.		
8	L.19	Includes written guarantee, with name and version of the virus software used, that the electronic version is virus free.		
9	L.19	Includes written guarantee that all document revisions shall be accepted prior to submission to the Government.		
10	L.19	Includes written guarantee that the text of any hard copy version (i.e., SF-33, stipulated requirements, Section K, etc.) agrees exactly with the electronic version.		
11	L.20.1	Includes corporate qualifications.		

Table J.6-6. Cleveland Price Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
1.	L.19	An electronic copy of the completed Cleveland MAA Price Evaluation Tool and all yearly and summary outputs are submitted on a compact disk.	N/A	
2.	L.20	Includes a cover page with the solicitation name and number, name of responding organization, and name of volume.	N/A	
3.	L.20	Includes a Table of Contents.	N/A	
4.	L.20.3	Includes a statement of the total offered price that presents the offeror's contract price for the base term and all options and that is calculated using the Cleveland MAA Price Evaluation Tool.		
5.	L.20.3	Includes a narrative response for each priceing requirement in Table J.6-3a.		
6.	L.20.3	Includes Table J.6-3b, Stipulated Pricing Requirements.		
7.	L.20.3	Includes instructions for pricing.		
8.	L.20.3	Includes price tables in the exact format and layout as specified on the MAA Web site.	N/A	
9.	L.20.3	Includes tariff information.		

Table J.6-7. Cleveland Business Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
1.	L.20	Includes a cover page with the solicitation name and number, name of responding organization, and name of volume.	N/A	
2.	L.20	Includes a Table of Contents.	N/A	
3.	L.20.4	Includes Standard Form (SF) 33, Solicitation, Offer and Award, completed and signed by the offeror that , constitutes the offeror's acceptance of the terms and conditions of this solicitation.		
4.	L.20.4	All Representations and Certifications included in the Cleveland MAA RFP are completed and signed by an official authorized to bind the offeror.		
5.	L.20.4	The last page of Section K contains the offeror's name, title, date, and signature lines.		
6.	L.20.4.3 (a)	Includes completed GSA Form 527. (See Section J.9).		
7.	L.20.4.3 (b)	Includes a description of the accounting system and controls employed by the offeror.		
8.	L.20.4.3 (c)	Includes a description of the offeror's facilities and support systems that are essential to accomplishing the tasks outlined in this solicitation.		
9.	L.20.4.3 (d)	Includes a demonstration of adequate financial resources, or the ability to obtain such resources as required during performance of the contract.		
10.	L.20.4.3 (e)	Includes a demonstration of the offeror's ability to comply with the required or proposed delivery schedule.		
11.	L.20.4.3 (f)	Includes a demonstration of the offeror's satisfactory record of integrity and business ethics.		
12.	L.20.4.3 (g)	Includes a demonstration of the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them.		
13.	L.20.4.3 (h)	Includes a demonstration of the necessary production, construction, and technical equipment and facilities, or the ability to obtain them.		
14.	L.20.4.3 (i)	Includes a demonstration that the offeror is otherwise qualified and eligible to receive an award under applicable laws and regulations.		
15.	L.20.4.3 (j)	Includes an acknowledgment of all Amendments to the RQS TQD-RH-97-0000 and the Cleveland MAA RFP.		

Table J.6-7. Cleveland Business Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
16.	L.20.4.3 (k)	Includes a statement of the total offered price that presents the offeror's contract price for the base term and all options.		
17.	L.20.4	Includes a copy of the offeror's most recent annual report.		
18.	L.20.4	Includes copies of the most recent annual reports for all proposed major subcontractors.		
19.	L.20.4	Includes a subcontracting plan, if the proposed contract exceeds a total estimated cost of $500,000 for the entire period of performance.		

J.7 SF-294--Subcontracting Report Form for Individual Contracts

[Upon the offeror's request, the Contracting Officer will supply SF-294]

J.8 SF-295--Summary Form for Quarterly Subcontract Reports

[Upon the offeror's request, the Contracting Officer will supply SF-295]

J.9 GSA Form 527--Contractor's Qualifications and Financial Information

[Upon the offeror's request, the Contracting Officer will supply GSA Form 527]

J.10 Abbreviations and Acronyms

ABC Account Billing Code

ACD Automatic Call Distributor

ACO Administrative Contracting Officer

ACT Accounting Control Transaction

ADR Agency Designated Representative

ADR Alternate Disputes Resolution

AHC Agency Hierarchy Code

ANI Automatic Number Identification

ANSI American National Standards Institute

ARS Automatic Route Selection

ASCII American Standard Code of Information Interchange

ATIS Alliance for Technology Information Standards

ATM Asynchronous Transfer Mode

ATMF Asynchronous Transfer Mode Forum

bit (b) Binary digit

B Byte

BAC Billing Account Code

692	**BAFO**	Best and Final Offer
693	**BICSI**	Building Industry Consulting Services International
694	**BRI**	Basic Rate Interface
695	**BOC**	Bell Operating Company
696	**b/s**	Bits per second
697	**BSC**	Binary Synchronous Communications
698	**CAMA**	Centralized Automatic Message Accounting
699	**CAS**	Cost Accounting Standards
700	**CD**	Compact Disk
701	**CDR**	Call Detail Record
702	**CD-ROM**	Compact Disc-Read Only Memory
703	**CFR**	Code of Federal Regulations
704	**CIC**	Carrier Identification Code
705	**CLIN**	Contract Line Item Number
706	**CO**	Contracting Officer
707	**ComPAS**	Comparison of Publicly Available Service
708	**COS**	Class of Service
709	**COTR**	Contracting Officer's Technical Representative
710	**COTS**	Commercial Off The Shelf

711	**CPE**	Customer Premises Equipment
712	**CSDS**	Circuit Switched Data Service
713	**CSS**	Circuit Switched Services
714	**CSU**	Channel Service Unit
715	**DAT**	Digital Audio Tape
716	**DID**	Direct Inward Dial
717	**DOD**	Direct Outward Dial
718	**DP**	Dial Pulse
719	**DS0**	Digital Signal Level 0
720	**DS1**	Digital Signal Level 1
721	**DS3**	Digital Signal Level 3
722	**DSU**	Digital Service Units
723	**DTE**	Data Terminal Equipment
724	**DTMF**	Dual-Tone Multi-Frequency
725	**DTS**	Dedicated Transmission Service
726	**ECSA**	Exchange Carrier Standards Association
727	**EFT**	Electronic Funds Transfer
728	**EIA**	Electronic Industries Association
729	**EDI**	Electronic Data Interchange

730	**EPA**	Environmental Protection Agency
731	**EPCRA**	Emergency Planning and Community Right-to-Know Act
732	**ES**	Emerging Service
733	**ESF**	Extended Super Frame
734	**ETF**	Electronic Funds Transfer
735	**EUCL**	End User Common Line
736	**FAR**	Federal Acquisition Regulation
737	**FCC**	Federal Communications Commission
738	**FED-STD**	Federal Standard
739	**FIPS**	Federal Information Processing Standards
740	**FLSA**	Fair Labor Standards Act
741	**FPR**	Final Proposal Revision
742	**FR**	Frame Relay
743	**FTS**	Federal Technology Service
744	**FX**	Foreign Exchange
745	**G&A**	General and Administrative
746	**GAO**	General Accounting Office
747	**GDR**	GSA Designated Representative
748	**GOS**	Grade of Service

749	**GSA**	General Services Administration
750	**GSAR**	General Services Administration Acquisition Regulation
751	**GSII**	Government Services Information Infrastructure
752	**GUI**	Graphical User Interface
753	**IC/INC**	Interexchange Carrier/International Carrier
754	**ID**	Identification number
755	**IDDD**	International Direct Distance Dialing
756	**IDF**	Intermediate Distribution Frame
757	**IEEE**	Institute Electrical and Electronics Engineers
758	**IETF**	Internet Engineering Task Force
759	**ILEC**	Incumbent Local Exchange Carrier
760	**IMC**	Interagency Management Council
761	**IP**	Internet Protocol
762	**I.R.C**.	Internal Revenue Code
763	**IRS**	Internal Revenue Service
764	**ISDN**	Integrated Services Digital Network
765	**ITU**	International Telecommunications Union
766	**IXC**	Interexchange Carrier
767	**kB**	Kilobyte

768	**kHz**	Kilohertz
769	**kb/s**	Kilobits per second
770	**CLN**	Local Area Network
771	**CLPB**	Link Access Procedure Balanced
772	**CLTA**	Local Access and Transport Area
773	**LEC**	Local Exchange Carrier
774	**LVS**	Local Voice Services
775	**MAA**	Metropolitan Area Acquisition
776	**MB**	Megabyte
777	**Mb/s**	Megabits per second
778	**MDF**	Main Distribution Frame
779	**MFJ**	Modified Final Judgment
780	**MOU**	Memorandum of Understanding
781	**MUX**	Multiplexer
782	**NA**	Not Available
783	**NANP**	North American Numbering Plan
784	**NBD**	Normal Business Day
785	**NCS**	National Communications System
786	**NECA**	National Exchange Carrier Association

