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

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<b>Standard Form 33, Solicitation, Offer and Award</b>	<b>A-1</b>

<b>SOLICITATION, OFFER AND AWARD</b>		1. THIS CONTRACT IS A RATED ORDER		RATING		PAGE 1 OF 307	
UNDER DPAS (15 CFR 350)		1 PAGES					
2. CONTRACT NO.		3. SOLICITATION NO.		4. TYPE OF SOLICITATION		5. DATE ISSUED	
		TQD-NO-00-1018		<input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)		6. REQUISITION/PURCHASE NO.	
				1/31/00			

7. ISSUED BY		CODE		8. ADDRESS OFFER TO (If other than Item 7)			
GENERAL SERVICES ADMINISTRATION, FTS/TQD							
ATTN: CLARE T. MCFADDEN							
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.** local time **5/1/2000**  
 \*See Section L.19 (Hour) (Date)

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		A. NAME		B. TELEPHONE NO (Include area code) (NO COLLECT CALLS)			
CALL:		Clare T.McFadden		(703) 610-1573			

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(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
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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	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	
X	G	CONTRACT ADMINISTRATION DATA		X	M	EVALUATION FACTORS FOR AWARD	
X	H	SPECIAL CONTRACT REQUIREMENTS					

**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)
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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
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**AWARD (To be completed by Government)**

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION
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22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304 (c)( ) <input type="checkbox"/> 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
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**IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.**

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53 **Section B**

54 **Supplies or Services and Prices**

55 **B.1 Pricing Overview**

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

- 58 (a) Circuit Switched Services (CSS)
- 59 (b) Dedicated Transmission Services (DTS)

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

67 **B.1.1 Provisions**

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

70 The contractor’s Final Revised Price Proposal, dated \_\_\_\_\_, including the Contract  
71 Line Item Prices contained herein, and all amendments thereto, are hereby incorporated by  
72 reference into this contract.

73 The contractor’s Final Revised Technical Proposal, \_\_\_\_\_, and all amendments  
74 thereto, are hereby incorporated by reference into this contract.

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

77 The contractor’s Small, Small Disadvantaged, Women-Owned Small, and HUBZone  
78 Small Business Concerns Subcontracting Plan, dated \_\_\_\_\_, and all amendments thereto,  
79 are hereby incorporated by reference into this contract.

80 **B.1.2 Pricing of Orders**

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

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

94 All price tables are effective at contract award. If the contract is awarded between  
95 October 1 and March 31 of a given fiscal year, price tables for contract pricing year one shall  
96 be effective through September 30 of that year. If the contract is awarded between April 1  
97 and September 30 of a given year, price tables for contract pricing year one shall be effective  
98 through September 30 of the following year. Price tables for years two through eight shall  
99 be on a Government fiscal year basis. Prices provided in the proposal shall not change  
100 within a fiscal year, but may vary from fiscal year to fiscal year to reflect changes, such as  
101 changes in technological and market maturity and improved commercial availability. For  
102 those service orders that span more than one fiscal year, the invoice shall reflect the price  
103 tables in effect for the period in which services are provided.

104 Prices shall be entered in spreadsheets provided with this solicitation. Eight workbooks  
105 are provided each named PRICESX.xls where the "X" indicates the applicable contract year  
106 (1-8). Each workbook contains spreadsheets corresponding to each price table defined in  
107 this Section B.

108 **B.1.3 Prices**

109 MAA pricing is divided into three general categories:

- 110 (a) Basic Service for the service categories defined in Section C.2.1.1  
111 (b) Features  
112 (c) Other Charges

113 Basic service is defined as that set of capabilities that are inherent within the base price  
 114 and may not be unbundled from the base price. The basic service prices shall include  
 115 management and operations; transition and migration and implementation; and reporting  
 116 functions unless specified otherwise within this contract. Basic service prices shall also  
 117 exclude any taxes and End User Common Line (EUCL) charges, that may apply. Universal  
 118 Service Fund (USF) and Pre-subscribed Inter-exchange Carrier Charges (PICC) are  
 119 considered as part of the basic service prices (also see Section H.15).

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

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

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

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

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

144 (f) **Geographic Location**

145 (1) The geographic location of both the user and the user's MAA local switch is  
 146 determined by the vertical and horizontal (V&H) coordinates of the Incumbent  
 147 Local Exchange Carrier (ILEC) central office associated with the user's

148 NPANXX, where NPA is the Numbering Plan Area, also known as the Area  
 149 Code, and NXX is the first three digits in a seven-digit local telephone number  
 150 which currently identifies the local switch that serves this number.

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

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

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

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

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

177 The offeror may charge or waive charges for service initiation. Note: The offeror  
 178 may choose to waive installation charges for existing lines to be transitioned as  
 179 specified in Section J.2.2. The offeror shall clearly state such an offer as part of the  
 180 instructions for pricing (Section B.1.4).

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

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

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

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

#### 197 **B.1.4 Instructions for Pricing**

198 All price elements shall be priced and all cells in the spreadsheets shall be populated.  
 199 Where charges do not vary by year, time-of-day, etc., price entries for each similar element  
 200 should contain the same price. Where charges do not vary by usage or distance, per minute  
 201 or mileage, price entries can be set to zero. The price elements that are included as part of  
 202 the basic service capabilities and are therefore not separately priced shall be noted as "NSP."  
 203 In Tables B.2.1-1, B.2.2-1, and B.3.1-1 where a price element is not appropriate due to  
 204 unused NPANXX groups, the price entry shall be noted as "N/A." "N/A" shall not be placed  
 205 in any other price table.

206 The offeror shall provide a document, entitled "Instructions for Pricing," that provides  
 207 detailed procedures for applying the offeror's price tables. Several levels of pricing  
 208 procedures shall be provided. The document shall provide the capability for a user to choose  
 209 and price common services (e.g., business line, T1 trunk) without the need to understand the  
 210 complexity of the underlying price components. It shall also provide the user with the  
 211 information necessary to understand those price components where necessary. The offeror  
 212 shall not use its Instructions for Pricing or any price proposal narrative to place caveats,  
 213 clarifications, modifications, or restrictions on any RFP or RQS technical, management, or  
 214 price requirement. Any such language that is deemed necessary shall be identified by the  
 215 offeror as exceptions, deviations, or clarifications in a separate section of the proposal  
 216 (Section L.20.1.4).

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

220 **B.1.5 Service Prices All Inclusive**

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

225 **B.1.6 Organization of This Section**

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

230 **B.2 Circuit Switched Services**

231 **B.2.1 Circuit Switched Services Local Loop**

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

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

242

**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

243

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

244

**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

245

The offeror shall follow the pricing structure for the off-premises switch-based voice service in Table B.2.1-1 to reflect pricing for any types of host switch/PBX service solutions. After contract award, the Government reserves the right to decide whether to implement a specific PBX solution at a particular location.

246

247

248

**B.2.2 Circuit Switched Services Local Usage**

250

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

251

252

253

254

255 network). CSS off-net calls are calls that originate from an SDP on an MAA contractor’s  
256 network and terminate on an SDP on a different network, but are within the MAA service  
257 area (e.g., MAA contractor network to another network). For the New Orleans MAA, all on-  
258 net and off-net voice and data terminations shall be free of usage charges.

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

266 For the New Orleans MAA, Tables B.2.2-1 and B.2.2-2 are reserved.

267 **Table B.2.2-1. Reserved**

268 **Table B.2.2-2. Reserved**

269 **B.2.3 Circuit Switched Services IXC Access**

270 The IXC Access component provides switched services from the user’s MAA local  
271 switch port to the POP of a user-designated IXC. Any usage charges will be determined by  
272 the appropriate IXC (or local long distance if applicable) tariff. No additional usage or  
273 monthly port connection charges will result under this contract. In the future, if and when  
274 the MAA contractor is permitted to provide full IXC access service, as defined in the  
275 FTS2001 RFP, this contract may be amended to include pricing for that service.

276 **B.3 Dedicated Transmission Service**

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

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

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

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

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

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

292  
293 For pricing purposes, each DTS-Access-to-an-IXC-POP circuit will consist of one (1)  
294 local loop component and one (1) IXC access component.

295 **B.3.1 Dedicated Transmission Service Local Loop**

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

302

**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

303  
304

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

305

**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

306

**B.3.2 Dedicated Transmission Services Local Interoffice Channel**

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

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

DTS Type ID No*	Base Price	Additional Price Per Mile

314

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

315 **B.3.3 Dedicated Transmission Services IXC Access**

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

321 **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

322 \*The DTS type ID numbers are listed in Table B.3.1-2.  
323

324 **B.4 CSS Features**

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

328 Table B.4.1-1 provides the format for pricing CSS features. The CSS type ID numbers  
329 are listed in Table B.4.1-2. Cells in Table B.4.1-2 that contain “N/A” indicate that the  
330 particular feature does not apply to a specific service. There are no columns for CSS type  
331 001B in these tables because this CLIN has been changed to “Reserved” in Table B.2.1-2.

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

339

**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

340

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

341

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

342

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

343

\*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							
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						
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
Anonymous Call Rejection	49	Per Line	Per Month								
Meet Me Conference	50	Per Conferee	Per Conference								

344 **B.5 Additional Pricing Tables**

345 **B.5.1 Additional Local Loop Charges**

346 Local loop service prices for CSS and DTS (Tables B.2.1-1 and B.3.1-1) include all  
347 services, equipment (e.g., T1 channel bank at SDP 3), and labor necessary to connect the  
348 user at the NID. Where the Government requires the SDP to be located on the customer  
349 premises at a point other than the NID, additional charges may apply. Table B.5.1-1  
350 provides prices for the additional charges from five on-premises locations other than the  
351 NID. The SDP description and location Ids are defined in Section C.2.1.5.

352 **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

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

354 **B.5.2 Moves and Reconfigurations and Other Charges Price Tables**

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

**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	

358

**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	
Install Twisted-Pair Cross-Connection Wiring***	005S	Per Circuit	

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- \* 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.
- \*\*\* Charge is per circuit only and does not include a service visit charge. The applicable additional local loop SIC price provided in Table B.5.1-1 includes a service visit charge. Only when cross-connection installation is not done in conjunction with an additional local loop installation will a Service Visit Charge (i.e., 005I and 005J) apply.

369

**B.5.3 Revenue Discount Price Table**

370

371

372

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.

373

**Table B.5.3-1. Revenue Discount Table**

Volume Band <sup>^</sup>	Revenue Minimum <sup>*</sup>	Revenue Maximum	Basic Discount Amount <sup>**</sup>	Additional Discount Factor <sup>***</sup>

374

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

382

The total discount is automatically computed using the following steps:

384

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

385

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

386

387

(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.

388

389

390

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

391

**392 B.5.4 NPANXX Group Tables**

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

400

**Table B.5.4-1. NPANXX Group Table**

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

401

402 The offeror shall provide no more than five (5) NPANXX groups, respectively, for Local  
 403 Loop Service and CSS originating and CSS terminating. The group number for a given  
 404 NPANXX in the local loop, CSS Orig. and CSS Term. columns are independent of each  
 405 other. The NPANXX group numbers shall be consecutive integers starting with 1, up to a  
 406 maximum of 5. The contractor shall be responsible for maintaining the list of originating  
 407 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**

409 The offeror shall identify all IXC POP locations that the offeror may use to provide IXC  
 410 Access service in the format shown in Table B.5.5-1. The contractor shall add and/or delete  
 411 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

413

**B.6 Contract Line Item Number Cross Reference**

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

418

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

CLIN	Service	SOW Reference	SIC Price Table	Monthly Recurring Price Table
<b>001</b>	<b>Circuit Switched Service Pricing</b>			
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
<b>002</b>	<b>Dedicated Transmission Service Pricing</b>			
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

419

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

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
<b>03A</b>	<b>Non-ISDN Business Line Features</b>			
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
49	Anonymous Call Rejection	C.2.2.1.1.2	B.4.1-1	B.4.1-1
50	Meet Me Conference	C.2.2.1.1.2	B.4.1-1	B.4.1-1
<b>03C</b>	<b>ISDN Business Line Features</b>			
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

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
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
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
49	Anonymous Call Rejection	C.2.2.1.1.2	B.4.1-1	B.4.1-1
50	Meet Me Conference	C.2.2.1.1.2	B.4.1-1	B.4.1-1
<b>03D</b>	<b>Non-ISDN Off-Premises Switched-Based Voice Service</b>			
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

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
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
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
49	Anonymous Call Rejection	C.2.2.1.1.2	B.4.1-1	B.4.1-1
50	Meet Me Conference	C.2.2.1.1.2	B.4.1-1	B.4.1-1
<b>03E</b>	<b>ISDN Off-Premises Switched-Based Voice Service</b>			
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

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
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
49	Anonymous Call Rejection	C.2.2.1.1.2	B.4.1-1	B.4.1-1
50	Meet Me Conference	C.2.2.1.1.2	B.4.1-1	B.4.1-1
<b>03F</b>	<b>Non-ISDN Access to Existing Key Systems</b>			
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
49	Anonymous Call Rejection	C.2.2.1.1.2	B.4.1-1	B.4.1-1
50	Meet Me Conference	C.2.2.1.1.2	B.4.1-1	B.4.1-1
<b>03G</b>	<b>ISDN Access to Existing Key Systems</b>			
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

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
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
49	Anonymous Call Rejection	C.2.2.1.1.2	B.4.1-1	B.4.1-1
50	Meet Me Conference	C.2.2.1.1.2	B.4.1-1	B.4.1-1
<b>03H</b>	<b>Non-ISDN Access to Existing PBX Systems</b>			
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
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
49	Anonymous Call Rejection	C.2.2.1.1.2	B.4.1-1	B.4.1-1
50	Meet Me Conference	C.2.2.1.1.2	B.4.1-1	B.4.1-1
<b>03I</b>	<b>ISDN Access to Existing PBX Systems</b>			
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

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
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
49	Anonymous Call Rejection	C.2.2.1.1.2	B.4.1-1	B.4.1-1
50	Meet Me Conference	C.2.2.1.1.2	B.4.1-1	B.4.1-1

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**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**

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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
005S	Install Twisted-Pair Cross-Connection Charge	J.4	B.5.2-1

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**B.7 Pricing for Additional Offerings**

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

431 The offeror may also propose enhanced services (see Section C.2.1.2) and/or emerging  
432 services (see Section C.2.1.13) for possible incorporation, at Government option, into the  
433 initial MAA contract.  
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35 **Section C**36 **Descriptions/Specifications/Work Statement**37 **C.1 Background**

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

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

- 52 (a) Multiple contracts will be required to most effectively meet Government  
53 requirements. The General Services Administration (GSA) and other agencies will  
54 compete and administer these contracts for the benefit of the overall program.
- 55 (b) The Government will encourage competition through multiple contracts of the same  
56 or overlapping scope.
- 57 (c) Acquisitions will be initiated and contracts awarded in the best interest of the  
58 Government. All contracts will be available to all users as authorized by law.
- 59 (d) Agencies will generally have the right to choose which contract they use to meet  
60 their needs, to buy from multiple contracts, and to change contractors and services  
61 within the FTS Program when appropriate to meet their requirements, subject to the  
62 limitations necessary to meet Minimum Revenue Guarantees.

63 **C.1.1 MAA Program Objectives**

64 The MAA program's principal objectives are to:

- 65 (a) Achieve an immediate, substantial, and sustained price reduction for  
 66 telecommunications services in selected metropolitan areas
- 67 (b) Provide a contractual vehicle to facilitate customer flexibility in choosing high  
 68 quality services
- 69 (c) Provide a contractual structure that encourages cross-agency cooperation making  
 70 more options possible for interagency aggregation and sharing of resources consistent  
 71 with customer requirements and budgets

## 72 C.1.2 MAA Contract Scope

### 73 C.1.2.1 Authorized Users

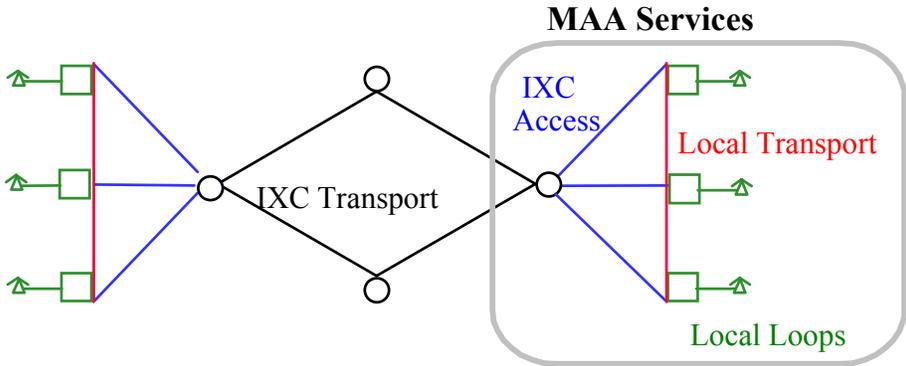
- 74 (a) This contract is for the use of all Federal agencies; authorized Federal contractors;  
 75 agency-sponsored universities and laboratories; and as authorized by law or  
 76 regulation, state, local, and tribal Governments, and other organizations. All  
 77 organizations listed in GSA Order ADM 4800.2D (as updated) are eligible.
- 78 (b) The Government has the right to add authorized users as defined in paragraph (a)  
 79 above, and at any time during the term of this contract up to the limits specified in  
 80 Section H.3

### 81 C.1.2.2 Services Coverage

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

86 Figure C.1.2-1 depicts the scope of MAA services within the context of the entire FTS  
 87 Program. MAA mandatory services include local loop, which includes local switching and  
 88 associated features, and local transport (both switched and dedicated) between terminating  
 89 locations within the MAA service area. MAA mandatory services also include both  
 90 switched and dedicated access to Interexchange Carriers (IXCs). Until allowed by law and  
 91 regulation to provide full IXC switched access services, the contractor shall support IXC  
 92 switched access by providing the customer organizations the ability to choose the  
 93 Government-specified FTS2000/2001 presubscribed interexchange carrier (PIC) for long  
 94 distance services. When allowed by law and regulation and when it is in the best interest of  
 95 the Government, any MAA contractor, upon MAA contract award, may provide full IXC  
 96 switched access services, anywhere as defined in the FTS2001 contract for mandatory  
 97 service, features, performance, and interface requirements. IXC dedicated access shall be  
 98 provided using MAA Dedicated Transmission Service (DTS). The term IXC transport is  
 99 used to

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



107

108 **Figure C.1.2-1. MAA Service Coverage**

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

114 **C.1.2.3 Service Scope**

115 This RFP specifies two mandatory MAA technical services:

- 116 (a) Circuit Switched Services (CSS), which include Local Voice Service (LVS) and  
117 Circuit Switched Data Service (CSDS). LVS includes business line service, off-  
118 premises switch-based voice service, access to existing key systems, and access to  
119 existing Private Branch Exchange (PBX) systems. Business line service provides a  
120 customer with a single, voice-grade telephonic communications channel which can be  
121 used to place or receive one call at a time. This service also provides connection of

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

124 Off-premises switch-based voice service refers to voice services for a large number  
125 of users that can be provided via various solutions. Off-premises switch-based voice  
126 service is a set of capabilities and features that are commonly provided by Centrex-  
127 like or PBX-like services and features.

128 After contract award, for existing PBX sites, the Government may consider replacing  
129 the PBX with a central office-based service, providing a PBX trunk to the existing  
130 PBX, replacing the existing PBX with an on-premises or off-premises PBX, or other  
131 solutions. For a new on-premises PBX, costs for providing space and environmental  
132 support (e.g., HVAC) will be negotiated on a case by case basis where the  
133 Government determines space is available.

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

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

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

- 148 (c) Additional enhanced circuit switched and dedicated transmission service capabilities  
149 and features as defined in Section C.2.1.2
- 150 (d) Full IXC switched access services (as defined in the FTS2001 contract), when  
151 allowed by law and regulation
- 152 (e) IXC transport services (as defined in the FTS2001 contract), when allowed by law  
153 and regulation, after the forbearance period, and in the Government's best interest
- 154 (f) Switched data services, which include, but are not limited to:

- 155 (1) Packet switched services (PSS) such as X.25  
 156 (2) Internet Protocol (IP) services  
 157 (3) Frame relay (FR) service  
 158 (4) Asynchronous Transfer Mode (ATM) service  
 159 (5) Switched Multi-megabit Data Service (SMDS)  
 160 (6) Synchronous Optical Network (SONET) service  
 161 (g) Video conferencing services (VTS)  
 162 (h) Technology enhancements, service improvements, and all new and/or emerging  
 163 telecommunications services offerings as defined in Section C.2.1.13.

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

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

- 172 (i) Premises services, which include, but are not limited to, incidental service-related  
 173 equipment (for example, telephones and workstations), local area network (LAN) and  
 174 LAN inter-networking services, multiplexing and de-multiplexing services, and other  
 175 additional inside wiring that is not part of the Service Delivery Point (SDP) (See  
 176 Section C.2.1.5)  
 177 (j) Diversity routing  
 178 (k) Solutions to legacy and proprietary equipment and systems  
 179 (l) Management and maintenance of Government-owned PBX systems

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

#### 183 **C.1.2.4 Geographic Scope**

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

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

## 194 **C.2 Service Descriptions and Technical and Performance Requirements**

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

### 198 **C.2.1 General Requirements**

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

#### 200 **C.2.1.1 Services**

201 The contractor shall provide local telecommunications service in the following two  
202 categories:

203 (a) Circuit Switched Services (CSS). These services are based on circuit/time-division  
204 switching technologies and are sub-divided into voice services and data services sub-  
205 categories, as described below:

206 (1) Local Voice Service (LVS)

207 (2) Circuit Switched Data Service (CSDS)

208 (b) Dedicated Transmission Service (DTS). These are dedicated transmission services  
209 which allow the aggregation of bandwidths for transmission of voice and data traffic.  
210 DTS is subdivided into the following two groups:

211 (1) Local DTS

212 (2) DTS access to an IXC POP

213 CSS shall provide local loop (including local switching and associated features), local  
214 transport between terminating locations within the MAA service area, access to local long  
215 distance services, and access to and from interexchange carriers. Detailed specifications for  
216 CSS, including basic capabilities, features, performance, and interfaces, are described in  
217 Section C.2.2.

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

221 As part of the service offering, the contractor shall ensure proper delivery and operations of  
 222 all telecommunications services as described in Sections C.2.2 and C.2.3.

### 223 **C.2.1.2 Enhanced Services**

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

#### 228 **C.2.1.2.1 Additional Circuit Switched Services**

229 Customer organizations may require the following services<sup>1</sup>:

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

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

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

236 Customer organizations may require the following CSDS features:

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

#### 242 **C.2.1.2.2 Additional DTS Features**

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

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

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<sup>1</sup> For this New Orleans 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.

- 250 (d) Route or Path Diversity: Providing multiple, physically separated routes for DTS
- 251 circuits
- 252 (e) Route or Path Avoidance: Providing the capability for a customer organization to
- 253 define a geographic location or route on the network to avoid
- 254 (f) Fractional T1: Adjacent DS0 clear channels, over an interface with a line rate of
- 255 1.544 Mb/s, in increments of one DS0 channel to a maximum capacity of 12 DS0
- 256 channels
- 257 (g) Fractional T3: Three, four, five, or seven adjacent DS1 clear channels over an
- 258 interface with a line rate of 44.736 Mb/s
- 259 (h) T3: 44.734 Mb/s line rate

**C.2.1.3 Management and Operations Services**

260 The contractor shall be fully responsible for the management and operation of its  
261 services. The detailed specifications of these management services are described in Section  
262 C.3 and Sections G.1 through G.6.  
263

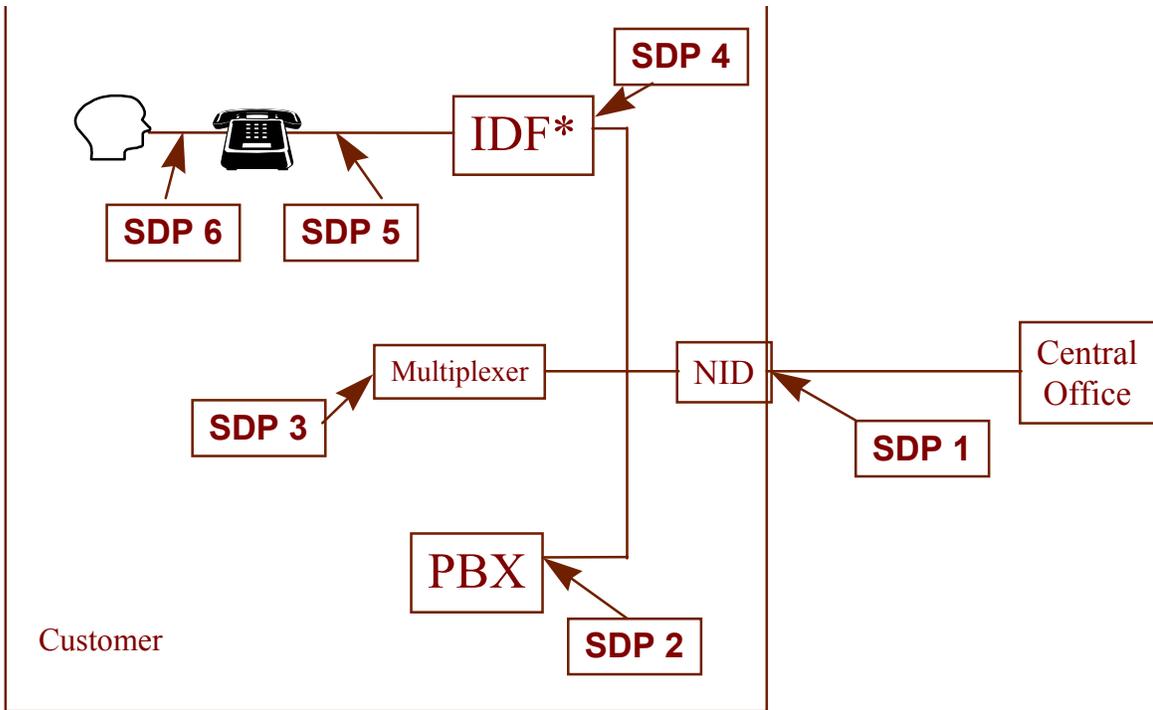
**C.2.1.4 Features**

264 The individual service descriptions in Sections C.2.2 and C.2.3 define the basic  
265 capabilities and features associated with each service. Basic capabilities of the service are  
266 those that are included in the base price of the service as defined in Section B. The  
267 contractor should identify capabilities included in its basic services that are not specified in  
268 this RFP. Features of a service are additional capabilities that shall be provided by the  
269 contractor and priced separately from the basic price. Additional features not specified in the  
270 RFP may be proposed by the contractor.  
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**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 through an appropriate industry standard connector (e.g., RJ-21X/110 block) 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.



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\* 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**

290  
291  
292

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

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

305

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

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

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

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

316 (b) IXC POP for IXC access service component

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

#### 319 **C.2.1.6 Compatibility**

320 The contractor shall ensure that the local telecommunications services provided under  
321 this contract are compatible with the Government's existing equipment to the extent that  
322 commercial standard interfaces and implementation exist to support such compatibility. The  
323 contractor shall identify the necessary operations, procedures, software, and equipment to  
324 ensure service compatibility. The contractor shall provide identification of incompatibilities  
325 between the required services and the existing Government equipment within 15 business  
326 days after service order acknowledgment.

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

330 The contractor shall be responsible for achieving compatibility with its network for  
331 systems/networks, procured by GSA or customer organizations after MAA contract award,  
332 that conform to the industry standards as specified in this contract. As part of operational  
333 support, the contractor shall be responsible for providing assistance, as necessary, to  
334 determine compatibility requirements with the customer organizations and vendors of  
335 equipment that is to be connected to the contractor's network regardless of when the  
336 equipment is purchased. When a solution is required to resolve a system incompatibility, the  
337 implementation of the solution shall be negotiated on an individual case basis.

#### 338 **C.2.1.7 Performance**

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

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

#### 352 **C.2.1.8 Interoperability Requirements**

353 In addition to this MAA acquisition, the Government has acquired, or is acquiring,  
354 services and equipment to meet a range of telecommunications requirements, including local  
355 service, intra-Local Access and Transport Area (LATA) toll, inter-LATA access, data  
356 networking (local and wide area), inter-LATA transport, international voice/data transport,  
357 wireless, electronic commerce, Internet, and electronic messaging. The MAA services shall,  
358 when required by the Government, interface and interoperate with the systems and services  
359 provided under other FTS Program acquisitions. The interface requirements for  
360 interoperability for each of the above acquisitions will be available from the Government.  
361 When interconnectivity and interoperability are required at an SDP located at another  
362 vendor's network, the contractor shall conform to commercial standard interfaces for  
363 interconnectivity and interoperability. If there are non-commercial standard interfaces used

364 by the other vendor's network, the contractor shall coordinate and negotiate with the  
365 Government on a case-by-case basis.

#### 366 **C.2.1.9 Security of Contractor Infrastructure**

367 The contractor shall describe how it will provide security within the infrastructure of the  
368 contractor's network, consistent with commercial practices, which shall ensure availability of  
369 service, confidentiality, and data integrity of both the contractor's transmission systems and  
370 databases being maintained by the contractor in support of its services. The contractor shall  
371 clearly label all wires installed or used by the contractor at the SDP (main distribution frame  
372 [MDF] and intermediate distribution frame [IDF] in the wiring closet). Where existing  
373 wiring labeling is not adequate, the contractor shall negotiate the labeling upgrade with the  
374 Government on a case-by case basis, and any additional cost will be covered under ODC.  
375 The contractor shall provide physical security of contractor facilities (e.g., locked door and  
376 sign in/out procedures to gain access). For SDPs that are in locations other than the  
377 contractor's locations, the contractor shall follow security procedures specified by the  
378 Government in coordination with the building owner. The contractor shall describe how its  
379 infrastructure shall utilize best commercial practices to protect against threats from hacker,  
380 criminal, and terrorist activities.

#### 381 **C.2.1.10 Hardware and Software**

382 When commercial-off-the-shelf (COTS) equipment and software is required to interface  
383 to customer organization's equipment as specified within this contract, these shall be  
384 provided as an integral part of the services. On a case-by-case basis, where proprietary or  
385 legacy system/equipment exist and the Government requires compatibility with such  
386 system/equipment, the Government will negotiate with the contractor. The cost for  
387 accomplishing this compatibility will be under ODC. Any such hardware and software shall  
388 remain the property of the contractor, unless otherwise specified or agreed by the  
389 Government. Where available, the Government will authorize the use without charge of a  
390 reasonable amount of space and power at Government locations for the installation of  
391 contractor equipment.

#### 392 **C.2.1.11 Implementation**

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

- 396 (a) Replacement of existing GSA-provided services with MAA contract services
- 397 (b) Installation of new MAA contract services at locations currently served by GSA
- 398 (c) Installation of MAA contract services at locations not currently served by GSA

399 (d) Enhancements, changes, and additions to previously implemented MAA contract  
400 services

401 **C.2.1.12 On-Premises Wiring**

402 The contractor shall be responsible for delivering service to the SDP. In cases where the  
403 Government-defined SDP is beyond the NID and the existing wiring between the NID and  
404 the SDP meets the technical standards (e.g., U.S. cabling and safety standards and guidelines  
405 as published by Building Industry Consulting Services International (BICSI), and ANSI  
406 Electronic Industry Association/Telecommunications Industries Association [EIA/TIA] 568  
407 (with all revisions) 569/606/TSB-36/TSB-40, ANSI/National Fire Protection Association  
408 [NFPA]-70 and meets the service performance levels specified in the RQS and the  
409 metropolitan area specific RFP, the contractor shall use the existing wiring to provide service  
410 to the SDP. Existing on-premises wiring may be owned and/or maintained by other  
411 contractors, the commercial building owner, or the Government. The MAA contractor shall  
412 be responsible for managing and coordinating with the appropriate organization(s) to ensure  
413 service delivery to the SDP.

414 In cases where the Government-defined SDP is beyond the NID and the existing wiring  
415 between the NID and the SDP is determined by the contractor as inadequate, the contractor  
416 shall provide notification of non-compliance of existing wiring and propose a solution within  
417 15 business days after service order acknowledgment. Inadequate wiring is defined as  
418 wiring implementation that does not allow the contractor to provide service from the NID to  
419 the SDP at the required performance levels specified in the RQS and the metropolitan-area  
420 specific RFP. The contractor shall demonstrate, with appropriate engineering specifications  
421 and evidence, that the existing wiring is inadequate. Once the Government agrees to the  
422 contractor's assessment of the inadequate wiring, the Government may negotiate with the  
423 contractor to upgrade the on-premises wiring as ODC.

424 In cases where the Government-defined SDP is beyond the NID and there is no existing  
425 wiring (e.g., a new building or a new floor), the contractor shall provide a price quote for  
426 installing the inside wiring to the SDP. The Government may negotiate with the contractor  
427 to install new wiring as ODC.

428 The contractor shall ensure that all wiring meets the technical standards for the services  
429 being provided. The Government may request the contractor to conduct a site survey in  
430 anticipation of new service. The contractor shall, at the Government's request, provide  
431 installation of wiring to the SDP. After the installation, the site shall be returned as closely  
432 as possible to the same condition as it was prior to the installation. The Government reserves  
433 the right to use other contractors to upgrade the existing on-premises wiring or to install the  
434 new inside wiring. If the Government contracts separately to provide installation of wiring,

435 the MAA contractor shall coordinate and cooperate with the building manager and the wiring  
436 vendor. If the Government contracts separately to provide installation of wiring, any  
437 postponement or delay in upgrade or installation of wiring caused by actions or inactions of  
438 the building management and a wiring vendor will be matched by an automatic day-for-day  
439 extension in the MAA contractor's service delivery date.

#### 440 **C.2.1.13 Emerging Services**

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

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

449 (a) CSS

450 (b) DTS

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

452 After the contract award, the contractor shall advise the Government of any new  
453 technology, not in the MAA program, when it becomes commercially available. If the  
454 contractor implements a new service for any of its customers, the contractor shall advise the  
455 Government of the offerings. If there is sufficient interest within the Government, the  
456 contractor shall propose the new technology to the Government for consideration to be  
457 incorporated into the MAA program.

#### 458 **C.2.1.14 Conformity to Standards**

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

466 Service provided to the Government shall be in conformance with the same standards as  
467 that of the contractor's commercial offering at no additional cost to the Government.  
468 However, if a customer organization wants conformance to a new standard earlier than the  
469 contractor's commercial plan for development, then it shall be negotiated on an individual

470 case basis.

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

- 473 (a) Industry forums (e.g., Frame Relay Forum, NIUF, ATMF, EIA/TIA)
- 474 (b) American National Standards Institute (ANSI)
- 475 (c) Bellcore
- 476 (d) International Telecommunications Union-Telecommunications Service Sector (ITU-  
477 TSS)

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

## 479 **C.2.2 Circuit Switched Services (CSS)**

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

### 482 **C.2.2.1 Local Voice Service (LVS)**

483 Local voice service shall provide calling capabilities from any MAA customer  
484 organization to any termination point within the MAA area, as well as access to any  
485 termination point within the Public Switched Telephone Network (PSTN).

#### 486 **C.2.2.1.1 Basic Configurations**

487 LVS shall support the following configurations:

- 488 (a) Business Line. Analog (loop and ground start) and ISDN lines.
- 489 (b) Off-Premises Switch-Based Voice Service. Off-premises switch-based voice service  
490 over Analog (loop and ground start) and ISDN lines including the sharing of ISDN  
491 Bearer (B) Channels to provide two voice, voice/data, or two data channels utilizing  
492 two Service Profile Identifier and Directory (SPID) numbers. Off-premises switch-  
493 based voice service equipment shall not be located in Government facilities except at  
494 locations with an existing on-premises PBX (See Section C.1.2.3).
- 495 (c) Access to Existing Key Systems. Analog and ISDN lines for Government key  
496 systems.
- 497 (d) Access to Existing PBX Systems. Analog (loop and ground start) and digital local  
498 central office access trunks for a Government PBX systems.

