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Federal Acquisition Service

GSA TRANSITION COORDINATION CENTER

SMALL AGENCY AND NATIVE AMERICAN TRIBE
EIS TRANSITION PLAN

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1. Introduction

The General Services Administration (GSA) has developed the Small Agency and Native American Tribe (SANAT) Enterprise Infrastructure Solutions (EIS) Transition Plan for managing the transition of services from expiring Networx, Washington Interagency Telecommunications System (WITS) 3, and Regional Local Service (RLS) contracts to EIS contracts. Transition must be complete before the current contracts expire. This document advocates the importance of coordination, collaboration, and cooperation among transition stakeholders by clearly defining transition roles, addressing key issues affecting transition, explaining the program management functions supporting transition, and establishing transition processes and procedures.

After obtaining industry suggestions and feedback, GSA's Transition Coordination Center (TCC), in coordination with Acquisition Operations, Agency Management, and Office of General Counsel, designed an approach to assist small agencies and Native American tribes with planning, management, and execution of transition to EIS, applying Lessons Learned from previous transitions as referenced in the Transition Strategy and Management Plan (TSMP). Those most relevant to small agencies and Native American tribes include:

- Agencies have insufficient contracting and project management expertise needed for telecommunications contracts
- Small agencies don't have resources to dedicate to transition.

Agencies with less than \$1M in annual business volume on the Networx contracts are considered "small" and are eligible to receive support through the GSA-Assisted Transition (GSAAT) program. This means that small agencies and Native American tribes with Networx, WITS 3, and RLS inventory may request that GSA perform transition activities for them.

1.1 Purpose

The purpose of this document is to explain how GSA will manage this project, describe roles and expectations of GSA and agencies in implementing the plan, and document agreements to this approach. It also serves as a reference to guide small agencies and Native American tribes through the GSAAT process.

1.2 Scope

This plan describes GSA's approach to managing GSAAT for small agencies and Native American tribes. The services that will be transitioned include those the small agencies and Native American tribes ordered directly on the expiring Networx and WITS 3 contracts, as well as services those agencies and Native American tribes currently receive on the RLS contracts through the Full Service model, where GSA has placed and administered the orders.

1.3 Definition of Transition

Transition is a movement from GSA's expiring Office of Telecommunications Services (OTS) contracts to the replacement or successor contracts. Transitions can be: 1) administrative, in which services move "like-for-like" from an incumbent supplier's

contract to the same supplier's replacement contracts; 2) physical, whereby service moves from an expiring contract to a different supplier's replacement contract; or 3) transformative, in which the service is converted during the transition, such as to replace a legacy service with a newer technology, improved functionality, or expanded reach. Transition is considered complete once services have been disconnected from expiring contracts and business volume has been reduced to zero.

2. Opportunities for Assistance

Small agencies and Native American tribes have the option to: A) manage their own transition; or B) request GSAAT support. The sections below describe these options. Small agencies and Native American tribes should contact Agency Management if additional acquisition support is required.

It is important to note that support to agencies and Native American tribes using the EIS contracts will be available through GSA's Customer Engagement and Service Delivery organizations. GSA Agency Managers (AMs) are prepared to assist agencies with acquisition planning and execution efforts. In addition, GSA Technology Service Managers (TSMs) are prepared to assist agencies with post-acquisition operational efforts. Search the [Office of Telecommunications Services Customer Support](#) listing to identify agency pre- and post-acquisition customer support representatives.

2.1 Option A: Agency/Native American Tribe Managed Transition

Agencies and Native American tribes who elect to manage their own transition can access transition information, tools, and other "self-help" resources through the EIS transition website at gsa.gov/eistransition and EIS program information at gsa.gov/eis.

2.2 Option B: GSA-Assisted Transition

When small agencies and Native American tribes elect GSAAT, GSA will facilitate the agency's transition of all services from GSA's expiring network services contracts to EIS. This may include pricing services, solicitation assistance, preparing EIS Task Orders (TOs) and service orders, and submitting disconnect orders for Networx, WITS 3, and RLSs. GSAAT is available at varying levels, where each level builds upon its predecessor offering additional support.