787	**NFPA**	National Fire Protection Association
788	**NID**	Network Interface Device
789	**NII**	National Information Infrastructure (NII)
790	**NISPOM**	National Industry Security Program Operating Manual
791	**NIUF**	North American ISDN Users Forum
792	**NPA**	Numbering Plan Area
793	**NPR**	National Performance Review
794	**NS/EP**	National Security and Emergency Preparedness
795	**NSP**	Not Separately Priced
796	**NTMS**	National Telecommunications Management Structure
797	**OCD**	Operational Capability Demonstration
798	**ODC**	Other Direct Costs
799	**OMB**	Office of Management and Budget
800	**ONBD**	Outside Normal Business Day
801	**OSHA**	Occupational Safety and Health Administration
802	**PBS**	Public Building Service
803	**PBX**	Private Branch Exchange
804	**PC**	Personal Computer
805	**PCB**	Polychlorinated Biphenyl

806	**PCO**	Procuring Contracting Officer
807	**PDU**	Protocol Data Unit
808	**PIC**	Pre-subscribed Interexchange Carrier
809	**PICC**	Pre-subscribed Interexchange Carrier Charges
810	**PMM**	Price Management Mechanism
811	**POP**	Point of Presence
812	**PPA**	Pollution Prevention Act
813	**PPSN**	Public Packet Switched Network
814	**PRI**	Primary Rate Interface
815	**PSTN**	Public Switched Telephone Network
816	**PSS**	Packet Switched Service
817	**PUC**	Public Utilities Commission
818	**QS**	Qualification Statement
819	**RFC**	Request for Comments
820	**RFP**	Request for Proposal
821	**RMBCS**	Rocky Mountain BankCard Systems, Inc.
822	**RQS**	Request For Qualification Statement
823	**SBU**	Sensitive But Unclassified
824	**SDB**	Small Disadvantaged Business

825	**SDP**	Service Delivery Point
826	**SDPID**	Service Delivery Point Identification
827	**SDS**	Switched Data Service
828	**SF**	Standard Form
829	**SIC**	Service Initiation Charge
830	**SMDS**	Switched Multi-megabit Data Service
831	**SMTP**	Simple Mail Transfer Protocol
832	**SNA**	System Network Architecture
833	**SONET**	Synchronous Optical NETwork
834	**SOW**	Statements of Work
835	**SPID**	Service Profile Identifier and Directory
836	**SS7**	Signaling System 7
837	**SVS**	Switched Voice Service
838	**TBD**	To Be Determined
839	**TCIF**	Telecommunications Industry Forum
840	**TCP**	Transmission Control Protocol
841	**TESP**	Telecommunications Electric Service Priority
842	**TIA**	Telecommunications Industries Association
843	**TIN**	Taxpayer Identification Number

844	**TSP**	Telecommunications Service Priority
845	**TSS**	Telecommunications Services Sector
846	**UCD**	Uniform Call Distribution
847	**UNI**	User-to-Network Interface
848	**U.S.C.**	United States Code
849	**USF**	Universal Service Fund
850	**V & H**	Vertical and Horizontal
851	**VTS**	Video Teleconferencing Service
852	**WORM**	Write Once Read Many
853	**WOSB**	Women-Owned Small Business

J.11 Past Performance Cover Letter and Questionnaire

Cover Letter

(Offeror name)
(Offeror title)
(Offeror Organization)
(Offeror Address)

_____ (Customer name)
_____ (Customer title)
_____ (Customer Organization)
_____ (Customer Address)
_____

Dear _____,

We are requesting your assistance in an evaluation effort concerning a government local telecommunications services acquisition for the Cleveland metropolitan area. Attached please find a Past Performance Questionnaire related to your experience with services provided by _____. Your cooperation in completing this survey will greatly aid in the evaluation of the contractor listed above who has named you as a reference. Upon completion of the questionnaire, please mail it to:

Robert A. Hayhurst, PCO
7525 Colshire Drive, Mail Stop Z397
McLean, VA 22102-7400

Please note that, as your responses to the survey will become an integral part of the evaluation process, they will be held in the strictest confidence. For proper consideration, it is important that questionnaires are received on or before ___(Date)_____. Should you have any questions regarding the content of the questionnaire, please don't hesitate to contact me during normal working hours at (703) 610-2234.

(Offeror name)
(Offeror title)

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

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

IV. Contractor Evaluation

A. Contract Performance

1. Did the contractor adhere to the contract delivery schedule(s)?

Yes ( ) No ( )

If No, please comment:

_____

_____

_____

2. Were the contractor's reports and documentation accurate, complete and timely?

Yes ( ) No ( )

If No, please comment:

_____

_____

_____

3. Did the contractor commit adequate resources in a timely fashion to meet contract requirements and successfully solve problems?

Yes ( ) No ( )

If No, please comment:

_____

_____

4. Did the contractor respond positively and promptly to technical direction, contract change orders, etc.?

Yes ( ) No ( )

If No, please comment:

_____

_____

_____

946 **B. Termination History**

947 1. Has the contractor been terminated for default under this contract?

948 Yes ( ) No ( )

949 If yes, please explain reasons for termination (e.g., inability to meet performance
950 requirements):
951 _____
952 _____
953 _____

954 2. Are there any pending default termination actions?

955 Yes ( ) No ( )

956 If yes, please explain reasons and describe the status of the action: _____
957 _____
958 _____
959 _____

960 **C. Technical Performance**

961 1. Did the contractor meet performance targets (e.g., grade of service or call completion
962 rate) for the telecommunications services provided?

963 Yes ( ) No ( )

964 If No, please comment:
965 _____
966 _____

967 2. Did the contractor furnish adequate customer support to allow users to make effective
968 use of the services and features?

969 Yes ( ) No ( )

970 If No, please comment:

971 _____
972 _____
973 _____

974 **D. Management Performance**

975 1. Has the contractor been effective in managing its subcontractors?

976 Yes ( ) No ( )

977 If No, please comment:
978 _____
979 _____
980 _____

981 2. Apart from technical requirements, has the contractor fulfilled all contract terms and
982 conditions?

983 Yes ( ) No ( )

984 If No, please comment:
985 _____
986 _____
987 _____

988 **E. Price/Cost Management**

989 1. Did the contractor manage its cost elements as proposed in the awarded contract?

990 Yes ( ) No ( )

991 If No, please provide an explanation if the contract has required additional funding due to
992 cost overruns.:
993 _____
994 _____
995 _____

996 **F. Customer Satisfaction**

997 1. Were end users in your organization satisfied with the contractor's services?

998 Yes ( ) No ( )

999 If No, please comment:
1000 _____
1001 _____
1002 _____

2. How would you rate the contractor's overall performance?

Satisfactory ( ) Unsatisfactory ( )

If Unsatisfactory, please comment:

_____

_____

_____

Information recorded by: _____ _____ _____

Interviewer Name Signature Date

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Section K

Representations, Certifications and Other Statements of Offerors

K.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.

Clause No.	FAR Clause No.	Title and Date
K.1.1	52.203-11	Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions (APR 1991)
K.1.2	52.222-21	Prohibition of segregated Facilities (FEB 1999)

K.2 52.203-02 Certificate of Independent Price Determination (APR 1985)

(a) The offeror certifies that—

(1) The prices in this offer have been arrived at independently without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered;

(2) The prices in this offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before bid opening (in the case of sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and

(3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory—

(1) Is the person in the offeror's organization responsible for determining the prices being offered in the bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) of this provision; or

(2) (i) Has been authorized, in writing, to act as an agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) of this provision _____ *[insert full name of person(s) in the offeror's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the offeror's organization]*;

(ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) of this provision; and

(iii) As an agent, has not personally participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) of this provision.

(c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

K.3 52.204-03 Taxpayer Identification (OCT 1998)

(a) *Definitions*.

"Common parent," as used in this solicitation provision, means that corporate entity that owns or controls an affiliated group of corporations that files its Federal income tax returns on a consolidated basis, and of which the offeror is a member.

"Taxpayer Identification Number (TIN)," as used in this provision, means the number required by the IRS to be used by the offeror in reporting income tax and other returns. The TIN maybe either a Social Security Number or an Employee Identification Number.

(b) All offerors must submit the information required in paragraphs (d) through (f) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS). If the resulting contract is subject to the payment reporting requirements described in Federal Acquisition Regulation (FAR) 4.904, the failure or refusal by the offeror

to furnish the information may result in a 31 percent reduction of payments otherwise due under the contract.

(c) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(d) *Taxpayer Identification Number (TIN)*.