499 The contractor shall support connections for voice and analog data rates of at least 9.6  
500 kilobits per second (kb/s) using an ITU-TSS V.32 modem and 28.8 kb/s using an ITU-TSS  
501 V.34 modem, not including impairment of data rates by the local loop. The contractor shall  
502 also support modems at the latest commercially available modem rates over the life of the

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

#### 506 **C.2.2.1.1.1 Basic Service Capabilities**

507 The contractor shall provide the following common basic capabilities for all business  
 508 lines, off-premises switch-based voice service, line access to existing key systems, and trunk  
 509 access to existing PBX systems configurations (Note: Some terms are not defined below.  
 510 See Section J.4 for definition of terms.):

- 511 (a) 10XXX/NPA/NXX Routing. The numbering plan shall conform to the North  
 512 American Numbering Plan (NANP). The dialing plan shall also support a truncation  
 513 of the standard ten-digit station number (e.g., the last four, five, or six digits of the  
 514 station number) for a customer organization using MAA off-premises switch-based  
 515 voice services. The numbering plan shall include access codes of two digits or less  
 516 for off-premises switch-based voice service user access to carriers and/or services  
 517 external to the system/service. Assignment of access codes to these services shall be  
 518 at the discretion of the Government. **The contractor shall incorporate any changes in**  
 519 **the NANP in both routing and automatic route selections (ARS) tables as necessary.**
- 520 (b) Dual Tone Multi-Frequency (DTMF) Dialing
- 521 (c) Automatic Number Identification (ANI) for outgoing calls
- 522 (d) Access to 911 Service. Customer organizations shall be able to access emergency  
 523 service/assistance by dialing (prefix, if appropriate) 911
- 524 (e) Operator Assistance. Operator assistance shall be provided for any services offered  
 525 by the service provider
- 526 (f) Primary Directory Listings
- 527 (g) Access to a pre-subscribed interexchange carrier (PIC)
- 528 (h) Flexible Disconnect, Both/Either Party
- 529 (i) Off-hook Time Out
- 530 (j) Intercept and Recorded Announcement. The contractor shall provide commercially  
 531 available network intercept to recorded announcement as an inherent network  
 532 capability when a call cannot be completed

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

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

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

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

541 In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the  
 542 contractor shall provide the following capabilities for basic non-ISDN off-premises switch-  
 543 based voice service:

- 544 (a) Call Back/Camp On
- 545 (b) Call Consultation
- 546 (c) Call Forward - Busy
- 547 (d) Call Forward - Don't Answer
- 548 (e) Call Forward - Variable
- 549 (f) Call Hold
- 550 (g) Call Hunting
- 551 (h) Call Park
- 552 (i) Call Pick-Up
- 553 (j) Call Transfer
- 554 (k) Call Waiting
- 555 (l) Direct Inward Dialing (DID)
- 556 (m) Direct Outward Dialing (DOD)
- 557 (n) Last Number Redial
- 558 (o) Message Waiting Indication
- 559 (p) Speed Calling
- 560 (q) Three-Way Conference Calling
- 561 (r) Blocking of Selected Numbers
- 562 (s) Class of Service. The service shall provide 64 classes of service available to each  
 563 customer organization line. Due to the diverse nature of the customer organizations  
 564 served, each class of service shall be available on all customer organization line  
 565 circuits, and shall permit class of service changes without requiring a station number  
 566 change. Each class of service shall provide a flexible mix of both system/station  
 567 features and transport level restrictions. The Government will select a variety of

568 classes, some of which will be unique. The class of service applicable to each line  
 569 termination shall be assigned and determined by the Government during final station  
 570 design planning. Access to the commercial networks shall be provided by the  
 571 contractor to properly class-marked users. The contractor shall provide the following  
 572 nine transport access level restrictions:

- 573 (1) COS 1 - Limited Service: Service within the same serving system
- 574 (2) COS 2 - Standard Service: Local Government service provided through the  
 575 system(s) and local exchange NXXs dedicated to the Government
- 576 (3) COS 3 - Commercial Service: Standard service plus access to the LEC
- 577 (4) COS 4 - Government Service: Standard service plus access to a Government-  
 578 acquired, IXC-provided service (on-net), but with no access to the LEC
- 579 (5) COS 5 - Extended Service: Standard service plus access to both a Government-  
 580 acquired IXC service (on-net) and the LEC
- 581 (6) COS 6 - National Service: Standard service plus access to a Government-  
 582 acquired IXC service (on-and-off-net) and the LEC
- 583 (7) COS 7 - Interexchange Carrier Service: Commercial service plus access to IXCs  
 584 other than a Government-acquired IXC service
- 585 (8) COS 8 - International Service: National Service plus Government-acquired  
 586 International Direct Distance Dialing (IDDD)
- 587 (9) COS 9 - Interexchange and International Service: IXC Service plus IDDD

588 (t) Reserved

589 (u) Software Reconfiguration by Customer

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

592 In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the  
 593 contractor shall provide line hunting capability for non-ISDN access to existing key systems  
 594 basic service.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- 660 (a) Caller ID

661 **C.2.2.1.1.2 Features**

662 The contractor shall provide the following features as additions to the basic service for  
 663 all business lines, off-premises switch-based voice service, line access to existing key  
 664 systems, and trunk access to existing PBX systems (where such features are supported by the  
 665 PBX):

- 666 (a) Blocking Caller-Paid Information Phone Numbers
- 667 (b) Calling Number Suppression
- 668 (c) Directory Assistance. Directory assistance (to obtain directory numbers) for the local  
 669 calling area shall be provided by dialing 411 or [1-NPA-] 7 digits.
- 670 (d) Pre-subscribed Interexchange Carrier (PIC) Change
- 671 (e) Vanity Number
- 672 (f) Call Return (e.g., \*69)
- 673 (g) Call Screen
- 674 (h) Foreign Exchange Service
- 675 (i) Number Portability. The contractor shall retain all existing telephone line numbers at  
 676 a Government location. Remote call forwarding is not a compliant solution for  
 677 number portability.
- 678 (j) Anonymous Call Rejection
- 679 (k) Meet Me Conference for up to 400 participants

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

- 682 (l) Additional Directory Listings
- 683 (m) Alternate Call Directory Listings
- 684 (n) Operator Assistance - Busy Line Verification
- 685 (o) Operator Assistance - Busy Line Verification with Interrupt
- 686 (p) Voice Mail. All calls to voice mail that originate in the contractor's network shall be  
 687 treated as on-net calls. Voice mail shall provide the following capabilities:
  - 688 (1) Be accessible to any station within the system that has a telephone equipped with  
 689 a push-button tone pad
  - 690 (2) Automatically cue the recipient of message(s) in the voice mailbox. Message cue  
 691 alerting should include, but not be limited to, message waiting visual signal or  
 692 stutter dial tone.
  - 693 (3) Handle inside, as well as outside, calls on the system.

- 694 (4) Store messages automatically and forward the message at specific times  
695 designated by users.
- 696 (5) Deliver mass announcements to all or part of its users.
- 697 (6) e accessible to any on-net or off-net station equipped with a push-button dial pad  
698 in order for the mail box owner to retrieve or change messages.
- 699 (7) Provide automated attendant functions.
- 700 (8) For the New Orleans MAA RFP, the incoming message duration shall be 120  
701 seconds.
- 702 (9) When providing off-premises switch-based voice service, the contractor shall  
703 supply and/or interface with and support a data link (e.g., Station Message Desk  
704 Interface [SMDI], Simplified Message Service Interface [SMSI]) to integrate a  
705 Government-owned voice mail system into its switching system.
- 706

707 **C.2.2.1.1.2.1 Non-ISDN Business Line Additional Features**

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

- 710 (a) Authorization Codes
- 711 (b) Billing Account Code – Verified
- 712 (c) Billing Account Code – Unverified
- 713 (d) Call Forwarding
- 714 (e) Call Waiting
- 715 (f) Caller Identification (ID)
- 716 (g) Data Line Privacy
- 717 (h) Speed Calling
- 718 (i) Three-Way Conference Calling
- 719 (j) Bridging Service
- 720 (k) Call Trace
- 721 (l) Customized Intercept and Recorded Announcement
- 722 (m) Dual Service
- 723 (n) Six-Way Conference Calling

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

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

- 728 (a) Authorization Codes
- 729 (b) Billing Account Code – Verified
- 730 (c) Billing Account Code – Unverified
- 731 (d) Caller Identification (ID)
- 732 (e) Call Restriction
- 733 (f) Customized Group Dialing Plan
- 734 (g) Data Line Privacy
- 735 (h) Distinctive Call Waiting Tones
- 736 (i) Distinctive Ringing (SDP6 only)
- 737 (j) Dual Service

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

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

749 In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide  
750 the following features for non-ISDN access to existing key systems:

- 751 (a) Caller Identification (ID)
- 752 (b) Data Line Privacy
- 753 (c) Blocking Dialed Carrier Identification Code (CIC)
- 754 (d) Call Trace
- 755 (e) E911-Centralized Automatic Message Accounting (CAMA) Trunk (EIA/TIA-689)

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

757 In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide  
758 the following features for non-ISDN access to existing PBX systems:

- 759 (a) DID. This feature shall allow incoming calls to a PBX to reach destination stations,  
760 without attendant assistance, by routing calls by truncated station digits contained in  
761 the incoming call signal.
- 762 (b) DOD. This feature shall allow PBX station users to gain access to the local Central  
763 Office without attendant assistance by dialing an access code.
- 764 (c) DID/DOD Two Way. This feature shall allow a Central Office access trunk(s) to  
765 have both DID and DOD capabilities.
- 766 (d) Tie Trunk. This feature shall allow trunk circuit between two PBXs.
- 767 (e) DID Number Block Assignment and Maintenance. Customer organizations shall be  
768 provided the capability to request assignment and maintenance of DID number blocks  
769 for a new DID-PBX installation.
- 770 (f) Caller Identification (ID)
- 771 (g) Blocking Dialed Carrier Identification Code (CIC)
- 772 (h) Call Trace
- 773 (i) E911-CAMA Trunk (EIA/TIA-689)

774 **C.2.2.1.1.2.5 ISDN Business Line Additional Features**

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

- 777 (a) Additional Directory Number, i.e., Service Profile Identifier and Directory (SPID)
- 778 (b) Authorization Codes

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

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

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

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

808 **C.2.2.1.1.2.7 ISDN Access to Existing Key Systems Additional Features**

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

- 811 (a) Additional Directory Number, i.e., SPID
- 812 (b) Authorization Codes
- 813 (c) Blocking Dialed Carrier Identification Code (CIC)
- 814 (d) Six-way Conference Calling

815 **C.2.2.1.1.2.8 ISDN Access to Existing PBX Systems Additional Features**

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

- 818 (a) Backup of ISDN PRI Shared D Channel Capability
- 819 (b) Blocking Dialed Carrier Identification Code (CIC)
- 820 (c) DID
- 821 (d) DID/DOD Two Way
- 822 (e) DOD
- 823 (f) DID Number Block Assignment and Maintenance
- 824 (g) Tie Trunk
- 825 (h) Six-Way Conference Calling

826 **C.2.2.1.1.3 Performance**

827 The performance parameters for LVS shall meet the following parameters:

828 (a) Transmission Performance:

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

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

837 (b) Grade of Service (GOS):

838 (1) Terminating calls: P.01 (Erlang-B)

839 (2) Originating calls: P.01 after dial tone (Erlang-B)

840 (3) Transport: P.01

841 (4) Dial tone delay: Less than 1 percent for delay greater than 3 seconds

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

#### 843 **C.2.2.1.1.4 Interfaces**

##### 844 **C.2.2.1.1.4.1 User-to-Network Interface**

845 The interfaces for lines and trunks at the customer organization terminal shall meet the  
 846 following interface standards:

847 (a) Analog Line, two-wire and four-wire, loop signaling, at 4 kHz bandwidth (300 to  
 848 3300 Hz) (for Business Lines, off-premises switch-based voice service, and Key  
 849 System Access configurations): Two-wire and four-wire loop access circuits  
 850 (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-2275] for non-PBX  
 851 services and ANSI EIA/TIA-464 for PBX trunk services)

852 (b) Digital Line (for Business Lines, off-premises switch-based voice service, and Key  
 853 System Access configurations): ISDN BRI<sup>2</sup> (2B+D) [Standard: ANSI T1.607 and  
 854 610]

855 (c) Analog Trunk at 4 kHz bandwidth (300 to 3300 Hz) (for PBX System Access  
 856 configuration: incoming/outgoing/two-way traffic; direct inward/outward dialing):

857 (1) Two-wire and four-wire access circuit with Dial Pulse/Dual Tone Multi-  
 858 frequency (DP/DTMF) pulsing (Standard: Bellcore's *BOC Notes on the LEC*  
 859 *Network* [SR-2275])

860 (2) Signaling/supervision types:

861 (i) Immediate start

862 (ii) Ground start

---

<sup>2</sup> 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).

- 863 (iii) Loop Start  
 864 (iv) Wink start  
 865 (v) Delay Dial  
 866 (vi) E&M Types (Standard: Bellcore's *Notes on the LEC Network* [SR-2275])  
 867 (d) Digital Trunk (for PBX System Access configuration: incoming/outgoing/two-way  
 868 traffic; direct inward/outward dialing):  
 869 (1) T1 (with Extended Super Frame [ESF] format) at line rate of 1.544 Megabits per  
 870 second (Mb/s) and information-payload data rate of 1.536 Mb/s. (Standard:  
 871 Bellcore's *BOC Notes on the LEC Networks* [SR-2275] and ANSI  
 872 T1.102/107/403)  
 873 (2) ISDN PRI at line rate of 1.544 Mb/s and information-payload data rate of 1.472  
 874 Mb/s for (23B+D) and 1.536 Mb/s for (24B+0D)<sup>3</sup>. (Standard: ANSI T1.607 and  
 875 610; National ISDN-1 [Bellcore Pub SR-NWT-1937], and National ISDN-2  
 876 [Bellcore Pub SR-NWT-2120])

#### 877 **C.2.2.1.1.4.2 IXC Interface**

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

- 880 (a) All applicable sections, related to LEC to Interexchange Carrier/International Carrier  
 881 (IC/INC) interconnections for CSS, *BOC Notes on the LEC Networks* (Standard: ANSI  
 882 EIA/TIA-464 for PBX trunk service and Bellcore Pub SR-2275 for non-PBX services)  
 883 (b) *Compatibility Information for Feature Group D Switched Access Service* (Bellcore  
 884 Pub TR-NPL-258)  
 885 (c) Exchange Access Interconnection FSD 20-241004 (Standard: Bellcore Pub GR-690-  
 886 CORE)  
 887 (d) *Bellcore Specification of Signaling System Number 7* (Standard: Bellcore Pub TR-  
 888 NWT-246) where available at the IXC POP

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<sup>3</sup> 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).

889       **C.2.2.2    Circuit Switched Data Services (CSDS)**

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

892       **C.2.2.2.1    Basic Service Capabilities**

893       CSDS shall provide a synchronous, full duplex, totally digital, SDP to SDP, or SDP to  
894 IXC POP, circuit switched data service at a data rate of Digital Signal Level 0 (DS0).

895       CSDS shall comply with ANSI X3.189, ITU-TSS E.721, and all applicable Bellcore and  
896 ANSI standards for digital transmission including ITU-TSS and EIA standards for data  
897 terminal equipment (DTE) interfaces.

898       CSDS access shall be delivered directly to customer organization's terminal equipment  
899 including but not limited to the following types: DTE (e.g., workstation, host computer, PC,  
900 Group 4 Fax, and other communicating office equipment), digital PBX, or Intelligent  
901 multiplexer. The interfaces at the SDP are defined in Section C.2.2.2.4.1.

902       CSDS shall provide network-derived clocking to the DTE or PBX/multiplexer (MUX) at  
903 the SDP. Once a call has been established, all bit sequences transmitted by the DTE shall be  
904 transported as data/bit transparent, maintaining data/bit sequence integrity.

905       CSDS shall support the following categories of information-payload bandwidth for DS0:  
906 56 kb/s and 64 kb/s data rates.

907       To the maximum extent practicable, the contractor shall support a uniform numbering  
908 plan for all MAA locations. The Government recognizes, however, that such factors as  
909 "legacy" numbers may preclude, in certain cases, a uniform numbering plan. This  
910 numbering plan shall use the NANP normally used for voice services. CSDS services shall  
911 be "on demand"; that is, a customer organization will not have to schedule a call.

912       **C.2.2.2.2    Features**

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

917       **C.2.2.2.3    Performance**

918       The CSDS performance parameters shall meet the following:

919 (a) Transmission Performance: All digital transmission parameters shall satisfy the  
 920 values and ranges set forth in the *High-Capacity Digital Special Access Service -*  
 921 *Transmission Parameter Limits and Interface Combinations* (Standard: Bellcore Pub  
 922 GR-342-CORE) and ANSI T1.510.

923 (b) GOS (end-to-end): Shall be better than 1 percent (i.e., < P.01)

924 (c) Availability of Service: Shall be at least 99.5 percent at the SDP

#### 925 **C.2.2.2.4 Interfaces**

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

##### 927 **C.2.2.2.4.1 User-to-Network Interface**

928 The contractor shall support the following interfaces at the SDP:

929 (a) ITU-TSS V.35, at rate up to 1.544 Mb/s, RS366A (dialing) signaling type

930 (b) EIA RS-449, at rate up to 2 Mb/s, RS366A (dialing) signaling type

931 (c) EIA RS-232, at rate up to 19.2 kb/s, RS366A (dialing) signaling type

932 (d) EIA RS-530, at rate up to 2 Mb/s, RS366A (dialing) signaling type

933 (e) ISDN BRI, at rate up to 128 kb/s, ITU-TSS Q.931 signaling type. (Standard: ANSI  
 934 T1.607 and 610)

935 (f) ISDN PRI at line rate of 1.544 Mb/s and information-payload data rate of 1.472 Mb/s  
 936 for (23B+D), 1.536 Mb/s for (24B+0D), and ITU-TSS Q.931 signaling type.  
 937 (Standard: ANSI T1.607 and 610)

938 (g) T1 (with Extended Super Frame [ESF] format) at line rate of 1.544 Mb/s and  
 939 information-payload data rate of 1.536 Mb/s. (Standard: Bellcore's *BOC Notes on*  
 940 *the LEC Networks* [SR-2275] and ANSI T1.102/107/403)

##### 941 **C.2.2.2.4.2 IXC Interface**

942 The contractor shall provide the following interfaces to connect to an IXC POP:

943 (a) All applicable sections, related to LEC to IC/INC interconnections for CSS, *BOC*  
 944 *Notes on the LEC Networks* (Standard: Bellcore Pub SR-2275)

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

947 (c) Reserved.

- 948 (d) Exchange Access Interconnection FSD 20-24-1004 (Standard: Bellcore Pub GR-690-  
949 CORE
- 950 (e) *Bellcore Specification of Signaling System Number 7* (Standard: Bellcore Pub GR-  
951 317, GR-394, and TR-NWT-246) where available at the IXC POP

### 952 C.2.3 Dedicated Transmission Service (DTS)

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

#### 955 C.2.3.1 Basic Service Capabilities

956 DTS shall provide dedicated transmission bandwidth between SDPs at customer  
957 organization's sites within the MAA area and between an SDP at a customer organization's  
958 site within the MAA area and an SDP at an IXC POP. The connection between the locations  
959 receiving this service shall be permanently established unless a service request for  
960 modification, move, or disconnect is received. This service shall be capable of supporting  
961 any application, such as voice, data, or multimedia. This service shall allow aggregation of  
962 bandwidth for transmission of voice and data traffic.

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

965 DTS connections shall be delivered directly to equipment, such as analog terminal  
966 equipment (e.g., analog PBX, modem), DTE (e.g., computer, Group 4 Fax), and also to a  
967 digital PBX, multiplexer, or LAN bridge/router. Both analog and digital modes of  
968 transmission shall be supported. The interfaces to this equipment are defined in Section  
969 C.2.3.3.1.

970 For digital DTS for T1 rates and below, the network shall provide network-derived  
971 clocking to the connected DTE, digital PBX, intelligent MUX, or LAN bridge/router, if  
972 requested by the Government. The service shall provide data transport and shall be  
973 transparent to any protocol used by the DTE or bridge/router. All bit sequences transmitted  
974 by the DTE through the SDP shall be treated with data transparency.

975 The following categories of DTS shall be supported:

- 976 (a) Analog: 4 kilohertz (kHz) nominal bandwidth
- 977 (b) Subrate DS0: Information payload data rates of 4.8, 9.6, and 19.2 kb/s
- 978 (c) DS0: Information payload data rates of 56 and 64 kb/s
- 979 (d) T1: Line rate of 1.544 Mb/s, which shall be used to provide channelized or  
980 unchannelized T1 service as follows:

981 (1) Channelized T1: 24 separate DS0s, channels of 64 kb/s where each DS0 channel  
 982 may be either a clear channel or may contain multiple subrate DS0 payloads

983 (2) Unchannelized T1: A single 1.536 Mb/s information payload

#### 984 **C.2.3.2 Performance**

985 The DTS performance parameters for originating or terminating connection shall meet  
 986 the following:

987 (a) Transmission Performance:

988 (1) All analog transmission parameters shall satisfy the values and ranges set forth in  
 989 Sections 7.4 and 7.5, *Transmission, BOC Notes on the LEC Networks* (Bellcore  
 990 Pub SR-2275).

991 (2) All digital transmission parameters shall satisfy the standards set forth in the  
 992 *High-Capacity Digital Special Access Service - Transmission Parameter Limits*  
 993 *and Interface Combinations* (Standard: Bellcore Pub GR-342-CORE); and  
 994 additionally, ANSI T1.503/510 for T1.

995 (b) Availability of Service: The availability of a DTS circuit shall be at least 99.5  
 996 percent.

#### 997 **C.2.3.3 Interfaces**

##### 998 **C.2.3.3.1 User-to-Network Interface**

999 The contractor shall provide the required DTS local loop interfaces at the SDP as  
 1000 specified below:

1001 (a) ITU-TSS V.35 at rate up to 1.544 Mb/s

1002 (b) EIA RS 449 at rate up to 2 Mb/s

1003 (c) EIA RS 232 at rate up to 19.2 kb/s

1004 (d) EIA RS-530 at rate up to 2 Mb/s

1005 (e) RJ-x (e.g., RJ-11/41/45), at 4 kHz (300 to 3300 Hz)

1006 (f) T1 (with ESF format) at line rate of 1.544 Mb/s and information-payload data-rate of  
 1007 1.536 Mb/s. (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-2275] and  
 1008 GR-342-CORE; and ANSI T1.403)

##### 1009 **C.2.3.3.2 IXC Interface**

1010 The contractor shall provide the following interfaces, as appropriate, to connect to an  
 1011 IXC POP:

1012 (a) T1 with ESF format (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-  
 1013 2275] and GR-342-CORE; ANSI T1.102/107/403)

### 1014 **C.3 Management and Operations**

1015 This section identifies the management and operations support required by the  
1016 Government as part of the MAA contract. This support is divided into the following  
1017 categories:

- 1018 (a) Program Administration
- 1019 (b) Service Ordering
- 1020 (c) Operational Support
- 1021 (d) Billing
- 1022 (e) Trouble Handling
- 1023 (f) Customer Training

#### 1024 **C.3.1 Program Administration**

1025 The roles and responsibilities of the Government's personnel involved in MAA program  
1026 administration are defined in Section G.1. The administrative roles and responsibilities of  
1027 the contractor personnel are also defined in Section G.1.

#### 1028 **C.3.2 Service Ordering**

1029 Section G.2 describes the MAA service ordering requirements and requirements to  
1030 interface to the Government's ordering and billing system. The service ordering process  
1031 incorporates the following functions:

- 1032 (a) Initiate service or features
- 1033 (b) Disconnect service or features
- 1034 (c) Add, change, or move service or features
- 1035 (d) Modify an existing service order

1036 The contractor shall provide the capability for GSA to provide its customer organizations  
1037 two service ordering methods:

- 1038 (e) Ordering via GSA: Customers will submit orders to GSA. GSA will in turn submit  
1039 the orders to the contractor.
- 1040 (f) Direct Ordering: Customers place orders directly with the contractor. After contract  
1041 award, the contractor will be notified by GSA which customer organizations have  
1042 been authorized to perform direct ordering. The direct ordering capability will be  
1043 authorized by GSA when it is in the best interest of the Government.

1044 **C.3.3 Operational Support**

1045 Section G.3 describes the requirements for operational support. Operational support  
1046 consists of the following functions:

- 1047 (a) Number inventory and administration
- 1048 (b) Moves, adds, and changes
- 1049 (c) Maintenance
- 1050 (d) Inventory management
- 1051 (e) Physical security and work area management
- 1052 (f) Security services
- 1053 (g) Marketing MAA services to customer organizations
- 1054 (h) Telephone Directories

1055 **C.3.4 Billing**

1056 Section G.4 details the billing procedures and requirements. The contractor shall provide  
1057 the capability for GSA to provide its customer organizations two service billing methods:

- 1058 (a) Centralized: This option allows customers who place orders via GSA to be billed by  
1059 GSA. The contractor bills GSA for the customers using centralized billing. GSA  
1060 pays the contractor, bills the individual customer organizations, and collects payment  
1061 from the customer organizations.
- 1062 (b) Direct: This option allows customers who are authorized by GSA to place orders  
1063 directly with the contractor to be billed directly from the contractor. The contractor  
1064 collects payment from the customer directly. After contract award, the contractor  
1065 will be notified by GSA which customer organizations have been authorized to be  
1066 directly billed by the contractor. The direct billing capability will be authorized by  
1067 GSA when it is in the best interest of the Government.

1068 **C.3.5 Trouble Handling**

1069 Trouble handling includes the procedures for trouble reporting, entry, tracking, analysis,  
1070 priority classifications, and escalation to ensure that problems are resolved in a timely  
1071 manner. Section G.5 describes the trouble handling requirements.

1072 **C.3.6 Customer Training**

1073 The contractor shall provide training for end-users and other designated system  
1074 administrator personnel, such as Agency Designated Representatives (ADRs) and GSA  
1075 Designated Representatives (GDRs), on all services and features provided

1076 under this contract. This training may vary, depending upon complexity of the subject  
1077 material, from hands-on classroom training to video or computer-based training to printed  
1078 materials. The contractor shall provide appropriate documentation for users to retain as a  
1079 minimum requirement of all training.

1080 The contractor shall submit a Final Training Plan to the Contracting Officer's Technical  
1081 Representative (COTR) within 30 business days after notice to proceed for each MAA  
1082 contract. The Government will approve the plan or will provide feedback to the contractor  
1083 within ten business days after the submission of the Training Plan. The contractor shall  
1084 coordinate with the GDR/ADR to schedule training sessions and to arrange for government  
1085 provided locations to conduct the training sessions.

#### 1086 **C.3.6.1 Initial End User Training**

1087 The contractor shall provide initial end user training, including appropriate training  
1088 materials and number of sessions to accommodate all users during their normal work hours  
1089 at their normal work locations. The contractor shall provide initial end user training for the  
1090 approximate number of users specified in Section J.2.2. The location of training sessions for  
1091 customer locations with less than 20 users may be negotiated with the GDR/ADR on an  
1092 individual case basis. Typical class sizes, and training methods for each service shall be  
1093 included in the training plan. Initial training shall be conducted prior to cutover or  
1094 implementation of initial services and features. The training shall include:

- 1095 (a) Correct operation of the service and features
- 1096 (b) How to obtain assistance when difficulties are encountered using services and  
1097 features
- 1098 (c) How to report troubles
- 1099 (d) How to obtain credit adjustments

#### 1100 **C.3.6.2 System Administrator (GDR/ADR) Training**

1101 The contractor shall provide system administrator training, including appropriate training  
1102 materials and number of sessions to accommodate all trainees during their normal work  
1103 hours. The contractor shall provide system administrator training for the approximate  
1104 number of GDRs and ADRs specified in Section J.2.2. System administrator training shall  
1105 equip trained individuals to conduct day-to-day administration and performance monitoring  
1106 activities including, but not limited to:

- 1107 (a) Place a service request to add, terminate, or change services
- 1108 (b) Obtain price quotes
- 1109 (c) Modify or cancel service orders
- 1110 (d) Obtain status reports from service order tracking system
- 1111 (e) Indicate service acceptance or rejection

- 1112 (f) Submit a notice of service order completion
- 1113 (g) Verify billing data
- 1114 (h) Initiate and track billing disputes
- 1115 (i) Obtain status of credit adjustments
- 1116 (j) Trouble reporting procedures
- 1117 (k) Access the status of trouble/complaint resolution progress
- 1118 (l) Trouble resolution escalation procedures
- 1119 (m) Fraud prevention, including customer premises safeguards
- 1120 (n) Obtain and analyze reports specified in Section G.6.1

### 1121 **C.3.6.3 Additional, Follow-up, and New Employee Training**

1122 The contractor shall provide new customer organizations with the same type of training  
 1123 as was provided for initial training for each applicable service and feature. Follow-up  
 1124 (remedial) and new employee training may be accomplished by contractor-trained  
 1125 Government employee trainers or through the use of training videos or other methods as may  
 1126 be included in the approved training plan.

## 1127 **C.4 Implementation**

1128 This section describes the Government's requirements for service implementation.

### 1129 **C.4.1 Implementation Strategy**

1130 The contractor shall be responsible for managing and facilitating the implementation of  
 1131 services, to include cutover testing and execution planning, in order to:

- 1132 (a) Meet service delivery schedules required by the customer organizations
- 1133 (b) Assure the services, functions, and features provided at SDPs conform with  
 1134 specifications and requirements defined in this contract
- 1135 (c) Maintain the continuity and quality of existing service to the customer organizations  
 1136 until the implementation of service is completed successfully
- 1137 (d) Minimize disruptions
- 1138 (e) Ensure seamless operations to the customer organizations

1139 The offeror shall describe the proposed technical approach for providing New Orleans  
 1140 MAA-specific services. The offeror's proposal discussion of technology, network  
 1141 architecture or routing techniques will not limit the offeror's ability to upgrade, expand, or  
 1142 replace components or items at any time without a formal contract modification, provided

1143 performance parameters are met in accordance with the awarded New Orleans MAA contract  
1144 and there is no additional cost to the Government.

1145 The offeror shall describe the proposed system architecture for the New Orleans MAA  
1146 reflecting the engineering data provided with this solicitation:

1147 (f) The overall network architecture, including the types and capacity of the transmission  
1148 and switching media, the transmission facility(ies) configuration, the type of  
1149 equipment used in the network, and how the network will be used to fulfill New  
1150 Orleans MAA service requirements.

1151 (g) The anticipated local loop configuration to the NID for each location defined in  
1152 Section J.2.2 (e.g., service category, User to Network Interface, trunk size) in  
1153 sufficient detail for the Government to determine that performance parameters are  
1154 satisfied.

1155 (h) The facilities that will be part of the proposed MAA network to include identification  
1156 of ownership (e.g., offeror owned, subcontractor owned).

1157 **C.4.1.1 Management Strategy**

1158 The contractor shall describe the management strategy to be used for implementing each  
1159 service category.

1160 The offeror shall illustrate its proposed approach to managing and controlling the  
1161 operations of each proposed subcontractor.

1162 The contractor shall submit a detailed, site-specific Management Plan to the COTR  
 1163 within 30 business days after notice to proceed for each MAA contract. The Government  
 1164 will approve the plan or will provide feedback to the contractor within ten business days  
 1165 after the submission of the Management Plan.

#### 1166 **C.4.1.2 Cutover Testing**

1167 The contractor shall conduct cutover testing for each service category during service  
 1168 installation following the requirements as defined in Section E.2.1. As part of the cutover  
 1169 test plan, the contractor shall describe its overall approach to testing transmission  
 1170 performance for each service category during service installation and explicit service-  
 1171 specific processes and procedures that will be employed for testing. Additionally, the  
 1172 contractor shall describe processes and procedures for restoration of existing service in the  
 1173 event that the performance of the contractor's installed service fails the cutover tests.

1174 The contractor shall procure and provide all necessary test equipment, data terminals,  
 1175 load boxes, test cables, and any other hardware and software required for system testing.

1176 The contractor shall submit a detailed, service-specific Cutover Test Plan, specifically  
 1177 tailored for New Orleans, to the COTR within 30 business days after notice to proceed. The  
 1178 Government will approve the plan or will provide feedback to the contractor within ten  
 1179 business days after the submission of the Cutover Test Plan.

#### 1180 **C.4.1.3 Execution Plans**

1181 For each service order of a size and complexity that requires detailed planning, the ACO  
 1182 will request that the contractor prepare an Execution Plan. The Execution Plan shall describe  
 1183 the activities that will be conducted in implementing service. The Execution Plan shall  
 1184 document in detail the contractor's day-to-day activities at the individual customer  
 1185 organization's location. The Execution Plan shall describe procedures for tracking status of  
 1186 the activities and escalating issues and problems to the appropriate authority. The Execution  
 1187 Plan shall include, but not be limited to, the following site specific information and activity  
 1188 descriptions:

- 1189 (a) Network map to include each customer organization building location address and  
 1190 SDPs by service type, estimated requirements of switched voice, data lines, and  
 1191 dedicated facilities, identification of critical SDPs and circuits, identification of  
 1192 feature class of service and network class of service for each SDP
- 1193 (b) Location map of each proposed voice/data switching system and other required POPs  
 1194 which the contractor shall use to form the nucleus of its MAA network
- 1195 (c) Proposed approach and physical route to connect each building location to its core  
 1196 MAA network to include identification of loops, trunks, cables, fiber, microwave or

1197 other transmission medium and ownership (contractor-owned or leased, Government-  
1198 owned or leased)

1199 (d) Site specific design plan to include:

1200 (1) Site preparation requirements for SDP

1201 (2) Interim and final configuration to include hardware (type, manufacturer, model),  
1202 software, special circuit arrangements, environmental and electrical requirements,  
1203 equipment room layouts (if applicable), MDF/riser cable diagrams (if needed),  
1204 and any unique or special design plans

1205 (3) Number plan with an explanation of the dialing scheme, including access codes

1206 (e) Interface equipment and interface arrangements for customer owned and operated  
1207 key systems and PBXs including identification and location of proprietary equipment

1208 (f) UNIs to be provided by SDP

1209 (g) Installation/service implementation schedule

1210 (h) Site-specific cutover test plan and schedule

1211 (i) Contingency activities to restore services

1212 (j) Proposed points of interface to FTS2001, Department of Defense Networks, and  
1213 other relevant Government or commercial networks.

1214 The contractor shall provide the Execution Plan within 30 business days after the ACO's  
1215 request for the plan, unless otherwise mutually negotiated. The ACO, upon coordination  
1216 with the COTR and customer organizations, will approve or provide feedback to the  
1217 contractor within 10 business days after the submission of the Execution Plan by the  
1218 contractor. If the Government requires longer than 10 business days to review and provide  
1219 feedback, or approve an Execution Plan, the Government will grant an automatic day-for-day  
1220 extension to the amount of time required for service availability as specified in Section  
1221 G.2.3.1.2.

#### 1222 **C.4.1.4 New Orleans Transition Plan**

1223 The New Orleans MAA Transition Plan shall include, but not be limited to, the following  
1224 site specific information and activity descriptions:

1225 (a) The proposed and/or existing overall network architecture including the types and  
1226 capacity of the transmission and switching media, the transmission facility(ies)  
1227 configuration, the type of equipment used in the network and other required POPs  
1228 which the contractor intends to use in providing the New Orleans service  
1229 requirements (Maps, diagrams, data matrixes are acceptable formats)

- 1230 (b) Each proposed location (identified in Engineering Data file, circuits.exe) to include:  
 1231 type and capacity of distribution facility proposed (e.g., cooper cable, fibercable,  
 1232 microwave); serving network switch/node and status of distribution facilities (e.g.,  
 1233 owned versus leased, existing or proposed) (Maps, diagrams, data matrixes are  
 1234 acceptable formats)
- 1235 (c) Proposed points of interface to FTS2001, Department of Defense Networks, and  
 1236 other relevant Government or commercial networks
- 1237 (d) Number plan with an explanation of the dialing scheme, including access codes
- 1238 (e) Installation/service implementation schedule
- 1239 (f) Contingency activities to restore services

1240 The transition of all initial New Orleans MAA locations shall be completed within nine  
 1241 months after notice to proceed. The contractor shall provide a Final New Orleans MAA  
 1242 Transition Plan within 45 business days after notice to proceed. The Final New Orleans  
 1243 Transition Plan shall address the locations awarded to the contractor after completion of the  
 1244 fair consideration process for the initial New Orleans MAA locations. The ACO, upon  
 1245 coordination with the COTR and customer organizations, will approve or provide feedback  
 1246 to the contractor within 10 business days after the submission of the Final New Orleans  
 1247 MAA Transition Plan by the contractor. The Final New Orleans MAA Transition Plan shall  
 1248 contain all information required for an Execution Plan as specified in Section C.4.1.3.