Levels include:

Level 1A: Price-Only

Level 1B: Solicitation Assistance using GSA's Solicitation Assist Tool

Level 2: Solicitation Assistance with GSA TO Award Contracting Support

Level 3: Solicitation Assistance with GSA Life-Cycle Contracting Support.

GSA's cost for providing this service varies based on the level of support requested and will be recovered through the fee agencies pay on the services they order from GSA contracts, from GSA's Transition Fund, or directly from the agency as defined in the Interagency Agreement (IAA). The IAA provides specific information on the requirements of the Requesting Agency sufficient to demonstrate a bona fide need, and identifies funds associated with the requirement to allow GSA to provide assistance and conduct an interagency acquisition.

- Levels 1A and 1B are available at no additional cost to the agency or Native American tribe
- Levels 2 and 3 will include a cost recoverable fee that will vary based on the level of GSA support provided. Agencies will be required to sign an IAA; Part A will indicate the small agency's request for transition assistance and define the roles and responsibilities of GSA and the agency. Part B defines the bona fide need, specifies the fee, creates a fiscal obligation and serves as the funding document.

2.2.1 Level 1: Price Only and Solicitation Assistance

Through the GSAAT program, GSA intends to support small agency and Native American tribe Fair Opportunity (FO) decisions. Some FO decisions can be made based on available pricing information; others will be made using a solicitation process.

Candidates for this level of support will be determined on an individual agency or Native American tribe basis, and may include those agencies for which Level 2 or 3 support is not feasible or appropriate.

2.2.1.1 Level 1A: Price-only

Agencies and Native American tribes with total projected expenditures less than the Simplified Acquisition Threshold, set forth by the FAR 48 Code of Federal Regulations (CFR) Subpart 2.1, may request the TCC conduct Level 1A Price-only analysis to determine the lowest price EIS contractor. This could result in the agency or tribe awarding multiple TOs as needed and appropriate to best meet the needs of an agency or Native American tribe.

Price-only analysis is appropriate in limited circumstances, and should not be used when the requirements contain Individual Case Basis (ICB) pricing or Task Order Unique CLINs (TUCs). Price-only is also not a viable option if the EIS contractors do not offer services within a required Core-Based Statistical Area (CBSA); this requires a solicitation to allow EIS contractors the opportunity to submit contract modifications to cover those areas; consequently, Level 1A is not an option.

GSAAT support available to agencies and Native American tribes selecting a Price-only acquisition strategy includes:

- Transition Inventory (TI) analysis
- Inventory confirmation support
- Inventory pricing using the EIS Pricer tool
- Delivery of a Cost Comparison Report
- Technical guidance
- Price evaluation support
- Evaluation documentation assistance

An authorized ordering official for the small agency or Native American tribe must award the TO, obligating the agency's funds.

Price-only support is available for the purposes of transition only. Once the services have been removed from the expiring contracts, the small agencies and Native

American tribes will assume full responsibility for all TO administration and life-cycle management of services. [Appendix A](#) describes the Price-only process in more detail.

2.2.1.2 Level 1B: Solicitation Assistance

GSA has developed the Solicitation Assist Tool, which was vetted with GSA contracting for federal mandate and policy compliance, to accelerate and improve the solicitation process. Under Level 1B, GSA will use the Solicitation Assist Tool, and its templates and best practices, to assist with one FO solicitation per agency or Native American tribe. An authorized ordering official for the small agency or Native American tribe must award the TO, obligating the agency's funds. The agency or Native American tribe retains responsibility for transitioning all services to EIS.

Candidates for this level of support will be determined on an individual agency or Native American tribe basis and include those for which Levels 2 and 3 may not be feasible or appropriate.

Available support includes:

- Level 1A support per section 2.2.1.1 (*excludes EIS price evaluation support and evaluation documentation assistance*)
- Requirements development
- Solicitation development using Solicitation Assist Tool
- Development of performance measures

Requests for assistance with more than one solicitation should be addressed with GSA Agency Management.

2.2.2 Levels 2 and 3: Solicitation Assistance with GSA Contracting Support

GSAAT Levels 2 and 3 connect GSA contracting specialists with the small agency requiring assistance. GSA will consolidate requirements across agencies and manage the solicitation through the FO process.