- ❑ TIN: _____.
- ❑ TIN has been applied for.
- ❑ TIN is not required because:
  - ❑ Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the U.S. and does not have an office or place of business or a fiscal paying agent in the U.S.;
  - ❑ Offeror is an agency or instrumentality of a foreign Government;
  - ❑ Offeror is an agency or instrumentality of the Federal, Government;

(e) *Type of Organization*.

- ❑ Sole proprietorship;
- ❑ Partnership;
- ❑ Corporate entity (not tax-exempt);
- ❑ Corporate entity (tax-exempt);
- ❑ Government entity (Federal, State, or local);
- ❑ Foreign government;
- ❑ International organization per 26 CFR 1.6049-4;
- ❑ Other _____.

(f) *Common Parent.*

❑ Offeror is not owned or controlled by a common parent as defined in paragraph (a) of this provision.

❑ Name and TIN of common parent:

Name _____

TIN _____

K.4 52.204-05 Women-Owned Business (MAY 1999)

(a) *Definition*. "Women-owned business concern," as used in this provision means a concern that is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

(b) *Representation.* [Complete only if the offeror is a women-owned business concern and has not represented itself as a small business concern in paragraph (b)(1) of FAR 52.219.1, Small Business Program Representations, of this solicitation.] This offeror represents that it ❑ is a women-owned business concern.

K.5 52.209-05 Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters (MAR 1996)

(a) (1) The offeror certifies, to the best of its knowledge and belief, that—

(i) The offeror and/or any of its principals—

(A) Are ❑ are not ❑ presently debarred, suspended, proposed for debarment or declared ineligible for the award of contract by any Federal agency;

(B) Have ❑ have not ❑, within a 3-year period preceding this offer, been convicted of, or had a civil judgment rendered against them for: commission of a fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state or local) contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(C) Are ❑ are not ❑ presently indicted for, or otherwise criminally or civilly charged by a Governmental entity with, commission of any of the offenses enumerated in subdivision (a)(1)(i)(B) of this provision.

(ii) The offeror has ❑ has not ❑, within a 3-year period preceding this offer, had one or more contracts terminated for default by any Federal agency.

(2) "Principals," for the purposes of this certification, means officers; directors; owners; partners; and, persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions).

THIS CERTIFICATION CONCERNS A MATTER WITHIN THE JURISDICTION OF AN AGENCY OF THE UNITED STATES AND THE MAKING OF A FALSE, FICTITIOUS, OR FRAUDULENT CERTIFICATION MAY RENDER THE MAKER SUBJECT TO PROSECUTION UNDER SECTION 1001, TITLE 18, U.S.C.

(b) The offeror shall provide immediate written notice to the CO if, at any time prior to contract award, the offeror learns that its certification was erroneous when submitted or has become erroneous by reason of change of circumstances.

(c) A certification that any of the items in paragraph (a) of this provision exist will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the offeror's responsibility. Failure of the offeror to furnish a certification or provide such additional information as requested by the CO may render the offeror non responsible.

(d) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

(e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the CO may terminate the contract resulting from this solicitation for default.

K.6 52.215-06 Place of Performance (OCT 1977)

(a) The offeror or quoter, in the performance of any contract resulting from this solicitation, ❑ intends, ❑ does not intend (check applicable block) to use one or

more plants or facilities located at a different address from the address of the offeror or quoter as indicated in the proposal or quotation.

(b) If the offeror or quoter checks "intends" in paragraph (a) above, it shall insert in the spaces provided below the required information:

Place of Performance (Street, Address, City County, State, Zip Code)	Name and Address of Owner and Operator of the Plant or Facility if Other than Offeror or Quoter
_____	_____
_____	_____
_____	_____

K.7 52.219-01 Small Business Program Representation (MAY 1999)

(a) (1) The Standard Industrial Classification Code for this acquisition is 4813.

(2) The small business size standard is 1,500 employees.

(3) The small business size standard for a concern which submits an offer in its own name, other than on construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(b) *Representations*

(1) The offeror represents and certifies as part of its offer that it ❑ is, ❑ is not a small business concern.

(2) (Complete only if offeror represented itself as a small business concern in block (b)(1) of this section.) The offeror represents as part of its offer that it ❑ is, ❑ is not a small disadvantaged business concern.

(3) (Complete only if offeror represented itself as a small business concern in block (b)(1) of this section.) The offeror represents as part of its offer that it ❑ is, ❑ is not a women-owned small business concern.

(c) *Definitions*.

"Joint venture," for purposes of a small disadvantaged business (SDB) set-aside or price evaluation preference (as prescribed at 13 CFR 124.321), is a concern that is owned and controlled by one or more socially and economically disadvantaged individuals entering into a joint venture agreement with one or more business concerns and is considered to be affiliated for size purposes with such other concern(s). The combined annual receipts or employees of the concerns entering into the joint venture must meet the applicable size standard corresponding to the Standard Industrial Classification Code designated for the contract. The majority of the venture's earnings must accrue directly to the

socially and economically disadvantaged individuals in the SDB concern(s) in the joint venture. The percentage of the ownership involvement in a joint venture by disadvantaged individuals must be at least 51 percent.

"Small business concern," as used in this provision, means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Par 121 and the size standard in paragraph (a) of this provision.

"Small disadvantaged business concern," as used in this provision, means a small business concern that (1) is at least 51 percent unconditionally owned by one or more individuals who are both socially and economically disadvantaged, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more socially and economically disadvantaged individuals, and (2) has its management and daily business controlled by one or more such individuals. This term also means a small business concern that is at least 51 percent unconditionally owned by an economically disadvantaged Indian tribe or Native Hawaiian Organization, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more of these entities, which has its management and daily business controlled by members of an economically disadvantaged Indian tribe or Native Hawaiian Organization, and which meets the requirements of 13 CFR Part 124.

"Women-owned small business concern," as used in this provision, means a small business concern—

(1) Which is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

(d) *Notice*

(1) If this solicitation is for supplies and has been set aside, in whole or in part, for small business concerns, then the clause in this solicitation providing notice of the set-aside contains restrictions on the source of the end items to be furnished.

(2) Under 15 U.S.C. 645(d), any person who misrepresents a firm's status as a small or small disadvantaged business concern in order to obtain a contract to be awarded under the preference programs established pursuant to sections 8(a) 8(d), 9, or 15 of the Small Business Act or any other provision of Federal law that specifically references section 8(d) for a definition of program eligibility, shall—

(i) Be punished by imposition of fine, imprisonment, or both;

(ii) Be subject to administrative remedies, including suspension and debarment; and

(iii) Be ineligible for participation in programs conducted under the authority of the Act.

K.8 52.222-22 Previous Contract and Compliance Reports (FEB 1999)

The offeror represents that:

(a) It ❑ has, ❑ has not, participated in a previous contract or subcontract subject either to the Equal Opportunity clause of this solicitation.

(b) It ❑ has, ❑ has not, filed all required compliance reports; and

(c) Representations indicating submission of required compliance reports, signed by proposed subcontractors, will be obtained before subcontract awards.

K.9 52.222-25 Affirmative Action Compliance (APR 1984)

The offeror represents that (a) it ❑ has developed and has on file, ❑ has not developed and does not have on file, at each establishment, affirmative action programs required by the rules and regulations of the Secretary of Labor (41 CFR 60-1 and 60-2) or, (b) it ❑ has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

K.10 52.223-01 Clean Air and Water Certification (APR 1984)

The offeror certifies that—

(a) Any facility to be used in the performance of this proposed contract is ❑, is not ❑ listed on the Environmental Protection Agency (EPA) List of Violating Facilities;

(b) The offeror will immediately notify the Contracting Officer, before award, of the receipt of any communication from the Administrator, or a designee, of the EPA, indicating that any facility that the offeror proposed to use for the performance of the contract is under consideration to be listed on the EPA list of Violating Facilities; and

(c) The offeror will include a certification substantially the same as this certification including this paragraph (c) in every nonexempt subcontract.

K.11 52.223-13 Certification of Toxic Chemical Release Reporting (OCT 1996)

(a) The offeror, by signing this offer, certifies that—

(NOTE: The offeror must check the appropriate box(es).)

❑(1) To the best of its knowledge and belief, it is not subject to the filing and reporting requirements described in Emergency Planning and Community Right-to-Know act of 1986 (EPCRA) sections 313(a) and (g) and Pollution Prevention Act of 1990 (PPA) section 6607 because none of its owned or operated facilities to be used in the performance of this contract currently—

❑(i) Manufacture, process or otherwise use any toxic chemicals listed under section 313(c) of EPCRA, 42 U.S.C. 11023 (c).

❑(ii) Have 10 or more full-time employees as specified in section 313(b)(1)(A) of EPCRA, 42 U.S.C. 11023(b)(1)(A).