#### 1249 **C.4.2 Implementation Requirements**

1250 For each service order, the contractor shall provide a single point of contact for  
 1251 implementation of services. The point of contact shall be accessible by telephone or pager  
 1252 during the time periods when service implementation activities are taking place. The  
 1253 contractor shall coordinate with the COTR, customer organizations, subcontractors, and  
 1254 other service providers during the service implementation. The contractor shall inform the  
 1255 COTR and GDR/ADR when activities, including installation and all cutover testing, are  
 1256 scheduled at a location.

1257 The contractor shall complete the implementation of each service order within the standard  
 1258 service availability interval or negotiated service availability date (Section G.2.3.1.2).

1259 **C.5 National Security and Emergency Preparedness (NS/EP)**

1260 Telecommunications requirements for NS/EP are based on a set of telecommunications  
1261 policies and procedures that exist to ensure critical Government and industry needs are met  
1262 when an actual or potential emergency threatens the security or socio-economic structure of  
1263 the U.S.

1264 **C.5.1 NS/EP Capabilities for Voice and Data Services**

1265 The contractor shall support the following NS/EP capabilities to provide services for  
1266 critical users (key Government officials) during emergencies.

1267 **C.5.1.1 Priority Treatment**

1268 NS/EP origination and termination traffic shall receive priority treatment over normal  
1269 traffic through the use of:

- 1270 (a) Control mechanisms, such as trunk queuing, trunk subgrouping, or trunk reservation
- 1271 (b) Exemption from restrictive network management controls that are used to reduce  
1272 network congestion
- 1273 (c) Operator assistance to achieve preferential treatment, such as interrupting an ongoing  
1274 call

1275 **C.5.1.2 Network Facility Augmentation and Restoration**

1276 The contractor shall describe the processes, procedures, and network capabilities it will  
1277 employ to provide network facility augmentation and restoration during NS/EP events  
1278 consistent with:

- 1279 (a) National Telecommunications Management Structure (NTMS) and  
1280 Telecommunications Service Priority (TSP) System (See NCS-3-1-1 and NCS-3-1-2  
1281 manuals) or any subsequent TSP replacement system for providing TSP restoration,  
1282 TSP provisioning, and TSP level change.
- 1283 (b) Reserve emergency power per best commercial practices and use of  
1284 Telecommunications Electric Service Priority (TESP) in all transmission, switching,  
1285 signaling, and major facility nodes

1286 **C.5.1.2.1 Transmission Facilities**

1287 The contractor shall describe the processes, procedures, and network capabilities it will  
1288 employ to provide transmission augmentation and restoration during NS/EP events  
1289 consistent with:

- 1290 (a) Transmission augmentation using terrestrial, fiber optic, microwave, and  
1291 transportable capabilities
- 1292 (b) Rapid restoration of network transmission facilities by deployment of such  
1293 techniques as SONET self-healing architecture

1294 (c) Alternate local loop when specifically requested by a customer organization

1295 **C.5.1.2.2 Switching and Signaling Systems**

1296 The contractor shall follow best commercial practices to protect against the loss of services  
1297 caused by the failure, blockage, or damage of a switching or signaling node.

1298 **C.5.2 Protection of Classified and Sensitive Information**

1299 The contractor shall describe the approach it will employ to follow best commercial  
1300 practices to protect its NS/EP-related sensitive systems. These sensitive systems include:

1301 (a) Databases for classified information

1302 (b) Critical users' locations, identifications, authorization codes, and call records

1303 (c) Customer organization profiles

1304 (d) Computer systems that control or can control the network or services

1305 The contractor will be provided access to classify and sensitive materials required for  
1306 NS/EP planning, management, and operations. That information will be in various forms,  
1307 including hard copy and electronic media. The material will be identified as to its  
1308 classification and must be protected by the contractor in accordance with applicable  
1309 industrial security regulations (National Industrial Security Program Operating Manual  
1310 [NISPOM] for Safeguarding Classified Information). The level of classification will be up  
1311 to and including Top Secret, and as identified by the Government. The contractor shall  
1312 protect unclassified sensitive information with the same level of protection required of "For  
1313 Official Use Only" (FOUO) information as defined by industrial security regulations.

1314 **C.5.3 NS/EP Management**

1315 The contractor shall notify the COTR immediately when event(s) arise that may have  
1316 major consequences on its network. This notification would be similar to the "abnormal  
1317 report" currently furnished to the NCS. The COTR will set priorities; however, the contractor  
1318 shall be solely responsible for network operations.

1319 The contractor shall provide an NS/EP plan. The contractor shall provide a final NS/EP  
1320 plan to the COTR 30 business days after notice to proceed for each MAA contract. The  
1321 contractor shall update and provide this plan to the Government annually after contract award,  
1322 describing how its architecture, technical capabilities, and organizational capabilities

1323 will protect telecommunications services during emergency situations. The plan shall include  
1324 examples of how these resources will be brought to bear during an emergency.

1325 **C.6 Reporting Requirements**

1326 GSA and customer organizations require timely status information on performance,  
1327 technical, price, service ordering, billing, administrative, and contractual issues. Section G.6  
1328 defines the reporting requirements. Table F.2-1 lists data elements required for each  
1329 deliverable, including reports.

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11 **Section D**12 **Packaging and Marking**13 **D.1 552.211-75 Preservation, Packaging and Packing (FEB 1996)**

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

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

- 24 (a) A packing list or other suitable shipping document shall accompany each shipment  
25 and shall indicate:
- 26 (1) Name and address of the consignor
  - 27 (2) Name and complete address of the consignee
  - 28 (3) Government order or requisition number
  - 29 (4) Government bill of lading number covering the shipment (if any)
  - 30 (5) Description of the material shipped, including item number, quantity, number of  
31 containers, and package number (if any)
- 32 (b) When payment will be made by Government commercial credit card, in addition to  
33 the information in (a) above, the packing list or shipping document shall include:
- 34 (1) Cardholder name and telephone number
  - 35 (2) The term "Credit Card"

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

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

41 **D.4 Equipment Removal**

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

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16 **Section E**

17 **Inspection and Acceptance**

18 **E.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

19 This contract incorporates one or more clauses by reference, with the same force and  
20 effect as if they were given in full text. Upon request, the Contracting Officer will make  
21 their full text available.

<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
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)

22 **E.2 Cutover and Acceptance Testing of Services and Systems**

23 **E.2.1 Introduction**

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

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

- 40 (a) The parameters tested and the measured results

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

#### 43 **E.2.1.1 Cutover Test Plan**

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

#### 54 **E.2.1.2 Cutover Testing**

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

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

#### 70 **E.2.2 Acceptance Testing**

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

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

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

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

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

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

### 111 **E.2.3 Acceptance of Products/Services Criteria**

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

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

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

- 120 (a) Quality. The quality of requirements will be as specified in Section C.
- 121 (b) Quantity. The quantity of work shall meet the minimum requirements established in  
122 Section C.
- 123 (c) Timeliness. The contractor shall complete work on schedule.
- 124 (d) Certification of Acceptability. The GSA or customer organization COTR shall  
125 review and certify to the GSA or customer organization ACO the acceptability of all  
126 products and/or services prior to processing the applicable invoices for payment.
- 127 (e) Acceptance. Any deliverable products under this contract will be accepted or  
128 rejected in writing by the GSA or customer organization ACO.

### 129 **E.3 Rights and Remedies Available to the Government for Uncorrected** 130 **Defects and/or Failures on Contract Covered Supplies and/or Services**

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

133 If the contractor fails or refuses to perform corrections requested by the Government  
134 within the time allowed for such corrections, the Government will have the right to secure  
135 detailed recommendations from sources other than the contractor for corrective action. The  
136 Government may have someone other than the contractor correct the supplies and/or  
137 services, and bill the contractor for all incurred costs. These costs shall include any costs  
138 incurred by the Government which are directly related to the replacement or performance.  
139 The Government will have the right to make an equitable adjustment in the contract or  
140 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.

<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
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	PCO	RQS	Description of the following training formats and materials: <ul style="list-style-type: none"> <li>• Initial End User Training</li> <li>• System Administrator (GDR/ADR) Training</li> <li>• Additional Training</li> <li>• Follow-up Training</li> <li>• New Employee Training</li> </ul>

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: <ul style="list-style-type: none"> <li>• Initial End User Training</li> <li>• System Administrator (GDR/ADR) Training</li> <li>• Additional Training</li> <li>• Follow-up Training</li> <li>• New Employee Training</li> </ul>
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: <ul style="list-style-type: none"> <li>• Operations</li> <li>• Logistics</li> <li>• Staffing and responsibilities</li> <li>• Status reporting procedures</li> </ul>
C.4.1.2	Sample Cutover Test Plan	N/A	N/A	PCO	RQS	<ul style="list-style-type: none"> <li>• Service-specific processes and procedures for testing</li> <li>• Contingency plan to restore existing service if acceptance testing fails.</li> </ul>

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	New Orleans Service-Specific Cutover Test Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	30 business days after notice to proceed	<ul style="list-style-type: none"> <li>• Service-specific processes and procedures for testing</li> <li>• Parameters to be verified</li> <li>• Pass/fail criteria</li> <li>• Contingency plan to restore existing service if acceptance testing fails.</li> </ul>
C.4.1.3	Execution Plan	2 copies	Contractor proposed electronic media approved by GSA	ACO	30 business days after ACO request	<ul style="list-style-type: none"> <li>• Network Map</li> <li>• POP location map</li> <li>• Network design</li> <li>• Intermachine trunking</li> <li>• Site design plan(s)</li> <li>• Government interface requirements</li> <li>• Customer organization controlling Government equipment</li> <li>• UNIs by SDP</li> <li>• Installation/service implementation schedule</li> <li>• Cutover test schedule</li> <li>• Contingency activities to restore services</li> </ul>

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 New Orleans MAA Transition Plan	2 copies	Contractor proposed electronic media approved by GSA	ACO	45 business days after notice to proceed	<ul style="list-style-type: none"> <li>• Network Map</li> <li>• POP location map</li> <li>• Network design</li> <li>• Intermachine trunking</li> <li>• Site design plan(s)</li> <li>• Government interface requirements</li> <li>• Customer organization controlling Government equipment</li> <li>• UNIs by SDP</li> <li>• Installation/service implementation schedule</li> <li>• Cutover test schedule</li> <li>• Contingency activities to restore services</li> </ul>
C.4.2	Point of Contact for Service Order Implementation	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Service Order Acknowledgment	<ul style="list-style-type: none"> <li>• Name</li> <li>• Phone number</li> <li>• Pager number</li> </ul>
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	<ul style="list-style-type: none"> <li>• Parameters and test results</li> <li>• Results analysis</li> </ul>

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 New Orleans	N/A	N/A	ACO	NO MAA Proposal and 5 business days after list is changed	<ul style="list-style-type: none"> <li>Name</li> <li>Phone Number</li> <li>Pager number</li> </ul>
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	<ul style="list-style-type: none"> <li>Identify recurring and non-recurring charges</li> <li>Service availability date</li> <li>Date when price quote will become non-binding</li> <li>Technical information describing the service</li> </ul>
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.2.3.1	Order Acknowledgment	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Contractor Proposed	Contractor Proposed
G.2.3.1	Direct Order Notification	Per order	Contractor proposed electronic media approved by GSA	GSA-TBD	Contractor Proposed	Contractor Proposed
G.2.3.1.2	Standard Service Availability Intervals	As required	N/A	PCO	RQS	Contractor Proposed
G.2.3.1.2	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.2.3.2	Service Order Tracking	As required	Contractor proposed electronic media approved by GSA	COTR, GDR/ADR	On-going	Contractor Proposed
G.2.3.3	Order Completion Acknowledgment	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Contractor Proposed	Contractor Proposed
G.2.3.3	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	<ul style="list-style-type: none"> <li>Identify and quantify all risks</li> <li>Identify measures to ameliorate risks</li> </ul>
G.3.7	New Orleans Marketing and Promotion Plan	N/A	N/A	ACO	45 business days after notice to proceed	<ul style="list-style-type: none"> <li>Details of demonstration and briefings of MAA services</li> <li>Frequency of demonstrations and briefing</li> <li>Benefits of using MAA services</li> </ul>
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	Government auditor	10 business days after request	<ul style="list-style-type: none"> <li>All original paid invoices</li> <li>Related delivery orders</li> <li>Receiving/acceptance reports</li> <li>All other records</li> </ul>
G.5	Trouble Handling Points of Contact for New Orleans	NA	N/A	PCO	NO MAA RFP Proposal	<ul style="list-style-type: none"> <li>Names of POCs and their associated phone numbers</li> </ul>
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 New Orleans	NA	N/A	PCO	NO 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

<b>RQS Section</b>	<b>Deliverable Required in Sections C, E, G, or H</b>	<b>Quantity</b>	<b>Medium of Delivery</b>	<b>Where to Deliver</b>	<b>Submittal Date</b>	<b>Data Elements</b>
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	<ul style="list-style-type: none"> <li>Redacted contract and modifications, separately</li> <li>Redacted contract with modifications incorporated</li> <li>Non-redacted contract and modifications, separately</li> <li>Non-redacted contract with modifications incorporated</li> </ul>
H.12 (b)	Initial Tariff Filing	3 copies	1 hard copy, 2 CD-ROM copies	ACO/GDR	Within 30 calendar days after contract award	<ul style="list-style-type: none"> <li>Terms and conditions</li> <li>Prices</li> </ul>
H.12 (c)	Tariff Revisions	3 copies	1 hard copy, 2 CD-ROM copies	ACO	10 calendar days prior to filing date	<ul style="list-style-type: none"> <li>Terms and conditions</li> <li>Prices</li> </ul>
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	<ul style="list-style-type: none"> <li>Tax</li> <li>Jurisdiction Name</li> <li>Statutory Source</li> <li>Tax Rate</li> </ul>
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	<ul style="list-style-type: none"> <li>Tax</li> <li>Jurisdiction Name</li> <li>Tax Rate</li> </ul>
H.16	Subcontracting Plan	1 copy	Contractor proposed electronic media approved by GSA	ACO	Semi-annual	As specified in Section J.5

<b>RQS Section</b>	<b>Deliverable Required in Sections C, E, G, or H</b>	<b>Quantity</b>	<b>Medium of Delivery</b>	<b>Where to Deliver</b>	<b>Submittal Date</b>	<b>Data Elements</b>
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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44 **Section G**

45 **Contract Administration Data**

46 **G.1 Contract Administration**

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

52 **G.1.1 Government Points of Contact**

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

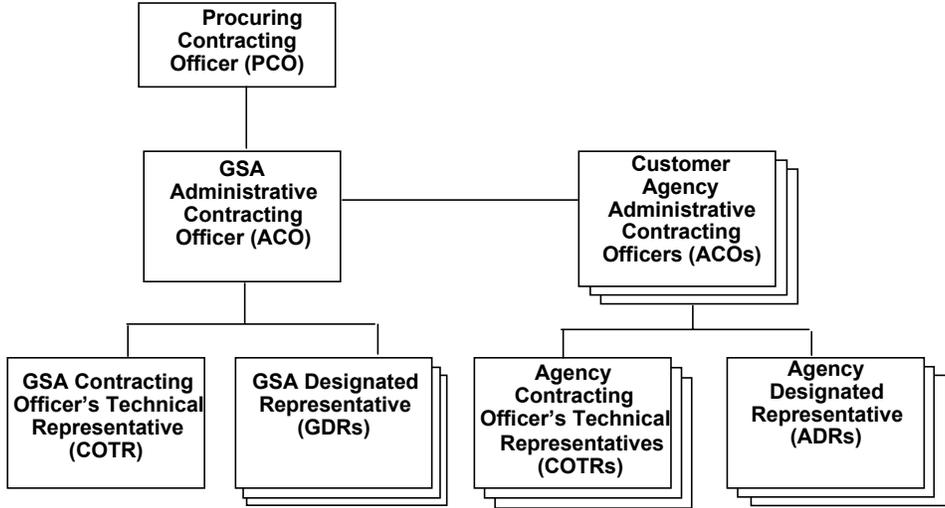
61 The GSA ACO may further delegate contract administration authority to customer  
62 organization ACOs. The customer organization ACOs may delegate certain technical,  
63 management, and operations authority to the customer organization COTR and to the  
64 Agency Designated Representatives (ADRs).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

67 **G.1.1.1 Procuring Contracting Officer**

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

71  
72  
73  
74  
75  
76

Name: Claire McFadden  
Title: PCO  
Address: 7525 Colshire Drive, Mail Stop Z397, McLean, VA 22102  
Telephone No.: (703) 610-1573



77  
78

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

**G.1.1.2 Administrative Contracting Officer**

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

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

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

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

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

- 97 (a) Serve as liaison between the contractor and customer organizations
- 98 (b) Assist in expediting orders
- 99 (c) Ensure compliance with contract requirements
- 100 (d) Issue final decisions and handle all disputes under the Contract Dispute Act

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

#### 106 **G.1.1.3 Contracting Officer's Technical Representative**

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

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

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

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

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

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

- 121 (b) Perform or cause to be performed inspections necessary in connection with  
 122 performance of the contract
- 123 (c) Monitor the contractor's performance under the contract and notify the contractor and  
 124 ACO of any deficiencies observed
- 125 (d) Coordinate Government-furnished property availability
- 126 (e) Provide for site entry of contractor personnel if required

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

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

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

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

#### 148 **G.1.1.4 GSA Designated Representative**

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

- 153 (a) Initiate, approve, and sign service orders

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

#### 161 **G.1.1.5 Agency Designated Representative**

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

#### 165 **G.1.2 Contractor's Points of Contact**

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

- 169 (a) Serve as the point of contact to interface with the Government (GSA and customer  
 170 organizations) on issues related to program administration
- 171 (b) Oversee the overall management and operations of services provided under the MAA  
 172 contract
- 173 (c) Serve as the point of contact to interface with the Government (GSA and customer  
 174 organizations) on major issues related to operational support and implementation
- 175 (d) Coordinate as necessary with the COTR, customer organizations, subcontractors, and  
 176 other service providers during the implementation of services
- 177 (e) Serve as the single point of contact to interface with the COTR and meet with the  
 178 Government (GSA and customer organizations) on planning and operational issues  
 179 related to classified requirements and/or problems in the event of national security  
 180 threats and/or disaster situations
- 181 (f) Obtain and maintain a Top Secret clearance for National Security/Emergency  
 182 Preparedness (NS/EP) requirements, as necessary
- 183 (g) Serve as the point of contact to interface with the Government (GSA and customer  
 184 organizations) on issues related to trouble reporting and trouble report resolution

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

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

188 The contractor shall identify a Program Manager and Project Manager for the New  
189 Orleans MAA and shall define their respective roles and responsibilities. All personnel  
190 assigned by the contractor to fulfill contract management and administrative functions shall  
191 be accessible to the Government (GSA and customer organizations) 24 hours a day, 7 days a  
192 week by telephone or pager. Lists of all points of contact for the New Orleans MAA shall be  
193 provided including telephone and pager numbers. The contractor shall provide the GSA  
194 ACO with an updated list of all points of contact within five calendar days after changes to  
195 the list.

### 196 G.1.3 Agent for the Government

197 In order for the MAA contractor to act as the Government's liaison, it will be provided a  
198 Letter of Agency by the GSA ACO after the notice to act as the Government's liaison. The  
199 contractor shall act as the Government's liaison with telecommunications carriers and  
200 equipment suppliers for activities including, but not limited to, installation and maintenance  
201 of trunks, off-premise locations, and activities necessary for restoration of service caused by  
202 faulty circuitry and equipment.

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

- 205 (a) Coordinate with providers of the current services all preparations that are necessary  
206 to accomplish the transition of existing services to the contractor's services
- 207 (b) Undertake all preparations necessary to implement new services
- 208 (c) Resolve service problems with other contractors
- 209 (d) Use specified Government schedules and Basic Ordering Agreements to order  
210 incidental services and equipment, provided a related service order has been received  
211 from an authorized ADR or GDR

### 212 G.1.4 Access to Management Data

213 To facilitate the administration of the contract, the contractor shall provide GDRs and  
214 ADRs access to the management data specified in Sections C.4 and G.2 through G.7. The  
215 GDRs shall have access to all contract information. The ADRs shall only have access to  
216 their own organizational information. Data and reports shall be provided in electronic format

217 on a media to be determined by the Government and the contractor after each MAA contract  
218 award. Data and reports shall be available on one of the following electronic media options:  
219 3.5 inch diskette, Compact Disk-Read Only Memory (CD-ROM), magnetic tape, DAT data  
220 cartridge, Internet, or Electronic Data Interchange (EDI) when technically feasible.

221 Where on-line access to management data is available to commercial customers, the  
222 contractor shall provide the Government (GDR and ADRs) similar on-line access to  
223 management data.

## 224 **G.2 Service Ordering**

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

234 The service ordering process shall include the following activities:

- 235 (a) Service price quotes
- 236 (b) Service order processing

237 The contractor shall provide a single, toll free, point of contact for customers to obtain  
238 service price quotes, submit service orders, track service orders, and initiate service order  
239 changes.

### 240 **G.2.1 Service Price Quotes**

241 The contractor shall provide price quotes for specific services and features when  
242 requested by the GDR or ADR prior to submitting a service order request. The price quote  
243 shall identify all recurring and non-recurring charges, the service availability date, the date  
244 when the price quote will become nonbinding, and appropriate technical information that  
245 describes the service. The contractor shall work with GDRs and ADRs to plan, define, and  
246 develop service alternatives/solutions in a proposal with associated price quotes. The  
247 contractor may, in addition to responding to the approach the Government defines, submit an  
248 additional proposal if the contractor determines another approach can more economically  
249 and/or efficiently accommodate the Government's requirements.

250 The contractor's initial service price quote (proposal) shall be received by the GDR or  
251 ADR no later than five business days after the service price quote request is received by the  
252 contractor. At the request of the contractor, the GDR and ADR may agree to negotiate a  
253 later initial service price quote date. The GDR or ADR may submit requests for a service  
254 price quote using telephone, mail, electronic mail, or facsimile formats.

255 The contractor may request a pre-price quote (proposal) meeting. The request for the  
256 meeting shall be made to the GDR or ADR no later than three business days after receipt of  
257 the service price quote request. If a pre-price quote (proposal) meeting is held, the service  
258 price quote (proposal) shall be received by the GDR or ADR as negotiated in the pre-price  
259 quote (proposal) meeting.

260 All costs associated with the development, presentation, and negotiation of the  
261 contractor's service price quotes (proposal) shall be at the contractor's expense. The  
262 contractor's final proposal reflecting the results of negotiations shall be submitted at the  
263 conclusion of a negotiation meeting by pen and ink changes to the initial proposal, unless  
264 otherwise requested and authorized by the GDR or ADR, in which case submittal shall not  
265 exceed three business days.

## 266 **G.2.2 Fair Consideration Process**

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

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

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

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

- 283 (1) Published contract prices (e.g., H.9, Electronic Access to the Contract and H.12,  
 284 Tariff Filing Requirements) and any other current contractor-provided  
 285 information (e.g., marketing materials, product specifications, etc.)
- 286 (2) Related analyses that aid the decision-making
- 287 (3) Information sought and received from the contractors (i.e., service price quotes,  
 288 proposals, technical or price analyses, oral presentations, oral discussions, etc.)
- 289 (4) Other available information relevant to the decision
- 290 (b) The GDR or ADR will decide based on consideration of the available information.  
 291 The GDR or ADR will use one of the following methods for deciding which  
 292 contractor will receive a given order:
- 293 (1) The GDR or ADR may base their decision solely on relative contract prices  
 294 without further consideration of other factors
- 295 (2) The GDR or ADR may base their decision on a combination of price, technical,  
 296 and past performance considerations appropriate to the particular decision being  
 297 considered. (For example, a decision to implement a new data network  
 298 interconnecting multiple locations may weigh technical issues more highly than a  
 299 decision to install a single link between two locations where technical issues may  
 300 be less complex.)
- 301 (c) The GDR or ADR will place the order with the selected contractor

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

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

307 Neither the user nor GSA is required to communicate any ordering decision to the  
 308 contractor that did not receive a particular order. The Government assumes that contractor-  
 309 furnished data is current. The contractor is encouraged to maintain the currency of  
 310 information presented to the Government. The GDR or ADR may rely on these data when  
 311 making ordering decisions.

312 The GDR or ADR may issue service orders without the fair consideration process  
 313 whenever circumstances warrant the exercise of any exception set forth in 41 USC §253j. In  
 314 accordance with 41USC §253j, fair consideration does not apply to orders that are under  
 315 \$2,500 or to service orders above \$2,500 where the Contracting Officer determines that: (1)  
 316 the need for the services ordered is of such unusual urgency that providing such opportunity  
 317 to all contractors would result in unacceptable delays in fulfilling that need; (2) only one

318 contractor is capable of providing the services required at the level of quality required  
 319 because the services ordered are unique or highly-specialized; (3) the service order should  
 320 be issued on a sole-source basis in the interest of economy and efficiency because it is a  
 321 logical follow-on to a service order already issued on a competitive basis; or (4) it is  
 322 necessary to place the order with a particular contractor to satisfy a minimum revenue  
 323 guarantee. Examples of exceptions include, but are not limited to, those described in the  
 324 following table. These examples are provided only for illustration purposes.

325 **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	<ul style="list-style-type: none"> <li>• Natural disaster or other emergency needs</li> <li>• Military/mobilization needs</li> <li>• Immediate short-term need arising on short notice</li> </ul>
Only one capable contractor	<ul style="list-style-type: none"> <li>• Only one contractor offers the service</li> <li>• Only one contractor offers the service to the locations where the service is needed</li> <li>• Only one contractor can demonstrate that it is capable of providing service in the manner required by the user or to the required locations</li> </ul>
Economy, efficiency and logical follow-on to an order already issued under fair consideration	<ul style="list-style-type: none"> <li>• Service orders associated with any moves, additions, changes, or similar needs</li> <li>• Incremental service orders for the same or a new service to locations where service already exists or has been ordered</li> <li>• Service orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training network management, or other support systems</li> <li>• Service orders placed to maintain the engineering and operational integrity of, or to augment an established telecommunications capability within an organization</li> </ul>
Meet a minimum revenue guarantee	<ul style="list-style-type: none"> <li>• No examples provided.</li> </ul>

326

327 The Government does not intend to advise the contractors of every order to be placed or  
 328 provide the contractors a separate opportunity to compete for each order. A GSA Service  
 329 Order Ombudsman has been appointed to hear concerns from contractors. The Service Order  
 330 Ombudsman does not diminish the authority of the GSA Contracting Officer, the GDR,  
 331 ADRs, or the authorized users. The Service Order Ombudsman is responsible for reviewing  
 332 complaints from the contractors and for ensuring that the contractors are given fair  
 333 consideration in the ordering process as described above. The Service Order Ombudsman is

334 a senior GSA official who is independent of the GSA Contracting Officer. The Service Order  
335 Ombudsman does not have the authority to overturn ordering decisions or to adjudicate  
336 formal contract disputes. The GSA Service Order Ombudsman is:

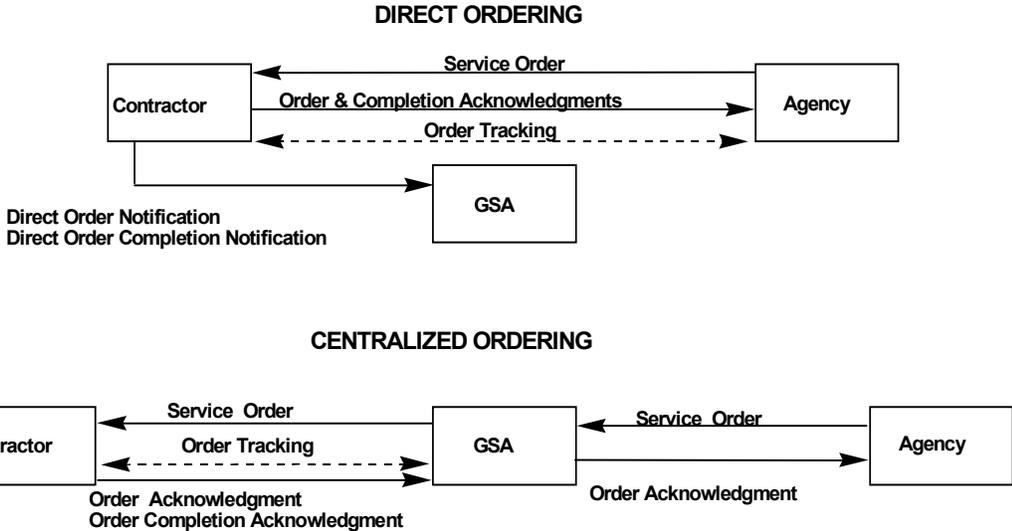
337 Name: [To be designated at or after award]  
338 Title: GSA Service Order OmbudsmanAddress:  
339 Telephone Number:  
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356 **G.2.3 Service Order Processing**

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

- 360 (a) Order Initiation
- 361 (b) Order Tracking
- 362 (c) Order Completion and Acknowledgment

363 Figure G.2.3-1 illustrates the service order process and the order status information to be  
364 provided to the Government (GSA and customer organizations).



365  
366  
367

Figure G.2.3-1. MAA Service Order Processes

**G.2.3.1 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.2.3-1, 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

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

383 For centralized ordering, GSA will act as an agent for customer organizations as  
384 authorized by a Memorandum of Understanding (MOU) executed between the customer  
385 organization and GSA (i.e., orders will be placed by customer organizations through GSA,  
386 and GSA will issue the orders to the contractor). For the orders placed through GSA, the  
387 GDR is responsible for the orders and will approve and sign each service order. The GDR is  
388 responsible for inspection and acceptance or rejection of the services performed by the  
389 contractor.

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

- 392 (c) Telephone
- 393 (d) Facsimile
- 394 (e) Electronic mail
- 395 (f) Electronic file
- 396 (g) Mail
- 397 (h) EDI, where technically feasible

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

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

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

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

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

418 The contractor shall provide direct order notification to the designated GSA organization  
419 of all direct orders it receives from customer organizations. The contractor shall provide an  
420 example and specify the format, content, frequency, and the electronic delivery media of the  
421 direct order notification (e.g., copy of service order, monthly summary report). The GSA  
422 organization designated to receive the direct order notifications will be determined at the  
423 time of each MAA contract award.

424 If additional information or modification from the Government is required before service  
425 order processing can be completed, the contractor shall notify the GDR or ADR within two  
426 business days after receipt of the service order and shall specify the required information and  
427 action to be provided by the Government.

#### 428 **G.2.3.1.1 Service Order Changes**

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

434 Service order change charges may be applied as follows:

- 435 (a) If an order is changed prior to start of installation, no charge shall apply.
- 436 (b) If the service availability date is changed after installation is initiated, a one-time  
437 service order change charge may apply.
- 438 (c) If the location is changed after installation is initiated, the contractor may charge  
439 actual direct and indirect expenses incurred at both locations. The total charge shall  
440 not exceed the Service Initiation Charge (SIC) for both locations.
- 441 (d) If an order is canceled after installation is initiated, the contractor may charge its  
442 actual direct and indirect expenses of service installation incurred up to the service  
443 order change date. The total charge shall not exceed the SIC for the order.

#### 444 **G.2.3.1.2 Service Availability Intervals**

445 Service shall be provided in the following service availability intervals:

- 446 (a) Standard Service Availability Interval  
447 (b) Negotiated Service Availability Interval

448 The contractor shall specify a standard service availability interval for the services  
449 specified in Section C.2. The contractor shall publish, and make available to all customers, a  
450 schedule of the standard service availability intervals. The schedule of standard service  
451 availability intervals shall specify the services and quantities of service that can be provided  
452 in standard intervals. The standard intervals shall be consistent with the contractor's  
453 offerings to commercial customers. Copies (paper or electronic format) shall be provided to  
454 all GDRs and ADRs within 30 business days after notice to proceed for each MAA contract.  
455 Updates to the standard service availability intervals shall be provided to all GDRs and  
456 ADRs prior to the effective date of the updates.

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

- 459 (c) There is no standard service availability interval for the service.  
460 (d) The GDR or ADR requests a service date before or beyond the applicable standard  
461 service availability interval.  
462 (e) The contractor identifies equipment compatibility problems (Section C.2.1.6).  
463 (f) The contractor identifies on-premise wiring deficiencies (Section C.2.1.12).  
464 (g) The service order requires an Execution Plan due to the complexity and scope of the  
465 service order (e.g., number of locations, geographic coverage, technology) (Section  
466 C.4.1.3).

467 The contractor shall allow for expedited service implementation. Service orders  
468 requesting expedited service implementation shall take priority for completion over routine  
469 service orders submitted previously by the requesting customer organization only, and shall  
470 not be placed ahead of the orders of any other customer organization (unless otherwise  
471 directed by the GSA ACO or COTR). When a customer requires expedited service  
472 implementation, an order expedite charge will be allowed.

#### 473 **G.2.3.1.3 Service Termination Date**

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

**G.2.3.2 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.2.3.3 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

- 510 (d) Inventory management
- 511 (e) Physical security and work area management
- 512 (f) Security services
- 513 (g) Marketing MAA services to customer organizations
- 514 (h) Telephone Directories

### 515 **G.3.1 Number Inventory and Administration**

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

### 521 **G.3.2 Moves/Adds/Changes**

522 The contractor shall provide the GDR and ADR the capability to request moves, adds,  
523 and changes of lines, services, and features through its service ordering process (Section  
524 G.2).

525 At Government request and when available, the contractor shall provide the means  
526 necessary to allow customer organizations the ability to make internal software  
527 reconfigurations and software changes. All changes shall be processed within 5 minutes on  
528 average.

### 529 **G.3.3 Maintenance**

530 The contractor shall provide preventive (scheduled) maintenance that conforms to the  
531 maintenance practices for each service that are based on the contractor's commercial  
532 practices. Preventive maintenance shall not interfere with, disrupt, or degrade services  
533 provided to the customer organization during normal Government business hours.

### 534 **G.3.4 Inventory Management**

535 The contractor shall provide an inventory management system to keep track, on a  
536 location and customer organization-basis, of the inventory of the lines, equipment, services,  
537 and features of the services provided under this contract. The contractor shall provide  
538 inventory status information to the GDRs and ADRs on semi-annual basis.

539 **G.3.5 Physical Security and Work Area Management**

540 The contractor shall follow security procedures established by the Government in  
541 conjunction with building management to prevent unauthorized access to the building  
542 telecommunications facilities (e.g., telephone closet). These security measures shall include,  
543 but are not limited to, procedures for signing in and out, escort procedures, and inspection  
544 routines. When multiple contractors share the telecommunications facility, the contractor  
545 shall work with the Government in coordination with other contractors and the building  
546 management to agree on procedures that ensure the security of the facility, while allowing  
547 access to the facility by multiple parties.

548 The contractor shall make its best effort to maintain equipment rooms, wire closets, and  
549 all other work areas at Government locations in a clean, orderly, and neat state. The  
550 contractor's responsibility shall be limited to cleaning up disorder and trash created by its  
551 personnel only. The contractor shall provide all labor, tools, parts, and software, and any  
552 additional test equipment required to maintain continuity of service to the Government.

553 For wiring/telephone closets, the contractor shall clearly label the wires and circuits used  
554 to provide MAA services to permit the Government to identify and trace the physical  
555 installation of a particular line or group of lines. The contractor shall ensure that these labels  
556 are readable and up-to-date at all times.

557 **G.3.6 Security Services**

558 Telecommunications services under this contract will carry nonsensitive programmatic  
559 and administrative traffic, Sensitive But Unclassified (SBU) traffic, and higher levels of  
560 sensitive and/or classified traffic that has been encrypted by users. Therefore, security  
561 services are required. The services provided by the contractor shall be compatible with  
562 existing security devices and systems used by the Government. Security services shall  
563 protect all facilities and services, portions of the contractor's network used to provide MAA  
564 services, information, and information processing resources provided under this contract  
565 against threats, attacks, or failures of systems.

566 The contractor shall include a security plan that outlines the risk avoidance methodology  
567 and management that are to be implemented after each MAA contract award. The security  
568 plan and risk analysis shall address all aspects of security, including but not necessarily  
569 limited to those described in Sections C.5.3 and G.3.5. The security plan shall identify all  
570 risks, including identification of critical risks. The risk analysis shall include identification  
571 of measures to mitigate risks. These risk analysis results must be approved by the

572 Government prior to acceptance of support systems or any service. The contractor shall  
573 ensure that the security plan and related risk analyses are compliant with requirements  
574 outlined in this section, Section C.5.3, and any additional requirements of the Office of  
575 Management and Budget (OMB) Circular A130.