Agencies selecting Solicitation Assistance with GSA Contracting Support will be required to sign an IAA. Part A will indicate the small agency's request for transition assistance and define the roles and responsibilities of GSA and the agency. Part B defines the bona fide need, specifies the fee, creates a fiscal obligation and serves as the funding document. Upon agreement of the terms and conditions, both parties will execute the document. GSA will track the status of the agreement through full execution.

It is important to note that support to agencies using the EIS contracts will continue to be available through GSA's Service Delivery organization post-transition. These points of contact will be communicated as part of the transition closeout process.

3. Agency Communication

GSA has developed a communication plan for contacting the authorized ordering official (person with the authority to obligate the agency's funds) within each small agency and Native American tribe to explain GSAAT, including: the process to order services through GSA's EIS contracts; procedures and requirements under FAR 16.505;

applicable sections of the FAR; and other appropriate government contracting requirements. This section describes the plan and process for implementing it.

The first step in the communication plan is to determine the appropriate contacts and ascertain the level of support most appropriate for each agency and tribe. [Appendix B](#) provides examples of the initial emails, sent in the summer of 2017. The first email requested identification or confirmation of the primary contact(s) for the small agency/Native American tribe. The second email, sent to the designated contact, provided information about the transition options available at that time and included TI to initiate the transition process. *Note: Transition options outlined in Appendix B have evolved into those now described in this plan. The emails do not represent what is currently available.* Then in late 2018, GSA sent a customer survey by email to small federal agencies to gauge their interest in Level 2 or 3 support.

Once agencies and Native American tribes determine the level of support best suited for their transition, the TCC confirms and documents the selection for the record.

3.1 Points of Contact

Small agencies and Native American tribes requesting GSAAT must provide contact information, including:

- a warranted contracting officer or other authorized ordering official with authority to obligate funds for the agency or Native American tribe, or other entity authorized to use the contract per Office of Government-wide Policy (OGP) 4800.2I; and
- for Level 2 and Level 3 support, an agreement signatory who is authorized to review and execute an IAA, Part A and B.

3.2 Non-responsiveness

GSA will track attempts to contact agencies and Native American tribes and escalate those who fail to respond. At a minimum, GSA will reach out to the agency or Native American tribe through three (3) emails and three (3) phone calls. GSA will document the name(s), phone number(s), and email address(es) of the person(s) it attempted to contact, as well as the escalation contact at the agency or tribe.

The GSA Project Manager (PM) for SANAT transition will escalate the list of non-responsive agencies or Native American tribes to the GSA Transition Director. The GSA Transition Director will coordinate with the OTS Director to send an email to each non-responsive CIO or chairperson requesting a response. Agencies or Native American tribes who fail to respond to GSA by the communicated deadlines will be deemed non-responsive, and thereby assume full responsibility for their transition. GSA will remain available to support any SANAT entity that comes forward at a later time; however, the level of support may be limited depending on the timeframe.

4. Program Management

The GSA PM for SANAT transition will oversee the implementation of this plan. Several other GSA resources have roles in executing the activities to meet critical milestone dates, minimize risks, and provide meaningful reporting to GSA, small agencies, and

Native American tribes. The PM is directly supported by two teams of TCC consultants: consultants on the Transition Ordering Assistance task order assist agencies directly with ordering replacement services on EIS and disconnecting expiring services, while those on the Transition Coordination Support task order provide project management and more general assistance to agencies.

4.1 Transition Roles and Responsibilities

Table 1 outlines the roles and responsibilities necessary to support small agency and Native American tribe transition to EIS. Note that one person may fill multiple roles, as needed. **In some cases, responsibilities and roles vary based on the agency or Native American tribe elected GSAAT level.**