❑(iii) Meet the reporting thresholds of toxic chemicals established under section 313(f) of EPCRA, 42 U.S.C. 11023(f) (including the alternate thresholds at 40 CFR 372.27, provided an appropriate certification form has been filed with EPA).

❑(iv) Fall within Standard Industrial Classification Code designations 20 through 39 as set forth in FAR section 19.102.

❑(2) If awarded a contract resulting from this solicitation, its owned or operated facilities to be used in the performance of this contract, unless otherwise exempt, will file and continue to file for the life of the contract the Toxic Chemical Release Inventory Form (Form R) as described in EPCRA sections 313(a) and (g) and PPA section 6607 (42 U.S.C. 13106).

(b) Submission of this certification is a prerequisite for making or entering into this contract imposed by Executive Order 12969, August 8, 1995 (60 FR 40989-40992).

K.12 52.225-01 Buy American Certificate (DEC 1989)

The offeror certifies that each end product, except those listed below, is a domestic end product (as defined in the clause entitled "Buy American Act - Supplies"), and that components of unknown origin are considered to have been mined, produced, or manufactured outside the United States.

Country of Origin	*Excluded End Products*
_____	_____
_____	_____
_____	_____

(List as necessary)

Offerors may obtain from the Contracting Officer lists of articles, materials, and supplies excepted from the Buy American Act.

K.13 52.227-06 Royalty Information (APR 1984)

(a) *Cost or charges for royalties*. When the response to the solicitation contains costs or charges for royalties totaling more than $250, the following information shall be included in the response relating to each separate item of royalty or license fee:

(1) Name and address of licenser.

(2) Date of license agreement.

(3) Patent numbers, patent applications serial numbers, or other basis on which the royalty is payable.

(4) Brief description, including any part or model numbers of each contract item or component on which the royalty is payable.

(5) Percentage or dollar rate of royalty per unit.

(6) Unit price of contract item.

(7) Number of units.

(8) Total dollar amount of royalties.

(b) *Copies of current licenses*. In addition, if specifically requested by the Contracting Officer before execution of the contract, the offeror shall furnish a copy of the current license agreement and an identification of applicable claims or specific patents.

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Section L

Instructions, Conditions and Notices to Offerors

L.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.

Clause No.	FAR Clause No.	Title and Date
L.1.1	52.214-34	Submission of Offers in the English Language (APR 1991)
L.1.2	52.214-35	Submission of Offers in U.S. Currency (APR 1991)
L.1.3	52.222-24	Preaward On-Site Equal Opportunity Compliance Review (FEB 1999)
L.1.4	52.237-01	Site Visit (APR 1984)
L.1.5	52.216-27	Single or Multiple Awards (OCT 1995)

L.2 52.233-2 Service of Protest (AUG 1996)

(a) Protests, as defined in Section 33.101 of the Federal Acquisition Regulation (FAR), that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO), shall be served on the Contracting Officer by obtaining a written and dated acknowledgment of receipt from the Contracting Officer at the address listed in Block 7 on Standard Form 33.

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

L.3 552.219-72 Notice to Offerors of Subcontracting Plan Requirements (MAR 1999)

The General Services Administration (GSA) is committed to assuring that maximum practicable opportunity is provided to small, HUBZONE small, small disadvantaged, and women-owned small business concerns to participate in the performance of this contract consistent with its efficient performance. GSA expects any subcontracting plan submitted pursuant to FAR 52.219-9, Small, HUBZONE Small, Small Disadvantaged and Women

Owned Small Business Subcontracting Plan, to reflect this commitment. Consequently, an offeror, other than a small business concern, before being awarded a contract exceeding $500,000, ($1,000,000 for construction), must demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZONE small, small disadvantaged, and women-owned small business concerns as subcontractors in the performance of this contract.

L.4 552.219-73 Preparation, Submission, and Negotiation of Subcontracting Plans (MAR 1999)

(a) An offeror, other than a small business concern, submitting an offer that exceeds $500,000 ($1,000,000 for construction) shall submit a subcontracting plan with its initial offer. The subcontracting plan will be negotiated concurrently with price and any required technical and management proposals, unless the offeror submits a previously approved commercial product plan.

(b) Maximum practicable utilization of small, HUBZONE small, small disadvantaged, and women-owned small business concerns as subcontractors is a matter of national interest with both social and economic benefits. It is the GSA's expectation that an offeror's subcontracting plan will reflect a commitment to assuring that small, HUBZONE small, small disadvantaged, and women-owned small business concerns are provided the maximum practicable opportunity, consistent with efficient contract performance, to participate as subcontractors in the performance of the resulting contract. An offeror submitting a commercial products plan can reflect this commitment through subcontracting opportunities it provides that relate to the offeror's production generally; i.e., for both its commercial and Government business.

(c) GSA believes that this potential contract provides significant opportunities for the use of small, HUBZONE small, small disadvantaged and women-owned small business concerns as subcontractors. Consequently, in addressing the eleven elements described at FAR 52.219-9(d) of the clause in the contract entitled Small, Small Disadvantaged and Women-Owned Small Business Subcontracting Plan, the offeror shall:

(1) Demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZONE small, small disadvantaged, and women-owned small business concerns in performing the contract.

(2) Include a description of the offeror's subcontracting strategies used in any previous contracts, significant achievements, and how this plan will build upon those earlier achievements.

(3) Demonstrate through its plan that it understands the small business subcontracting program's objectives, GSA's expectations, and is committed to taking those actions necessary to meet these goals or objectives.

(d) In determining the acceptability of any subcontracting plan, the Contracting Officer will-

(1) Review the plan to verify that the offeror demonstrates an understanding of the small business subcontracting program's objectives and GSA's expectations with respect to the program and has included all the information, goals, and assurances required by FAR 52.219-9.

(2) Consider previous goals and achievements of contractors in the same industry.

(3) Consider information and potential sources obtained from agencies administering national and local preference programs and other advocacy groups in evaluating whether the goals stated in the plan adequately reflect the anticipated potential for subcontracting to small, HUBZONE small, small disadvantaged, and women-owned small business concerns; and

(4) Review the offeror's description of its strategies, historical performance and significant achievements in placing subcontracts for the same or similar products or services with small, HUBZONE small, small disadvantaged, and women-owned small business concerns. The offeror's description can apply to commercial as well as previous Government contracts.

(e) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a plan within the time specified by the Contracting Officer shall make the offeror ineligible for award.

L.5 Solicitation Copies and Enclosures

An electronic version of this solicitation is available on the MAA Website (http://www.gsa.gov/maa).

L.6 Point of Contact for Information

The contact responsible for supplying additional information and answering inquiries is the Procuring Contracting Officer (PCO).

(a) Formal communications, such as requests for clarification and/or information concerning this solicitation, shall be submitted in writing to the following:

General Services Administration
Attention: Robert A. Hayhurst, Procuring Contracting Officer
Mail Stop Z397

7525 Colshire Drive
McLean, VA 22102-7400

(b) Questions/comments may also be submitted electronically to GSA's Internet mail address at *robert.hayhurst @gsa.gov*. Electronic mail attachments, if included, must be viewable by Microsoft Word 97. The address of the Internet home page is: *http://www.gsa.gov/maa*.

(c) Information concerning this solicitation or requests for clarification will not be provided in response to offeror-initiated telephone calls. All such requests shall be made in writing and submitted to one of the above addresses. Questions shall identify the specific area of the solicitation in which clarification is desired. All questions and answers shall be provided to all prospective offerors. Sources of questions will not be identified.

(d) Prospective offerors are cautioned against discussing the preparation of their proposals or technical questions with Government technical personnel. The circumstances of such a contact, when verified may result in non-consideration of the offeror's proposals. Discussions with Government technical personnel concerning the specifications, the documents incorporated by reference, pricing, or any other technical matters are strictly forbidden. Accordingly, all communications prior to award shall be directed to the PCO at the following telephone number:

Robert A. Hayhurst, Procuring Contracting Officer
(703) 610-2234

(e) Inquiries are to be submitted in writing no later than stated in the cover letter to the offerors. Inquiries may be submitted by facsimile to the following:

Attn.: Robert A. Hayhurst, Procuring Contracting Officer
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.

L.7 Interpretation of RFP Requirements

No interpretation of any provision of this RFP, including applicable contract specifications, shall be binding on the Government unless furnished or agreed to in writing by the PCO.

L.8 Identification of Restricted Rights in Computer Software

The offeror's attention is called to the requirement that any restrictions on the Government concerning use or disclosure of computer software that was developed at private expense and is to be delivered under the contract must be set forth in an agreement to be

negotiated prior to award and made a part of the contract. Therefore, the offeror shall identify in its proposal, to the extent feasible, any such computer software that was developed at private expense and upon which it desires to negotiate restrictions, and shall state the nature of the proposed restrictions. A listing of such software shall be attached to and be included as part of the Technical and Management Proposal. If no such computer software is identified in the proposal, it will be assumed by the Government that it has unlimited rights.