### 576 **G.3.7 Marketing MAA Services to Customer Organizations**

577 The contractor shall market and promote the services, system features, and capabilities  
578 provided through this contract to customer organizations as part of service provisioning. The  
579 contractor shall provide a service marketing and promotion plan for New Orleans MAA  
580 customer organizations. As part of the plan, the contractor shall detail how it will conduct  
581 demonstrations and briefings for existing and potential customer organizations in New  
582 Orleans that describe services and features, the frequency of such demonstrations and  
583 briefings, and how the services and features can be obtained and utilized to improve  
584 customer organizations' productivity and reduce costs.

### 585 **G.3.8 Telephone Directories**

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

## 593 **G.4 Billing Procedures**

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

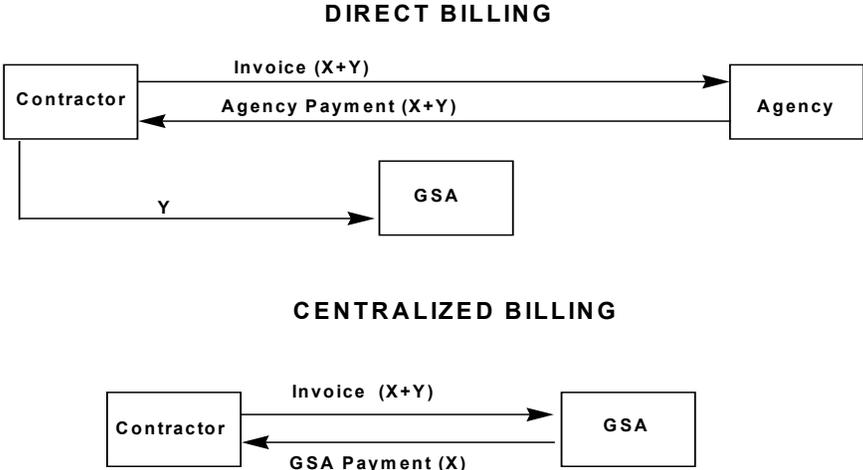
- 596 (a) Centralized Billing: The contractor shall provide a single consolidated invoice to  
597 GSA for all customer organizations using centralized ordering. GSA will validate  
598 and pay the centralized invoice (less the Contract Management Fee).
- 599 (b) Direct Billing: The contractor shall provide a single invoice to each customer  
600 organization using direct ordering. Each customer organization will validate and pay  
601 its invoice directly to the contractor.

602 For both the direct and centralized billings, the Contract Management Fee specified in  
603 Section H.26 shall be factored into the contractor's telecommunications service rates. The  
604 Contract Management Fee shall not be a separate item on the invoices. For direct billing

605 customers, the contractor shall collect the Contract Management Fee from the customer for  
606 GSA on a monthly basis. The contractor shall directly pay (not as a credit on the invoice) to  
607 GSA the amount of the Contract Management Fee on a quarterly basis (i.e., Government  
608 fiscal year quarters). The payment shall be remitted within 30 calendar days after the close  
609 of each quarter.

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

612



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

613

614

Figure G.4-1. MAA Billing Processes

615 **G.4.1 Invoice Requirements**

616 The contractor shall submit all centralized and direct billing invoices to the designated  
 617 billing office(s) on the agreed date(s), to be determined by GDR/ADR and the contractor  
 618 after award, of each month. The contractor shall deliver invoices and billing support data to  
 619 GSA and customer organizations via paper or electronic format on a media to be determined  
 620 by the Government and the contractor after a MAA contract award. Invoices shall be  
 621 provided on one of the following electronic media options: magnetic tape, diskette, CD-  
 622 ROM, write once read many (WORM) cartridge. Where available to commercial customers  
 623 and requested by the Government, the contractor shall submit invoices in EDI format 811.

624 **G.4.1.1 Invoice Content**

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

629 The contractor shall provide an example and specify the content and format of all  
630 invoice(s) to be used for billing MAA services required under this contract.

631 Each invoice shall contain all pricing components in sufficient detail necessary to  
632 reconcile charges with completed orders or actual usage. The contractor shall ensure that all  
633 charges, credits, and debits are shown on the invoice and that no additional data are required  
634 by the Government to verify the price of a call or feature and verify the amount of discounts,  
635 credits or debits. In calculating applicable taxes, the contractor shall not impose taxes on the  
636 Contract Management Fee.

637 The contractor shall bill the entire SIC, indicating waived or discounted charges, on the  
638 invoice following acceptance by the Government for the installation of the service contained  
639 in the completed service order.

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

644 **G.4.1.2 Invoice Preparation**

645 The contractor shall prepare all invoices (for both direct and centralized billing) in  
646 accordance with the Government's Agency Billing Code, Agency Hierarchy Code, Agency  
647 Billing ID, and Service Delivery Point (SDP) identification (SDPID). These codes will  
648 permit the Government to bill each customer organization and sub-organization for MAA  
649 services actually used by that organization/sub-organization.

650 The contractor shall provide 60 calendar days notice to the ACO, GDR, and ADR, in  
651 writing, before making changes to the invoice content or format. The frequency of such  
652 changes, including changes resulting from the introduction of new services or industry  
653 standards modifications, shall not exceed once every 60 calendar days unless the change was  
654 mandated by a Federal, state, and/or local public utility regulatory authority or such other  
655 process that requires implementation in less than 60 calendar days. The contractor shall  
656 provide a detailed specification of the revised format to the ACO, GDR, and ADR in paper  
657 or

658 diskette form. Invoice changes initiated by changes in the invoice standards by an  
659 authorized regulatory body or at the direction of the contractor shall be done at no cost to the  
660 Government. The contractor shall obtain written approval from the ACO to initiate an  
661 emergency change.

662 When authorized by the Government, the contractor shall permit all customer  
663 organizations to use a Government credit card, authorized for telecommunications. The  
664 contractor shall coordinate with its bank to obtain the appropriate Standard Industrial  
665 Classification code for the services provided under the contract and establish its credit card  
666 financial procedures with its lending institution.

#### 667 **G.4.1.3 Centralized Billing**

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

#### 670 **DESIGNATED BILLING OFFICE ADDRESS**

#### 671 **FOR CENTRALIZED BILLING CUSTOMER ORGANIZATIONS**

672 **(Will be specified after each MAA contract award)**

#### 673 **G.4.1.4 Direct Billing**

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

#### 676 **DESIGNATED BILLING OFFICE ADDRESSES**

#### 677 **FOR DIRECT BILLING CUSTOMER ORGANIZATIONS**

678 **(Will be specified after each MAA contract award)**

679 Within 90 days notice by the GDR, the contractor shall change a customer organization  
680 from centralized to direct billing or vice versa, at no additional cost to the Government.

#### 681 **G.4.1.5 Summary Report of Billed Charges for All Customers**

682 On a monthly basis, the contractor shall provide a Summary Report of Billed Charges for  
683 All Customers to the designated GSA organization, to be determined after award. For each  
684 customer organization, the Summary Report of Billed Charges for All Customers shall  
685 identify the billing option, all charges, and amount of MAA contract management fee  
686 charged to direct billed customers.

687 **G.4.1.6 Invoice Data Retention**

688 All original paid invoices and other related records shall be maintained by the contractor  
689 for the length of the contract plus three years after final payment is received. The contractor  
690 shall make this data available to the Government auditors upon request within ten business  
691 days notice.

692 **G.4.1.7 Trouble or Service Outage Credits**

693 The contractor shall propose, provide and implement a mechanism for uniquely  
694 identifying service outages. The contractor shall credit the affected customer organization as  
695 specified in Section H.11. Within three billing cycles after resolution of the service outage,  
696 the service outage credit shall be processed through the contractor's billing system and  
697 appear on the invoice.

698 **G.4.2 Billing Disputes**

699 The Government requires evidence that the service order has been completed and that  
700 each associated charge has been priced correctly, or it may dispute the charge. The customer  
701 organization and the contractor shall resolve their billing disputes directly, if possible. The  
702 contractor shall provide and implement a mechanism for uniquely identifying each billing  
703 dispute to permit the dispute initiator to track the status of a dispute. The contractor shall  
704 provide a toll-free, single point of contact for billing dispute inquiries.

705 The contractor shall attempt to resolve billing disputes to the satisfaction of the customer  
706 organization within 60 calendar days following official notification from either the GSA or  
707 the customer organization. The contractor shall take a proactive lead in resolving disputes  
708 promptly with the initiator of the dispute by establishing and maintaining meaningful  
709 dialogue directed toward a fair and equitable resolution. In cases where a resolution is not  
710 forthcoming, the contractor shall submit partial resolutions (less than the total amount in  
711 dispute) to the dispute's initiator for acceptance or denial. The ACO or the dispute initiator  
712 will respond within five business days with a proposed resolution. If either party wants to  
713 escalate the dispute to the ACO (GSA ACO for centralized billing, and customer  
714 organization ACO for direct billing) at any time, they may do so. Disputes that are not  
715 resolved within 60 calendar days or the approved extension time must be escalated to the  
716 ACO (GSA ACO for centralized billing, and customer organization ACO for direct billing).  
717 Any disputes escalated to the ACO will be resolved in accordance with Federal Acquisition  
718 Regulation (FAR) 52.233-1 (Alternate I) (Disputes).

719 Once a dispute is resolved, the contractor shall process and print the associated credit or  
720 debit in the next invoice or invoice supporting report, making sure that the debit or credit and  
721 the associated Billing Dispute Number is assigned to the proper level of the invoice  
722 prescribed by the Agency Billing Code, Agency Hierarchy Code, and Agency Billing ID.

### 723 **G.4.3 Right to Withhold Payment**

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

## 726 **G.5 Trouble Handling**

727 The contractor shall provide, describe, and implement trouble handling procedures that  
728 include, but are not be limited to, the following functions:

- 729 (a) Centralized trouble reporting
- 730 (b) Determining the cause of and correcting troubles
- 731 (c) Working cooperatively with other contractors and Government designated  
732 representatives to resolve problems
- 733 (d) Maintaining audit trails of trouble resolution activities
- 734 (e) Responding to customer organization's inquiries on trouble resolution status
- 735 (f) Providing trouble escalation for normal and emergency events
- 736 (g) Monitoring trouble report management and escalation procedures
- 737 (h) Providing trouble report and performance information to customer organizations

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

### 740 **G.5.1 Trouble Reporting**

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

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

### 747 **G.5.2 Escalation Procedures**

748 The contractor shall provide, describe, and implement an escalation procedure, with  
749 appropriate time intervals, for each service category provided under this contract. The

750 contractor designated point of contact name, title, telephone number, electronic mail address,  
 751 and facsimile number shall be provided to the GDR and ADRs five business days after notice  
 752 to proceed for each MAA contract. Changes to the point of contact information shall be  
 753 provided to the GDR and ADRs when changes to the point of contact information are made.

754 The point of contact shall be responsible for coordinating trouble isolation and repair  
 755 efforts within the contractor's organization, between other service providers who may be  
 756 involved in resolving the problem, and the GDR or ADR. The point of contact shall be  
 757 responsible for escalating all troubles not resolved in the required time frames. The point of  
 758 contact shall stay actively involved with the trouble resolution process from start to  
 759 completion, including the use of cooperative, end-to-end testing to be used when troubles  
 760 remain unresolved or become chronic.

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

#### 763 **G.5.2.1 Routine Restoration**

764 For routine trouble reports, the maximum allowable time to restore service shall be 24  
 765 consecutive hours or the next business day unless a longer clearing time is mutually agreed  
 766 upon by both the contractor and the Government.

#### 767 **G.5.2.2 Emergency Restoration**

768 For emergency trouble reports, the maximum allowable time to restore service shall be 4  
 769 consecutive hours unless a longer clearing time is mutually agreed upon by both the  
 770 contractor and the Government. The contractor shall provide emergency restoration at  
 771 occurrence of any of the following:

- 772 (a) Catastrophic failure of single and/or multiple switching system(s)
- 773 (b) Catastrophic failure of single and/or multiple transmission facilities
- 774 (c) Switching locations isolated due to equipment and/or facilities failures
- 775 (d) Loss of system access to FTS2000/FTS2001
- 776 (e) Loss of system access to the Local Exchange Network
- 777 (f) Disruption of service to users and/or circuits designated as critical by the  
 778 Government. Critical users and circuits will be identified in service orders or service  
 779 order changes.
- 780 (g) Any situation under which service to a system, or 20 percent of station lines at a  
 781 single location is disrupted for more than four hours including disruption caused by  
 782 fire, flood, explosion, civil disturbance, work stoppage (strike) or other labor  
 783 disputes, and backup power failure

784 The contractor shall monitor the system(s) to identify outages requiring emergency  
 785 restoration and commence appropriate remedial action prior to the actual submission of a  
 786 trouble report. The contractor shall notify the GDR immediately when any emergency  
 787 restoration action is implemented. The contractor shall provide status of trouble resolution  
 788 to the GDR every hour afterward until the trouble is resolved, or otherwise specified by the  
 789 GDR.

### 790 **G.5.2.3 Priority Restoration**

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

## 795 **G.6 Reporting Requirements**

796 The contractor shall describe, or provide examples showing, the content, formats, and  
 797 electronic media of all required reports. The contractor shall supply reports and service  
 798 forecasts using the processes and formats supplied to other customers to the maximum extent  
 799 possible.

800 The date for reports will be determined after each MAA contract award. For monthly  
 801 reports, the contractor shall provide the reports consistently on the same date of each month.  
 802 For quarterly reports, the contractor shall provide the reports consistently on the same date of  
 803 each quarter. The reports shall contain data for each service for every location, for every  
 804 MAA customer organization.

### 805 **G.6.1 General Reporting Requirements**

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

- 808 (a) Service Order Status Summary (Section G.2.3.2)
- 809 (b) Service Trouble Status Summary (Section G.5)
- 810 (c) Service Outage Credit Summary (Section G.4.1.7)
- 811 (d) Summary Report of Billed Charges for All Customers (Section G.4.1.5)
- 812 (e) Monthly call detail records (CDRs) for each customer organization (centralized and  
 813 direct ordering)

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

- 816 (f) Billing Dispute Status Summary
- 817 (g) Billing Adjustments Summary
- 818 (h) Contract Management Fee Summary

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

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

823 Upon request of the GDR and ADR, the contractor shall provide the following reports for  
824 each customer organization:

- 825 (j) Monthly Traffic Statistics by Service
- 826 (k) Monthly Service Performance Data
- 827 (l) Annual Traffic and Service Charge Forecast Report

828 The Annual Traffic and Service Charge Forecast Report shall forecast each customer  
829 organization's traffic and charges by type of service for the forecast period. When requested  
830 by the GDR, the total traffic and charges by service type shall be calculated. The report shall  
831 consist of a twelve-month forecast.

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

835 The contractor shall archive reports and supporting information for the duration of the  
836 contract. The contractor shall make the archived information available to the GSA COTRs and  
837 ADRs within 10 business days after a formal, written request for information is received by the  
838 contractor. Archived information shall be provided in electronic format on a media to be  
839 determined by the Government and the contractor after each MAA contract award. The  
840 archived data shall be available in one of the following electronic media options: 3.5 inch  
841 diskette, Compact Disk-Read Only Memory (CD-ROM), DAT data cartridge, magnetic tape,  
842 or Internet.

### 843 **G.6.2 Future Reporting Requirements**

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

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52 **Section H**53 **Special Contract Requirements**54 **H.1 Term of Contract**

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

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

60 **H.2 Authorized Users**

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

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

69 **H.3 Minimum Dollar Guarantee and Maximum Contract Limitation**

70 (a) The total minimum dollar guarantee for the New Orleans MAA is \$100,000. The  
71 minimum dollar guarantee will be divided equally among New Orleans MAA  
72 contract awardee(s).

73 (b) The maximum contract ceiling for all money paid to all contractor(s) that provide  
74 telecommunications service for the New Orleans MAA is \$75 million.

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

77 The total cost of all telecommunications services provided to New Orleans under the  
78 MAA Program by all eligible contractors will not exceed the \$75 million maximum contract  
79 ceiling. Thus, the maximum contracting ceiling will be shared among all eligible contractors  
80 providing services in the New Orleans MAA. The eligible contractors include the New  
81 Orleans MAA contract awardee(s) and, after the one year forbearance period, eligible  
82 contractors from another MAA city or FTS2001. Correspondingly, the maximum contract

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

85 **H.4 Disclosure of Information**

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

- 90 (b) In performance of this contract, the contractor agrees to assume responsibility for  
 91 protecting the confidentiality of Government records and for ensuring that all work is  
 92 performed under the supervision of the contractor or the contractor's responsible  
 93 employees.
- 94 (c) Each officer or employee of the contractor to whom information may be made  
 95 available or disclosed shall be notified in writing by the contractor that information  
 96 disclosed to such officer or employee can be used only for a purpose and to the extent  
 97 authorized herein. Use of such information for a purpose or to an extent  
 98 unauthorized herein may subject the offender to criminal sanctions imposed by  
 99 18 United States Code (U.S.C.) 641. The law provides, in pertinent part, that  
 100 whoever knowingly converts to their use or the use of another, or without authority  
 101 sells, conveys, or disposes of any record of the United States or whoever receives the  
 102 same with intent to convert it to their use or gain, knowing it to have been converted,  
 103 shall be guilty of a crime punishable by a fine of up to \$10,000, or imprisonment up  
 104 to 10 years, or both.

## 105 **H.5 Internal Revenue Service: Disclosure Of Information - Safeguards** 106 **and Sanctions**

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

- 110 (a) All work shall be performed under the contractor's, or the contractor's responsible  
 111 employees' supervision.
- 112 (b) Any Federal Tax Return or Return information (as defined in Internal Revenue Code  
 113 (I.R.C.) 6103(b)(1) and (2)), made available to the contractor shall be used only for  
 114 the purpose of carrying out the provisions of this contract. Information contained in  
 115 such material shall be treated as confidential and shall not be divulged or made  
 116 known in any manner to any person except as may be necessary in the performance  
 117 of the contract. Disclosure to anyone other than an officer or employee of the  
 118 contractor shall require prior written approval of the Internal Revenue Service.  
 119 Requests to make such disclosures should be addressed to the GSA Administrative  
 120 Contracting Officer (GSA ACO).
- 121 (c) Each officer, employee, or any other person to whom returns or return information is  
 122 or may be disclosed shall be notified in writing that returns or return information  
 123 disclosed to such officer or employee can be used only for a purpose and to the extent  
 124 authorized herein, and that further disclosure of any such returns or return

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

134 (d) Additionally, the contractor is required to inform its officers and employees of the  
 135 penalties for improper disclosure that are imposed by the Privacy Act of 1974,  
 136 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to  
 137 contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a  
 138 contractor, who by virtue of his/her employment or official position, has possession  
 139 of or access to customer organization records that contain individually identifiable  
 140 information, the disclosure of which is prohibited by the Privacy Act or disclosure of  
 141 the specific material is so prohibited, willfully entitled to receive it, shall be guilty of  
 142 a misdemeanor and fined not more than \$5,000.00.

## 143 **H.6 Continuity of Services**

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

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

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

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

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

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

165 (d) Should the GSA ACO, having elected paragraph (c) above, but not having elected  
166 initially to extend the contract the full 12 months, provide subsequent written notice,  
167 the contractor, as directed, shall continue to perform under the contract up to the full  
168 12-month period.

## 169 **H.7 Price Management Mechanism**

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

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

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

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

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

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

#### 201 **H.7.1 Price Management Mechanism Process and Methodology**

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

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

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

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

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

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

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

## 260 **H.7.2 Price Management Mechanism Dispute Resolution Process**

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

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

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

286 In no event shall a single ADR or consolidation of ADRs continue beyond the expected  
287 PMM date (i.e., no later than 90 days after notice to the contractor of the initiation of the  
288 PMM). If the Government and the contractor are unable to resolve PMM disputes through  
289 the ADR process under this section, the matter shall be considered as a dispute to be resolved  
290 through the Dispute Clause (Section I, Clause I.1.47; FAR Clause 52.233.01, Disputes [DEC  
291 1998]). In the case that the dispute is unresolved as of the expected PMM date, the  
292 contractor may invoice at the unadjusted price, but the Government will withhold from  
293 payment the disputed portion of that price adjustment. The Government will calculate the  
294 potential price reduction based on the Government's demand traffic set and comparison  
295 source. The contracting officer will issue a final decision reflecting the Government's  
296 position on the changed price, and if necessary, instruct the contractor to file the changed  
297 price to tariff and tariff options.

## 298 **H.8 Price Reductions**

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

- 301 (b) The contractor may reduce contract prices at any time. Price reductions other than  
302 those implemented by the Government under the PMM clause of this contract, or  
303 covered by paragraph (a) above, shall be subject to the following conditions:
- 304 (1) The contractor shall propose all price reductions to the GSA ACO and  
305 Contracting Officer's Technical Representative (COTR).
  - 306 (2) The proposed price reduction shall be effective on the first day of a given  
307 invoicing period, after the effective date of the price reducing tariff(s).
  - 308 (3) Price reduction proposals shall include all contract pricing tables, and the  
309 effective date(s) of the price reduction. The contractor shall provide all revised  
310 pricing tables in an electronic format (or formats) to be specified by the  
311 Government at the time of submission.

## 312 **H.9 Electronic Access to the Contract**

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

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

- 320 (a) Redacted version in the first format
- 321 (b) Redacted version in the second format
- 322 (c) Non-redacted version in the first format
- 323 (d) Non-redacted version in the second format

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

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

## 329 **H.10 Protection of Contract Information**

330 In accordance with FAR Part 15.413, the Government will take the necessary and usual  
331 steps to maintain the confidentiality of information submitted by the offeror prior to award of  
332 the contract and modifications. The contractor is advised that upon award the Government  
333 will make all contract prices publicly available for the current contract year.

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

336 **H.11.1 Performance**

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

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

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

347

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

Type of Performance Requirement	For Each	Credit Equals
Availability <sup>1</sup>	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 <sup>2</sup>	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.

348

349

**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

<sup>1</sup> Availability shall be computed as specified in Section J.4 for each service.

<sup>2</sup> Grade of Service (GOS) shall be calculated as described in Section C.2 for each service.

350

**Table H.11-3. Credit Allowance Schedule for Outages**

Service <sup>3</sup>	Credit per Outage <sup>4</sup>
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.

351

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

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

359 **H.11.3 Retention of Government Rights**

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

<sup>3</sup> 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.

<sup>4</sup> The period of outage ends when the service is operative, as defined by the user.

**363 H.12 Tariff Filing Requirements**

- 364 (a) The contractor shall make all tariff filings that are required by law or regulation and  
365 that are necessary for contract performance. The contractor shall provide the  
366 Government with one hard copy and two electronic copies of all such tariffs on the  
367 same day they are filed. The contractor shall certify that all terms, conditions, and  
368 prices in the tariff are as stated in the contract, and that the tariff contains nothing  
369 inconsistent with the contract. The electronic version shall be submitted on Compact  
370 Disk-Read Only Memory (CD ROM) in Word 97 and/or Excel 97 (or the most  
371 current versions) to the ACO and GDR.
- 372 (b) The contractor shall make the initial filing required to implement the contract within  
373 30 calendar days after the date of contract award. If such filing is not permitted to  
374 become effective by the State Public Service Commission or any other regulatory  
375 agency or court of competent jurisdiction within 90 calendar days after the date of  
376 contract award, or in extenuating circumstances a date approved by the ACO, the  
377 Government will have the right partially or entirely to terminate the contract without  
378 liability. This contract is a firm fixed price contract and all prices proposed by the  
379 contractor are to be effective from the date of award irrespective of State Public  
380 Service Commission approval.
- 381 (c) After contract award, except for the initial filing mentioned in paragraph (b) above,  
382 the contractor shall provide to the Government advance copies of all revisions to  
383 tariffs or new tariffs that specifically pertain to the contract or that may materially  
384 affect the Government's rights under the contract. These shall be provided to the  
385 ACO and GDR at least ten calendar days in advance of the intended filing date. The  
386 contractor shall make no revisions to its tariffs that materially and adversely affect  
387 the Government's rights under the contract (including the contract as modified),  
388 without obtaining the Government's prior written consent.
- 389 (d) If any ruling, order or determination of the State Public Service Commission or any  
390 other regulatory agency or court of competent jurisdiction shall materially and  
391 adversely affect the contractor's ability to offer services under the terms and  
392 conditions of this contract, the contractor shall immediately develop a proposal that  
393 provides comparable service to the Government at rates equal to or less than those set  
394 forth in the contract, and under terms and conditions identical to those set forth in the  
395 contract, to the extent permissible under applicable legal and regulatory requirements.  
396 Such service may be provided under other existing tariffs (if this can be done at such  
397 tariffs' then effective rates without further revision) or under newly filed tariffs. If  
398 the contractor is unwilling or unable to develop such a proposal within 10 days of any  
399 such event, the Government will have the right partially or entirely to terminate the  
400 contract without liability.

## 401 **H.13 New, Improved or Additional Services**

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

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

### 415 **H.13.1 Comparison of Publicly Available Services**

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

### 424 **H.13.2 Contractor Response to Request for Proposal for Enhancements**

425 The Government may issue to the contractor requests for proposals for enhancements.  
426 The contractor shall respond with a meaningful proposal to each Government request for  
427 proposals for items that are commercially available from the contractor. The Government  
428 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.

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

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

#### 463 **H.14 Other Government Service Contracts and Contractors**

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

#### 469 **H.15 Taxes; Prohibited Surcharges; and Contract Management Fee**

470 With respect to any “after imposed taxes” identified by the contractor in accordance with  
 471 the FAR clause incorporated by I.1.37, the Government will pay all state and local taxes  
 472 applicable to telecommunications services delivered under this contract, with the following  
 473 exceptions:

- 474 (a) Taxes from which the Federal Government is expressly exempt under the authorizing  
 475 state statute or local ordinance
- 476 (b) Any state or local tax whose legal incidence of taxation is on the Federal Government

477 As indicated in Section B.1.3, the firm fixed prices under this contract include the  
 478 contractor’s recovery of current and future costs associated with any Universal Service  
 479 obligations at the Federal, state or local level. Pre-Subscribed Interexchange Carrier Charges  
 480 (PICC) and Universal Service Fund (USF) type charges are to be included in basic service  
 481 prices. Such items will not be eligible for pass-through treatment, i.e., will not be treated as  
 482 “taxes” for purposes of the FAR Clause cited by I.1.37. Since they will be included in basic  
 483 service prices, the government will not pay any surcharges or separate line items for such  
 484 items.

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

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

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

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

500 **H.16 Small, Small Disadvantaged, Women-Owned Small, and HUBZone**  
 501 **Small Business Concerns Subcontracting Program Support**

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

- 510 (a) Provide a concise written summary of activity in the contractor's subcontracting  
 511 outreach program (as described in the contractor's Subcontracting Plan).  
 512 (b) Provide a list of the types of subcontracts awarded and any letters of commitment.  
 513 (c) Provide an updated checklist which tracks adherence to the provisions of the  
 514 Subcontracting Plan.  
 515 (d) Attend periodic meetings with representatives of the Contracting Office, the Program  
 516 Management Office, and the Small Business Administration to discuss the  
 517 contractor's activity in the contractor's subcontracting program.

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

525 **H.17 Contractor Performance Information**

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

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

#### 534 **H.18 News Releases**

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

#### 537 **H.19 Meetings/Conferences**

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

#### 546 **H.20 Permits**

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

#### 551 **H.21 Contractor-Provided Equipment**

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

#### 558 **H.22 Fraud Prevention Management**

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

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

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

#### 568 **H.22.1 Financial Responsibility for Fraud**

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

#### 573 **H.22.2 Protection of Customer Systems**

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

#### 580 **H.23 Contractor Liability Limitations**

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

- 584 (a) Acts of God or of the public enemy
- 585 (b) Acts of the Government in either its sovereign or contractual capacity
- 586 (c) Fires
- 587 (d) Floods
- 588 (e) Epidemics
- 589 (f) Quarantine restrictions
- 590 (g) Strike
- 591 (h) Freight embargoes

- 592 (i) Unusually severe weather
- 593 (j) Denial of access by a third party

594 **H.24 National Emergency**

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

597 **H.25 Notice Regarding Option(s) (GSAM 552.217-71) (NOV 1992)**

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

605 **H.26 MAA Contract Management Fee**

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

- 610 (a) Offerors **shall not** include the fee in their proposed prices. The fee shall be rolled  
611 into the price structure used to prepare MAA invoice prices by applying a suitable  
612 multiplicative factor to the contract prices. The fee shall not appear as a separate line  
613 item on invoices sent to the Government.
- 614 (b) The Government reserves the right to adjust the GSA fee percentage at any time  
615 during the life of the contract. The contractor will effect all fee adjustments only by  
616 written notice of the GSA ACO, with at least 60 calendar days advance notice given  
617 to the contractor. The contractor shall adjust the fee percentage at no additional cost  
618 to the Government.
- 619 (c) The Government may choose to receive this fee by electronic funds transfer (EFT) or  
620 by check (payable to the “General Services Administration”). To ensure that the  
621 payment is credited properly, the contractor shall identify the check as “MAA  
622 Contract Management Fee” and include the Accounting Control Transaction (ACT)  
623 number, invoice dates in month and year, total amount of billed charges on the  
624 Monthly Summary Reports of Billed Charges for All Customers, and period of the  
625 reports. Collection and supporting documentation shall be subject to audit as defined  
626 in Section I.1.11.
- 627 (d) The contractor shall forward payment to:  
628 General Services Administration  
629 Finance Division (7BC)  
630 Box 845933  
631 Dallas, Texas 75284-5933  
632 Attn: Mike Stroud  
633 Tel: (817) 978-8721
- 634 (e) If the full amount of the fee, based on the amount collected from direct billed  
635 agencies, is not paid within 30 calendar days after the end of the applicable  
636 Government fiscal year quarter, the nonpayment shall constitute a contract debt to the  
637 United States Government under the terms of Part 32.6 of the FAR. The Government  
638 may exercise all rights available to it under the Debt Collection Act of 1982,

639 including withholding or setting off payments and interest on the debt (see FAR  
640 52.232-17, Interest).

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

## 644 **H.27 Other Direct Costs (ODC)**

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

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

## 657 **H.28 Reserved**

## 658 **H.29 Special Requirements For Work In Areas Containing Asbestos**

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

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

### 679 **H.30 Warranty of Data Processing Hardware, Software, Equipment and** 680 **Systems**

681 For hardware, software, equipment and systems used to support provisioning of the  
 682 services provided under this contract the offer/contractor must warrant the following: Fault-  
 683 free performance, in the processing of date and date related data (including, but not limited  
 684 to, calculating, comparing, and sequencing) by all hardware, software, equipment, and  
 685 systems used in support of this contract, individually and in combination, for the contract  
 686 period. Fault-free performance includes the manipulation of this data with dates prior to,  
 687 through and beyond January 1, 2000 and shall be transparent to the user. Hardware and  
 688 software products, individually and in combination, shall successfully transition into the year  
 689 2000 with the correct system date, without human intervention, including leap year  
 690 calculations. Hardware and software products, individually and in combination, shall also  
 691 provide correct results when moving forward or backward in time across the year 2000.

### 692 **H.31 Historic Buildings**

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

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

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

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

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

713 Contact: Region (To be identified in service orders)

714 Name: (To be identified in service orders)

715

716 Location: (To be identified in service orders)

717

718 Telephone No: (To be identified in service orders)

### 719 **H.31.2 Historic Buildings Reference Documents**

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

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

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

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

728 (1) *Preservation Tax Incentives for Historic Buildings*, Preservation Assistance  
 729 Division, National Park Service, Order by Title, No Change, Telephone (202)  
 730 606-8503.

731 (c) General Services Administration (GSA)

732 (1) *Maintenance, Repair and Alterations of Historic Buildings*, August 20, 1982,  
 733 ADM 1020.1, Department of Commerce National Technical Information Service,  
 734 \$21.95 plus \$3.00 handling fee, Telephone 1-800-553-6847.

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

### 737 **H.32 Notice to Proceed**

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

740 **H.33 Order of Precedence**

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

- 743 (a) The RFP Schedule (excluding the specifications).
- 744 (b) The RFP Representations and other instructions.
- 745 (c) The RFP Contract Clauses.
- 746 (d) Other Documents, exhibits, and attachments of the RFP.
- 747 (e) The RFP specifications.
- 748 (f) The RQS Schedule (excluding the specifications).
- 749 (g) The RQS Representations and other instructions.
- 750 (h) The RQS Contract Clauses.
- 751 (i) Other Documents, exhibits, and attachments of the RQS.
- 752 (j) The RQS specifications.

753

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19			<b>Payments Program (SEP 1999)</b>	
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25 **Section I**

26 **Contract Clauses**

27 **I.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

28 This contract incorporates one or more clauses by reference, with the same force and  
29 effect as if they were given in full text. Upon request, the Contracting Officer will make  
30 their full text available.

31	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
32	I.1.1	52.202-01	Definitions (OCT 1995)
33	I.1.2	52.203-03	Gratuities (APR 1984)
34	I.1.3	52.203-05	Covenant Against Contingent Fees
35			(APR 1984)
36	I.1.4	52.203-06	Restriction on Subcontractor Sales to the
37			Government (JUL 1995)
38	I.1.5	52.203-07	Anti-Kickback Procedures (JUL 1995)
39	I.1.6	52.203-10	Price or Fee Adjustment for Illegal
40			or Improper Activity (JAN 1997)
41	I.1.7	52.203-12	Limitation on Payments to Influence Certain
42			Federal Transactions (JUN 1997)
43	I.1.8	52.204-02	Security Requirements (AUG 1996)
44	I.1.9	52.204-04	Printing/Copying Double-Sided on Recycled Paper
45			(JUN 1996)
46	I.1.10	52.209-06	Protecting the Government’s Interest When
47			Subcontracting with Contractors Debarred,
48			Suspended, or Proposed for Debarment (JUL 1995)
49	I.1.11	52.215-02	Audit and Records - Negotiation
50			(AUG 1996)
51	I.1.12	52.215-14	Integrity of Unit Prices (OCT 1997)

	<b><u>Clause No.</u></b>	<b><u>FAR Clause No.</u></b>	<b><u>Title and Date</u></b>
52			
53	I.1.13	52.217-08	Option to Extend Services (AUG 1989)
54	I.1.14	52.219-08	Utilization of Small Business Concerns (JAN 1999)
55	I.1.15	52.219-09	Small Businesses Subcontracting Plan Alternate II
56			(JAN 1999)
57	I.1.16	52.219-16	Liquidated Damages - Subcontracting Plan
58			(JAN 1999)
59	I.1.17	52.222-01	Notice to the Government of Labor Disputes
60			(FEB 1997)
61	I.1.18	52.222-03	Convict Labor (AUG 1996)
62	I.1.19	52.222-04	Contract Work Hours and Safety Standards Act -
63			Overtime Compensation (JUL 1995)
64	I.1.20	52.222-26	Equal Opportunity (FEB 1999)
65	I.1.21	52.222-29	Notification of Visa Denial (FEB 1999)
66	I.1.22	52.222-36	Affirmative Action for Workers with Disabilities
67			(JUN 1998)
68	I.1.23	52.222-37	Employment Reports on Disabled Veterans and
69			Veterans of the Vietnam Era (JAN 1999)
70	I.1.24	52.223-02	Clean Air and Water (APR 1984)
71	I.1.25	52.223-06	Drug-Free Workplace (JAN 1997)
72	I.1.26	52.223-14	Toxic Chemical Release Reporting (OCT 1996)
73	I.1.27	52.224-01	Privacy Act Notification (APR 1984)
74	I.1.28	52.224-02	Privacy Act (APR 1984)
75	I.1.29	52.225-03	Buy American Act - Supplies (JAN 1994)
76	I.1.30	52.225-11	Restrictions on Certain Foreign Purchases
77			(AUG 1998)
78	I.1.31	52.225-14	Inconsistency Between English Version
79			and Translation of Contract (AUG 1989)
80	I.1.32	52.227-01	Authorization and Consent (JUL 1995)

	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
81			
82	I.1.33	52.227-02	Notice and Assistance Regarding Patent
83			and Copyright Infringement (AUG 1996)
84	I.1.34	52.227-03	Patent Indemnity (APR 1984)
85	I.1.35	52.227-14	Rights in Data - General (JUN 1987)
86			Alternates II, III, and V
87			Add to paragraph (a) of the Limited
88			Rights Notice set forth in Alternate II:
89			(i) Use (except for manufacture) by
90			support service contractors on the FTS
91			program, including but not limited to
92			non-Government evaluators, management,
93			and operations support contractors.
94			(Excludes other FTS contractors.)
95	I.1.36	52.228-05	Insurance - Work on a Government
96			Installation (JAN 1997)
97	I.1.37	52.229-03	Federal, State, and Local Taxes
98			(JAN 1991)
99	I.1.38	52.232-01	Payments (APR 1984)
100	I.1.39	52.232-07	Payments Under Time-and-Materials and Labor-
101			Hour Contracts (FEB 1997)
102	I.1.40	52.232-08	Discounts for Prompt Payment
103			(MAY 1997)
104	I.1.41	52.232-09	Limitation of Withholding of Payments
105			(APR 1984)
106	I.1.42	52.232-11	Extras (APR 1984)
107	I.1.43	52.232-17	Interest (JUN 1996)
108	I.1.44	52.232-23	Assignment of Claims (JAN 1986)
109	I.1.45	52.232-25	Prompt Payment (JUN 1997)
110	I.1.46	52.232-33	Payment by Electronic Funds Transfer–Central
111			Contractor Registration (MAY 1999)
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113	I.1.47	52.233-01	Disputes (DEC 1998)
114	I.1.48	52.233-03	Protest After Award (AUG 1996)
115	I.1.49	52.237-02	Protection of Government Buildings,
116			Equipment, and Vegetation (APR 1984)
117	I.1.50	52.242-13	Bankruptcy (JUL 1995)
118	I.1.51	52.243-01	Changes - Fixed Price (Alternate II)
119			(APR 1984)
120	I.1.52	52.244-02	Subcontracts (Fixed-Price Contracts)
121			(AUG 1998)
122	I.1.53	52.244-05	Competition in Subcontracting (DEC 1996)
123	I.1.54	52.245-02	Government Property (Fixed-Price
124			Contracts) (DEC 1989)
125	I.1.55	52.246-23	Limitation of Liability (FEB 1997)
126	I.1.56	52.246-25	Limitation of Liability - Services
127			(FEB 1997)
128	I.1.57	52.249-02	Termination for Convenience of the
129			Government (Fixed-Price) (SEP 1996)
130	I.1.58	52.249-08	Default (Fixed-Price Supply and
131			Services) (APR 1984)
132	I.1.59	52.251-01	Government Supply Sources (APR 1984)
133	I.1.61	52.253-01	Computer Generated Forms (JAN 1991)
134	I.1.62	52.215-01	Instructions to Offerors - Competitive Acquisitions
135			Alternate II (OCT 1997)
136	I.1.63	52.239-01	Privacy or Security Safe Guards (AUG 1996)
137	I.1.64	52.203-8	Cancellation, Rescission, and Recovery of Funds
138			for Illegal or Improper Activity (JAN 1997)

	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
139			
140	I.1.65	Reserved	
141	I.1.66	52.222-35	Affirmative Action for Disabled Veterans and
142			Veterans of the Vietnam Era (APR 1998)
143	I.1.67	52.246-20	Warranty of Services (APR 1984)
144	I.1.68	52.219-23	Notice of Price Evaluation Adjustment for Small
145			Disadvantaged Business Concerns (OCT 1999)

146 **I.2 52.216-18 Ordering (OCT 1995) (VARIATION)**

- 147 (a) Any supplies and services to be furnished under this contract shall be ordered by
- 148 issuance of delivery orders by the individuals or activities designated in the
- 149 contract. Such orders may be issued from date of award through the life of this
- 150 contract.
- 151 (b) All delivery orders are subject to the terms and conditions of this contract. In the
- 152 event of conflict between a delivery order and this contract, the contract shall
- 153 control.
- 154 (c) If mailed, a delivery order is considered “issued” when the Government deposits
- 155 the order in the mail. Orders may be issued orally or through on-line
- 156 telecommunications only if authorized in the contract.