Table 1. Roles and Responsibilities

Roles and Responsibilities Across Support Levels	
Role	Responsibility
Small Agency or Native American Tribe Ordering Contracting Officer (OCO) or Authorized Ordering Official	<ul style="list-style-type: none"> Attend Delegation of Procurement Authority (DPA) training and receive a GSA DPA Finalize and release solicitations Assess EIS pricing responses; Evaluate proposals Obligate funds Notify awardees and execute TOs Prepare and submit service orders Authorize GSA to place service orders and release Primary Inter-exchange Carrier (PIC) freezes Administer the TO Place non-transition related orders for services under EIS Accept EIS services delivered according to the TO
Agency or Native American Tribe Transition Manager (TM)	<ul style="list-style-type: none"> Serve as the interface to GSA; advise GSA on the level of involvement the agency or Native American tribe will have in implementing this plan; execute required documents Ensure GSA has a letter (or email) from the small agency or Native American tribe identifying the transition point of contact(s) Manage execution of the IAA as applicable Identify the Agency-Bureau (AB) codes that fall under the authority of the agency or Native American tribe, and any hierarchical organization of those codes Confirm the agency or Native American tribe's inventory of services to transition Approve proposed solution for replacement services Disseminate information regarding the transition of Networx, WITS 3, and RLS to EIS Escalate issues to GSA or the EIS contractors as necessary, with supporting documentation
GSA Agency Management	<ul style="list-style-type: none"> Serve as the overall interface with the agencies and Native American tribes up to the point of task order awards Provide day to day support to agencies and Native American tribes (AMs supported by the transition/service delivery team) up to the point of task order awards Manage execution of IAAs Monitor and serve as escalation point for IAA process as applicable

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Roles and Responsibilities Across Support Levels	
Role	Responsibility
	<ul style="list-style-type: none"> Up to the point of task order awards, respond to transition-related questions and issues from agencies and act as a liaison between the agencies or Native American tribes; EIS, Networx, WITS 3, and RLS contractors; and other GSA organizations, as needed
GSA PM for SANAT Transition	<ul style="list-style-type: none"> Manage development and implementation of the SANAT EIS Transition Plan and guide TCC resources, including consultants Escalate non-responsiveness to the GSA Transition Director Monitor progress of the SANAT transition and take corrective actions as needed
GSA Transition Director	<ul style="list-style-type: none"> Coordinate with the OTS Director to engage SANAT CIOs for each agency or tribe deemed non-responsive Manage the Transition Program
GSA Acquisition team	<ul style="list-style-type: none"> Manage and operate a consolidated acquisition for agencies selecting Level 2 or 3 Provide TO award and administration as defined in IAAs Execute PIC changes with local exchange carriers (LECs) as authorized by an agency or tribe Letter of Authorization (LOA)
GSA Transition Ordering Assistance consultants (TCC resource)	<ul style="list-style-type: none"> Work with AM to assess the customer's needs and level of involvement; Explain the plan and assist with execution; Advise on contract requirements Maintain database to capture point of contact information and document communication attempts Notify agencies and Native American tribes of DPA training information Provide TI analysis and inventory confirmation support; Provide inventory pricing using EIS Pricer tool Provide technical guidance; Recommend replacement services on EIS Assist with requirements development Provide Cost Comparison Report of EIS services; Assist with EIS pricing and proposal evaluation Monitor, report, and facilitate the transfer of telecommunications services from the Networx, WITS 3, and RLS contracts to EIS
GSA Transition Coordination Support consultants (TCC resource)	<ul style="list-style-type: none"> Design an approach to assist small agencies and Native American tribes with planning, management, and execution of the transition to EIS Manage inventory data validation and refresh Assist agencies in selecting services and providers from the EIS contracts Manage tracking and reporting of transition status and progress Manage Tier 2 and Tier 3 Help Desk support
GSA Contracting (Levels 2 and 3)	<ul style="list-style-type: none"> Create solicitation documentation Finalize and release solicitations Evaluate proposals from EIS contractors Notify awardees Debrief unsuccessful offerors as requested As defined by IAA - Pay EIS contractor invoices; Prepare EIS TOs; Prepare, submit, and track service orders; Prepare, submit, and track disconnect orders; TO maintenance and close-out
GSA General Counsel	<ul style="list-style-type: none"> Provide legal advice to GSA team regarding the agreements and this plan
EIS Contractor	<ul style="list-style-type: none"> Upload notices of TO awards into GSA's system(s) as required Deliver services and invoices to the ordering agency according to the requirements of the TO and EIS contract