L.9 Incurring Costs

Costs shall not be incurred in the anticipation of receiving reimbursement from the Government without the written authorization of the Administrative Contracting Officer (ACO).

L.10 Amendments to the Proposal

All proposal revisions/updates must meet the following criteria:

(a) Submit changes in the same hard copy and electronic copy quantities as required for the initial proposal submission.

(b) At the Government's discretion, offerors may be required to use differently colored paper for hard copies of modified pages.

(c) Submit hard copy changes as complete change pages. Changes shall be indicated by change bars (vertical lines adjacent to the change in the right margin) generated by the word processing software to indicate any change that has been made.

(d) Include the date of the modification in the lower right hand corner at the bottom of the respective page. For inserted pages, number each page using an alphanumeric designator (e.g., 1, 1a, 1b, 2, 3, if two pages are inserted between pages 1 and 2).

(e) Modifications of a proposal are subject to FAR Clause 52.215-10, *Late Submissions, Modifications, and Withdrawals of Proposals*.

L.11 Prime Contractor Responsibilities

Offerors are strongly encouraged to include in their proposals other sources of supply when such inclusions provide the Government a lower overall cost. However, the offeror shall be the prime contractor for procurement of the services offered. The offeror alone shall be held responsible by the Government for performance of all contractor obligations under any contract resulting from its proposal. The Government, in turn, shall render payment of any and all charges solely to the prime contractor.

The offeror is reminded that any resultant contract will not create any contractual relationship between the Government and any eventual subcontractors.

L.12 Security Requirements

Performance under the contemplated contract may require the contractor to have access to information classified "Top Secret." Therefore, upon award, the successful offeror may be required to obtain the appropriate personnel and facility clearances to have access to such information. The customer organization shall initiate and coordinate the clearance request. If the contractor is not granted "Top Secret" clearance within a reasonable period of time, the Government may terminate the contract.

Information about obtaining the security clearances set forth herein may be obtained from the following organization:

Defense Investigative Service Clearance Office
P.O. Box 2499
Columbus, OH 43216-5006
(614) 692-3176

L.13 Alternate Proposals

L.13.1 Multiple Proposals

Offerors may submit more than one proposal in response to this solicitation provided that each proposal addresses and meets all requirements specified herein. If alternate proposals are submitted, each proposal must be clearly labeled and identified on the cover page of each separate document, and the reason for each alternate and its comparative benefits shall be explained. Each page of each proposal shall identify the proposal to which it belongs. Each proposal must be a complete offer in and of itself. Each proposal submitted will be evaluated on its own merits. The Government will not accept or evaluate proposals for other than requirements identified in this Request for Proposal (RFP).

L.13.2 Focused Alternatives

Alternate proposals aimed at satisfying specific elements of the Government's overall requirements in a unique or alternative manner will be permitted if accompanied by and fully cross-referenced to a fully compliant proposal. Each alternate proposal will be evaluated on its focused proposed solutions and the common solutions of the fully compliant proposal that accompanies it.

L.14 Delivery of Proposal

(a) **Markings.** It is important that the outer envelope or wrapping of each offer be addressed as shown below. Failure to properly address the outer cover could cause an offer to be misdirected.

(1) Offeror's Return Address

(2) Contracting Officer's Address:

General Services Administration
Attn: Robert A. Hayhurst, MAA Procuring Contracting Officer
Mail Stop Z397
Solicitation Number: TQD-CL-99-1008
7525 Colshire Drive
McLean, VA 22102-7400

(3) **DO NOT OPEN IN MAIL ROOM**

(4) **TO BE OPENED BY PROCURING CONTRACTING OFFICER ONLY**

L.15 Disposition of Unclassified Drawings and Specifications

Any drawings, specifications, and other material furnished by the Government in connection with this solicitation need not be returned to the Government, except as noted.

L.16 Proposal Preparation Costs

This RFP does not commit the Government to pay any cost for the preparation and submission of a proposal(s) in response to this RFP. The PCO is the only individual who can legally commit the Government to the expenditure of public funds in connection with this procurement.

L.17 Disposition of Proposals

GSA will retain at least one copy of each proposal and the remainder will be destroyed. No destruction certificate will be issued.

L.18 52.211-3 Availability of Specifications Not Listed in the GSA Index of Federal Specifications, Standards and Commercial Item Descriptions (JUN 1988)

The specifications cited in this solicitation may be obtained from the PCO. The requester should identify the solicitation number and the specification requested by date, title, and number, as cited in the solicitation.

L.19 General Proposal Instructions

This section specifies the general requirements for the contents of proposals. The proposal shall be presented as shown in Table L.19-1.

Table L.19-1. Contents of Proposal Volumes

Volume Number	Qualified Offerors	Nonqualified Offerors	Maximum Pages
IA		RQS Technical and Management	300
IIA		RQS Technical Literature	Unlimited
IB	Cleveland MAA RFP Technical and Management	Cleveland MAA RFP Technical and Management	75
IIB	Cleveland MAA RFP Technical Literature	Cleveland MAA RFP Technical Literature	Unlimited
III	Cleveland MAA Price Proposal	Cleveland MAA Price Proposal	Unlimited
IV	Cleveland MAA Business Proposal	Cleveland MAA Business Proposal	75

Proposals shall be prepared using a 12-point font, single-spaced, that can be reproduced on U.S. letter size (8 ½" x 11") paper, and legible in all required copies. Foldout pages are allowed for figures and tables, but the use of foldouts for the body of the text is prohibited. The maximum page limit indicated in Table L.19-1 does not include the requirement checklists, example plans, or report samples required for Volume IB. The pages of the technical and management volume shall be numbered using the volume and page number.

One copy of the electronic version of the text, figures, and tables of Volumes IB, III, and IV shall be submitted on a compact disk. 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. An electronic copy of the completed Cleveland MAA Price Evaluation Tool and all yearly and summary outputs shall be submitted. One copy of Volume IIB may be submitted in either hard copy or electronic format.

The original of the following, signed, and dated shall be submitted:

(a) Standard Form 33

(b) Table J.6-1b Stipulated Technical Requirements

(c) Table J.6-2b Stipulated Management Requirements

(d) Table J.6-3b Stipulated Price Requirements

(e) Section K, Representations, Certifications, and Other Statements of Offerors

(f) Small, Small Disadvantaged, and Women Owned Small Business Subcontracting Plan.

(g) GSA Form 527

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.

In the event of a conflict between the contents of any hard copy version of the proposals and the contents of the electronic version, the electronic version shall prevail. The offeror shall provide a written guarantee that the hard copy version of the proposal agrees exactly with the electronic version.

Offerors who have not responded previously to the RQS are required to submit **separate** proposals in response to the RQS requirement and the Cleveland MAA RFP requirements. Offerors responding to the RQS should refer to the RQS solicitation for proposal preparation instructions. The instructions for the RQS Technical and Management Proposal and RQS Technical Literature are contained in Sections L.20.1 and L.20.2, respectively, in Solicitation TQD-RH-97-0000 and its subsequent amendment(s).

Offerors which have submitted RQS proposals or have been previously qualified by the Government are not required to resubmit the RQS Technical and Management and Technical Literature Volumes. However, these offerors are required to stipulate that their qualification statement is current and accurate for incorporation into their Cleveland MAA proposal.

Each proposal submitted in response to this RFP shall be in the format and content specified in Section L.20.

L.20 Detailed Proposal Instructions

This section provides detailed instructions for preparing the proposal volumes. Each volume shall include the following components:

(a) **Cover Page:** Each volume's cover page shall include the solicitation name and number, name of responding organization, and name of volume.

(b) **Table of Contents:** Each volume shall have a table of contents.

(c) **Information Requested:** Instructions regarding the information to be contained in each RFP proposal volume are provided in the following sections:

i. L.20.1 - Cleveland MAA Technical and Management Proposal

ii. L.20.2 - Cleveland MAA RFP Technical Literature

iii. L.20.3 - Cleveland MAA Price Proposal

iv. L.20.4 - Cleveland MAA Business Proposal

L.20.1 Cleveland Technical and Management Proposal (Volume IB)

The Cleveland Technical and Management Proposal shall describe in detail the offeror's technical resources, technical and management approach, and experience and background that enable the offeror to fulfill the RFP requirements. The offeror's proposal shall not contain prices and shall not address any aspect of pricing. The Technical and Management Proposal shall contain the following sections.

L.20.1.1 Section 1 - Pre-Qualified Offeror Stipulation

If the offeror was previously qualified to participate in the MAA Program or has already submitted a pre-qualification proposal, the offeror shall stipulate that the qualification statement is current and accurate for incorporation into the Cleveland MAA RFP Technical and Management Proposal. The offeror shall identify any changes or additions to the offeror's pre-qualified RQS proposal. The offeror shall acknowledge all Amendments to the RQS, Solicitation TQD-RH-97-0000.