157 **I.3 52.216-22 Indefinite Quantity (OCT 1995) (VARIATION)**

- 158 (a) This is an indefinite-quantity contract for the supplies or services specified, and
- 159 effective for the period stated in the contract. The quantities of supplies and
- 160 services specified in the contract are estimates only and are not purchased by this
- 161 contract.
- 162 (b) Delivery or Performance shall be made only as authorized by orders issued in
- 163 accordance with the ordering clause. The contractor shall furnish to the
- 164 Government, when and if ordered, the supplies or services specified in the contract
- 165 up to and including the quantity designated in the contract as the “maximum.” The
- 166 Government is responsible only for the minimum dollar guarantee designated in the
- 167 contract.
- 168 (c) Except for any limitations on quantities in the Order Limitations clause or in the
- 169 Schedule, there is no limit on the number of orders that may be issued. The
- 170 Government may issue orders requiring delivery to multiple destinations or
- 171 performance at multiple locations.

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

179 **I.4 52.244-06 Subcontracts for Commercial Items and Commercial**  
 180 **Components (OCT 1998)**

- 181 (a) Definition.  
 182 "Commercial item," as used in this clause, has the meaning contained in the clause  
 183 at 52.202-1, Definitions.  
 184 "Subcontract," as used in this clause, includes a transfer of commercial items  
 185 between divisions, subsidiaries, or affiliates of the contractor or subcontractor at  
 186 any tier.
- 187 (b) To the maximum extent practicable, the contractor shall incorporate, and require its  
 188 subcontractors at all tiers to incorporate, commercial items or nondevelopmental  
 189 items as components of items to be supplied under this contract.
- 190 (c) Notwithstanding any other clause of this contract, the contractor is not required to  
 191 include any FAR provision or clause, other than those listed below to the extent  
 192 they are applicable and as may be required to establish the reasonableness of prices  
 193 under Part 15, in a subcontract at any tier for commercial items or commercial  
 194 components:
- 195 (1) 52.222-26, Equal Opportunity (E.O. 11246);
  - 196 (2) 52.222-35, Affirmative Action for Special Disabled and Vietnam Era Veterans  
 197 (38 U.S.C. 4212(a));
  - 198 (3) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C. 793);  
 199 and
  - 200 (4) 52.247-64, Preference for Privately-Owned U.S.-Flagged Commercial Vessels  
 201 (46 U.S.C. 1241) (flows down not required for subcontracts awarded beginning  
 202 May 1, 1996).
- 203 (d) The contractor shall include the terms of this clause, including this paragraph (d), in  
 204 subcontracts awarded under this contract.

205 **I.5 552.203-71 Restriction on Advertising (SEP 1999)**

206 The Contractor shall not refer to this contract in commercial advertising or similar  
 207 promotions in such a manner as to state or imply that the product or service provided is

208 endorsed or preferred by the White House, the Executive Office of the President, or any  
209 other element of the Federal Government, or is considered by these entities to be superior to  
210 other products or services. Any advertisement by the Contractor, including price-off  
211 coupons, that refers to a military resale activity shall contain the following statement: "This  
212 advertisement is neither paid for nor sponsored, in whole or in part, by any element of the  
213 United States Government."

#### 214 **I.6 552.215-70 Examination of Records by GSA (FEB 1996)**

215 The contractor agrees that the Administrator of General Services or any duly authorized  
216 representatives shall, until the expiration of three (3) years after final payment under this  
217 contract, or of the time periods for the particular records specified in Subpart 4.7 of the FAR  
218 (48 Code of Federal Regulations (CFR) 4.7), whichever expires earlier, have access to and  
219 the right to examine any books, documents, papers, and records of the contractor involving  
220 transactions related to this contract or compliance with any clauses thereunder. The  
221 contractor further agrees to include in all its subcontracts hereunder a provision to the effect  
222 that the subcontractor agrees that the Administrator of General Services or any authorized  
223 representatives shall, until the expiration of three (3) years after final payment under the  
224 subcontract, or of the time periods for the particular records specified in Subpart 4.7 of the  
225 FAR (48 CFR 4.7), whichever expires earlier, have access to and the right to examine any  
226 books, documents, papers, and records of such subcontractor involving transactions related  
227 to the subcontract or compliance with any clauses thereunder. The term "subcontract" as  
228 used in this clause excludes purchase orders not exceeding \$100,000 and subcontracts or  
229 purchase orders for public utility services at rates established for uniform applicability to the  
230 general public.

#### 231 **I.7 552.232-73 Availability of Funds (SEP 1999)**

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

241 **I.8 552.252-6 Authorized Deviations in Clauses (SEP 1999)**  
 242 **(DEVIATION FAR 52.252-6)**

243 (a) Deviations to FAR clauses.

244 (1) This solicitation or contract indicates any authorized deviation to a Federal  
 245 Acquisition Regulation (48 CFR Chapter 1) clause by the addition of  
 246 "(DEVIATION)" after the date of the clause, if the clause is not published in  
 247 the General Services Administration Acquisition Regulation (48 CFR Chapter  
 248 5).

249 (2) This solicitation indicates any authorized deviation to a Federal Acquisition  
 250 Regulation (FAR) clause that is published in the General Services  
 251 Administration Acquisition Regulation by the addition of "(DEVIATION  
 252 (FAR clause no.))" after the date of the clause.

253 (b) Deviations to GSAR clauses. This solicitation indicates any authorized deviation  
 254 to a General Services Administration Acquisition Regulation clause by the  
 255 addition of "(DEVIATION)" after the date of the clause.

256 (c) "Substantially the same as" clauses. Changes in wording of clauses prescribed  
 257 for use on a "substantially the same as" basis are not considered deviations.

258 **I.9 552.228-70 Workers' Compensation Laws (SEP 1999)**

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

262 **I.10 552.232-76 Electronic Funds Transfer Payment (SEP 1999)**

263 (a) The Government will make payments under this lease by electronic funds transfer  
 264 (EFT). The Lessor must, no later than 30 days before the first payment:

265 (1) Designate a financial institution for receipt of EFT payments.

266 (2) Submit this designation to the Contracting Officer or other Government  
 267 official, as directed.

268 (b) The Lessor must provide the following information:

269 (1) The American Bankers Association 9-digit identifying number for wire  
 270 transfers of the financing institution receiving payment if the institution has  
 271 access to the Federal Reserve Communications System.

272 (2) Number of account to which funds are to be deposited.

273 (3) Type of depositor account ("C" for checking, "S" for savings).

- 274 (4) If the Lessor is a new enrollee to the EFT system, the Lessor must complete
- 275 and submit a "Payment Information Form," SF 3881, before payment can be
- 276 processed.
- 277 (c) If the Lessor, during the performance of this contract, elects to designate a
- 278 different financial institution for the receipt of any payment, the appropriate
- 279 Government official must receive notice of such change and the required
- 280 information specified above no later than 30 days before the date such change is
- 281 to become effective.
- 282 (d) The documents furnishing the information required in this clause must be dated
- 283 and contain the:
- 284 (1) Signature, title, and telephone number of the Lessor or the Lessor's
- 285 authorized representative.
- 286 (2) Lessor's name.
- 287 (3) Lease number.
- 288 (e) Lessor's failure to properly designate a financial institution or to provide
- 289 appropriate payee bank account information may delay payments of amounts
- 290 otherwise properly due.

291 **I.11 552.232-70 Invoice Requirements (SEP 1999)**

- 292 (a) Invoices shall be submitted in an original only, unless otherwise specified, to the
- 293 designated billing office specified in this contract or order.
- 294 (b) Invoices must include the Accounting Control Transaction (ACT) number
- 295 provided below or on the order.
- 296 ACT Number (*Contracting Officer insert number*)
- 297 (c) In addition to the requirements for a proper invoice specified in the Prompt
- 298 Payment clause of this contract or order, the following information or
- 299 documentation must be submitted with each invoice:

300 (*Contracting Officer list additional requirements.*)

301 **I.12 552.232-71 Adjusting Payments (SEP 1999)**

- 302 (a) Under the Inspection of Services clause of this contract, payments may be adjusted
- 303 if any services do not conform with contract requirements. The Contracting Officer
- 304 or a designated representative will inform the Contractor, in writing, of the type and
- 305 dollar amount of proposed deductions by the 10th workday of the month following
- 306 the performance period for which the deductions are to be made.

- 307 (b) The Contractor may, within 10 working days of receipt of the notification of the  
 308 proposed deductions, present to the Contracting Officer specific reasons why any or  
 309 all of the proposed deductions are not justified. Reasons must be solidly based and  
 310 must provide specific facts that justify reconsideration and/or adjustment of the  
 311 amount to be deducted. Failure to respond within the 10-day period will be  
 312 interpreted to mean that the Contractor accepts the deductions proposed.
- 313 (c) All or a portion of the final payment may be delayed or withheld until the  
 314 Contracting Officer makes a final decision on the proposed deduction. If the  
 315 Contracting Officer determines that any or all of the proposed deductions are  
 316 warranted, the Contracting Officer shall so notify the Contractor, and adjust  
 317 payments under the contract accordingly.

318 **I.13 552.225-9 Buy American Act -- Trade Agreements -- Balance of**  
 319 **Payments Program (SEP 1999) (DEVIATION FAR 52.225-9)**

- 320 (a) This clause implements the Trade Agreements Act of 1979 (19 U.S.C. 2501-2582)  
 321 by providing a preference for U.S. made end products, designated country end  
 322 products,  
 323 Caribbean Basin country end products, Canadian end products or Mexican end  
 324 products over other products.
- 325 "Caribbean Basin country end products," as used in this clause, means an article  
 326 that: (1) is wholly the growth, product, or manufacture of a Caribbean Basin  
 327 country (as defined in section 25.401 of the Federal Acquisition Regulation (FAR)),  
 328 or (2) in the case of an article which consists in whole or in part of materials from  
 329 another country or instrumentality, has been substantially transformed into a new  
 330 and different article of commerce with a name, character, or use distinct from that  
 331 of the article or articles from which it was so transformed. The term includes  
 332 services (except transportation services) incidental to its supply; provided that the  
 333 value of those incidental services does not exceed that of the product itself. It does  
 334 not include service contracts as such. The term excludes products that are excluded  
 335 from duty free treatment from Caribbean countries under the Caribbean Basin  
 336 Economic Recovery Act (19 U.S.C. 2703(b)). These exclusions presently consist  
 337 of (i) textiles and apparel articles that are subject to textile agreements; (ii)  
 338 footwear, handbags, luggage, flat goods, work gloves, and leather wearing apparel  
 339 not designated as eligible articles for the purpose of the Generalized System of  
 340 Preference under title V of the Trade Act of 1974; (iii) tuna, prepared or preserved  
 341 in any manner in airtight containers, (iv) petroleum, or any product derived from  
 342 petroleum; and (v) watches and watch parts (including cases, bracelets and straps)

343 of whatever type including, but not limited to, mechanical, quartz digital or quartz  
344 analog, if such watches or watch parts contain any material that is the product of  
345 any country to which the Tariff Schedule of the United States (TSUS) column 2  
346 rates of duty apply.

347 "Designated country end product," as used in this clause, means an article that (1) is  
348 wholly the growth, product, or manufacture of the designated country (as defined in  
349 section 25.401 of the Federal Acquisition Regulation (FAR)), or (2) in the case of  
350 an article which consists

351 in whole or in part of materials from another country or instrumentality, has been  
352 substantially transformed into a new and different article of commerce with a name,  
353 character, or use distinct from that of the article or articles from which it was so  
354 transformed. The term includes services (except transportation services) incidental  
355 to its supply, provided that the value of those incidental services does not exceed  
356 that of the product itself. It does not include service contracts as such.

357 "Canadian end product," as used in this clause, means an article that (1) is wholly  
358 the growth, product, or manufacture of Canada, or (2) in the case of an article  
359 which consists in whole or in part of materials from another country or  
360 instrumentality, has been substantially transformed in Canada into a new and  
361 different article of commerce with a name, character, or use distinct from that of the  
362 article or articles from which it was transformed. The term includes services  
363 (except transportation services) incidental to its supply; provided, that the value of  
364 those incidental services does not exceed that of the product itself. It does not  
365 include service contracts as such.

366 "Mexican end product," as used in this clause, means an article that (1) is wholly  
367 the growth, product, or manufacture of Mexico, or (2) in the case of an article  
368 which consists in whole or in part of materials from another country or  
369 instrumentality, has been substantially transformed in Mexico into a new and  
370 different article of commerce with a name, character, or use distinct from that of the  
371 article or articles from which it was so transformed. The term includes services  
372 (except transportation services) incidental to its supply, provided that the value of  
373 those incidental services does not exceed that of the product itself. It does not  
374 include service contracts as such.

375 "End products," as used in this clause, means those articles, materials, and supplies  
376 to be acquired under this contract for public use.

377 "U.S. made end product," as used in this clause, means an article which (1) is  
378 wholly the growth, product, or manufacture of the United States, or (2) in the case

379 of an article which consists in whole or in part of materials from another country or  
 380 instrumentality, has been substantially transformed in the United States into a new  
 381 and different article of commerce with a name, character, or use distinct from that  
 382 of the article or articles from which it was so transformed.

383 "Nondesignated country end products," as used in this clause, means any end  
 384 product which is not a U.S. made end product, designated country end product,  
 385 Caribbean Basin Country end product, Canadian end product or Mexican end  
 386 product.

387 "United States," as used in this clause, means the United States, its possessions,  
 388 Puerto Rico, and any other place which is subject to its jurisdiction, but does not  
 389 include leased bases or trust territories.

390 (b) The Contractor agrees to deliver under this contract only U.S. made end products,  
 391 designated country end products, Caribbean Basin country end products, Canadian  
 392 end products or Mexican end products or, if a national interest waiver is granted  
 393 under section 302 of the Trade Agreements Act of 1979, nondesignated country end  
 394 products. Only if such waiver is granted may a nondesignated country end product  
 395 be delivered under this contract(s).

396 (c) Offers will be evaluated in accordance with the policies and procedures of Part 25  
 397 of the FAR except that offers of U.S. made end products, designated country end  
 398 products, Caribbean Basin end products, Canadian end products or Mexican end  
 399 products shall be evaluated without the restrictions of the Buy American Act or the  
 400 Balance of Payments Program.

#### 401 **I.14 552.232-23 Assignment of Claims (SEP 1999)**

402 Because this is a requirements or indefinite quantity contract under which more than one  
 403 agency may place orders, paragraph (a) of the Assignment of Claims clause (FAR 52.232-  
 404 23) is inapplicable and the following is substituted therefore:

405 In order to prevent confusion and delay in making payment, the Contractor shall not  
 406 assign any claim(s) for amounts due or to become due under this contract. However, the  
 407 Contractor is permitted to assign separately to a bank, trust company, or other financial  
 408 institution, including any Federal lending agency, under the provisions of the Assignment of  
 409 Claims Act, as amended, 31 U.S.C. 3727, 41 U.S.C. 15 (hereinafter referred to as "the Act"),  
 410 all amounts due or to become due under any order amounting to \$1,000 or more issued by  
 411 any Government agency under this contract. Any such assignment takes effect only if and  
 412 when the assignee files written notice of the assignment together with a true copy of the  
 413 instrument of assignment with the contracting officer issuing the order and the finance office

414 designated in the order to make payment. Unless otherwise stated in the order, payments to  
 415 an assignee of any amounts due or to become due under any order assigned may, to the  
 416 extent specified in the Act, be subject to reduction or set-off.

417 **I.15 552.229-71 Federal Excise Tax - DC Government (SEP 1999)**

418 If the District of Columbia cites an Internal Revenue Tax Exempt Certificate Number on  
 419 orders placed under this contract, the Contractor shall bill shipments to the District of  
 420 Columbia at prices exclusive of Federal excise tax and show the amount of such tax on the  
 421 invoice.

422 **I.16 552.232-72 Final Payment (SEP 1999)**

423 Before final payment is made, the Contractor shall furnish the Contracting Officer with a  
 424 release of all claims against the Government relating to this contract, other than claims in  
 425 stated amounts that are specifically excepted by the Contractor from the release. If the  
 426 Contractor's claim to amounts payable under the contract has been assigned under the  
 427 Assignment of Claims Act of 1940, as amended (31 U.S.C. 3727, 41 U.S.C. 15), a release  
 428 may also be required of the assignee.

429 **I.17 552.216-19 Order Limitations (OCT 1995)**

- 430 (a) Minimum order. When the Government requires supplies or services covered by  
 431 this contract in an amount of less than \$50.00, the Government is not obligated to  
 432 purchase, nor is the contractor obligated to furnish, those supplies or services under  
 433 the contract.
- 434 (b) Maximum order. The contractor is not obligated to honor-- (1) Any order for a  
 435 single item in excess of \$250,000, (2) Any order for a combination of items in  
 436 excess of \$2,000,000.00, or (3) A series of orders from the same ordering office  
 437 within 30 days that together call for quantities exceeding the limitation in  
 438 subparagraph (1) or (2) of this section.
- 439 (c) (c) If this is a requirements contract (i.e., includes the Requirements clause at  
 440 subsection 52.216-21 of the FAR), the Government is not required to order a part of  
 441 any one requirement from the contractor if that requirement exceeds the maximum-  
 442 order limitations in paragraph (b) of this section.
- 443 (d) Notwithstanding paragraphs (b) and (c) of this section, the contractor shall honor  
 444 any order exceeding the maximum order limitations in paragraph (b), unless that  
 445 order (or orders) is returned to the ordering office within 7 days after issuance, with  
 446 written notice stating the contractor's intent not to ship the item (or items) called for

447 and the reasons. Upon receiving this notice, the Government may acquire the  
448 supplies or services from another source.

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66 **Section J**

67 **List of Attachments**

68 **J.1 Geographical Coverage**

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

75 **J.1.1 New Orleans MAA Geographical Boundaries**

76 The New Orleans MAA originating and terminating service area includes the parishes of  
77 St. Charles, Jefferson, and Orleans, the town of Belle Chasse (located in the Plaquemines  
78 parish), and the towns of Chalmette, Arabi, Meraux, Violet, and Poydras (all located in the  
79 St. Bernard parish).

80 **J.1.2 New Orleans MAA NPANXXs**

81 The NPANXXs that currently define the coverage for the New Orleans MAA service  
82 area are identified in the B\_5\_4 spreadsheet in the NPANXX.xls file. This spreadsheet  
83 identifies each NPAANXX, its location, and state.

84 Local service shall be available between any pair of NPANXXs within a single location  
85 type<sup>1</sup>. The contractor shall support all NPANXXs that currently define coverage for the  
86 New Orleans MAA service area.

87 **J.2 Requirements**

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

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<sup>1</sup> For the New Orleans MAA, traffic can terminate and originate between any pair of NPANXXs within the geographical boundary.

96 usage in the New Orleans MAA service area.

97 The remainder of this section is organized as follows:

- 98 (a) Section J.2.1 summarizes the engineering data
- 99 (b) Section J.2.2 describes the detailed engineering data (i.e., existing traffic and systems  
100 currently used to provide local telecommunications service to GSA customers in the  
101 metropolitan area)
- 102 (c) Section J.2.3 is a summary of the detailed price evaluation quantities and includes the  
103 GSA point of contact for on-premises existing wiring and the known historical  
104 building sites for the New Orleans MAA.
- 105 (d) Section J.2.4 describes the detailed price evaluation quantities (i.e., the usage  
106 quantities that will be priced and evaluated as described in Section M)

107 The detailed engineering data and detailed price evaluation quantities are available in  
108 electronic form from GSA’s MAA Web site.

109 **J.2.1 Engineering Data Summary**

110 This section summarizes the detailed engineering data described in Section J.2.2. Tables  
111 J.2.1-1, J.2.1-2, and J.2.1-3 identify probable service requirements to be transitioned under  
112 the New Orleans MAA contract. This information shall be the basis of the New Orleans  
113 MAA Transition Plan required in Section C.4.1.4.

114

**Table J.2.1-1. CSS Line Summary**

City	ST	Number of Telephone Sets
BELLE CHASSE	LA	1
BOUTTE	LA	1
CHALMETTE	LA	5
GRETNA	LA	49
HARAHAN	LA	7
JEFFERSON	LA	2
MARRERO	LA	4
METAIRIE	LA	136
MOISANT AIRPORT	LA	2
NEW ORLEANS	LA	2208
TERRYTOWN	LA	1

115

**Table J.2.1-2. DTS Local Circuit Summary**

Orig City	Orig State	Term City	Term State	Circuits
METAIRIE	LA	NEW ORLEANS	LA	2
NEW ORLEANS	LA	KENNER	LA	1
NEW ORLEANS	LA	METAIRIE	LA	1
NEW ORLEANS	LA	NEW ORLEANS	LA	5

116 The existing DTS IXC Access Circuits in Table J.2.1-3 are described with two types of  
 117 data. The column titled “Circuits” is a summary of the existing DTS circuits. The column  
 118 titled “Monthly IXC Voice Minutes” is a summary of existing IXC Switched Voice Service  
 119 Access minutes and is independent of the DTS circuit data. These minutes of IXC Switched  
 120 Voice Service represent additional requirements that can potentially be satisfied by MAA  
 121 DTS IXC access circuits.

122

**Table J.2.1-3. DTS IXC Access Circuit Summary**

City	ST	Circuits	Monthly IXC Voice Minutes
AVONDALE	LA	2	0
GRAND ISLE	LA	1	9097
GRETNA	LA	4	0
KENNER	LA	2	0
METAIRIE	LA	32	154515
NEW ORLEANS	LA	291	1606454
BELLE CHASSE	LA		19358

**123 J.2.2 Engineering Data**

124 This section describes the detailed engineering data for the local telecommunications  
 125 services currently used by GSA customers in the metropolitan area. The engineering data is  
 126 contained in the file circuits.exe available on the MAA Web site. The following tables  
 127 describe the format and content of the engineering data.

128 The engineering data describes the architecture supporting approximately 2,500 users  
 129 [including approximately 50 GSA Designated Representatives (GDRs) and Agency  
 130 Designated Representatives (ADRs)] at 44 sites. These users and locations constitute the  
 131 training requirements for the New Orleans MAA RFP.

132 Table J.2.2-1 describes the format of the Circuit Switched Service (CSS) data. For each  
133 location (i.e., street address, city, state), central office NPANXX type of service, system  
134 type, and the number of telephone sets are identified.

135 **Table J.2.2-1. CSS Data Column Headers**

Street Address	City	State	NPANXX	Service Type	System Type	Number of Telephone Sets

136

137 Table J.2.2-2 describes the format of the Dedicated Transmission Service (DTS) local  
138 circuit count data. The addresses and the central office NPANXX of each end location, the  
139 service type and the number of circuits are provided.

140 **Table J.2.2-2. DTS Local Circuit Count Column Headings**

From Address				To Address				Service Type	Number of Circuits
Street	City	State	NPANXX	Street	City	State	NPANXX		

141

142 Table J.2.2-3 describes the format of the DTS IXC access circuit count data. For each  
143 IXC access location, the central office NPANXX, service type, quantity, and unit type are  
144 identified.

145 **Table J.2.2-3. DTS IXC Access Circuit Count Column Headings**

Street Address	City	State	NPANXX	Service Type	Quantity	Units

146

147 **J.2.3 Summary of Price Evaluation Quantities**

148 Evaluation quantities are provided for each price table as defined in Section B. These  
 149 reflect estimated representative quantities over the 8-year maximum life of the contract.  
 150 These quantities are based on current requirements and incorporate possible changes that  
 151 might occur over that period. These changes include anticipated growth in users’  
 152 participation using the approved MAA rates, growth in some services, and declining  
 153 requirements in other services. Changes in volume are not meant to predict future  
 154 requirements, but rather to provide the broadest possible evaluation of each offeror’s price  
 155 tables. The price evaluation quantities are provided in detail as described in Section J.2.4,  
 156 and are summarized below.

157 **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	37	41	45	49	54	60	66	72
Digital ISDN BRI Business Line	20	24	29	35	41	50	60	72
Analog Off-premises Switch-based Voice Service Line	1,456	1,602	1,762	1,938	2,132	2,345	2,579	2,837
Digital ISDN BRI Business Off-premises Switch-based Voice Service Line	371	445	534	641	769	923	1,108	1,329
Analog Key System Access Line	84	92	102	112	123	135	149	164
Digital ISDN BRI Key System Access Line	32	38	46	55	66	80	96	115
Analog PBX System Access Line	52	57	63	69	76	84	92	101
Digital ISDN PRI PBX System Access Line	2	2	3	3	4	5	6	7

158

159

**Table J.2.3-2. CSS Usage Summary**

160

For the New Orleans MAA, there are no usage charges for voice and data services.  
 161 There is no usage data provided in the price evaluation quantities.

162

**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	6	12	12	12	12	12	12	12
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	1	2	2	2	2	2	2	2
T1	3	6	6	6	6	6	6	6

163

**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	33	50	50	50	50	50	50	50
Subrate DS0 @ 4.8 kb/s	1	1	1	1	1	1	1	1
Subrate DS0 @ 9.6 kb/s	12	12	10	10	10	10	10	10
Subrate DS0 @ 19.2 kb/s	1	1	1	1	1	1	1	1
DS0	38	47	47	47	47	47	47	47
T1	109	137	138	140	144	146	148	151

164

**J.2.3.4 New Orleans On-Premises Wiring Point of Contact**

165

The Government point of contact for on-premises wiring for the New Orleans MAA will  
 166 be Robert Mayo, at (504) 645-0240.

167

**J.2.3.5 New Orleans MAA Historical Building Sites**

168

The following historical sites have been identified for the New Orleans MAA:

169

(a) 600 South Maestri Place

170

(b) 600 Camp Street

171

(c) 423 Canal Street

172

(d) 3819 Patterson Drive

173

**J.2.4 Detailed Price Evaluation Quantities**

174

This section describes the estimated Government evaluation quantities that will be used  
 175 to evaluate each offeror’s price proposal. The price evaluation quantity estimates provided  
 176 do not imply any intent to define or restrict future purchases. They are instead intended to

177 provide a fair and unbiased basis for evaluation of offeror price proposals. The service  
 178 quantities represent federal agency local telecommunications requirements over the 8-year  
 179 maximum life of the contract.

180 The price evaluation quantities describes a set of telecommunications service  
 181 requirements for an average month for each contract year that are to be priced under each  
 182 offeror's price tables. The price evaluation quantities are described at levels that may exist  
 183 during the contract term. Each set of quantities shall be priced and evaluated as described in  
 184 Section M.

#### 185 **J.2.4.1 Workbooks**

186 The MAA Web site includes eight Microsoft Excel 97 for Windows workbooks that  
 187 contain the estimated Government quantities for each of the eight contract years. There is a  
 188 workbook for each contract year. Workbooks are named QuantX.xls where the letter "X"  
 189 indicates the applicable contract year (1-8). All workbooks are compressed into a self-  
 190 extracting file. Move the file to a desired directory and execute to extract the .xls files.

#### 191 **J.2.4.2 Price Evaluation Quantities Workbook Format**

192 The formats of the eight workbooks are identical. Each workbook contains worksheets  
 193 containing the price evaluation quantities estimates as follows:

- 194 (a) Proposal Identification (ID)
- 195 (b) CSS Local Loop (CLL)
- 196 (c) CSS Local Usage (CLU)
- 197 (d) DTS Local Loop (DLL)
- 198 (e) DTS Local Interoffice Channel (DLIO)
- 199 (f) DTS IXC Access (DIXC)
- 200 (g) Features (FEAT)
- 201 (h) Additional Local Loop (ADDLL)
- 202 (i) Move and Reconfiguration Charges (M&R)
- 203 (j) Other Charges (OTHER)
- 204 (k) CSS Local Loop Totals(CLLtots)
- 205 (l) DTS Local Loop Totals (DLLtots)

206 Each worksheet name is identified by the acronyms in the above list. The format of each  
 207 worksheet is described in the following tables.

208

**Table J.2.4.2-1 Proposal Identification (ID)**

City	
RFP Release Number (Quantities Set)	

209

**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

210

**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

211

**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

212  
213

**Table J.2.4.2-5. DTS Local Interoffice Channel Evaluation Quantities Column Headings (DLIO)**

<b>DTS Type ID No</b>	<b>Average Number of Interoffice Channels per Month</b>	<b>Average Number of Additional Miles per Month</b>

214

215

**Table J.2.4.2-6. DTS IXC Access Evaluation Quantities Column Headings (DIXC)**

<b>DTS Type ID No</b>	<b>Average Number of Transition SICs per Month</b>	<b>Average Number of Installation SICs per Month</b>	<b>Average Number of IXC POP Terminations per Month</b>	<b>Average Number of Additional Miles per Month</b>

216

**Table J.2.4.2-7. CSS Features Evaluation Quantities Column Headings (FEAT)**

<b>Feature</b>	<b>Id#</b>	<b>Charging Mechanism</b>	<b>Charging Unit</b>	<b>001A Number of SICs at Service Initiation per Month</b>	<b>001C Number of SICs at Service Initiation per Month</b>	<b>001D Number of SICs at Service Initiation per Month</b>	<b>001E Number of SICs at Service Initiation per Month</b>

217

218

<b>001F Number of SICs at Service Initiation per Month</b>	<b>001G Number of SICs at Service Initiation per Month</b>	<b>001H Number of SICs at Service Initiation per Month</b>	<b>001I Number of SICs at Service Initiation per Month</b>	<b>001A Number of SICs after Service Initiation per Month</b>	<b>001C Number of SICs after Service Initiation per Month</b>	<b>001D Number of SICs after Service Initiation per Month</b>

219

220

<b>001E Number of SICs after Service Initiation per Month</b>	<b>001F Number of SICs after Service Initiation per Month</b>	<b>001G Number of SICs after Service Initiation per Month</b>	<b>001H Number of SICs after Service Initiation per Month</b>	<b>001I Number of SICs after Service Initiation per Month</b>	<b>001A Number of Usage Charges per Month</b>	<b>001C Number of Usage Charges per Month</b>

221

222

<b>001D Number of Usage Charges per Month</b>	<b>001E Number of Usage Charges per Month</b>	<b>001F Number of Usage Charges per Month</b>	<b>001G Number of Usage Charges per Month</b>	<b>001H Number of Usage Charges per Month</b>	<b>001I Number of Usage Charges per Month</b>

223

224

225  
226

**Table J.2.4.2-8. Additional Local Loop Evaluation Quantities Column Headings (ADDLL)**

<b>SDP Location ID</b>	<b>Service Type ID No</b>	<b>Average Number of Transition SICs per Month</b>	<b>Average Number of Installation SICs per Month</b>	<b>Average Number of Connections per Month</b>

227  
228

229  
230

**Table J.2.4.2-9. Move and Reconfiguration Evaluation Quantities Column Headings (M&R)**

<b>Charge Type</b>	<b>Item Number</b>	<b>Charging Unit</b>	<b>Average Number of Charges per Month</b>

231

232

**Table J.2.4.2-10. Other Charges Evaluation Quantities Column Headings (OTHER)**

<b>Charge Type</b>	<b>Item Number</b>	<b>Charging Unit</b>	<b>Average Number of Charges per Month</b>

233

234

**Table J.2.4.2-11. CSS Local Loop Totals Column Headings (CLLtots)**

<b>Local Loop NPANXX</b>	<b>CSS Type ID No</b>	<b>Average Number of Transition SICs per Month</b>	<b>Average Number of Installation SICs per Month</b>	<b>Average Number of Line Charges per Month</b>
	<b>001A Total</b>			
	<b>001C Total</b>			
	<b>001D Total</b>			
	<b>001E Total</b>			
	<b>001F Total</b>			
	<b>001G Total</b>			
	<b>001H Total</b>			
	<b>001I Total</b>			
	<b>Grand Total</b>			

235

**Table J.2.4.2-12. DTS Local Loop Totals Column Headings (DLLtots)**

<b>Local Loop NPANXX</b>	<b>DTS Type ID No</b>	<b>Average Number of Transition SICs per Month</b>	<b>Average Number of Installation SICs per Month</b>	<b>Average Number of Loop Charges per Month</b>
	<b>002A Total</b>			
	<b>002B Total</b>			
	<b>002C Total</b>			
	<b>002D Total</b>			
	<b>002E Total</b>			
	<b>002F Total</b>			
	<b>Grand Total</b>			

236

237

### 238 **J.3 Development of FTS Program Guiding Principles**

239 Prior to the release of this RFP, extensive exchanges of information and views took place  
240 among Congress, Executive Branch agencies, and industry. These exchanges included  
241 formal Congressional hearings, open public meetings, letters and other written materials, and  
242 private meetings arranged under the auspices of Congressional oversight committees.

#### 243 **J.3.1 Statements of Principles Released FEB 18, 1997 and APR 4, 1997**

244 A set of general principles intended to broadly guide the development and  
245 implementation of the FTS telecommunications program emerged from these exchanges.  
246 These principles are intended to convey the consensus that emerged between the Legislative  
247 and Executive branches. Tables J.3.1-1 and J.3.1-2 reproduce the two documents that  
248 encapsulate these principles. These tables are provided for information purposes only.