Roles and Responsibilities Across Support Levels	
Role	Responsibility
Network, WITS 3 and RLS Contractor	<ul style="list-style-type: none"> Process disconnect orders according to the requirements of the respective contract Coordinate with EIS contractors as needed to facilitate transitioning services
GSA TSM	<ul style="list-style-type: none"> Provide subject matter expertise for development and implementation of SANAT Transition Plan Assist agencies with post-award/post-acquisition support facilitating the delivery and operation of services Support and serve as a liaison between GSA, the agency and contractors to guarantee a smooth and efficient implementation of services. Ensure resolution of any quality of service issues or service delivery problems Ensure agencies receive effective and efficient telecommunications support after the award of a task order Facilitate agencies' use of GSA's telecom services contracts. Provide training to agencies on the use of GSA's business support systems Assist agencies with establishing milestones and key measurements to determine acceptable contractor performance to assess and track contractor effectiveness in compliance with contractual and agency objectives Collaborate with representatives from other GSA offices, as needed, to meet customer needs

4.2 Schedule

The schedule to support GSAATs for small agencies and Native American tribes is based on critical EIS transition milestones established for the Transition Program.

Task Name	Start	Finish
Establish GSA SANAT Team	Jan 2017	Apr 2017
Develop SANAT Transition Plan	Oct 2017	Nov 2017
Communicate Plan to agency or Native American tribe	Nov 2017	May 2018
Receive SANAT Responses to Emails 1 and 2	May 2017	Jan 2018
Conduct Survey	Dec 2018	Feb 2019
Prepare Solicitations or Pricer Analysis	Jan 2019	May 2019
Finalize and Release Solicitations*	Jan 2019	Mar 2019
Awards TO(s)*	May 2019	Sep 2019
Implement TOs	Jun 2019	Jun 2022
Transition (Disconnects) 50% Complete*	Mar 2021	Mar 2021
Transition (Disconnects) 90% Complete*	Mar 2022	Mar 2022
Transition (Disconnects) 100% Complete*	Sep 2022	Sep 2022
* indicates EIS Transition Milestone		

4.3 Executing the Transition Plan

The TCC will assist small agencies and Native American tribes with activities as defined within this plan.

4.3.1 Inventory Assessment

GSA has validated small agency and Native American tribe expiring contract inventory and made it available through the TI capability in the Enhanced Monthly Online Records and Reports Information Technology Services (E-MORRIS) application. In addition, the TCC will provide the agencies and Native American tribes access to inventory for confirmation and will be available to assist with inventory related questions. Confirmed inventory will be used to support pricing and solicitation development.

4.3.2 Pricing Services

The TCC will provide Level 1A small agencies and Native American tribes a Cost Comparison Report of EIS services to expiring contract prices. The TCC can also assist those selecting other levels of support with cost estimating and evaluation of prices from EIS contractors.

4.3.3 Solicitation Development

GSA will work with agency and Native American tribe points of contact to understand the functionality of existing services and the need to transition those services to EIS. GSA will analyze EIS contracts to map expiring services to EIS and describe the relationship between them. GSA will help the agencies and tribes use these analyses results to develop solicitations.

4.3.3.1 Level 1B Solicitation Assistance

Agencies or Native American tribes selecting GSAAT will contact GSA Agency Management to coordinate use of the GSA Solicitation Assist Tool. The Solicitation Assist Tool has been vetted with GSA contracting for federal mandate and policy compliance, to assist agencies and Native American tribes to collect and document service requirements. The Solicitation Assist Tool is a guided tool requiring that the agency or tribe contribute service requirements, performance parameters, mission objectives, evaluation criteria, and other agency-specific input to the GSA technician operating the Solicitation Assist Tool. At the conclusion of the guided activity, the agency or tribe's ordering official will have a draft solicitation to begin the process for internal coordination, approval, and release to EIS contractors.

4.3.3.2 Level 2/3 Solicitation Assistance with GSA Contracting Support

Agencies selecting GSAAT Level 2 Solicitation Assistance with GSA Contracting Support or Level 3 Solicitation Assistance with GSA Life-Cycle Contracting Support will complete Parts A and B of an IAA, enabling GSA contracting specialists and the GSA Acquisition team to manage and operate a consolidated acquisition. GSA resources will provide the level of support defined and documented in the IAA.

4.3.4 Training for Delegation of Procurement Authority

Small agency and Native American tribe point(s) of contact authorized to obligate funds must attend training and receive a DPA from GSA before awarding TOs on the EIS contracts. The TCC will communicate training availability to ensure training is complete so as not to delay TO implementation.