L.20.1.2 Section 2 - Narrative Responses

The offeror shall provide a complete and detailed response to each technical requirement contained in Table J.6-1a. In responding to the technical requirements in Table J.6-1a, the offeror shall demonstrate the following:

(a) Soundness of technical approach for providing the Cleveland MAA-specific services described in Sections C and J.2.2.

(b) Quality of transmission service and telecommunications facilities contained in the Cleveland system architecture to support the provision of services.

The offeror shall provide a complete and detailed response to each management requirement contained in Table J.6-2a. In responding to the management requirements in Table J.6-2a, the offeror shall demonstrate the following:

(a) Ability to implement service ordering, billing, dispute management, trouble handling, and reporting requirements
(b) Soundness of management approach
(c) Ability to support MAA customers
(d) Ability to manage and facilitate implementation

Each response shall be numbered consistent with the tables.

356 **L.20.1.3 Section 3 – Stipulated Requirements**

357 The offeror shall complete the stipulated technical requirements and management
358 requirements provided in Tables J.6-1b and J.6-2b. The offeror is not required to prepare
359 written responses describing how it will meet these requirements. Instead, the offeror is
360 required to consent (stipulate) that it will fulfill all requirements. An authorized corporate
361 officer indicating agreement and commitment to full compliance and contract performance
362 shall sign these checklists.

363 **L.20.1.4 Section 4 - Exceptions and Deviations**

364 The offeror shall identify and explain any exceptions or deviations taken or conditional
365 assumptions made in the offeror's proposal versus the requirements of the RFP.

366 **L.20.1.5 Section 5 – Conformance Appraisal Checklists**

367 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-4,
368 Cleveland General Proposal Conformance Appraisal Checklist, and Table J.6-5, Cleveland
369 Technical and Management Proposal Conformance Appraisal Checklist.

370 **L.20.1.6 Section 6 - Guarantees**

371 The offeror shall provide the following written guarantees:

372 (a) The electronic version is virus free, including the name and version of the virus
373 software used

374 (b) All document revisions have been accepted

375 (c) The text of any hard copy version of the RFP as required in Section L.19, agrees
376 exactly with the electronic version (i.e., SF-33, stipulated requirements, Section K,
377 etc.).

378 **L.20.1.7 Section 7 - Corporate Qualifications**

379 The offeror shall provide the information below as part of the description of corporate
380 qualifications.

381 **L.20.1.7.1 Corporate Resources.** The offeror shall describe the corporate resources
382 that will be available to support the proposed MAA services and features in Cleveland.
383 Corporate resources include network infrastructure and staffing. The offeror shall describe
384 how corporate resources will be deployed to provide MAA services as required in Section C.

385 **L.20.1.7.2 Subcontractor Management.** The offeror shall illustrate its proposed
386 approach to managing and controlling the operations of each proposed subcontractor. The
387 offeror shall describe the facilities that it owns that will be part of the proposed MAA
388 network and those that are owned by subcontractors. The offeror shall describe the controls
389 proposed to manage MAA subcontractors, monitor and control service quality, and ensure
390 the services comply with the contractor's standards and the requirements of the contract.

L.20.1.7.3 Corporate Structure. The offeror shall provide documentation describing the offeror's corporate organization for the Cleveland MAA contract. This documentation shall include but not be limited to the following information:

(a) The contractor, the contractor's subsidiaries, and the contractor's major subcontractors' organization charts and descriptive text clearly depicting the areas of responsibility and flow of authority within each organization. These charts shall show the functional relationships among organizational elements.

(b) Organization charts and plans that clearly depict the areas of responsibility and flow of authority between the contractor and its subsidiaries and/or major subcontractors.

(c) Charts and descriptive text indicating the contractual, technical, and administrative interfaces between the Government and the contractor, the contractor's subsidiaries, and major subcontractors.

(d) A description of the contractor's, the contractor's subsidiaries', and the major subcontractors' management systems, including the controls and scheduling techniques to be used for ensuring task accomplishment and procedures for ensuring complete coordination of all activities, as well as escalation procedures to be used to ensure task accomplishment.

(e) A description of the relationship of the contractor's, the contractor's subsidiaries', and major subcontractors' organizations, which are responsible for managing both the project and individual activities of the project, to the corporate or "home" office during transition, migration, implementation, and operation. This description shall include a clear definition of the level of authority delegated to the manager of the local organization(s). A description of any corporate or "home" office resources, including manpower, computers, software, shop, service engineering or service development organization, applied research laboratory, etc., to be committed to this contract on an as-needed basis, and the procedures for using these resources, shall be included.

L.20.1.7.4 Past Performance Questionnaires. The offeror shall have at least four of its present or past local telecommunications customers complete and submit a Past Performance Questionnaire (Section J-11). These references should be capable of documenting the following:

(a) Two references documenting the offeror's ability to manage a multi-supplier project of complexity comparable to this acquisition

(b) Two references documenting the offeror's operation and management of services that are comparable in size and scope to this acquisition

The Past Performance Questionnaires shall be distributed with instructions (sample cover letter included in Section J-11) that the completed questionnaire is to be mailed by the respondent directly to the MAA PCO specified in RFP Section G.1.1.1.

The offeror shall complete section I, Contract Identification, and fill in the blanks on the instruction letter that accompanies the Past Performance Questionnaire prior to mailing a questionnaire to a respondent.

Questionnaires shall be submitted on or before the Cleveland RFP closing date.

L.20.2 Technical Literature (Volume IIB)

In Volume IIB, the offeror may include descriptive materials such as service guides, quick-reference user cards, and/or user guides that supplement sections of Volume IB, Technical and Management Proposal. The technical literature may be reviewed by the Government for information only and will not be evaluated or used to qualify offerors. Only information that supports the offeror's ability to satisfy the requirements of Sections C and G of this RFP and supplements the information required in Volume IB should be included. Volume IB shall include the appropriate references to this literature and shall identify the page(s) and paragraph(s) of the reference in Volume IIB to which it applies.

L.20.3 Cleveland MAA Price Proposal (Volume III)

The Price Proposal, shall address the requirements of Section B of this solicitation. All information regarding prices, including that contained on electronic media, for the proposed services shall be logically enclosed in this volume.

L.20.3.1 Section 1 - Statement of Total Offered Price

The Price Proposal shall provide a statement of the total offered price. This total shall represent the offeror's contract price for the base term and all options.

The total offered price shall be calculated using the Cleveland MAA Price Evaluation Tool, provided on the MAA Web site. The MAA Price Evaluation Tool requires Windows 95 and Microsoft Excel 97 to operate. The Cleveland MAA Price Evaluation Tool multiplies the offeror's proposed prices by the appropriate summary price evaluation traffic for each service and each contract year and sums the total costs for each service and contract year. Instructions for using the MAA Price Evaluation Tool are contained in the file titled "Instructions" provided on the MAA Web site.

L.20.3.2 Section 2 – Narrative Responses

The offeror shall provide a complete and detailed response to each price requirement contained in Table J.6-3a. Each response shall be numbered consistent with the table.

L.20.3.3 Section 3 - Stipulated Requirements

The offeror shall complete the stipulated price requirements provided in Table J.6-3b. The offeror is not required to prepare written responses describing how it will meet these requirements. Instead, the offeror is required to consent (stipulate) that it will fulfill all

requirements. This checklists shall be signed by an authorized corporate officer indicating agreement and commitment to full compliance and contract performance.

L.20.3.4 Section 4 - Instructions for Pricing

The offeror shall provide detailed procedures for applying the proposed price tables. Where the offeror has applied discretion in the application of the price tables, the choices made by the offeror shall be clearly stated in this section.

L.20.3.5 Section 5 - Price Tables

The offeror shall provide a price for each price element as specified in Section B. The price tables are in Microsoft Excel 97 format and are available on the MAA Web site. The offeror shall use and submit prices in the exact format and layout of the electronic price tables provided. The offeror shall not modify the format or layout of any price table.

All price elements shall be priced and all cells in the spreadsheets shall be populated. Price elements that are not separately priced and are included as part of the basic service capabilities shall be noted as “NSP”. Where a price element is not appropriate, the price entry shall be noted as “N/A.”

L.20.3.6 Section 6 - Conformance Appraisal Checklists

The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-6, Cleveland Price Proposal Conformance Appraisal Checklist.

L.20.3.7 Section 7 - Tariff Information

The offeror shall indicate whether Cleveland MAA services will be provided under an existing tariff or an anticipated tariff filing with the Federal Communications Commission or state public utilities commission or equivalent authority. Where the prices quoted in Section B are under an existing tariff, these prices must be footnoted to indicate the applicable tariff and pages. Section H.12 of this RFP, and its subsequent amendment(s), address additional tariff filing requirements.