249 Certain terms used in Tables J.3.1-1 and J.3.1-2 vary from terms used elsewhere in this  
250 RFP. Specifically, the term “local loop” in the tables includes both the local loop, local  
251 switching, and associated features. The term “local access” in the tables is referred to as  
252 “IXC access” in the RFP. The term “network transport” in the tables is referred to as “IXC  
253 transport” in the RFP. Where any conflict in terms occurs between the tables and the RFP,  
254 the RFP terms shall take precedence.

255 The Government expects that agencies acquiring local service for non-MAA locations  
256 below the threshold (referred to in Principle 15.8 of Table J.3.1-2) will follow established  
257 contracting principles and examine all options, including FTS2001 contractors, MAA  
258 contractors, and other potential providers, including their Local Exchange Carriers (LECs).

#### 259 **J.3.2 Forbearance Period**

260 Following the release of the documents represented in the above attachments, further  
261 discussions resulted in the emergence of one further point of consensus, as follows. No  
262 contract modifications for optional local services in an MAA area will be executed to an  
263 FTS2001 contract or an MAA contract before one year after the relevant MAA award. In  
264 addition, no contract modifications for optional local services in a non-MAA area will be  
265 executed to an FTS2001 contract or an MAA contract before one year after any competitive  
266 award of such services. Similarly, the Government will not execute contract modifications  
267 to an MAA contract for optional long-distance services before one year after the initial  
268 FTS2001 award.

269

**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**

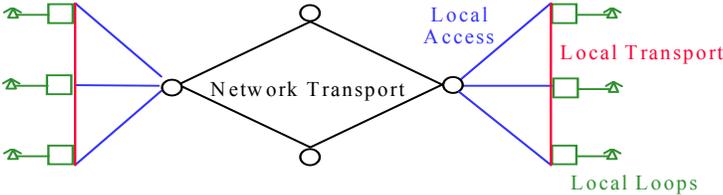
In general, the Government's goals will be met by:

- 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

270

271 **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.

272

273 Note: Principle 12 above was deleted and replaced by a new Principle 12 in the document  
 274 released on April 4, 1997 (Table J.3.1-2).

**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.

**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.

279 **J.4 Glossary of Terms**

<b>911 service</b>	An emergency reporting system whereby a caller dials a common number—911—for all emergency service.
<b>E911-CAMA trunk</b>	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 signaling for address and Caller Emergency Service Identification (e.g., directory number of the calling telephone) transmission as part of call set up.
<b>Access circuit</b>	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.
<b>Account code</b>	A code that identifies the caller so that the cost of the call can be billed to the appropriate party.
<b>Accounting control transaction number</b>	A specific number assigned to each contract award winner authorizing the invoicing of services.
<b>Additional directory listings</b>	A feature that provides multiple numbers within a single, main directory listing.
<b>Additional directory number</b>	A second phone number can be obtained on the same line when ordering an ISDN service.
<b>Agency</b>	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.
<b>Agency billing code</b>	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.

<b>Agency billing identification</b>	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.
<b>Agency hierarchy code</b>	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.
<b>Alphanumeric</b>	Pertaining to a character set that contains letters, digits, and sometimes other characters, such as punctuation marks.
<b>Alphanumeric dialing</b>	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.
<b>Alternate call directory listings</b>	A feature that allows alternate numbers to be indicated under a directory listing.
<b>American National Standard Institute (ANSI)</b>	A standard-setting, non-governmental organization, which develops and publishes standard for “voluntary” use in the United States.
<b>Analog</b>	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.
<b>Analog data</b>	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.
<b>Anonymous call rejection</b>	The capability of rejecting calls that have the call ID blocked.

<b>Attendant multi-line hunt group</b>	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.
<b>Audit trail</b>	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.
<b>Authorization codes</b>	A code that, once entered, can permit the user to gain access to a system or service.
<b>Automatic call distributor (ACD)</b>	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.
<b>Automatic number identification (ANI)</b>	A service feature that provides the automatic identification of the calling station billing number.
<b>Automatic route selection (ARS)</b>	The ability of a switch to automatically choose the least cost route for a long distance call.
<b>Availability</b>	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.
<b>Backup of ISDN PRI shared D channel capability</b>	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.

<b>Bandwidth</b>	(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.
<b>Base price</b>	The price for providing service with no features.
<b>Basic rate</b>	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.
<b>Bell operating company (BOC)</b>	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. <i>Note:</i> Cincinnati Bell Telephone Co. and Southern New England Bell Telephone Co. are not included.
<b>Billing accounting codes - unverified</b>	The capability to enter a billing account code to be used in billing.
<b>Billing accounting codes - verified</b>	The capability to enter a billing account code to be used in billing and to block the call if the code cannot be verified.
<b>Billing/billed</b>	The process of creating an invoice or a bill.
<b>Binary digit (bit)</b>	In binary notation either of the characters 0 or 1.
<b>Blocking</b>	Denying access to, or use of, a facility, system, or component.
<b>Blocking caller-paid information phone numbers</b>	The capability to block caller-paid calls from a station.
<b>Blocking dialed carrier identification code (CIC)</b>	The capability to block the change from the pre-subscribed carrier on a per call basis.

<b>Blocking of selected numbers</b>	The capability to block calls incoming from pre-determined selected numbers.
<b>Bridging service</b>	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.
<b>Business line</b>	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.
<b>Byte</b>	A sequence of 8 adjacent binary digits usually treated as a unit.
<b>Cable</b>	Any communications channel having a bandwidth greater than a voice-grade telecommunications channel, sometimes used synonymously with wideband.
<b>Call</b>	Any demand to set up a connection. A unit of traffic measurement.
<b>Call back/camp on</b>	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.
<b>Call block</b>	The capability to block a user-specified predesignated number(s) from completing incoming calls to the user.
<b>Call blocking</b>	The capability to block outgoing calls from a user(s) to specific numbers, NXXs, NPAs, or country codes.
<b>Call consultation</b>	A feature that allows a user to alternate between a party on hold and an existing conversation.

<b>Call detail record</b>	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.
<b>Call forward - busy line</b>	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.
<b>Call forward - don't answer</b>	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.
<b>Call forward - remote access</b>	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.
<b>Call forward - variable</b>	A feature that allows a user to choose to reroute incoming calls to another specified telephone number.
<b>Call forwarding</b>	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.

<b>Call hold</b>	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, causing 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.
<b>Call hunting</b>	See hunting.
<b>Call park</b>	The capability to allow a call to be parked at a directory number for retrieval by another line or trunk.
<b>Call pickup</b>	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.
<b>Call restriction</b>	A feature that allows the system to restrict certain types of calls being made from stations.
<b>Call return</b>	A feature that allows a telephone user to dial the last caller, even if he/she did not answer the phone.
<b>Call screen</b>	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.

<b>Call trace</b>	<p>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).</p> <p>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.</p>
<b>Call transfer</b>	A feature that allows a station user to transfer any call in progress to another station without the assistance of the attendant.
<b>Call waiting</b>	<p>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.</p> <p>Alternatively, the station user may flash and dial an answer-hold code to hold the original call and answer the waiting code.</p>
<b>Caller identification (ID)</b>	A feature that provides the capability of passing the calling number to the terminating station.
<b>Caller, calling party, call</b>	A person, program, or equipment that originates a call.
<b>Calling number suppression</b>	A feature that provides the capability to block the originating phone number from being passed to the terminating station on an all call basis.
<b>Cancel</b>	A service order is canceled if the action is taken prior to acceptance.
<b>Central office based service</b>	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.

<b>Centrex</b>	A service that provides, from the telephone company central office, functions and features comparable to those provided by a PBX or a PABX.
<b>Centrex service group</b>	A group of affiliated users within a common Centrex configuration.
<b>Channel</b>	(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.
<b>Class of service (COS)</b>	A designation assigned to describe the service treatment and privileges given to a particular terminal.
<b>Class of service display</b>	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.
<b>Clear channel</b>	A full 64 kb/s channel for transferring user information. Signaling is communicated over a separate channel.
<b>Clear channel capability</b>	A channel able to support full 64 kb/s for user information transfer.
<b>Client</b>	One that uses telecommunications service.
<b>Commercially available</b>	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.

<b>Compatibility</b>	A property of systems that allows the exchange of necessary information directly and in usable form. <i>Note:</i> Implies use of identical or compatible protocols.
<b>Conference calling</b>	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.
<b>Confidentiality</b>	The concept of holding sensitive data in confidence, limited to an appropriate set of individuals or organizations.
<b>Contract line item (CLIN)</b>	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.
<b>Cross-Connection</b>	Cross-connection is the connection of one wire to another typically by attaching each wire to a connecting block and then placing a third “cross-connect” wire between each to complete the electrical connection.
<b>Customer</b>	One that purchases service.
<b>Customer premises equipment (CPE)</b>	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.
<b>Customized group dialing plan</b>	A feature that provides the capability to customize the dialing plan for a defined group of stations within the system.
<b>Customized intercept and recorded announcement</b>	This feature provides a recorded message, as specified by the customer, to an intercepted call indicating why the call cannot be completed.
<b>Cutover</b>	The physical changing of circuits or lines at a telecommunications location from 1 configuration to another.

<b>Data</b>	Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic means.
<b>Data call setup</b>	Provides three methods to set up a data call: <ul style="list-style-type: none"><li>• Data terminal (keyboard) dialing (which also includes alphanumeric dialing and default dialing)</li><li>• Voice terminal dialing</li><li>• Dedicated voice terminal for data calls.</li></ul>
<b>Data hot line</b>	Provides for automatic nondial placement of a data call to an endpoint when the originator goes off-hook.
<b>Data line privacy</b>	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.
<b>Data terminal equipment (DTE)</b>	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.
<b>Dedicated transmission service (DTS)</b>	The private-line transmission of voice or data.
<b>Default dialing</b>	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.
<b>Delay</b>	The interval of time between origination and receipt of a signal.
<b>Demarcation point</b>	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.

<b>Dial access code</b>	The digit or digits entered by a user utilizing a switching vehicle to gain access to MAA services.
<b>Dial pulse</b>	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.
<b>Dial zero</b>	As a feature of Voice Mail, Dial Zero, also called “Personal Assistance” capability, allows a caller to transfer the call to another extension or human operator via a “dial zero” or comparable option.
<b>DID number block assignment and maintenance</b>	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.
<b>DID/DOD two way</b>	This feature allows a central office access trunk to have both DID and DOD capabilities.
<b>Digit display</b>	A feature that provides the capability of displaying digits on the station’s LCD display.
<b>Digital data</b>	Data represented by discrete values or conditions, as opposed to analog data.
<b>Digital form</b>	A discrete representation of a quantized value of a variable.
<b>Digital format</b>	Voice or data signals represented by discrete values or conditions.
<b>Digital signal 0 (DS0)</b>	A digital signal rate of 64 kb/s. The world wide standard speed for digitizing one voice conversion using pulse code modulation.
<b>Digital signal 1 (DS1)</b>	A digital signal rate of 1.544 Mb/s.

<b>Direct inward dialing (DID)</b>	The capability of dialing a call from an external party directly to a station without the assistance of an attendant.
<b>Direct outward dialing (DOD)</b>	The capability allowing an internal user to place a call to an outside party without the assistance of an attendant.
<b>Directed call pickup</b>	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.
<b>Directory assistance</b>	This service is provided by the local telephone company. It allows the subscriber to call for information about phone numbers and/or addresses.
<b>Disconnect</b>	A service order is disconnected if the action is taken after the service has been accepted.
<b>Disks/diskettes</b>	A memory system based on rotating disks coated with a magnetic recording medium.
<b>Distinctive call waiting tones</b>	A feature providing the capability of distinguishing between internal, intercom, or DID calls based on the call waiting tones.
<b>Distinctive ringing</b>	A feature providing the capability of distinguishing between internal, intercom, or DID calls based on the station ringing pattern.
<b>Diversity routing</b>	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.
<b>Dual service</b>	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.

<b>Dual-tone multifrequency (DTMF) signaling</b>	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.
<b>E&amp;M signaling</b>	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.
<b>Electronic access</b>	The capability to access information via on-line access (dedicated or dial-up), E-mail, or facsimile.
<b>Electronics Industries Associations (EIA)</b>	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.
<b>Encrypt</b>	To convert plain text into an unintelligible form by means of a cryptosystem.
<b>End-to-end</b>	Telecommunications service from the originating user’s terminal to the destination user’s terminal.
<b>Erlang</b>	A measurement of telephone traffic intensity. For example, one Erlang is equal to 1 full hour of use, or $60 \times 60 = 3600$ 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.
<b>Erlang B</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).

<b>EUCL charge</b>	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.
<b>Extended local calling</b>	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.
<b>Extended superframe format (ESF)</b>	A T1 framing standard used in Wide Area Networks (WAN). With this format, 24 frames—instead of 12—are grouped together.
<b>Facsimile capability</b>	As a feature of Voice Mail, this provides the ability to create a class of service for facsimile mailbox applications. The system should permit callers to send a facsimile to a subscriber's mailbox on the system.
<b>Feature</b>	A service capability that is made available in addition to the basic capabilities associated with a service.
<b>Feature group D</b>	Also referred to as “equal access,” Feature Group D provides trunkside LATA 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 <i>Notes on the BOC Intra-LATA Networks</i> (SR-2275).
<b>Federal Communications Commission (FCC)</b>	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.
<b>Fiber optics</b>	A technology that uses light as a digital information carrier.

<b>Flexible disconnect, both/either party</b>	The capability to disconnect a call when either or both parties hang up.
<b>Foreign exchange (FX) service</b>	Enables a subscriber to receive local telephone calls from a central office that is outside the subscriber's exchange area.
<b>Four-wire circuit</b>	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.
<b>Frame relay</b>	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.
<b>Full-duplex operation</b>	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.
<b>Grade of service (GOS)</b>	The probability of a call being blocked during a call attempt, expressed as a decimal fraction, during the busy hour.
<b>Ground start</b>	A supervisory signal from a terminal to a switch in which 1 side of the line is temporarily grounded.
<b>Group intercom</b>	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.
<b>Hard copy</b>	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.

<b>Hunting</b>	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.
<b>Identification</b>	The process that enables recognition of an entity by a system, generally by the use of unique machine-readable user names.
<b>Immediate start</b>	A trunk signaling where pulsing is required to be received about 120 milliseconds after receipt of the connected signal.
<b>Implementation</b>	The process of adding new services or changing existing services at user locations provisioned under the MAA program.
<b>In writing</b>	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”.
<b>Inadequate wiring</b>	Wiring or equipment that does not support service from the NID to the SDP at the performance level specified in the RFP.
<b>Inside move charge</b>	A charge for a change in SDP location ( not SDP type) within the same customer premises.
<b>Integrated services digital network (ISDN)</b>	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.
<b>Integrity</b>	Assurance that the received data has not been altered in an unauthorized manner from the original transmission.

<b>Intercept</b>	Calls which cannot reach their destination may be intercepted and diverted to a station attendant or a recording.
<b>Intercom dial</b>	The capability to reach another station within an intercom group by dialing one or two digits.
<b>Interconnection</b>	The linking together of systems which are not necessarily interoperable.
<b>Interexchange carrier (IXC)</b>	Any service provider offering inter-LATA telecommunications services.
<b>Intermediate distribution frame (IDF)</b>	A metal rack designed to connect cables, usually located in an equipment room or closet. Provides the connection between inter-building cabling and the intra-building cabling, i.e., between the main distribution frame (MDF) and individual phone wiring.
<b>International telephone and telegraph consultative committee (CCITT)</b>	An international organization, part of the International Telecommunications Union, that issues recommendations that are frequently adopted as standards by the telecommunications community.
<b>Internetworking</b>	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.
<b>Interoperability</b>	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.
<b>Invoice</b>	A due and payable itemized list of goods or services from a contractor which states quantities, prices, charges, and other data.

<b>Invoicing</b>	The process of preparing and forwarding a list of charges to the Government for services rendered by the contractor.
<b>IXC POP termination charge</b>	A charge that may be imposed when a DTS circuit terminates at an IXC POP.
<b>Key telephone system</b>	In a customer environment, terminals and equipment that provides user terminals with access to a variety of telephone services without attendant assistance.
<b>Kilobyte (kB)</b>	1000 bytes.
<b>Last number redial</b>	The capability of redialing the last number dialed by pressing a feature code or button.
<b>Line hunting</b>	See Hunting.
<b>Local access and transport area (LATA)</b>	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.
<b>Local area network (LAN)</b>	A data communications system that (a) lies within a limited spatial area, (b) has a specific user group, (c) has a specific topology, and (d) is not a public switched telecommunications network, but may be connected to 1. <i>Note 1:</i> LANs are usually restricted to relatively small areas, such as rooms, building, ships, and aircraft. <i>Note 2:</i> An interconnection of LANs within a limited geographical area, such as a military base, is commonly referred to as a campus area network. An interconnection of LANs over a city-wide geographical area is commonly called a MAN. An interconnection of LANs over large geographical areas is commonly called a WAN. <i>Note 3:</i> LANs are not subject to public telecommunications regulations.
<b>Local interoffice channel charge</b>	A charge based on the direct airline distance measured between the two serving wire centers in the local calling area.

<b>Local loop</b>	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.
<b>Logon</b>	The procedure that is followed by a user in beginning a period of on-line terminal operation.
<b>Loop start</b>	A supervisory signal given by a telephone or PBX after the loop path to the central office is completed.
<b>Mail system redundancy</b>	As a feature of Voice Mail, this provides physical backup capability (e.g., through a dual disk drive) to prevent the loss of messages in the event of a system equipment failure.
<b>Meet me conference</b>	Capability to provide a conference bridge and line number for up to 400 participants to dial at a specified time to hold a conference.
<b>Megabyte (MB)</b>	1,000,000 bytes.
<b>Message waiting indication</b>	A visual or aural indication at a station that a message is waiting.
<b>Microwave</b>	A term applied to radio frequency wavelengths less than 30 centimeters long, corresponding to a frequency of 1 GHz or greater.
<b>Mileage</b>	The distance in miles between the 2 end points of a circuit.
<b>Modem</b>	Acronym for MOdulator-DEModulator. A device that modulates and demodulates signals. <i>Note:</i> Modems are primarily used for converting digital signals into quasi-analog signals for transmission over analog communication channels and for reconvertng the quasi-analog signals into digital signals.
<b>Multi-appearance preselection and preference</b>	Provides multi-line appearance voice terminal users with options for placing or answering calls on selected appearance.

<b>Multiple appearance directory numbers</b>	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.
<b>Multiplexer</b>	Equipment that allows multiple channels to pass over a single communications circuit. An example is a T1 channel bank, which allows up to 24 voice grade lines coming out of a PBX to be multiplexed into a single T1 line.
<b>Multiplexing</b>	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, sequentially based on discreted time intervals (time-division multiplexing).
<b>Names directory</b>	As a feature of Voice Mail, this provides callers with the ability to send message to end users on the system via a spell-by-name directory.
<b>Narrowband</b>	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.
<b>National security emergency preparedness (NS/EP) requirements</b>	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.
<b>NBD initial price</b>	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.

<b>Network</b>	(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.
<b>Network interface device (NID)</b>	The NID is located at 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) and typically provides network protection, test access, and termination functions.
<b>Normal business day (NBD) additional price</b>	The valid increments of usage-sensitive calls during Normal Business Day (NBD is defined in Section B.1.3) are 1 minute for CSS.
<b>North American numbering plan (NANP)</b>	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.
<b>NPANXX</b>	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.
<b>NPANXX group</b>	A group of NPANXXs, determined by the offeror, that have the same MAA service rates.
<b>Number portability</b>	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.
<b>Off-hook time out</b>	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.

<b>Off-net call</b>	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).
<b>Off-premises switch-based voice service</b>	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.
<b>On-line</b>	Electronic availability on demand from a computer-based system without mounting removable media such as magnetic tape or disks.
<b>On-net call</b>	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).
<b>Operator assistance</b>	Calls completed or billed with the live or mechanical assistance by the telephone company's operator center.
<b>Operator assistance-busy line verification</b>	A feature that allows an operator to determine whether a busy line is in use.
<b>Operator assistance-busy line verification with interrupt</b>	A feature that allows an operator to break into an existing conversation and converse with one or both parties.
<b>Originating NPANXX group</b>	The area that includes the group of NPANXXs where a service originates. See Section J.1.1 for the list of valid originating NPANXXs.

<b>Other direct costs (ODC)</b>	Costs associated with services that are within the scope of the contract but are not priced under the pricing structures provided in Section B.
<b>Outage</b>	A telecommunication service condition wherein a user is deprived of service because of a malfunction of the communication system.
<b>Outside move charge</b>	A charge for a change in SDP location (not SDP type) to a different customer premises.
<b>Outside normal business day (ONBD) additional price</b>	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.
<b>Outside normal business day (ONBD) initial price</b>	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.
<b>Packet switching</b>	A system in which messages are broken down into smaller units called packets, which are then individually addressed and routed through the network.
<b>Packet switching network</b>	A network designed to carry data in the form of packets. The packet format, internal to the network, may require conversion at a gateway.
<b>Paging/outcall capability</b>	As a feature of Voice Mail, this is the ability to create a class of service that can notify a subscriber of a new message via either a page or telephone call.
<b>Password</b>	A word, alphanumeric character, or combination that permits access to otherwise inaccessible data, information, or facilities.
<b>Personalized ringing</b>	Allows users of certain voice terminals to uniquely identify their own calls. Each user can choose one of a number of possible ringing patterns.

<b>Point of presence (POP)</b>	An Interexchange Carrier's point of interface with a Local Exchange Carrier.
<b>Pre-subscribed interexchange carrier (PIC) change</b>	The capability for a telephone user to change to another inter-exchange carrier that is to be used with 1+ dialing.
<b>Price</b>	The charge for the associated price element.
<b>Price element</b>	<p>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:</p> <ul style="list-style-type: none"> <li>(a) Year (Time dimension)</li> <li>(b) Price component for a Particular CLIN (Service dimension)</li> <li>(c) NPANXX Groups (Geographic dimension where applicable)</li> </ul> <p>Examples of a price element are:</p> <ul style="list-style-type: none"> <li>(a) Year 1 Monthly Recurring Charge for a CSS Analog Business Line for NPANXX Group 2</li> <li>(b) Year 3 Service Initiation Charge for CSS Analog Centrex for NPANXX Group 1</li> <li>(c) Year 5 Monthly Recurring Charge for CSS Analog Centrex Voice Mail Feature</li> <li>(d) Year 7 One-time charge for moving an analog business line</li> </ul>
<b>Price per mile</b>	The unit price per each mile specified in the mileage field.

<b>Primary directory listing</b>	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.
<b>Primary rate</b>	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.
<b>Privacy</b>	A feature that provides the capability for a user to prevent others from entering into a connection on a multi-appearance line.
<b>Private branch exchange (PBX)</b>	<p>Simply, a communications switching system serving an organization and normally located on the organization's premises.</p> <p>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.</p>
<b>Provisioning</b>	The act of supplying telecommunications service to a user, including all associated transmission, switching, equipment, software, wiring, implementation services, and support systems.
<b>Public switched network (PSN)</b>	Any common carrier network that provides circuit switching among public users. <i>Note:</i> 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.
<b>Reconfiguration charges</b>	Charges that apply to reconfiguration that cannot be accomplished using software reconfiguration by customer.
<b>Replaced date</b>	Date on which a quoted price is replaced.

<b>Robbed-bit signaling</b>	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.
<b>Service delivery point (SDP)</b>	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.
<b>Service initiation charge (SIC)</b>	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.
<b>Service profile identification and directory (SPID)</b>	Is a service profile identification used for ISDN BRI which allows automatic assignment of terminal identification attached to BRI.
<b>Service-based approach</b>	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."
<b>Signal system number 7</b>	Signal system No. 7 is a digital channel signaling for out-of-band signaling for call control, e.g., ISDN calls.

<b>Signaling</b>	The information exchange concerning establishment and control of a connection and management of the network, in contrast to user information transfer.
<b>Six-way conference calling</b>	See conference calling.
<b>Software reconfiguration by customer</b>	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.
<b>Specification</b>	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.
<b>Speed calling</b>	A feature that allows a station user to reach any of a preselected group of phone number by dialing one or more digits.
<b>Start date</b>	Date on which a quoted price becomes effective.
<b>Station</b>	A data terminal or voice terminal used to access a network.
<b>Station message desk interface (SDMI)</b>	The interface between a voice mail system and an external local exchange carrier office.
<b>Station-to-station dialing</b>	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.
<b>Stop date</b>	Date on which a quoted price is no longer effective.
<b>Supervised 700 ms disconnect</b>	This feature provides the capability to extend disconnect supervision timing to 700 ms on loop start lines.

<b>Synchronous transmission</b>	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. <i>Note:</i> “ <i>Isochronous</i> ” and “ <i>anisochronous</i> ” are characteristics, while “ <i>synchronous</i> ” and “ <i>asynchronous</i> ” are relationships.
<b>T1</b>	Digital services that provide transmission between 2 stations at an aggregate data rate of 1.544 Mb/s.
<b>T3</b>	Digital services that provide transmission between 2 stations at an aggregate data rate of 44.736 Mb/s.
<b>Tandem switch</b>	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.
<b>Telecommunications</b>	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.
<b>Telecommunications industry association (TIA)</b>	Washington lobby and trade association providing communications and information technology products, materials, systems, distribution services, and professional services.
<b>Teleconferencing</b>	A conference between persons remote from 1 another but linked by a telecommunications system. <i>Note:</i> A teleconference is supported by audio and/or video communication equipment that enables the live exchange of information among remotely located persons and machines.
<b>Terminating NPANXX group</b>	The area that includes the group of NPANXXs where a service terminates. See Section J.1.2 for the list of valid terminating NPANXXs.
<b>Three-way conference calling</b>	See conference calling.

<b>Tie trunk</b>	A dedicated circuit linking two PBXs
<b>Traffic</b>	(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.
<b>Transmission facility</b>	The physical wires, amplifiers, and other equipment used to transmit an electrical signal.
<b>TSP level change</b>	Change level to another of five TSP levels.
<b>TSP provisioning</b>	Priority installation of a new circuit.
<b>TSP restoration</b>	Establishes and maintains a restoration priority for a circuit.
<b>Two-wire circuit</b>	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.
<b>Unit price</b>	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.
<b>Value-added service</b>	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.
<b>Vanity number</b>	A directory number that can be dialed using a meaningful alphanumeric representation.
<b>Virtual circuit</b>	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.
<b>Voice mail</b>	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.

**J.5 Small, Small Disadvantaged, Women-Owned Small, and HUBZone Small Business Concerns Subcontracting Plan Outline**

GENERAL SERVICES ADMINISTRATION (GSA)  
SMALL, SMALL DISADVANTAGED, WOMEN-OWNED SMALL, AND HUBZone  
SMALL BUSINESS CONCERNS  
SUBCONTRACTING PLAN 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 the Office of Enterprise Development at, 18<sup>th</sup> and F St .NW, Washington, DC 20405 (Phone: (202) 501-1021 or Fax (202) 208-5938. Please note that GSA has subcontracting goals of \_\_\_\_\_ for Small Business, \_\_\_\_\_ for Small Disadvantaged Business (SBD), \_\_\_\_\_ for Women-Owned Small Business (WOSB), and \_\_\_\_\_ for HUBZone Small Business Concerns for fiscal year \_\_\_\_\_.*

Identification Data: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date Prepared: \_\_\_\_\_ Solicitation Number: \_\_\_\_\_  
Item/Service: \_\_\_\_\_

1. TYPE OF PLAN: (Check only 1).

INDIVIDUAL PLAN: *In this type of plan all elements are developed specifically for this contract and are applicable for the full term of this contract.*

MASTER PLAN: *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 PLAN: *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 \_\_\_\_\_.*

1        2. GOALS: *State separate dollar and percentage goals for small business, small*  
 2 *disadvantaged business, women-owned small, and HUBZone business concerns in the*  
 3 *following format.*

4        A. Estimated dollar value of all planned subcontracting, i.e., to all types of business  
 5 concerns under this contract is:

ESTIMATED DOLLAR VALUE OF ALL PLANNED SUBCONTRACTING				
BASE	1 <sup>ST</sup> OPTION	2 <sup>ND</sup> OPTION	3 <sup>RD</sup> OPTION	4 <sup>TH</sup> OPTION
\$	\$	\$	\$	\$

6        B. Estimated dollar value and percentage of planned subcontracting with large  
 7 businesses (all business concerns classified as other than small) is:

SUBCONTRACTING TO LARGE BUSINESS CONCERNS				
BASE	1 <sup>ST</sup> OPTION	2 <sup>ND</sup> OPTION	3 <sup>RD</sup> OPTION	4 <sup>TH</sup> OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

8        C. Estimated dollar value and percentage of planned subcontracting to small business  
 9 concerns is:

10        (Include Small Disadvantaged ,Women-owned Small Business, and HUBZone Small  
 11 Business Concerns)

SUBCONTRACTING TO SMALL BUSINESS CONCERNS				
BASE	1 <sup>ST</sup> OPTION	2 <sup>ND</sup> OPTION	3 <sup>RD</sup> OPTION	4 <sup>TH</sup> OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

12        D. Estimated dollar value and percentage of planned subcontracting to small  
 13 disadvantaged business concerns is:

SUBCONTRACTING TO SMALL DISADVANTAGED BUSINESS CONCERNS				
BASE	1 <sup>ST</sup> OPTION	2 <sup>ND</sup> OPTION	3 <sup>RD</sup> OPTION	4 <sup>TH</sup> OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

14 E. Estimated dollar value and percentage of planned subcontracting to women-owned  
 15 small business concerns is:

SUBCONTRACTING TO WOMEN-OWNED SMALL BUSINESS CONCERNS				
BASE	1 <sup>ST</sup> OPTION	2 <sup>ND</sup> OPTION	3 <sup>RD</sup> OPTION	4 <sup>TH</sup> OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

16 F. Estimated dollar value and percentage of planned subcontract to HUBZone small  
 17 business concerns is:

SUBCONTRACTING PLAN OUTLINE (MODEL)				
BASE	1 <sup>ST</sup> OPTION	2 <sup>ND</sup> OPTION	3 <sup>RD</sup> OPTION	4 <sup>TH</sup> OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

18 G. Products and/or services to be subcontracted under this contract, and the types of  
 19 businesses supplying them, are:

20 (Check all that apply).

BUSINESS CATEGORY OR SIZE					
PRODUCT SERVICE	STANDARD INDUS. CODE (SIC)	LARGE	SMALL BUS.	SDB	WOS B

21 (Attach additional sheets if necessary.)

22 G.1 Explain the methods used to develop the subcontracting goals for small, small  
 23 disadvantaged, women-owned small, and HUBZone small business concerns.

24 G.2 Explain how the product and service areas to be subcontracted were established,  
 25 how the areas to be subcontracted to small, small disadvantaged, women-owned small, and  
 26 HUBZone small businesses concern were determined.

27 G.3 How the capabilities of small, small disadvantaged, women-owned small, and  
 28 HUBZone small businesses concern were determined.

29 G.4 Identify all source lists used in the determination process.

30 \_\_\_\_\_  
31 \_\_\_\_\_  
32 \_\_\_\_\_  
33 \_\_\_\_\_

34 H. Indirect and overhead costs \_ HAVE BEEN or \_ HAVE NOT BEEN included in the  
35 dollar and percentage subcontracting goals stated above. (Check 1.)

36 I. If indirect and overhead costs HAVE BEEN included, explain the method used to  
37 determine the proportionate share of such costs to be allocated as subcontracts to  
38 small, small disadvantaged women-owned business, and HUBZone small business  
39 concerns.

40 \_\_\_\_\_  
41 \_\_\_\_\_  
42 \_\_\_\_\_  
43 \_\_\_\_\_  
44 \_\_\_\_\_

45 3. PROGRAM ADMINISTRATOR:

46 FAR 19.704(a)(2) requires information about the company employee who will administer  
47 the subcontracting program. Please provide the name, title, address, phone number,  
48 position within the corporate structure and the duties of that employee.

- 49 Name:
- 50 Title:
- 51 Address:
- 52 Telephone:
- 53 Position:

54 Duties: The Program Administrator shall have general overall responsibility for the  
55 Contractors subcontracting program, i.e., developing, preparing, and executing individual  
56 subcontracting plans and monitoring performance relative to this particular plan. These  
57 duties included but are not limited to, the following activities.

58 A. Developing and promoting company/division policy statements that demonstrate the  
59 company's/division's support for awarding contracts and subcontracts to small, small  
60 disadvantaged, women-owned small, and HUBZone small business concerns.

- 61 B. Developing and maintaining bidders' lists of small, small disadvantaged,  
62 women-owned small, and HUBZone small business concerns from all possible sources.
- 63 C. Ensuring periodic rotation of potential subcontractors on bidders' lists.
- 64 D. Assuring that small, small disadvantaged, women-owned small, and HUBZone  
65 small businesses are included on the bidders' list for every subcontract solicitation for  
66 products and services they are capable of providing.
- 67
- 68 E. Ensuring that subcontract procurement "packages" are designed to permit the  
69 maximum possible participation of small, small disadvantaged, and women-owned small  
70 businesses.
- 71 F. Reviewing subcontract solicitations to remove statements, clauses, etc., which might  
72 tend to restrict or prohibit small, small disadvantaged, women-owned small, and HUBZone  
73 small business concern participation.
- 74 G. Ensuring that the subcontract bid proposal review board documents its reasons for not  
75 selecting any low bids submitted by small, small disadvantaged, women-owned small, and  
76 HUBZone small business concerns.
- 77 H. Overseeing the establishment and maintenance of contract and subcontract award  
78 records.
- 79 I. Attending or arranging for the attendance of company counselors at Business  
80 Opportunity Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.
- 81 J. Directly or indirectly counseling small, small disadvantaged, women-owned small,  
82 and HUBZone small business concerns on subcontracting opportunities and how to prepare  
83 bids to the company.
- 84 K. Providing notice to subcontractors concerning penalties for misrepresentations of  
85 business status as small, small disadvantaged, women-owned small, or HUBZone small  
86 business concerns for the purpose of obtaining a subcontract that is to be included as part or  
87 all of a goal contained in the contractor's subcontracting plan.
- 88 L. Conducting or arranging training for purchasing personnel regarding the intent and  
89 impact of Section 8(d) of the Small Business Act on purchasing procedures.
- 90 M. Developing and maintaining an incentive program for buyers, which supports the  
91 subcontracting, program.
- 92 N. Monitoring the company's performance and making any adjustments necessary to  
93 achieve the subcontract plan goals.
- 94 O. Preparing and submitting timely reports.
- 95 P. Coordinating the company's activities during compliance reviews by Federal

96 agencies.

97 4. EQUITABLE OPPORTUNITY

98 *FAR 19.704(a)(3) requires a description of the efforts the contractor will make to ensure*  
99 *that small, small disadvantaged, women-owned small, and HUBZone small business*  
100 *concerns will have an equitable opportunity to compete for subcontracts. These efforts*  
101 *include, but are not limited to, the following activities:*

102 A. Outreach efforts to obtain sources:

103 \_\_\_ Contacting minority and small business trade associations

104 \_\_\_ Contacting business development organizations

105 \_\_\_ Requesting sources from the Small Business Administration's Procurement  
106 Automated Source System (PASS)

107 \_\_\_ Attending small, minority, women-owned small, and HUBZone small business  
108 concern procurement conferences and trade fairs

109 B. Internal efforts to guide and encourage purchasing personnel:

110 \_\_\_ Presenting workshops, seminars and training programs

111 \_\_\_ Establishing, maintaining and using small, small disadvantaged, women-owned  
112 small, and HUBZone small business concern source lists, guides and other data for  
113 soliciting subcontracts

114 \_\_\_ Monitoring activities to evaluate compliance with the subcontracting plan

115 C. Additional efforts: (Please describes.)

116 \_\_\_\_\_  
117 \_\_\_\_\_  
118 \_\_\_\_\_

119 5. CLAUSE INCLUSION AND FLOW DOWN

120 *FAR 19.704(a)(4) requires that your company include FAR 52.2198, "Utilization of*  
121 *Small, Small Disadvantaged, Women-owned Small Business Concerns", in all subcontracts*  
122 *that offer further subcontracting opportunities. Your company must require all*  
123 *subcontractors, except small business concerns, that receive subcontracts in excess of*  
124 *\$500,000 (\$1,000,000 for construction) to adopt and comply with a plan similar to the plan*  
125 *required by FAR 52.219-9, "Small, Small Disadvantaged, and Women-Owned Small*  
126 *Business and Business Subcontracting Plan."*

127 Your company agrees that the clause will be included and that the plans will be reviewed  
128 against the minimum requirements for such plans. The acceptability of percentage goals for  
129 small, small disadvantaged, women-owned small, and HUBZone small business concerns

130 must be determined on a case-by-case basis depending on the supplies and services involved,  
 131 the availability of potential small, small disadvantaged, women-owned small, and HUBZone  
 132 small business concerns subcontractors and prior experience. Once the plans are negotiated,  
 133 approved, and implemented, the plans must be monitored through the submission of periodic  
 134 reports, including Standard Form (SF) 294 and SF 295 reports.