4.3.5 Evaluating Proposals

For small agencies and Native American tribes selecting either GSAAT Level 2 or Level 3 support, a GSA Acquisition team of contracting specialists and technical evaluators will assess EIS proposal responses from multiple EIS contractors.

4.3.6 Registering Agency and Native American Tribe Information

GSA will work with the small agency and Native American tribe points of contact to collect the registration information required by the selected EIS contractors. Examples of this include identification of authorized ordering personnel, associated agency or Native American tribe points of contact, and billing address information. Small agencies and Native American tribes must provide registration detail to EIS contractors prior to order submission.

4.3.7 Preparing and Awarding Task Orders

Small agencies and Native American tribes receiving Level 1 support are responsible for preparing and awarding TOs. GSA will advise on the necessary information and provide templates, if needed, for TO award. The [TO Award Information Form](#) may be downloaded and used to help with capturing TO award information.

For agencies electing GSAAT Level 2 or 3, GSA contracting will prepare and award TOs as defined by the IAA.

4.3.8 Preparing and Submitting Service Orders

The need for service orders will be based on the nature of the TO. Once TOs are awarded, small agencies under GSAAT Level 3 may request assistance with the preparation and submission of EIS services orders as defined in the IAA. Service orders will be tracked through completion indicated by receipt of a Service Order Completion Notification (SOCN) from the EIS contractor.

Level 1 and Level 2 small agencies and Native American tribes may contact Agency Management to request support with service order preparation.

Small agencies and Native American tribes retain responsibility for service acceptance.

4.3.9 Preparing and Submitting Disconnect Orders

4.3.9.1 PIC Changes

In some situations, the EIS long distance voice services contractor may be different from the Networx contractor. When applicable, small agencies and Native American tribes have two options for changing the voice services PIC:

1. Once the small agency or Native American tribe receives a SOCN from the EIS contractor, that agency or Native American tribe orders the LEC to make a PIC change from the Networx contractor to the EIS contractor. The small agency or Native American tribe is the customer of record with the LEC, and therefore the sole authority to order a change of the PIC; or

2. The small agency or Native American tribe can request the EIS contractor submit orders to the LEC on behalf of the small agency or Native American tribe. This requires a LOA signed by the small agency or Native American tribe authorizing the EIS contractor to remove PIC freezes and order PIC changes with the LEC. [Appendix C](#) provides an LOA template that may be used to support this option.

4.3.9.2 RLS Disconnects

Agencies and tribes using GSA's RLS contracts must notify GSA when to disconnect those services. After the agency or tribe has confirmed the replacement service is successfully operational, it sends a disconnect order to tsr@gsa.gov. Upon receipt of that disconnect request, GSA prepares and submits the RLS disconnect order. GSA will track the disconnect order through completion and report status, including any issues, to the small agency or Native American tribe.

4.3.9.3 Level 3 Support

Agencies selecting GSAAT Level 3 assistance will receive the level of support defined and agreed to, as documented in the IAA.

4.3.9.4 Additional Assistance

Small agencies and Native American tribes may contact GSA to request additional support with preparing and submitting disconnect orders, <https://gsa.gov/nspsupport/>.

4.3.10 Progress Tracking and Reporting

GSA's TCC tracks and reports on transition progress through three (3) phases of transition: acquisition planning, acquisition decision, and transition execution. The objective is to gain a comprehensive view of transition activities, to identify bottlenecks, backlogs and other issues proactively, and to facilitate resolutions. The TI module within E-MORRIS provides an analysis of transition progress at various reporting levels based on metrics defined within each transition phase.

Appendix A - GSAAT Price-only Process

With GSA Agency Management oversight, GSA TOA consultants will assist small agencies and Native American tribes with Price-only analysis.