L.20.3.8 Section 8 - Termination/Cancellation Liability

Price proposals and/or tariffs containing termination or cancellation liabilities shall not be submitted.

L.20.4 Cleveland MAA Business Proposal (Volume IV)

The Cleveland MAA Business Proposal shall contain the following sections.

L.20.4.1 Section 1 - Standard Form 33

Standard Form (SF) 33, *Solicitation, Offer and Award,* completed and signed by the offeror, constitutes the offeror's acceptance of the terms and conditions of this solicitation. Block 16 of the SF33 (page 1 of this solicitation) shall be signed by an official authorized to commit the offeror to contractual obligations. The proposal shall be submitted in the required number of copies, to the specified address, by the closing date and time, and marked as indicated in Blocks 8 and 9 of the SF33.

This form shall be submitted in lieu of the Optional Form (OF) 308 provided at issuance of the RQS. The offeror is required to acknowledge all amendments to the RQS TQD-RH-97-0000 and this RFP on this form.

L.20.4.2 Section 2 - Representations and Certifications

The Representations and Certifications included as Section K of this RFP, shall be completed and signed by an official authorized to bind the offeror. The offeror shall sign on the last page of Section K by adding name, title, date, and signature lines.

L.20.4.3 Section 3 - Offeror Responsibility

In order for an offeror to receive a contract, the PCO must first make an affirmative determination that the prospective contractor is responsible in accordance with the provisions of Subpart 9.1 of the FAR. To assist the PCO in this regard, the offeror shall include the following information in the business volume:

(a) A statement of financial condition of the offeror in the form of a completed GSA Form 527 (See Section J.9). This form may be appended with the offeror's most recent financial statements. However, all appropriate blocks of the form must be completed and the form must contain an authorized signature.

(b) A description of the accounting system and controls employed by the offeror.

(c) A description of the offeror's facilities and support systems that are essential to accomplishing the tasks outlined in this solicitation. This description may be the same as the corporate resources description required in Volume IB, Cleveland MAA RFP Technical and Management Proposal.

(d) Demonstration of adequate financial resources, or the ability to obtain such resources as required during performance of the contract.

(e) Demonstration of the ability to comply with the required or proposed delivery schedule, taking into consideration all existing business commitments, both commercial and Government.

(f) Demonstration of a satisfactory record of integrity and business ethics.

(g) Demonstration of the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them.

(h) Demonstration of the necessary production, construction, and technical equipment and facilities, or the ability to obtain them.

(i) Demonstration that the offeror is otherwise qualified and eligible to receive an award under applicable laws and regulations.

(j) Acknowledgment of all Amendments to the RQS TQD-RH-97-0000 and the Cleveland MAA RFP.

(k) A statement of the total offered price. This total shall represent the offeror's contract value for the base term and all options.

L.20.4.4 Section 4 - Annual Report

A copy of the organization's most recent annual report shall be submitted as part of the business proposal. Annual reports shall also be submitted for all proposed major subcontractors.

L.20.4.5 Section 5 - Small Business Subcontracting Plan

If the proposed contract exceeds a total estimated cost of $500,000 for the entire period of performance, the offeror is required to submit a subcontracting plan, specific to the MAA procurement in accordance with Clause I.1.14. This provision does not apply to small business concerns.

L.20.4.6 Section 6 - Conformance Appraisal Checklists

The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-7, Cleveland Business Proposal Conformance Appraisal Checklist.

L.21 Operational Capability Demonstration

At the option of the Government, offerors shall be required to perform an Operational Capability Demonstration (OCD) of its local telecommunications services capabilities, pursuant to Section C. If the Government requires an OCD, it will occur after the receipt of proposals and prior to qualification and/or contract award. At the request of the Government, the offerors shall provide an OCD plan.

The offeror's OCD plan shall describe what will be demonstrated, how the demonstration will be executed, and what will be required of the Government. The following shall be considered, at a minimum, in developing this OCD plan:

(a) **Services and Features.** The offeror shall demonstrate the availability of the services and features specified in Section C.

(b) **Management and Operations.** The offeror shall demonstrate its management and operations capabilities in the following areas:

(1) Service Ordering System. The offeror shall demonstrate how orders for service are entered, processed, tracked, and managed. The offeror shall provide samples documentation and reports generated by its service ordering system for customer use.

(2) Billing System. The offeror shall demonstrate its billing system. In particular, the offeror shall demonstrate how billing is initiated and supported on an ongoing basis and procedures for handling billing disputes and trouble and service outage credits. The offeror shall provide samples of invoices, documentation, and reports generated by its billing system for customer use.

(3) Trouble Handling System. The offeror shall demonstrate how trouble reports are received, logged in, referred for trouble isolation and clearance, isolated and cleared, tracked, escalated, and closed out. The offeror shall provide samples of the types of data and report that are generated by the trouble handling system for customer use.

(4) Customer Training. The offeror shall demonstrate its approach to training the customer's staff.

L.22 Oral Presentations

The Government reserves the right to require an oral presentation by the offeror to the proposal evaluation team(s). The Government may elect to videotape an offeror's oral presentation. The offeror will receive a minimum of fourteen (14) calendar days notice prior to the requested time for presentation. The presentation shall include but need not be limited to:

(a) Pricing

(b) Technical Response to Requirements

(c) Management Services

(d) Technical Plans and Procedures

(e) Transition

(f)

(g) Migration

(h) Interoperability

(h) Security

(i) Marketing and Promotion Plan

The Government reserves the right to require that personnel proposed by the offeror attend the oral presentation.

L.23 Government Estimated Requirements

The quantities shown in Section J.2 are estimates, based upon the best information available to GSA. Such estimates are being furnished for computation of price totals.

They are provided for evaluation purposes only. However, the contractor is required to furnish all services that may be ordered during the term of the contract in accordance with the contract.

L.24 Preaward Audit Requirements

In accordance with Part 15.404 of the FAR, offerors are advised that an audit review by the cognizant contract audit activity may be conducted on price proposals submitted in response to this solicitation. Offerors shall make available to the auditor(s) all books and financial records considered by the auditor(s) to be essential in the discharge of their duties under Part 15.8 of the FAR whenever the audit is conducted.

L.25 Minimum Acceptance Period

Offerors allowing less than 365 calendar days in the “offer” portion of SF 33 for acceptance by the Government may be rejected as unacceptable.

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Section M

Evaluation Factors for Qualification and Contract Award

The Government intends to conduct the Metropolitan Area Acquisition (MAA) in two phases:

(a) **Initial Qualification Phase:** In this initial qualification phase, the Government issued a Request for Qualification Statements (RQS) on November 26, 1997 and amended it on January 22, 1998, May 28, 1998, and July 16, 1999. The RQS specifies factors considered to be fundamental MAA technical and management requirements and pre-qualifies offerors.

(b) **Metropolitan Area-Specific Requests for Proposals (RFPs) Phase:** RFPs for the designated metropolitan areas are released that define metropolitan area-specific technical, management, and pricing requirements.

M.1 Qualification Process Continuation

The qualification process is intended to accelerate the acquisition of MAA services in multiple cities by pre-qualifying offerors, who meet MAA technical and management requirements. Pre-qualification is a continuing process throughout the MAA Program:

(a) Offerors may be considered for pre-qualification by responding to the RQS at any time for the duration of the MAA Program.

(b) Offerors who are determined to be technically unacceptable in the initial qualification phase will be permitted to resubmit their qualification statement anytime for the duration of the MAA Program.

(c) Offerors may pre-qualify by responding at this Cleveland MAA RFP. The offeror will be required to prepare proposals responding to both the RQS and the metropolitan area-specific RFP. Offerors who meet all RQS technical and management requirements, but do not win the Cleveland MAA contract, will be pre-qualified for other MAA RFPs.

(d) Offerors may pre-qualify by responding to future metropolitan area-specific RFPs. The offeror will be required to prepare proposals responding to both the RQS and the metropolitan area-specific RFP.

M.2 General Qualification Considerations

M.2.1 Evaluation Basis

The offeror's technical and management proposal will be evaluated in accordance with Pass/Fail decision rules applied to each item in the technical and management requirements checklists in Section J.6. Based on this evaluation, and upon consideration of the assessment of potential risks, each proposal will be given an adjectival rating as follows:

(a) Acceptable - The proposal meets the Government's technical and management requirements and does not present unacceptable risks.

(b) Unacceptable - The proposal fails to meet the Government's technical and management requirements and/or presents unacceptable risks.

Proposals are to be prepared in accordance with the instructions in Section L. For a proposal to be acceptable, the offeror must agree to all terms and conditions of this RFP.

M.2.2 Unrealistic Proposals

Offerors are hereby notified that any proposals that are unrealistic in terms of technical and management commitment will be deemed reflective of an inherent lack of management and technical competence or indicative of failure to comprehend the complexity and risk of the contract requirements. This may be grounds for rejection of the proposal.