135 In accordance with policy letters published by the Office of Federal Procurement Policy,  
 136 such assurance shall describe the offer's procedures for the review, approval and monitoring  
 137 for compliance with such subcontracting plans.

138 6. REPORTING AND COOPERATION

139 *FAR 19.704(a)(5) requires that your company (1) cooperate in any studies or surveys as*  
 140 *may be required, (2) submit periodic reports which show compliance with the subcontracting*  
 141 *plan; (3) submit Standard Form (SF) 294, "Subcontracting Reports for Individual*  
 142 *Contracts," and SF 295, "Summary Subcontract Report," in accordance with the*  
 143 *instructions on the forms; and (4) ensure that subcontractors agree to submit SF 294 and SF*  
 144 *295. Both the Director, Office of Small and Disadvantaged Business Utilization and the*  
 145 *Small Business Specialist must receive the report(s) within 30 days after the close of each*  
 146 *calendar period. That is:*

147

<u>Calendar Period</u>	<u>Report Due</u>	<u>Date Due</u>	<u>Send Report To</u>
149 10/01-03/31	SF 294	04/30	150 Contracting 151 Officer/Small 152 Business Technical 153 Advisor
154 04/01- 09/30	SF 294	10/30	155 Contracting 156 Officer/Small 157 Business Technical Advisor
158 10/01/-09/30	SF 295*	10/30	159 Associate Administrator, 160 Office of Enterprise 161 Development (OED)

162 \*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)	*Associate Administrator, Office of Enterprise Development address is: 18 <sup>th</sup> and F Street, NW Room 6029
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Washington, DC 20405

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7. RECORD KEEPING

*FAR 19.704(a)(6) requires 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, women-owned small, and HUBZone small business concern source lists, guides, and other data identifying such vendors.

B. Organizations contacted for small, small disadvantaged, women-owned small, and HUBZone 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 and HUBZone small business concerns were solicited, and if not, why not; and (4) reasons for the failure of solicited small, small disadvantaged, women-owned small, HUBZone 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, women-owned small, HUBZone 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*

196 *payment of amounts due pursuant to the terms of your subcontracts with small, small*  
197 *disadvantaged, women-owned small, and HUBZone small business concerns and*

198 Your company has established and uses such procedures:

199 9. DESCRIPTION OF GOOD FAITH EFFORT

200 *Maximum practicable utilization of small, small disadvantage, women-owned small, and*  
201 *HUBZone small business concerns as subcontractors in Government contracts is a matter of*  
202 *national interest with both social and economic benefits. When a contractor fails to make a*  
203 *good faith effort to comply with a subcontracting plan, these objectives are not achieved,*  
204 *and 15 U.S.C. 637(d)(4J(F) directs that liquidated damages shall be paid by the contractor.*  
205 *In order to demonstrate your compliance with a good faith effort to achieve the small, small*  
206 *disadvantaged, women-owned small, and HUBZone small business subcontracting goals,*  
207 *outline the steps your company plans to take. These steps will be negotiated with the*  
208 *contracting officer prior to approval of the plan.*

209 \_\_\_\_\_  
210 \_\_\_\_\_  
211 \_\_\_\_\_

212 The contractor is advised that this subcontracting plan will be made a material part of the  
213 contract and that the submission of the SF294 and SF295 will be made a line item  
214 deliverable in the contract.

215 10. SIGNATURES REQUIRED

216 This subcontracting plan was SUBMITTED by:

217 \_\_\_\_\_  
218 Signature:  
219 \_\_\_\_\_  
220 Typed Name:  
221 \_\_\_\_\_  
222 Title:  
223 \_\_\_\_\_  
224 Date:

225 This subcontracting plan was REVIEWED by:

226 \_\_\_\_\_

227 Signature:

228 \_\_\_\_\_

229 Title: Small Business Specialist:

230 \_\_\_\_\_

231 Typed Name:

232 \_\_\_\_\_

233 Date:

234 \_\_\_\_\_

235 This subcontracting plan was REVIEWED by:

236 \_\_\_\_\_

237 Signature:

238 \_\_\_\_\_

239 Title: Small Business Administration Representative (PCR)

240 \_\_\_\_\_

241 Typed Name:

242 \_\_\_\_\_

243 Date:

244 \_\_\_\_\_

245 This subcontracting plan was CONCURRED by:

246 \_\_\_\_\_

247 Signature:

248 \_\_\_\_\_

249 Title: Director, Office of Small and Disadvantaged Business Utilization:

250 \_\_\_\_\_

251 Typed Name:

252 \_\_\_\_\_

253 Date:

254 \_\_\_\_\_

254 This subcontracting plan was ACCEPTED by:

255 \_\_\_\_\_

256 Signature:

257 \_\_\_\_\_

258 \_\_\_\_\_

259 Title: Contracting Officer:

260 \_\_\_\_\_

261 Typed Name:

262 \_\_\_\_\_

263 Date:

\_\_\_\_\_

264 **J.6 Requirements Matrixes**

265 Tables J.6-1a, J.6-1b, J.6-2a and J.6-2b comprise the New Orleans technical and  
266 management requirements checklists referred to in Section L.22, *Detailed Proposal*  
267 *Instructions*. These tables list all management and technical requirements provided in the  
268 New Orleans MAA RFP Sections B, C, G, and J.

269 For each technical and management requirement in Tables J.6.1a and J.6-2a, a narrative  
270 response is required. The last column in this table will be used by Government proposal  
271 evaluators to document whether or not the proposal is in compliance and whether any  
272 exceptions are noted.

273 For each requirement in Tables J.6-1b and J.6-2b, offerors must stipulate compliance or  
274 conformance. Tables J.6-1b and J.6-2b must be signed by an authorized corporate officer  
275 indicating agreement and commitment to full compliance and contract performance.

276 Tables J.6-3a and J.6-3b comprise the New Orleans price requirements. For each  
277 requirement in Table J.6-3a, a narrative response is required. For each requirement in Table  
278 J.6-3b, offerors must stipulate compliance or conformance. Table J.6-3b must be signed by  
279 an authorized corporate officer indicating agreement and commitment to full compliance and  
280 contract performance.

281 Tables J.6-4 through J.6-7 are the Technical and Management, Price, and Business  
282 Proposal Conformance Checklists that will be used by the Government to evaluate offeror's  
283 conformance with the proposal instructions in Section L. Offerors shall complete the  
284 proposal reference section in each checklist.

**Table J.6-1a. New Orleans Technical Requirements – Narrative Response Required**

#	RFP Section	Statement of Requirement	Proposal Reference	Comply (Gov Use)
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 New Orleans MAA-specific services.		
3.	C.4.1	<p>The offeror shall describe the proposed system architecture for the New Orleans MAA reflecting the engineering data provided with this solicitation:</p> <p>(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 New Orleans MAA service requirements.</p> <p>(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.</p> <p>(h) The facilities that will be part of the proposed MAA network to include identification of ownership (e.g., offeror owned, subcontractor owned).</p>		

Table J.6-1b. New Orleans 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

Table J.6-1b. New Orleans Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		(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).
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-k)	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. Remote call forwarding is not a compliant solution for number portability. (j) Anonymous Call Rejection (k) Meet Me Conference for up to 400 participants.
9.	C.2.2.1.1.2 (p) (8) (p) (10)	All calls to voice mail that originate in the contractor's network shall be treated as on-net calls. For all business lines and off-premises switch-based voice service, the contractor shall provide voice mail with the following features: (8) For the New Orleans MAA RFP, the incoming message duration shall be 120 seconds (10) Provide, at a minimum, thirty minute storage capability for all incoming messages per individual voice mailbox.
10.	C.2.2.1.1.2.1 (j-n)	For non-ISDN business line service, the contractor shall provide the following features:

Table J.6-1b. New Orleans Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		<ul style="list-style-type: none"> <li>(j) Bridging Service</li> <li>(k) Call Trace</li> <li>(l) Customized Intercept and Recorded Announcement</li> <li>(m) Dual Service</li> <li>(n) Six-Way Conference Calling</li> </ul>
11.	C.2.2.1.1.2.2 (m-t)	<p>For non-ISDN off-premises switch-based voice service, the contractor shall provide the following features:</p> <ul style="list-style-type: none"> <li>(m) Attendant Multi-Line Hunt Group</li> <li>(n) Blocking Dialed Carrier Identification Code (CIC)</li> <li>(o) Bridging Service</li> <li>(p) Call Forward Remote Access</li> <li>(q) Call Trace</li> <li>(r) Customized Intercept and Recorded Announcement</li> <li>(s) Directed Call Pickup</li> <li>(t) Six-Way Conference Calling.</li> </ul>
12.	C.2.2.1.1.2.3 (c-e)	<p>For non-ISDN access to existing key systems, the contractor shall provide the following features:</p> <ul style="list-style-type: none"> <li>(c) Blocking Dialed Carrier Identification Code (CIC)</li> <li>(d) Call Trace</li> <li>(e) E911-Centralized Automatic Message Accounting (CAMA) Trunk (EIA/TIA-689)</li> </ul>
13.	C.2.2.1.1.2.4 (g-i)	<p>For non-ISDN access to existing PBX systems, the contractor shall provide the following features:</p> <ul style="list-style-type: none"> <li>(g) Blocking Dialed Carrier Identification Code (CIC)</li> <li>(h) Call Trace</li> <li>(i) E911-CAMA Trunk (EIA/TIA-689).</li> </ul>
14.	C.2.2.1.1.2.5 (a-l)	<p>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::</p> <ul style="list-style-type: none"> <li>(a) Additional Directory Number, i.e., Service Profile Identifier and Directory (SPID)</li> <li>(b) Authorization Codes</li> <li>(c) Billing Account Code –Verified</li> <li>(d) Billing Account Code – Unverified</li> <li>(e) Blocking Dialed Carrier Identification Code (CIC)</li> <li>(f) Bridging Service</li> <li>(g) Call Forwarding</li> <li>(h) Call Trace (e.g., *57)</li> <li>(i) Call Waiting</li> <li>(j) Customized Intercept and Recorded Announcement)</li> <li>(k) Six-way Conference Calling</li> <li>(l) Speed Calling.</li> </ul>
15.	C.2.2.1.1.2.6 (a-o)	<p>In addition to the features specified in Section C.2.2.1.1.2, the contractor shall</p>

Table J.6-1b. New Orleans Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		provide the following features for ISDN off-premises switch-based voice service: <ul style="list-style-type: none"> <li>(a) Additional Directory Number, i.e., SPID</li> <li>(b) Attendant Multi-Line Hunt Group</li> <li>(c) Authorization Codes</li> <li>(d) Billing Account Code –Verified</li> <li>(e) Billing Account Code – Unverified</li> <li>(f) Blocking Dialed Carrier Identification Code (CIC)</li> <li>(g) Bridging Service</li> <li>(h) Call Forward Remote Access</li> <li>(i) Call Restriction</li> <li>(j) Call Trace (e.g., *57)</li> <li>(k) Customized Intercept and Recorded Announcement</li> <li>(l) Directed Call Pickup</li> <li>(m) Distinctive Call Waiting Tones</li> <li>(n) Privacy</li> <li>(o) Six-way Conference Calling.</li> </ul>
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: <ul style="list-style-type: none"> <li>(a) Additional Directory Number, i.e., SPID</li> <li>(b) Authorization Codes</li> <li>(c) Blocking Dialed Carrier Identification Code (CIC)</li> <li>(d) Six-way Conference Calling.</li> </ul>
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: <ul style="list-style-type: none"> <li>(a) Backup of ISDN PRI Shared D Channel Capability</li> <li>(b) Blocking Dialed Carrier Identification Code (CIC)</li> <li>(c) DID</li> <li>(d) DID/DOD Two Way</li> <li>(e) DOD</li> <li>(f) DID Number Block Assignment and Maintenance</li> <li>(g) Tie Trunk</li> <li>(h) Six-Way Conference Calling.</li> </ul>
18.	C.4.1.2 E.2.1.1	The contractor shall submit a detailed, service-specific Cutover Test Plan, specifically tailored for New Orleans, 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: <ul style="list-style-type: none"> <li>(j) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks.</li> </ul>
20.	C.4.1.4 (a-f)	The New Orleans MAA Transition Plan shall include, but not be limited to, the following site specific information and activity descriptions:

**Table J.6-1b. New Orleans Stipulated Technical Requirements**

#	RFP Section	Statement of Requirement
		<p>(a) The proposed and/or existing overall network architecture including the types and capacity of the transmission and switching media, the transmission facility(is) configuration, the type of equipment used in the network and other required POPs which the contractor intends to use in providing the New Orleans service requirements (Maps, diagrams, data matrixes are acceptable formats)</p> <p>(b) Each proposed location (identified in Engineering Data, file circuits.EXE) to include: type and capacity of distribution facility proposed (e.g., cooper cable, fiber cable , 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)</p> <p>(c) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks</p> <p>(d) Number plan with an explanation of the dialing scheme, including access codes</p> <p>(e) Installation/service implementation schedule</p> <p>(f) Contingency activities to restore services.</p>
21.	C.4.1.4	The transition of all initial New Orleans MAA locations shall be completed within nine months after notice to proceed.
22.	C.4.1.4	The contractor shall provide a Final New Orleans MAA Transition Plan within 45 business days after notice to proceed.
23.	C.4.1.4	The Final New Orleans Transition Plan shall address the locations awarded to the contractor after completion of the fair consideration process for the initial New Orleans MAA locations.
24.	C.4.1.4	The Final New Orleans 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 New Orleans MAA service area as identified in Table B_5_4.

**Table J.6-1b. New Orleans Stipulated Technical Requirements**

289 **Technical Requirements Stipulation**

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291 \_\_\_\_\_ **agrees to comply with all requirements, terms**  
292 **(Company Name)**

293 **and conditions cited above. All requirements, terms and conditions cited above**

294 **remain unchanged and are in full force and effect.**

295 \_\_\_\_\_

296 \_\_\_\_\_

297 **Name and Title of Signer (Type or Print)**

298 \_\_\_\_\_

299 **Signature**

\_\_\_\_\_

**Date**

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**Table J.6-2a. New Orleans Management Requirements – Narrative Response Required**

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#	RFP Section	Statement of Requirement	Proposal Reference	Comply (Gov Use)
1.	G.1.2	The Contractor shall provide an organizational structure for the management and administration of the New Orleans Metropolitan Area Acquisition (MAA) contract.		
2.	G.1.2	The contractor shall identify a Program Manager and a Project Manager for the New Orleans MAA.		
3.	G.1.2	A list of all points of contact for the New Orleans 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 New Orleans MAA.		
5.	G.6 and L.20.1.2	The offeror shall provide a sample of all reports described in Section G.6 that were not submitted in the RQS proposal and any known format/content changes to the RQS samples specifically to be use in New Orleans.		
6.	C.4.1.1	The offeror shall illustrate its proposed approach to managing and controlling the operations of each proposed subcontractor.		

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**Table J.6-2b. New Orleans Stipulated Management Requirements**

#	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 New Orleans 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 New Orleans 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 New Orleans 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 ( <a href="http://www.bp.fed.gov">http://www.bp.fed.gov</a> ).
10.	G.3.8	The directories shall be delivered in bulk at one location at each customer site.

**Table J.6-2b. New Orleans Stipulated Management Requirements**

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**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. New Orleans Pricing Requirements –Narrative Response Required**

#	RFP Section	Statement of Requirement	Proposal Reference	Comply (Gov Use)
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 the 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	Reserved		
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.		

**Table J.6-3b. Stipulated New Orleans 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 PricesX.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 New Orleans 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	In Tables B.2.1-1, B.2.2-1, and B.3.1-1 where a price element is not appropriate due to unused NPANXX groups, the price entry shall be noted as “N/A.” “N/A” shall not be placed in any other price table.
18.	B.2.2	For the New Orleans MAA, all on-net and off-net voice and data 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.20.3.7	Where the proposed prices quoted are under an existing tariff, the prices are footnoted to indicate the applicable tariff and pages.
25.	L.20.3.8	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).
27.	B.1.2	For those service orders that span more than one fiscal year, the invoice shall reflect the price tables in effect for the period in which services are provided

**Table J.6-3b. Stipulated New Orleans Pricing Requirements**

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**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. New Orleans General Proposal Conformance Appraisal Checklist**

#	RFP Section	Statement of Requirement	Proposal Reference	Conform (Gov Use)
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 New Orleans MAA RFP Technical and Management IIB New Orleans MAA RFP Technical Literature III New Orleans MAA Price Proposal IV New Orleans MAA Business Proposal	N/A	
2.	L.19	The New Orleans 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 New Orleans 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 electronic copy of the text, figures, tables (including narrative and stipulated requirements), and forms within 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 hard copy original of the documentation specified in Section L.19 is also submitted and has been signed and dated as required.	N/A	
8.	L.19	As part of the electronic copy, the offeror shall include a "Readme" file that identifies each file and the file contents.	N/A	

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**Table J.6-5. New Orleans Technical and Management Proposal Conformance  
Appraisal Checklist**

#	RFP Section	Statement of Requirement	Proposal Reference	Conform (Gov Use)
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 New Orleans 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.6-1a Narrative Technical Requirements (b) Table J.6-1b Stipulated Technical Requirements (signed) (c) Table J.6-2a Narrative Management Requirements (d) Table J.6-2b Stipulated Management Requirements (signed)		
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 items provided in the hard copy version (including SF-33, stipulated requirements, Section K, etc.) agrees exactly with the electronic version.		
11	L.20.1	Includes corporate qualifications.		

**Table J.6-6. New Orleans Price Proposal Conformance Appraisal Checklist**

#	RFP Section	Statement of Requirement	Proposal Reference	Conform (Gov Use)
1.	L.19	An electronic copy of the completed New Orleans 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 New Orleans MAA Price Evaluation Tool.		
5.	L.20.3	Includes a narrative response for each pricing requirement in Table J.6-3a.		
6.	L.20.3	Includes (a) Table J.6-3a Narrative Pricing Requirements (b) Table J.6-3b Stipulated Pricing Requirements (signed).		
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.		

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**Table J.6-7. New Orleans Business Proposal Conformance Appraisal Checklist**

#	RFP Section	Statement of Requirement	Proposal Reference	Conform (Gov Use)
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 New Orleans 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 New Orleans MAA RFP.		
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.		

**Table J.6-7. New Orleans Business Proposal Conformance Appraisal Checklist**

#	RFP Section	Statement of Requirement	Proposal Reference	Conform (Gov Use)
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.		

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348 **J.7 SF-294--Subcontracting Report Form for Individual Contracts**

349 [Upon the offeror's request, the Contracting Officer will supply SF-294]

350 **J.8 SF-295--Summary Form for Quarterly Subcontract Reports**

351 [Upon the offeror's request, the Contracting Officer will supply SF-295]

352 **J.9 GSA Form 527--Contractor's Qualifications and Financial**  
353 **Information**

354 [Upon the offeror's request, the Contracting Officer will supply GSA Form 527]

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356	<b>J.10</b>	<b>Abbreviations and Acronyms</b>
357	<b>ABC</b>	Account Billing Code
358	<b>ACD</b>	Automatic Call Distributor
359	<b>ACO</b>	Administrative Contracting Officer
360	<b>ACT</b>	Accounting Control Transaction
361	<b>ADR</b>	Agency Designated Representative
362	<b>ADR</b>	Alternate Disputes Resolution
363	<b>AHC</b>	Agency Hierarchy Code
364	<b>ANI</b>	Automatic Number Identification
365	<b>ANSI</b>	American National Standards Institute
366	<b>ARS</b>	Automatic Route Selection
367	<b>ASCII</b>	American Standard Code of Information Interchange
368	<b>ATIS</b>	Alliance for Technology Information Standards
369	<b>ATM</b>	Asynchronous Transfer Mode
370	<b>ATMF</b>	Asynchronous Transfer Mode Forum
371	<b>bit (b)</b>	Binary digit
372	<b>B</b>	Byte
373	<b>BAC</b>	Billing Account Code
374	<b>BICSI</b>	Building Industry Consulting Services International
375	<b>BRI</b>	Basic Rate Interface
376	<b>BOC</b>	Bell Operating Company
377	<b>b/s</b>	Bits per second

378	<b>BSC</b>	Binary Synchronous Communications
379	<b>CAMA</b>	Centralized Automatic Message Accounting
380	<b>CAS</b>	Cost Accounting Standards
381	<b>CD</b>	Compact Disk
382	<b>CDR</b>	Call Detail Record
383	<b>CD-ROM</b>	Compact Disc-Read Only Memory
384	<b>CFR</b>	Code of Federal Regulations
385	<b>CIC</b>	Carrier Identification Code
386	<b>CLIN</b>	Contract Line Item Number
387	<b>CO</b>	Contracting Officer
388	<b>ComPAS</b>	Comparison of Publicly Available Service
389	<b>COS</b>	Class of Service
390	<b>COTR</b>	Contracting Officer's Technical Representative
391	<b>COTS</b>	Commercial Off The Shelf
392	<b>CPE</b>	Customer Premises Equipment
393	<b>CSDS</b>	Circuit Switched Data Service
394	<b>CSS</b>	Circuit Switched Services
395	<b>CSU</b>	Channel Service Unit
396	<b>DAT</b>	Digital Audio Tape
397	<b>DID</b>	Direct Inward Dial
398	<b>DOD</b>	Direct Outward Dial
399	<b>DP</b>	Dial Pulse
400	<b>DS0</b>	Digital Signal Level 0

401	<b>DS1</b>	Digital Signal Level 1
402	<b>DS3</b>	Digital Signal Level 3
403	<b>DSU</b>	Digital Service Units
404	<b>DTE</b>	Data Terminal Equipment
405	<b>DTMF</b>	Dual-Tone Multi-Frequency
406	<b>DTS</b>	Dedicated Transmission Service
407	<b>ECSA</b>	Exchange Carrier Standards Association
408	<b>EFT</b>	Electronic Funds Transfer
409	<b>EIA</b>	Electronic Industries Association
410	<b>EDI</b>	Electronic Data Interchange
411	<b>EPA</b>	Environmental Protection Agency
412	<b>EPCRA</b>	Emergency Planning and Community Right-to-Know Act
413	<b>ES</b>	Emerging Service
414	<b>ESF</b>	Extended Super Frame
415	<b>ETF</b>	Electronic Funds Transfer
416	<b>EUCL</b>	End User Common Line
417	<b>FAR</b>	Federal Acquisition Regulation
418	<b>FCC</b>	Federal Communications Commission
419	<b>FED-STD</b>	Federal Standard
420	<b>FIPS</b>	Federal Information Processing Standards
421	<b>FLSA</b>	Fair Labor Standards Act
422	<b>FPR</b>	Final Proposal Revision
423	<b>FR</b>	Frame Relay

424	<b>FTS</b>	Federal Technology Service
425	<b>FX</b>	Foreign Exchange
426	<b>G&amp;A</b>	General and Administrative
427	<b>GAO</b>	General Accounting Office
428	<b>GDR</b>	GSA Designated Representative
429	<b>GOS</b>	Grade of Service
430	<b>GSA</b>	General Services Administration
431	<b>GSAM</b>	General Services Administration Acquisition Manual
432	<b>GSII</b>	Government Services Information Infrastructure
433	<b>GUI</b>	Graphical User Interface
434	<b>IC/INC</b>	Interexchange Carrier/International Carrier
435	<b>ID</b>	Identification number
436	<b>IDDD</b>	International Direct Distance Dialing
437	<b>IDF</b>	Intermediate Distribution Frame
438	<b>IEEE</b>	Institute Electrical and Electronics Engineers
439	<b>IETF</b>	Internet Engineering Task Force
440	<b>ILEC</b>	Incumbent Local Exchange Carrier
441	<b>IMC</b>	Interagency Management Council
442	<b>IP</b>	Internet Protocol
443	<b>I.R.C.</b>	Internal Revenue Code
444	<b>IRS</b>	Internal Revenue Service
445	<b>ISDN</b>	Integrated Services Digital Network
446	<b>ITU</b>	International Telecommunications Union

447	<b>IXC</b>	Interexchange Carrier
448	<b>kB</b>	Kilobyte
449	<b>kHz</b>	Kilohertz
450	<b>kb/s</b>	Kilobits per second
451	<b>LAN</b>	Local Area Network
452	<b>LAPB</b>	Link Access Procedure Balanced
453	<b>LATA</b>	Local Access and Transport Area
454	<b>LEC</b>	Local Exchange Carrier
455	<b>LVS</b>	Local Voice Services
456	<b>MAA</b>	Metropolitan Area Acquisition
457	<b>MB</b>	Megabyte
458	<b>Mb/s</b>	Megabits per second
459	<b>MDF</b>	Main Distribution Frame
460	<b>MFJ</b>	Modified Final Judgment
461	<b>MOU</b>	Memorandum of Understanding
462	<b>MUX</b>	Multiplexer
463	<b>NA</b>	Not Available
464	<b>NANP</b>	North American Numbering Plan
465	<b>NBD</b>	Normal Business Day
466	<b>NCS</b>	National Communications System
467	<b>NECA</b>	National Exchange Carrier Association
468	<b>NFPA</b>	National Fire Protection Association
469	<b>NID</b>	Network Interface Device

470	<b>NII</b>	National Information Infrastructure (NII)
471	<b>NISPOM</b>	National Industry Security Program Operating Manual
472	<b>NIUF</b>	North American ISDN Users Forum
473	<b>NPA</b>	Numbering Plan Area
474	<b>NPR</b>	National Performance Review
475	<b>NS/EP</b>	National Security and Emergency Preparedness
476	<b>NSP</b>	Not Separately Priced
477	<b>NTMS</b>	National Telecommunications Management Structure
478	<b>OCD</b>	Operational Capability Demonstration
479	<b>ODC</b>	Other Direct Costs
480	<b>OMB</b>	Office of Management and Budget
481	<b>ONBD</b>	Outside Normal Business Day
482	<b>OSHA</b>	Occupational Safety and Health Administration
483	<b>PBS</b>	Public Building Service
484	<b>PBX</b>	Private Branch Exchange
485	<b>PC</b>	Personal Computer
486	<b>PCB</b>	Polychlorinated Biphenyl
487	<b>PCO</b>	Procuring Contracting Officer
488	<b>PDU</b>	Protocol Data Unit
489	<b>PIC</b>	Pre-subscribed Interexchange Carrier
490	<b>PICC</b>	Pre-subscribed Interexchange Carrier Charges
491	<b>PMM</b>	Price Management Mechanism
492	<b>POP</b>	Point of Presence

493	<b>PPA</b>	Pollution Prevention Act
494	<b>PPSN</b>	Public Packet Switched Network
495	<b>PRI</b>	Primary Rate Interface
496	<b>PSTN</b>	Public Switched Telephone Network
497	<b>PSS</b>	Packet Switched Service
498	<b>PUC</b>	Public Utilities Commission
499	<b>QS</b>	Qualification Statement
500	<b>RFC</b>	Request for Comments
501	<b>RFP</b>	Request for Proposal
502	<b>RQS</b>	Request For Qualification Statement
503	<b>SBU</b>	Sensitive But Unclassified
504	<b>SDB</b>	Small Disadvantaged Business
505	<b>SDP</b>	Service Delivery Point
506	<b>SDPID</b>	Service Delivery Point Identification
507	<b>SDS</b>	Switched Data Service
508	<b>SF</b>	Standard Form
509	<b>SIC</b>	Service Initiation Charge
510	<b>SMDI</b>	Station Message Desk Interface
511	<b>SMDS</b>	Switched Multi-megabit Data Service
512	<b>SMSI</b>	Simplified Message Service Interface
513	<b>SMTP</b>	Simple Mail Transfer Protocol
514	<b>SNA</b>	System Network Architecture
515	<b>SONET</b>	Synchronous Optical NETWORK

516	<b>SOW</b>	Statements of Work
517	<b>SPID</b>	Service Profile Identifier and Directory
518	<b>SS7</b>	Signaling System 7
519	<b>SVS</b>	Switched Voice Service
520	<b>TBD</b>	To Be Determined
521	<b>TCIF</b>	Telecommunications Industry Forum
522	<b>TCP</b>	Transmission Control Protocol
523	<b>TESP</b>	Telecommunications Electric Service Priority
524	<b>TIA</b>	Telecommunications Industries Association
525	<b>TIN</b>	Taxpayer Identification Number
526	<b>TSP</b>	Telecommunications Service Priority
527	<b>TSS</b>	Telecommunications Services Sector
528	<b>UCD</b>	Uniform Call Distribution
529	<b>UNI</b>	User-to-Network Interface
530	<b>U.S.C.</b>	United States Code
531	<b>USF</b>	Universal Service Fund
532	<b>V &amp; H</b>	Vertical and Horizontal
533	<b>VTs</b>	Video Teleconferencing Service
534	<b>WORM</b>	Write Once Read Many
535	<b>WOSB</b>	Women-Owned Small Business
536		

1 **Table of Contents**

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21 Section K  
22 **Representations, Certifications and Other Statements of**  
23 **Offerors**

24 **K.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

25 This contract incorporates one or more clauses by reference, with the same force and  
26 effect as if they were given in full text. Upon request, the Contracting Officer will make  
27 their full text available.

28	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
29 30 31 32	K.1.1	52.203-11	Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions (APR 1991)
33 34	K.1.2	52.222-21	Prohibition of segregated Facilities (FEB 1999)

35 **K.2 52.203-02 Certificate of Independent Price Determination (APR**  
36 **1985)**

- 37 (a) The offeror certifies that—
  - 38 (1) The prices in this offer have been arrived at independently without, for the  
39 purpose of restricting competition, any consultation, communication, or  
40 agreement with any other offeror or competitor relating to (i) those prices,  
41 (ii) the intention to submit an offer, or (iii) the methods or factors used to  
42 calculate the prices offered;
  - 43 (2) The prices in this offer have not been and will not be knowingly disclosed by  
44 the offeror, directly or indirectly, to any other offeror or competitor before bid  
45 opening (in the case of sealed bid solicitation) or contract award (in the case  
46 of a negotiated solicitation) unless otherwise required by law; and
  - 47 (3) No attempt has been made or will be made by the offeror to induce any other  
48 concern to submit or not to submit an offer for the purpose of restricting  
49 competition.
- 50 (b) Each signature on the offer is considered to be a certification by the signatory that  
51 the signatory—

- 52 (1) Is the person in the offeror’s organization responsible for determining the
- 53 prices being offered in the bid or proposal, and that the signatory has not
- 54 participated and will not participate in any action contrary to subparagraphs
- 55 (a)(1) through (a)(3) of this provision; or
- 56 (2) (i) Has been authorized, in writing, to act as an agent for the following
- 57 principals in certifying that those principals have not participated, and will
- 58 not participate in any action contrary to subparagraphs (a)(1) through
- 59 (a)(3) of this provision \_\_\_\_\_ *[insert*
- 60 *full name of person(s) in the offeror’s organization responsible for*
- 61 *determining the prices offered in this bid or proposal, and the title of his*
- 62 *or her position in the offeror’s organization]*;
- 63 (ii) As an authorized agent, does certify that the principals named in
- 64 subdivision (b)(2)(i) above have not participated, and will not participate,
- 65 in any action contrary to subparagraphs (a)(1) through (a)(3) of this
- 66 provision; and
- 67 (iii) As an agent, has not personally participated, and will not participate, in
- 68 any action contrary to subparagraphs (a)(1) through (a)(3) of this
- 69 provision.
- 70 (c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must
- 71 furnish with its offer a signed statement setting forth in detail the circumstances
- 72 of the disclosure.

**K.3 52.204-03 Taxpayer Identification (OCT 1998)**

- 74 (a) *Definitions.*
- 75 “Common parent,” as used in this solicitation provision, means that corporate
- 76 entity that owns or controls an affiliated group of corporations that files its
- 77 Federal income tax returns on a consolidated basis, and of which the offeror is a
- 78 member.
- 79 “Taxpayer Identification Number (TIN),” as used in this provision, means the
- 80 number required by the IRS to be used by the offeror in reporting income tax and
- 81 other returns. The TIN maybe either a Social Security Number or an Employee
- 82 Identification Number.
- 83 (b) All offerors must submit the information required in paragraphs (d) through (f) of
- 84 this provision to comply with debt collection requirements of 31 U.S.C. 7701(c)
- 85 and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and
- 86 implementing regulations issued by the Internal Revenue Service (IRS). If the
- 87 resulting contract is subject to the payment reporting requirements described in
- 88 Federal Acquisition Regulation (FAR) 4.904, the failure or refusal by the offeror

89 to furnish the information may result in a 31 percent reduction of payments  
90 otherwise due under the contract.

91 (c) The TIN may be used by the Government to collect and report on any delinquent  
92 amounts arising out of the offeror’s relationship with the Government (31 U.S.C.  
93 7701(c)(3)). If the resulting contract is subject to the payment reporting  
94 requirements described in FAR 4.904, the TIN provided hereunder may be  
95 matched with IRS records to verify the accuracy of the offeror’s TIN.

96 (d) *Taxpayer Identification Number (TIN).*

- 97  TIN: \_\_\_\_\_.
- 98  TIN has been applied for.
- 99  TIN is not required because:
  - 100  Offeror is a nonresident alien, foreign corporation, or foreign
  - 101 partnership that does not have income effectively connected with the
  - 102 conduct of a trade or business in the U.S. and does not have an office or
  - 103 place of business or a fiscal paying agent in the U.S.;
  - 104  Offeror is an agency or instrumentality of a foreign Government;
  - 105  Offeror is an agency or instrumentality of the Federal, Government;

106 (e) *Type of Organization.*

- 107  Sole proprietorship;
- 108  Partnership;
- 109  Corporate entity (not tax-exempt);
- 110  Corporate entity (tax-exempt);
- 111  Government entity (Federal, State, or local);
- 112  Foreign government;
- 113  International organization per 26 CFR 1.6049-4;
- 114  Other \_\_\_\_\_.

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- (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

148 (C) Are  are not  presently indicted for, or otherwise criminally or  
149 civilly charged by a Governmental entity with, commission of any of  
150 the offenses enumerated in subdivision (a)(1)(i)(B) of this provision.

151 (ii) The offeror has  has not , within a 3-year period preceding this  
152 offer, had one or more contracts terminated for default by any Federal  
153 agency.

154 (2) "Principals," for the purposes of this certification, means officers; directors;  
155 owners; partners; and, persons having primary management or supervisory  
156 responsibilities within a business entity (e.g., general manager; plant manager;  
157 head of a subsidiary, division, or business segment, and similar positions).

158 THIS CERTIFICATION CONCERNS A MATTER WITHIN THE  
159 JURISDICTION OF AN AGENCY OF THE UNITED STATES AND THE  
160 MAKING OF A FALSE, FICTITIOUS, OR FRAUDULENT  
161 CERTIFICATION MAY RENDER THE MAKER SUBJECT TO  
162 PROSECUTION UNDER SECTION 1001, TITLE 18, U.S.C.

163 (b) The offeror shall provide immediate written notice to the CO if, at any time  
164 prior to contract award, the offeror learns that its certification was erroneous  
165 when submitted or has become erroneous by reason of change of  
166 circumstances.

167 (c) A certification that any of the items in paragraph (a) of this provision exist  
168 will not necessarily result in withholding of an award under this solicitation.  
169 However, the certification will be considered in connection with a  
170 determination of the offeror's responsibility. Failure of the offeror to furnish  
171 a certification or provide such additional information as requested by the CO  
172 may render the offeror non responsible.

173 (d) Nothing contained in the foregoing shall be construed to require establishment  
174 of a system of records in order to render, in good faith, the certification  
175 required by paragraph (a) of this provision. The knowledge and information  
176 of an offeror is not required to exceed that which is normally possessed by a  
177 prudent person in the ordinary course of business dealings.

178 (e) The certification in paragraph (a) of this provision is a material representation  
179 of fact upon which reliance was placed when making award. If it is later  
180 determined that the offeror knowingly rendered an erroneous certification, in  
181 addition to other remedies available to the Government, the CO may  
182 terminate the contract resulting from this solicitation for default.