1. Agency/Native American tribe reviews and confirms inventory
2. Agency/Native American tribe notifies GSA TOA consultants of confirmation and decision to go with Price-only transition
3. Agency/Native American tribe provides TOA consultants completed EIS Acquisition Information Non-Disclosure Agreement
4. GSA notifies the EIS contractors of Price-only request and services by CBSA and Network Site Code (NSC) requirements as applicable
5. GSA TOA consultants review results for anomalies or special considerations (e.g. unforeseen coverage or equipment issues)
6. GSA TOA consultants provide priced results to the agency/Native American tribe and include any anomalies or award considerations
7. GSA TOA consultants support agency/Native American tribe analysis of priced results
8. Agency/Native American tribe awards TO(s)
 - GSA TOA consultants provide an award template and supporting documents, and assist with the completion
 - GSA TOA consultants provide a TO template (if needed)
 - Agency/Native American tribe adheres to internal processes and regulations to award to the selected contractor
 - Agency/Native American tribe's ordering official executes TO award with selected EIS contractor
9. Awarded contractor enters decision information into GSA's Network Hosting Center
10. Once task orders have been awarded, agencies can contact their TSMs for support of post-award activities.

Notes: Small agencies or Native American tribes that do not select the low-cost provider(s) as indicated in the price quote results must go through the solicitation process, documenting the evaluation criteria and resulting award.

Appendix B - Small Agency / Native American Tribe Emails

Note: Transition options and dates outlined in the emails below have evolved into those now described in this plan. These emails do not represent what is currently available.

Email Correspondence 1: Request Points of Contact

To: SANAT point of contact
Subject: IMPORTANT: Transition from Networx to the new EIS Contract
Sent: Summer of 2017
From: EISTOA.SANAT@gsa.gov

Our records indicate that your agency has existing telecommunications services on GSA's expiring Networx, Washington Interagency Telecommunications Services (WITS) 3, and/or and Regional Local Service (RLS) contracts. These services must be transitioned to an Enterprise Infrastructure Solutions (EIS) contract before expiration of the current contracts, or your agency is at risk of experiencing termination and disruption of services or incurring increased costs due to the implementation of commercial rates, which are substantially higher than those offered under a GSA contract. Any delay in your transition may also result in an extended outage period while new services are ordered, provisioned, and delivered. To avoid service disruption or potentially incurring increased costs due to commercial rates, your agency must transition or disconnect services from Networx, WITS 3, and RLS contracts as early as possible, but no later than March/May 2020.

GSA would like to assist with transition of your services. Please respond to this email address (eistoa.sanat@gsa.gov) providing the name, email address, and phone number of the individual(s) in your organization responsible for telecommunications voice and data services by [mm/dd/yy].

GSA will provide your designated contact(s) with any transition-related information specific to your organization, including transition inventory, and discuss GSA available support. Questions or concerns may be addressed to the GSA Help Desk at eistcc.support@gsa.gov or 855-ITaid4U (482-4348), or to the GSA Transition Ordering Assistance team, eistoa.sanat@gsa.gov.

Thank you for your attention to this important matter.

GSA Transition Ordering Assistance Team

Email Correspondence 2: Provide Transition Options and SANAT Specific Inventory

To: SANAT confirmed point of contact
Subject: EIS Transition and Inventory Information
Sent: Summer of 2017
From: EISTOA.SANAT@gsa.gov

Our records indicate that your agency has existing services on the expiring Networx and/or WITS 3 and LSA contracts. If these services are not transitioned to the GSA EIS contract before the Networx, WITS 3 and LSA contracts expire, your agency is at risk of experiencing termination and disruption of services or incurring commercial rates, which are substantially higher than those offered under a GSA contract. Any delay in your transition may also result in an extended outage period while new services are ordered, provisioned, and delivered. To avoid service disruption or incurring commercial rates, your agency must transition or disconnect services on Networx, WITS 3 and LSA contracts as early as possible.

Small agencies and Native American tribes are responsible for naming:

- Representative authorized to sign the GSAAT agreement
- A warranted contracting officer or other official with authority to obligate funds for the agency (or tribe, or other entity authorized to use the contract per OGP 4800.21)

Small agencies and Native American tribes must select one of the following:

1) **GSA-Assisted Transition Support (GSAAT)** - includes GSA transition management and support on behalf of the agency or tribe, inclusive of the following:

- Transition Inventory Analysis
- Requirements Development (includes Market Research)
- Statement of Work (SOW) Development
- Solicitation Development
- Development of Performance Measures
- Preparation of Source Selection Documentation
- Proposal Evaluation - subject to the terms indicated in the GSAAT agreement, this assistance may include fair-and-reasonable price determination for Task Order Unique CLINs (TUCs) and CLINs priced on an individual case basis
- Notification of Award
- Debriefings of Non-awardees as requested
- Preparation of EIS TOs

- Preparation and Submission of EIS Service Orders (TOs must include authorization for GSA CORs to submit service orders)
- Service Order Tracking
- Preparation and Submission of Disconnect Orders
- Preparation of Letter of Agency (LOA) authorizing EIS contractors to remove Primary Interexchange Carrier (PIC) freezes and PIC order changes with the Local Exchange Carrier (LEC), if desired

2) **Manage their own transition** – agency or tribe responsible for all activities and actions to complete transition.