M.2.3 Qualification Without Discussion

The Government may qualify offerors based on initial proposals received without discussion of such offers. Accordingly, each initial proposal should be submitted on the most favorable technical and management terms that the offeror can submit.

M.2.4 Evaluation Support

Offerors are hereby notified that GSA intends to use a private organization to assist in the evaluation of proposals. That organization will have access to any and all information contained in the offerors' proposals and will be subject to appropriate conflict of interest, standards of conduct, and confidentiality restrictions.

M.3 Qualification Statement Evaluation

The offeror's technical and management qualifications statement will be evaluated in accordance with Pass/Fail decision rules as described in Sections M.2 and M.4 of the RQS, Solicitation TDQ-RH-97-0000, and its subsequent amendments. Offerors who have not yet submitted a pre-qualified proposal for the MAA Program should refer to the RQS solicitation for details regarding the qualification statement evaluation.

M.4 Cleveland MAA Proposal Evaluation

Proposals will be evaluated with respect to the technical, management, and past performance factors identified in Sections M.4.2.1, M.4.2.2, and M.4.2.3; business considerations as described in Section M.4.3; and price as described in Section M.4.4.

The steps comprising the evaluation process are as follows:

(a) **Conformance Appraisal.** Offeror submissions will be reviewed to verify conformance with instructions in Section L using the checklists in Tables J.6-4 through J.6-7. Offerors will be given the opportunity to remedy minor irregularities in their submissions.

(b) **Initial Cleveland MAA Proposal Compliance Appraisal.** Offeror proposals will be reviewed to determine their compliance with the Cleveland MAA RFP requirements in Section J.6. Offerors will be given the opportunity to remedy minor informalities, irregularities, or apparent clerical mistakes in their submissions.

(c) **Past Performance Appraisal.** The offeror will be evaluated with respect to its past performance in accordance with Section M.4.2.3.

(d) **Economic Evaluation.** Price proposals will be evaluated in accordance with Section M.4.4.

(e) **Competitive Range Determination.** A competitive range will be established to identify those offerors with whom written and/or oral discussions may be conducted. The competitive range will be established based on the proposed cost or price, the technical and management proposals, and the past performance evaluation.

(f) **Discussions and Negotiations.** The Contracting Officer will conduct written and/or oral discussions with all offerors who submit proposals determined to be within the competitive range. All offerors within the competitive range will be given the opportunity to submit revised proposals after the conclusion of discussions and negotiations.

(g) **Revised Cleveland MAA Final Proposal Revision (FPR) Proposal Compliance Appraisal.** After any discussion and the receipt of any revised proposals, the Government will evaluate the revised proposal.

(h) **Review Revised Price Proposals.** Revised price proposals received as a result of discussions will be evaluated in accordance with Section M.4.4 and this section. Offerors whose price proposals are not fair and reasonable may receive no further consideration.

(i) **Final Proposal Revision Evaluation**. The FPR evaluation process steps are as follows:

(1) **FPR Price Evaluation.** FPR price proposals will be evaluated in accordance with Section M.4.4 and this section.

(2) **Determine Price Reasonableness.** The results of the FPR price evaluation will be used to determine price reasonableness. Depending upon the results of these comparisons, either of the following two actions may be taken:

(i) If none of the FPR price proposals are fair and reasonable the Government will either:

- Request offerors to revise and resubmit their FPR price proposals, and continue the evaluation process with step (i)(1) above, or
- Terminate the acquisition process.

(ii) If one or more of the FPR price proposals is fair and reasonable, the evaluation process will continue with step (j) below.

(j) **Make Award(s).** A Cleveland MAA contract with a minimum revenue guarantee as specified in Section H.3 will be awarded following the criteria in Section M.4.1. If the Government determines that any remaining proposals meet the criteria in Section M.4.1, then additional contract(s) may be awarded at the same time, and such contracts shall have minimum revenue guarantee(s) as specified in Section H.3.

M.4.1 Award Basis

The Government intends to make multiple awards to multiple offerors for MAA telecommunications services in the Cleveland metropolitan area defined in this RFP. One award will be made to the responsible, technically-acceptable offeror with the lowest total offered price. Subsequent award(s) will be considered for other responsible, technically-acceptable offeror(s) provided:

(a) The offeror's prices for all services are fair and reasonable, and

(b) The offeror has the next-lowest total offered price (as compared to the previous awardee(s)).

M.4.2 Technical and Management Proposal Evaluation

The offeror's Cleveland Technical and Management Proposal will be evaluated in accordance with Pass/Fail decision rules applied to each technical and management requirement in the Cleveland RFP. Qualified offerors from the initial qualification phase must certify that their qualification statement is current and accurate for incorporation into their RFP proposal.

M.4.2.1 Cleveland MAA RFP Technical Requirements Compliance Appraisal

The offeror's proposal will be evaluated for compliance with the technical requirements in Tables J.6-1a and J.6-1b of the Cleveland MAA RFP on a Pass/Fail basis.

M.4.2.2 Cleveland MAA RFP Management Compliance Appraisal

The offeror's proposal will be evaluated for compliance with the management requirements in Tables J.6-2a and J.6-2b of the Cleveland MAA RFP on a Pass/Fail basis.

M.4.2.3 Past Performance Assessment

The offeror will be evaluated with respect to its past performance. This assessment will reflect the consideration of all relevant information that is readily available to the Government, including both the information received from the offeror (in accordance with Section L.20.1.7.4) and information obtained from other sources. Other sources of information may include, but not necessarily be limited to, past and present customers (including federal, state, local, and tribal governments), past and present subcontractors, past and present employees, commercial sources of information, and publicly available information.

Offerors will be evaluated on the basis of the following factors. The Government may reject any offer from an offeror whose demonstrated quality of past performance is unacceptable.

(a) Contract performance on other Government and commercial contracts
  (1) Adherence to the contract schedules
  (2) Accurate, complete, and timely fulfillment of contract reporting requirements
  (3) Commitment of adequate resources in a timely fashion to meet contract requirements
  (4) Compliance with technical direction and other contractual responsibilities
(b) Termination history of other Government and commercial contracts
  (1) Any history of contract terminations for default
  (2) Any pending default termination actions
(c) Technical performance on other Government and commercial contracts
  (1) Provisioning of telecommunications services that consistently meet performance requirements (e.g., grade of service or call completion rates)
  (2) Delivery of adequate customer support that allows users to make effective use of the available services and features
(d) Management performance on other Government and commercial contracts
  (1) Effectiveness in managing subcontractors and related management functions
  (2) Apart from technical requirements, fulfilling all contract terms and conditions

(e) Price/Cost Management

(1) Maintaining a competitive pricing structure for the contractor's services and features

(2) Meeting its proposed cost estimates

(f) Customer satisfaction with services delivered on other Government and commercial contracts

(1) Satisfaction of end users with delivered telecommunications services

(2) Satisfaction of end users with overall performance, including customer support and related functions (e.g., operational support)

M.4.3 Business Proposal Evaluation

The offeror's Cleveland Business Proposal will be evaluated for compliance with the requirements, terms, and conditions in the RFP.

M.4.4 Price Proposal Evaluation

A price evaluation will be conducted for each Cleveland Price Proposal.

M.4.4.1 Scope of Price Evaluation

The offeror's price proposal will be evaluated for compliance with the requirements in Tables J.6-3a and J.6-3b in the Cleveland MAA RFP on a Pass/Fail basis.

The offeror's price proposal will be evaluated with respect to prices projected over the base period and all option periods covered by the proposal. In order to ensure that the prices are acceptably and materially and mathematically balanced, each offeror's unit prices, as defined in Section J.4, may be compared with one or more of the following:

(a) All offered prices

(b) Market prices

(c) Government price targets

(d) Other Government and publicly available contracts

M.4.4.2 Errors in Pricing

Any variance between total price submitted by the offeror and the total offered price computed by the Government will be corrected on the basis of the prices provided in the offeror's price tables, multiplied by the Government's estimated quantity as defined in Section J.2**.** The Government reserves the right to adjust any and all totals on that basis. Overall price evaluation will be based on corrected total prices.

M.4.4.3 Total Offered Price

The total offered price for an offer will be based upon the value of the aggregated prices for all years in the base period and all option periods. Service, feature, and Service Initiation Charge (SIC) costs will be computed using the prices provided by the Offeror in the Section B price tables multiplied by the quantities in the Government's estimated requirements (Section J.2).

M.4.4.4 Unbalanced Pricing

The Government may reject any offer that is materially unbalanced, according to the FAR 15.814(b) definition of materially unbalanced.

M.4.4.5 Evaluation for Additional Offerings

Additional offerings as described in Section C.1.2 may be proposed by the offeror and will be evaluated independently by the Government. However, such services or features will have no bearing on the acceptability of an offer, and the prices will not be included in the total offered price.