3) **Use GSA-allocated consultant support as provided to the medium agencies** – this entitles agencies or tribes to assistance on a single fair opportunity. GSA consultant support will require an IAA with GSA Transition Ordering Assistance (TOA) for limited transition assistance as it relates to the Fair Opportunity (FO) solicitation process only; assistance will not be available to support service ordering, disconnects, or other services as described in the GSAAT plan.

GSA has attached the expiring contract service inventory for your review. (As of May 2017) We request your transition approach decision and inventory confirmation on or before **July 14, 2017**. Please note that if we do not receive a response by this date, and the agency or tribe does not perform transition activities as described above, we will issue a unilateral disconnect which could result in a loss of service at the end of the expiring contracts.

If the total annual billing for the attached inventory for your organization is less than \$24K GSA will conduct a price only evaluation, provide the results to your organization who will in turn issue the necessary task order(s). For security reasons the attached inventory file was encrypted. A second email will provide the information necessary to access the data.

If your Agency has any questions or concerns, please contact the GSA Task Ordering Assistance team, eistoa.sanat@gsa.gov or the GSA TCC Help Desk at eis.support@gsa.gov, or [855-ITaid4U \(482-4348\)](tel:855-ITaid4U).

Appendix C - Template for PIC Letter of Authorization

[PLACE ON SMALL AGENCY or NATIVE AMERICAN TRIBE LETTERHEAD]

[Agency/Native American Tribe Name Printed or Typewritten]

[Small Agency/Native American tribe] has, on the date indicated below, entered into an agreement with ***[EIS Contractor]*** whereby ***[EIS Contractor]*** is authorized to act as agent on behalf of ***[Agency/Native American tribe]*** in all dealings with the ***Local Exchange Carrier*** with respect to transitioning voice services from Networx to EIS.

This Letter of Agency and Authorization shall remain in effect from ***[Date]*** until ***[Date]***.

The undersigned acknowledges that he/she has read and understands the foregoing, and has full authority to execute this Letter of Agency and Authorization on behalf of ***[Small Agency/Native American tribe]***.

[Small Agency/Native American Tribe Authorization]

Signature

Printed/Typed Name

Title

Telephone Number

Date

Appendix D - Acronyms

Acronym	Definition	Acronym	Definition
AB	Agency Bureau	OGP	Office of Government-wide Policy
AM	Agency Manager	OTS	Office of Telecommunications Services
CBSA	Core Based Statistical Area	PIC	Primary Inter-exchange Carrier
CFR	Code of Federal Regulations	RLS	Regional Local Service
CLIN	Contract Line Item Number	SANAT	Small Agency and Native American Tribe
DPA	Delegation of Procurement Authority	SOCN	Service Order Completion Notification
EIS	Enterprise Infrastructure Solutions	SOW	Statement of Work
E-MORRIS	Enhanced Monthly Online Records and Reports Information Technology Services	TCC	Transition Coordination Center
FAR	Federal Acquisition Regulation	TI	Transition Inventory
FO	Fair Opportunity	TM	Transition Manager
GSA	General Services Administration	TO	Task Order
GSAAT	GSA-Assisted Transition	TOA	Transition Ordering Assistance
IAA	Interagency Agreement	TPTR	Transition Progress Tracking Report
ICB	Individual Case Basis	TSM	GSA Technology Service Managers
LEC	Local Exchange Carrier	TSMP	Transition Strategy and Management Plan
LOA	Letter of Authorization	TUC	Task Order Unique CLINs
NSC	Network Site Code	WITS	Washington Interagency Telecommunications System
OCO	Ordering Contracting Officer		