183 **K.6 52.215-06 Place of Performance (OCT 1977)**

184 (a) The offeror or quoter, in the performance of any contract resulting from this  
185 solicitation,  intends,  does not intend (check applicable block) to use one or

186 more plants or facilities located at a different address from the address of the  
187 offeror or quoter as indicated in the proposal or quotation.

188 (b) If the offeror or quoter checks "intends" in paragraph (a) above, it shall insert in  
189 the spaces provided below the required information:

190	Place of Performance	Name and Address of Owner
191	(Street, Address, City	and Operator of the Plant or
192	County, State, Zip Code)	Facility if Other than Offeror
193		or Quoter
194	_____	_____
195	_____	_____
196	_____	_____

197 **K.7 52.219-01 Small Business Program Representation (MAY 1999)**

198 (a) (1) The Standard Industrial Classification Code for this acquisition is 4813.

199 (2) The small business size standard is 1,500 employees.

200 (3) The small business size standard for a concern which submits an offer in its  
201 own name, other than on construction or service contract, but which proposes  
202 to furnish a product which it did not itself manufacture, is 500 employees.

203 (b) *Representations*

204 (1) The offeror represents and certifies as part of its offer that it  is,  is not a  
205 small business concern.

206 (2) (Complete only if offeror represented itself as a small business concern in  
207 block (b)(1) of this section.) The offeror represents as part of its offer that it  
208  is,  is not a small disadvantaged business concern.

209 (3) (Complete only if offeror represented itself as a small business concern in  
210 block (b)(1) of this section.) The offeror represents as part of its offer that it  
211  is,  is not a women-owned small business concern.

212 (c) *Definitions.*

213 "Joint venture," for purposes of a small disadvantaged business (SDB) set-aside  
214 or price evaluation preference (as prescribed at 13 CFR 124.321), is a concern  
215 that is owned and controlled by one or more socially and economically  
216 disadvantaged individuals entering into a joint venture agreement with one or  
217 more business concerns and is considered to be affiliated for size purposes with  
218 such other concern(s). The combined annual receipts or employees of the  
219 concerns entering into the joint venture must meet the applicable size standard  
220 corresponding to the Standard Industrial Classification Code designated for the  
221 contract. The majority of the venture's earnings must accrue directly to the

222 socially and economically disadvantaged individuals in the SDB concern(s) in  
 223 the joint venture. The percentage of the ownership involvement in a joint venture  
 224 by disadvantaged individuals must be at least 51 percent.

225 “Small business concern,” as used in this provision, means a concern, including  
 226 its affiliates, that is independently owned and operated, not dominant in the field  
 227 of operation in which it is bidding on Government contracts, and qualified as a  
 228 small business under the criteria in 13 CFR Par 121 and the size standard in  
 229 paragraph (a) of this provision.

230 “Small disadvantaged business concern,” as used in this provision, means a small  
 231 business concern that (1) is at least 51 percent unconditionally owned by one or  
 232 more individuals who are both socially and economically disadvantaged, or a  
 233 publicly owned business having at least 51 percent of its stock unconditionally  
 234 owned by one or more socially and economically disadvantaged individuals, and  
 235 (2) has its management and daily business controlled by one or more such  
 236 individuals. This term also means a small business concern that is at least  
 237 51 percent unconditionally owned by an economically disadvantaged Indian tribe  
 238 or Native Hawaiian Organization, or a publicly owned business having at least  
 239 51 percent of its stock unconditionally owned by one or more of these entities,  
 240 which has its management and daily business controlled by members of an  
 241 economically disadvantaged Indian tribe or Native Hawaiian Organization, and  
 242 which meets the requirements of 13 CFR Part 124.

243 “Women-owned small business concern,” as used in this provision, means a small  
 244 business concern—

- 245 (1) Which is at least 51 percent owned by one or more women or, in the case of  
 246 any publicly owned business, at least 51 percent of the stock of which is  
 247 owned by one or more women; and
- 248 (2) Whose management and daily business operations are controlled by one or  
 249 more women.

250 (d) *Notice*

251 (1) If this solicitation is for supplies and has been set aside, in whole or in part,  
 252 for small business concerns, then the clause in this solicitation providing  
 253 notice of the set-aside contains restrictions on the source of the end items to  
 254 be furnished.

255 (2) Under 15 U.S.C. 645(d), any person who misrepresents a firm’s status as a  
 256 small or small disadvantaged business concern in order to obtain a contract to  
 257 be awarded under the preference programs established pursuant to sections  
 258 8(a) 8(d), 9, or 15 of the Small Business Act or any other provision of Federal  
 259 law that specifically references section 8(d) for a definition of program  
 260 eligibility, shall—

- 261 (i) Be punished by imposition of fine, imprisonment, or both;  
 262 (ii) Be subject to administrative remedies, including suspension and  
 263 debarment; and  
 264 (iii) Be ineligible for participation in programs conducted under the authority  
 265 of the Act.

266 **K.8 52.222-22 Previous Contract and Compliance Reports (FEB 1999)**

267 The offeror represents that:

- 268 (a) It  has,  has not, participated in a previous contract or subcontract subject to  
 269 the Equal Opportunity clause of this solicitation.  
 270 (b) It  has,  has not, filed all required compliance reports; and  
 271 (c) Representations indicating submission of required compliance reports, signed by  
 272 proposed subcontractors, will be obtained before subcontract awards.

273 **K.9 52.222-25 Affirmative Action Compliance (APR 1984)**

274 The offeror represents that (a) it  has developed and has on file,  has not developed  
 275 and does not have on file, at each establishment, affirmative action programs required by the  
 276 rules and regulations of the Secretary of Labor (41 CFR 60-1 and 60-2) or, (b) it  has not  
 277 previously had contracts subject to the written affirmative action programs requirement of  
 278 the rules and regulations of the Secretary of Labor.

279 **K.10 52.223-01 Clean Air and Water Certification (APR 1984)**

280 The offeror certifies that—

- 281 (a) Any facility to be used in the performance of this proposed contract is , is not   
 282 listed on the Environmental Protection Agency (EPA) List of Violating Facilities;  
 283 (b) The offeror will immediately notify the Contracting Officer, before award, of the  
 284 receipt of any communication from the Administrator, or a designee, of the EPA,  
 285 indicating that any facility that the offeror proposed to use for the performance of  
 286 the contract is under consideration to be listed on the EPA list of Violating  
 287 Facilities; and  
 288 (c) The offeror will include a certification substantially the same as this certification  
 289 including this paragraph (c) in every nonexempt subcontract.

290 **K.11 52.223-13 Certification of Toxic Chemical Release Reporting (OCT  
 291 1996)**

- 292 (a) The offeror, by signing this offer, certifies that—  
 293 (NOTE: The offeror must check the appropriate box(es).)

- 294                     (1) To the best of its knowledge and belief, it is not subject to the filing and
- 295                    reporting requirements described in Emergency Planning and
- 296                    Community Right-to-Know act of 1986 (EPCRA) sections 313(a) and
- 297                    (g) and Pollution Prevention Act of 1990 (PPA) section 6607 because
- 298                    none of its owned or operated facilities to be used in the performance of
- 299                    this contract currently—
- 300                     (i)    Manufacture, process or otherwise use any toxic chemicals listed
- 301                    under section 313(c) of EPCRA, 42 U.S.C. 11023 (c).
- 302                     (ii)    Have 10 or more full-time employees as specified in
- 303                    section 313(b)(1)(A) of EPCRA, 42 U.S.C. 11023(b)(1)(A).
- 304                     (iii)    Meet the reporting thresholds of toxic chemicals established
- 305                    under section 313(f) of EPCRA, 42 U.S.C. 11023(f) (including
- 306                    the alternate thresholds at 40 CFR 372.27, provided an
- 307                    appropriate certification form has been filed with EPA).
- 308                     (iv)    Fall within Standard Industrial Classification Code designations
- 309                    20 through 39 as set forth in FAR section 19.102.
- 310                     (2) If awarded a contract resulting from this solicitation, its owned or
- 311                    operated facilities to be used in the performance of this contract, unless
- 312                    otherwise exempt, will file and continue to file for the life of the
- 313                    contract the Toxic Chemical Release Inventory Form (Form R) as
- 314                    described in EPCRA sections 313(a) and (g) and PPA section 6607 (42
- 315                    U.S.C. 13106).
- 316                    (b) Submission of this certification is a prerequisite for making or entering into this
- 317                    contract imposed by Executive Order 12969, August 8, 1995 (60 FR 40989-
- 318                    40992).

319 **K.12 52.225-01 Buy American Certificate (DEC 1989)**

320 The offeror certifies that each end product, except those listed below, is a domestic end  
321 product (as defined in the clause entitled "Buy American Act - Supplies"), and that  
322 components of unknown origin are considered to have been mined, produced, or  
323 manufactured outside the United States.

<i>Country of Origin</i>	<i>Excluded End Products</i>
_____	_____
_____	_____
_____	_____

(List as necessary)

329 Offerors may obtain from the Contracting Officer lists of articles, materials, and supplies  
330 excepted from the Buy American Act.

331 **K.13 52.227-06 Royalty Information (APR 1984)**

332 (a) *Cost or charges for royalties.* When the response to the solicitation contains  
333 costs or charges for royalties totaling more than \$250, the following information  
334 shall be included in the response relating to each separate item of royalty or  
335 license fee:

- 336 (1) Name and address of licensor.
- 337 (2) Date of license agreement.
- 338 (3) Patent numbers, patent applications serial numbers, or other basis on which
- 339 the royalty is payable.
- 340 (4) Brief description, including any part or model numbers of each contract item
- 341 or component on which the royalty is payable.
- 342 (5) Percentage or dollar rate of royalty per unit.
- 343 (6) Unit price of contract item.
- 344 (7) Number of units.
- 345 (8) Total dollar amount of royalties.

346 (b) *Copies of current licenses.* In addition, if specifically requested by the  
347 Contracting Officer before execution of the contract, the offeror shall furnish a  
348 copy of the current license agreement and an identification of applicable claims or  
349 specific patents.

350 **K.14 552.225-8 Buy American Act -- Trade Agreements -- Balance Of**  
351 **Payments Program Certificate (Sep 1999) (Deviation Far 52.225-8)**

352 (a) The Offeror, by signing this offer, certifies that each end product to be delivered  
353 under this contract is a U.S. made end product, a designated country end product, a  
354 Caribbean Basin country end product, a Canadian end product or a Mexican end  
355 product as defined in the clause entitled "Buy American Act -- Trade Agreements --  
356 Balance of Payments Program" at 48 CFR 552.225-9.

357 (b) Offers will be evaluated in accordance with Subpart 25.4 of the Federal  
358 Acquisition Regulation except that offers of U.S. made end products, designated  
359 country end products, Caribbean Basin end products, Canadian end products, or  
360 Mexican end products shall be evaluated without the restrictions of the Buy  
361 American Act or the Balance of Payments Program.

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39 **Section L**40 **Instructions, Conditions and Notices to Offerors**41 **L.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

42 This contract incorporates one or more clauses by reference, with the same force and  
 43 effect as if they were given in full text. Upon request, the Contracting Officer will make  
 44 their full text available.

45	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
46	L.1.1	52.214-34	Submission of Offers in the English
47			Language (APR 1991)
48	L.1.2	52.214-35	Submission of Offers in U.S. Currency
49			(APR 1991)
50	L.1.3	52.222-24	Preaward On-Site Equal Opportunity
51			Compliance Review (FEB 1999)
52	L.1.4	52.237-01	Site Visit (APR 1984)
53	L.1.5	52.216-27	Single or Multiple Awards (OCT 1995)

54 **L.2 Federal Acquisition Regulation (FAR) Clauses**55 **L.2.1 52.233-2 Service of Protest (AUG 1996)**

56 (a) Protests, as defined in Section 33.101 of the Federal Acquisition Regulation (FAR),  
 57 that are filed directly with an agency, and copies of any protests that are filed with the  
 58 General Accounting Office (GAO), shall be served on the Contracting Officer by  
 59 obtaining a written and dated acknowledgment of receipt from the Contracting  
 60 Officer at the address listed in Block 7 on Standard Form 33.

61 (b) The copy of any protest shall be received in the office designated above within one  
 62 day of filing a protest with the GAO.

63 **L.2.2 52.211-3 Availability of Specifications Not Listed in the GSA Index of Federal  
 64 Specifications, Standards and Commercial Item Descriptions (JUN 1988)**

65 The specifications cited in this solicitation may be obtained from the PCO. The requester  
 66 should identify the solicitation number and the specification requested by date, title, and  
 67 number, as cited in the solicitation.

68 **L.3 General Services Administration Manual (GSAM) Clauses**

69 **L.3.1 552.219-71 Notice to Offerors of Subcontracting Plan Requirements**  
70 **(SEP 1999)**

71 The General Services Administration (GSA) is committed to assuring that maximum  
72 practicable opportunity is provided to small, HUBZone small, small disadvantaged, and  
73 women-owned small business concerns to participate in the performance of this contract  
74 consistent with its efficient performance. GSA expects any subcontracting plan submitted  
75 pursuant to FAR 52.219-9, Small Business Subcontracting Plan, to reflect this commitment.  
76 Consequently, an offeror, other than a small business concern, before being awarded a  
77 contract exceeding \$500,000 (\$1,000,000 for construction), must demonstrate that its  
78 subcontracting plan represents a creative and innovative program for involving small,  
79 HUBZone small, small disadvantaged, and women-owned small business concerns as  
80 subcontractors in the performance of this contract.

81 **L.3.2 552.219-72 Preparation, Submission, and Negotiation of Subcontracting Plans**  
82 **(SEP 1999)**

- 83 (a) An offeror, other than a small business concern, submitting an offer that exceeds  
84 \$500,000 (\$1,000,000 for construction) shall submit a subcontracting plan with its  
85 initial offer. The subcontracting plan will be negotiated concurrently with price  
86 and any required technical and management proposals, unless the offeror submits  
87 a previously-approved commercial products plan.
- 88 (b) Maximum practicable utilization of small, HUBZone small, small disadvantaged,  
89 and women-owned small business concerns as subcontractors is a matter of  
90 national interest with both social and economic benefits. The General Services  
91 Administration (GSA) expects that an offeror's subcontracting plan will reflect a  
92 commitment to assuring that small, HUBZone small, small disadvantaged, and  
93 women-owned small business concerns are provided the maximum practicable  
94 opportunity, consistent with efficient contract performance, to participate as  
95 subcontractors in the performance of the resulting contract. An offeror submitting  
96 a commercial products plan can reflect this commitment through subcontracting  
97 opportunities it provides that relate to the offeror's production generally; i.e., for  
98 both its commercial and Government business.
- 99 (c) GSA believes that this potential contract provides significant opportunities for the  
100 use of small, HUBZone small, small disadvantaged, and women-owned small  
101 business concerns as subcontractors. Consequently, in addressing the eleven  
102 elements described at FAR 52.219-9(d) of the clause in this contract entitled  
103 Small Business Subcontracting Plan, the offeror shall:

- 104 (1) Demonstrate that its subcontracting plan represents a creative and innovative  
 105 program for involving small, HUBZone small, small disadvantaged, and  
 106 women-owned small business concerns in performing the contract.
- 107 (2) Include a description of the offeror's subcontracting strategies used in any  
 108 previous contracts, significant achievements, and how this plan will build  
 109 upon those earlier achievements.
- 110 (3) Demonstrate through its plan that it understands the small business  
 111 subcontracting program's objectives and GSA's expectations, and it is  
 112 committed to taking those actions necessary to meet these goals or  
 113 objectives.
- 114 (d) In determining the acceptability of any subcontracting plan, the Contracting  
 115 Officer will take each of the following actions:
- 116 (1) Review the plan to verify that the offeror demonstrates an understanding of  
 117 the small business subcontracting program's objectives and GSA's  
 118 expectations with respect to the program and has included all the  
 119 information, goals, and assurances required by FAR 52.219-9.
- 120 (2) Consider previous goals and achievements of contractors in the same  
 121 industry.
- 122 (3) Consider information and potential sources obtained from agencies  
 123 administering national and local preference programs and other advocacy  
 124 groups in evaluating whether the goals stated in the plan adequately reflect  
 125 the anticipated potential for subcontracting to small, HUBZone small, small  
 126 disadvantaged, and women-owned small business concerns.
- 127 (4) Review the offeror's description of its strategies, historical performance and  
 128 significant achievements in placing subcontracts for the same or similar  
 129 products or services with small, HUBZone small, small disadvantaged, and  
 130 women-owned small business concerns. The offeror's description can apply  
 131 to commercial as well as previous Government contracts.
- 132 (e) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a  
 133 plan within the time specified by the Contracting Officer shall make the offeror  
 134 ineligible for award.

135 **L.3.3 552.233-70 Protests Filed Directly with the General Services Administration**  
 136 **(SEP 1999)**

- 137 (a) The following definitions apply in this provision:  
 138 "Agency Protest Official for GSA" means the official in the Office of Acquisition  
 139 Policy designated to review and decide procurement protests filed with GSA.

- 140 “Deciding official” means the person chosen by the protester to decide the agency  
141 protest. The deciding official may be either the Contracting Officer or the  
142 Agency Protest Official.
- 143 (b) The filing time frames in FAR 33.103(e) apply. An agency protest is filed when  
144 the protest complaint is received at the location the solicitation designates for  
145 serving protests. GSA’s hours of operation are 8:00 a.m. to 4:30 p.m. Protests  
146 delivered after 4:30 p.m. will be considered received and filed the following  
147 business day.
- 148 (c) A protest filed directly with the General Services Administration (GSA) must:
- 149 (1) Indicate that it is a protest to the agency.
- 150 (2) Be filed with the Contracting Officer.
- 151 (3) State whether the protester chooses to have the Contracting Officer or the  
152 Agency Protest Official for GSA decide the protest. If the protest is silent on  
153 this matter, the Contracting Officer will decide the protest.
- 154 (4) Indicate whether the protester prefers to make an oral presentation, a written  
155 presentation, or an oral presentation confirmed in writing, of arguments in  
156 support of the protest to the deciding official.
- 157 (5) Include the information required by FAR 33.103(d)(2):
- 158 (i) Name, address, fax number, and telephone number of the protester.
- 159 (ii) Solicitation or contract number.
- 160 (iii) Detailed statement of the legal and factual grounds for the protest, to  
161 include a description of resulting prejudice to the protester.
- 162 (iv) Copies of relevant documents.
- 163 (v) Request for a ruling by the agency.
- 164 (vi) Statement as to the form of relief requested.
- 165 (vii) All information establishing that the protester is an interested party for  
166 the purpose of filing a protest.
- 167 (viii) All information establishing the timeliness of the protest (see paragraph  
168 (b) of this provision).
- 169 (d) An interested party filing a protest with GSA has the choice of requesting either  
170 that the Contracting Officer or the Agency Protest Official for GSA decide the  
171 protest.
- 172 (e) The decision by the Agency Protest Official for GSA is an alternative to a decision  
173 by the Contracting Officer. The Agency Protest Official for GSA will not  
174 consider appeals from the Contracting Officer’s decision on an agency protest.

- 175 (f) The deciding official must conduct a scheduling conference with the protester  
176 within three (3) days after the protest is filed. The scheduling conference will  
177 establish deadlines for oral or written arguments in support of the agency protest  
178 and for agency officials to present information in response to the protest issues.  
179 The deciding official may hear oral arguments in support of the agency protest at  
180 the same time as the scheduling conference, depending on availability of the  
181 necessary parties.
- 182 (g) Oral conferences may take place either by telephone or in person. Other parties  
183 (e.g., representatives of the program office) may attend at the discretion of the  
184 deciding official.
- 185 (h) The following procedures apply to information submitted in support of or in  
186 response to an agency protest:
- 187 (1) The protester and the agency have only one opportunity to support or explain  
188 the substance of the protest (either orally, in writing, or orally confirmed in  
189 writing).
- 190 (2) GSA procedures do not provide for any discovery.
- 191 (3) The deciding official has discretion to request additional information from  
192 either the agency or the protester. However, the deciding official will normally  
193 decide protests on the basis of information provided by the protester and the  
194 agency.
- 195 (4) The parties are encouraged, but not required, to exchange information  
196 submitted to the Agency Protest Official for GSA.
- 197 (5) Any written response by the agency to the protest must be filed with the  
198 deciding official within five (5) days after the filing of the protest.
- 199 (6) Any additional information that either party wants to submit in writing after  
200 one-time oral arguments in support of the agency protest, must be received by  
201 the deciding official within two (2) days after the date of the oral arguments.
- 202 (i) The deciding official will resolve the protest through informal presentations or  
203 meetings to the maximum extent practicable.
- 204 (j) An interested party may represent itself or be represented by legal counsel. GSA  
205 will not reimburse the party for any legal fees related to the agency protest.
- 206 (k) GSA will stay award or suspend contract performance in accordance with FAR  
207 33.103(f). The stay or suspension, unless over-ridden, remains in effect until the  
208 protest is decided, dismissed, or withdrawn.
- 209 (l) The deciding official will make a best effort to issue a decision on the protest  
210 within twenty-eight (28) days after the filing date. The decision may be oral or  
211 written. If the decision is communicated orally to the protester, the deciding  
212 official will confirm in writing within three (3) days after the decision.

213 (m) GSA may dismiss or stay proceedings on an agency protest if a protest on the  
214 same or similar basis is filed with a protest forum outside of GSA.

215 **L.3.4 Authorized Deviations In Provisions (DEVIATION FAR 52.252-5) (SEP 1999)**

216 (a) Deviations to FAR provisions.

217 (1) This solicitation indicates any authorized deviation to a Federal Acquisition  
218 Regulation (48 CFR Chapter 1) provision by the addition of  
219 "(DEVIATION)" after the date of the provision, if the provision is not  
220 published in the General Services Administration Acquisition Regulation (48  
221 CFR Chapter 5).

222 (2) This solicitation indicates any authorized deviation to a Federal Acquisition  
223 Regulation (FAR) provision that is published in the General Services  
224 Administration Acquisition Regulation by the addition of "(DEVIATION  
225 (FAR provision no.))" after the date of the provision.

226 (b) Deviations to GSAR provisions. This solicitation indicates any authorized  
227 deviation to a General Services Administration Acquisition Regulation provision  
228 by the addition of "(DEVIATION)" after the date of the provision.

229 **L.4 Reserved**

230 **L.5 Solicitation Copies and Enclosures**

231 An electronic version of this solicitation is available on the MAA Website  
232 (<http://www.gsa.gov/maa>).

233 **L.6 Point of Contact for Information**

234 The contact responsible for supplying additional information and answering inquiries is  
235 the Procuring Contracting Officer (PCO).

236 (a) Formal communications, such as requests for clarification and/or information  
237 concerning this solicitation, shall be submitted in writing to the following:

238 General Services Administration  
239 Attention: **Clare T. McFadden**, Procuring Contracting Officer  
240 Mail Stop Z397  
241 7525 Colshire Drive  
242 McLean, VA 22102-7400

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(b) Questions/comments may also be submitted electronically to GSA's Internet mail address at *clare.mcfadden@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*.

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(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.

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(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:

261

Clare T. McFadden, Procuring Contracting Officer

262

(703) 610-1573

263

264

(e) Inquiries are to be submitted in writing. Inquiries may be submitted by facsimile to the following:

265

Attn.: Clare T. McFadden, Procuring Contracting Officer

266

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.

267

## **L.7 Interpretation of RFP Requirements**

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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.

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## **L.8 Identification of Restricted Rights in Computer Software**

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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

278 state the nature of the proposed restrictions. A listing of such software shall be attached to  
279 and be included as part of the Technical and Management Proposal. If no such computer  
280 software is identified in the proposal, it will be assumed by the Government that it has  
281 unlimited rights.

## 282 **L.9 Incurring Costs**

283 Costs shall not be incurred in the anticipation of receiving reimbursement from the  
284 Government without the written authorization of the Administrative Contracting Officer  
285 (ACO).

## 286 **L.10 Amendments to the Proposal**

287 All proposal revisions/updates must meet the following criteria:

- 288 (a) Submit changes in the same hard copy and electronic copy quantities as required for  
289 the initial proposal submission.
- 290 (b) At the Government's discretion, offerors may be required to use differently colored  
291 paper for hard copies of modified pages.
- 292 (c) Submit hard copy changes as complete change pages. Changes shall be indicated by  
293 change bars (vertical lines adjacent to the change in the right margin) generated by  
294 the word processing software to indicate any change that has been made.
- 295 (d) Include the date of the modification in the lower right hand corner at the bottom of  
296 the respective page. For inserted pages, number each page using an alphanumeric  
297 designator (e.g., 1, 1a, 1b, 2, 3, if two pages are inserted between pages 1 and 2).
- 298 (e) Modifications of a proposal are subject to FAR Clause 52.215-10, *Late Submissions,*  
299 *Modifications, and Withdrawals of Proposals.*

## 300 **L.11 Prime Contractor Responsibilities**

301 Offerors are strongly encouraged to include in their proposals other sources of supply  
302 when such inclusions provide the Government a lower overall cost. However, the offeror  
303 shall be the prime contractor for procurement of the services offered. The offeror alone shall  
304 be held responsible by the Government for performance of all contractor obligations under  
305 any contract resulting from its proposal. The Government, in turn, shall render payment of  
306 any and all charges solely to the prime contractor.

307 The offeror is reminded that any resultant contract will not create any contractual  
308 relationship between the Government and any eventual subcontractors.

## 309 **L.12 Security Requirements**

310 Performance under the contemplated contract may require the contractor to have access  
311 to information classified “Top Secret.” Therefore, upon award, the successful offeror may be  
312 required to obtain the appropriate personnel and facility clearances to have access to such  
313 information. The customer organization shall initiate and coordinate the clearance request.  
314 If the contractor is not granted “Top Secret” clearance within a reasonable period of time, the  
315 Government may terminate the contract.

316 Information about obtaining the security clearances set forth herein may be obtained from  
317 the following organization:

318 Defense Investigative Service Clearance Office  
319 P.O. Box 2499  
320 Columbus, OH 43216-5006  
321 (614) 692-3176

## 322 **L.13 Alternate Proposals**

### 323 **L.13.1 Multiple Proposals**

324 Offerors may submit more than one proposal in response to this solicitation provided that  
325 each proposal addresses and meets all requirements specified herein. If alternate proposals  
326 are submitted, each proposal must be clearly labeled and identified on the cover page of each  
327 separate document, and the reason for each alternate and its comparative benefits shall be  
328 explained. Each page of each proposal shall identify the proposal to which it belongs. Each  
329 proposal must be a complete offer in and of itself. Each proposal submitted will be evaluated  
330 on its own merits. The Government will not accept or evaluate proposals for other than  
331 requirements identified in this Request for Proposal (RFP).

### 332 **L.13.2 Focused Alternatives**

333 Alternate proposals aimed at satisfying specific elements of the Government’s overall  
334 requirements in a unique or alternative manner will be permitted if accompanied by and fully  
335 cross-referenced to a fully compliant proposal. Each alternate proposal will be evaluated on  
336 its focused proposed solutions and the common solutions of the fully compliant proposal that  
337 accompanies it.

## 338 **L.14 Delivery of Proposal**

339 (a) **Markings.** It is important that the outer envelope or wrapping of each offer be  
340 addressed as shown below. Failure to properly address the outer cover could cause  
341 an offer to be misdirected.

342 (1) Offeror's Return Address

343 (2) Contracting Officer's Address:

344 General Services Administration

345 Attn: **Clare T. McFadden**, MAA Procuring Contracting Officer

346 Mail Stop Z397

347 **Solicitation Number: TQD-NO-00-1018**

348 7525 Colshire Drive

349 McLean, VA 22102-7400

350 (3) **DO NOT OPEN IN MAIL ROOM**

351 (4) **TO BE OPENED BY PROCURING CONTRACTING OFFICER ONLY**

352 **L.15 Disposition of Unclassified Drawings and Specifications**

353 Any drawings, specifications, and other material furnished by the Government in  
354 connection with this solicitation need not be returned to the Government, except as noted.

355 **L.16 Proposal Preparation Costs**

356 This RFP does not commit the Government to pay any cost for the preparation and  
357 submission of a proposal(s) in response to this RFP. The PCO is the only individual who can  
358 legally commit the Government to the expenditure of public funds in connection with this  
359 procurement.

360 **L.17 Disposition of Proposals**

361 GSA will retain at least one copy of each proposal and the remainder will be destroyed.  
362 No destruction certificate will be issued.

363 **L.18 Reserved**

364 **L.19 General Proposal Instructions**

365 This section specifies the general requirements for the contents of proposals. The  
366 proposal shall be presented as shown in Table L.19-1.

367

**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	New Orleans MAA RFP Technical and Management	New Orleans MAA RFP Technical and Management	75
IIB	New Orleans MAA RFP Technical Literature	New Orleans MAA RFP Technical Literature	Unlimited
III	New Orleans MAA Price Proposal	New Orleans MAA Price Proposal	Unlimited
IV	New Orleans MAA Business Proposal	New Orleans MAA Business Proposal	75

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369 Proposals shall be prepared using a 12-point font, single-spaced, that can be reproduced  
 370 on U.S. letter size (8 1/2" x 11") paper, and legible in all required copies. Foldout pages are  
 371 allowed for figures and tables, but the use of foldouts for the body of the text is prohibited.  
 372 The maximum page limit indicated in Table L.19-1 does not include the requirement  
 373 checklists, example plans, or report samples required for Volume IB. The pages of the  
 374 technical and management volume shall be numbered using the volume and page number.

375 One electronic copy of all text, figures, tables (including narrative and stipulated  
 376 requirements), and forms within Volumes IB, III, and IV shall be submitted on a compact  
 377 disk. The electronic versions shall use, as appropriate, Microsoft Word 97 and Microsoft  
 378 Excel 97 formats, or the most current versions as directed by the PCO. An electronic copy of  
 379 the completed New Orleans MAA Price Evaluation Tool and all yearly and summary outputs  
 380 shall be submitted. One copy of Volume IIB may be submitted in either hard copy or  
 381 electronic format.

382

383 As part of the electronic copy, the offeror shall include a "Readme" file that identifies  
 384 each file and the file contents. The following is an example of the type of information that  
 385 should be provided in the readme.txt file:

386

**Table L.19-2. Sample "Readme" File**

File Name (Example)	Proposal Volume	Contents
Section I.doc	Technical and Management	Section 1
Voliv.doc	Business Proposal	Sections 1-6
Vol_IB_sec_Master.doc	Technical and Management	Section 2
Sec_J.doc	Technical and Management	All requirements checklists

387

- 388 A hard copy original of the following, signed, and dated shall also be submitted:  
 389 (a) Standard Form 33  
 390 (b) Table J.6-1b Stipulated Technical Requirements  
 391 (c) Table J.6-2b Stipulated Management Requirements  
 392 (d) Table J.6-3b Stipulated Price Requirements  
 393 (e) Section K, Representations, Certifications, and Other Statements of Offerors  
 394 (f) Small, Small Disadvantaged, Women Owned Small, HUBZone Small Business  
 395 Concerns Subcontracting Plan.  
 396 (g) GSA Form 527

397 The offeror shall guarantee, in writing, that the electronic version is virus free. The  
 398 offeror shall identify the name and version of the virus software used. All document  
 399 revisions shall be accepted prior to submission to the Government.

400 In the event of a conflict between the text of any hard copy version of the proposals and  
 401 the contents of the electronic version, the electronic version shall prevail. The offeror shall  
 402 provide a written guarantee that the hard copy version of the proposal agrees exactly with the  
 403 electronic version.

404 Offerors who have not responded previously to the RQS are required to submit **separate**  
 405 proposals in response to the RQS requirement and the New Orleans MAA RFP requirements.  
 406 Offerors responding to the RQS should refer to the RQS solicitation for proposal preparation  
 407 instructions. The instructions for the RQS Technical and Management Proposal and RQS  
 408 Technical Literature are contained in Sections L.20.1 and L.20.2, respectively, in Solicitation  
 409 TQD-RH-97-0000 and its subsequent amendment(s).

410 Offerors which have submitted RQS proposals or have been previously qualified by the  
 411 Government are not required to resubmit the RQS Technical and Management and Technical  
 412 Literature Volumes. However, these offerors are required to stipulate that their qualification  
 413 statement is current and accurate for incorporation into their New Orleans MAA proposal.

414 Each proposal submitted in response to this RFP shall be in the format and content  
 415 specified in Section L.20.

## 416 **L.20 Detailed Proposal Instructions**

417 This section provides detailed instructions for preparing the proposal volumes. Each  
 418 volume shall include the following components:

- 419 (a) **Cover Page:** Each volume's cover page shall include the solicitation name and  
 420 number, name of responding organization, and name of volume.  
 421 (b) **Table of Contents:** Each volume shall have a table of contents.

- 422 (c) **Information Requested:** Instructions regarding the information to be contained in  
 423 each RFP proposal volume are provided in the following sections:  
 424 i. L.20.1 - New Orleans MAA Technical and Management Proposal  
 425 ii. L.20.2 - New Orleans MAA RFP Technical Literature  
 426 iii. L.20.3 - New Orleans MAA Price Proposal  
 427 iv. L.20.4 - New Orleans MAA Business Proposal

428 **L.20.1 New Orleans Technical and Management Proposal (Volume IB)**

429 The New Orleans Technical and Management Proposal shall describe in detail the  
 430 offeror's technical resources, technical and management approach, and experience and  
 431 background that enable the offeror to fulfill the RFP requirements. The offeror's proposal  
 432 shall not contain prices and shall not address any aspect of pricing. The Technical and  
 433 Management Proposal shall contain the following sections.

434 **L.20.1.1 Section 1 - Pre-Qualified Offeror Stipulation**

435 If the offeror was previously qualified to participate in the MAA Program or has already  
 436 submitted a pre-qualification proposal, the offeror shall stipulate that the qualification  
 437 statement is current and accurate for incorporation into the New Orleans MAA RFP  
 438 Technical and Management Proposal. The offeror shall identify any changes or additions to  
 439 the offeror's pre-qualified RQS proposal. The offeror shall acknowledge all Amendments to  
 440 the RQS, Solicitation TQD-RH-97-0000.

441 **L.20.1.2 Section 2 - Narrative Responses**

442 The offeror shall provide a complete and detailed response to each technical requirement  
 443 contained in Table J.6-1a. In responding to the technical requirements in Table J.6-1a, the  
 444 offeror shall demonstrate the following:

- 445 (a) Soundness of technical approach for providing the New Orleans MAA-specific  
 446 services described in Sections C and J.2.2.  
 447 (b) Quality of transmission service and telecommunications facilities contained in the  
 448 New Orleans system architecture to support the provision of services.

449 The offeror shall provide a complete and detailed response to each management  
 450 requirement contained in Table J.6-2a. In responding to the management requirements in  
 451 Table J.6-2a, the offeror shall demonstrate the following:

- 452 (a) Ability to implement service ordering, billing, dispute management, trouble handling,  
 453 and reporting requirements  
 454 (b) Soundness of management approach  
 455 (c) Ability to support MAA customers

456 (d) Ability to manage and facilitate implementation

457 In response to requirement 5 in Table J.6-2a, the offeror shall provide a sample of all  
458 reports described in Section G.6 that were not submitted in the RQS proposal and any known  
459 format/content changes to the RQS samples specifically to be use in New Orleans.

460 The offeror shall complete the proposal reference column in Tables J.6-1a and J.6-2a,  
461 and include a copy of these tables in the proposal.

462 **L.20.1.3 Section 3 – Stipulated Requirements**

463 The offeror shall complete the stipulated technical requirements and management  
464 requirements provided in Tables J.6-1b and J.6-2b. The offeror is not required to prepare  
465 written responses describing how it will meet these requirements. Instead, the offeror is  
466 required to consent (stipulate) that it will fulfill all requirements. An authorized corporate  
467 officer indicating agreement and commitment to full compliance and contract performance  
468 shall sign these checklists.

469 **L.20.1.4 Section 4 - Exceptions and Deviations**

470 The offeror shall identify and explain any exceptions or deviations taken or conditional  
471 assumptions made in the offeror's proposal versus the requirements of the RFP.

472 **L.20.1.5 Section 5 – Conformance Appraisal Checklists**

473 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-4,  
474 New Orleans General Proposal Conformance Appraisal Checklist, and Table J.6-5, New  
475 Orleans Technical and Management Proposal Conformance Appraisal Checklist.

476 **L.20.1.6 Section 6 - Guarantees**

477 The offeror shall provide the following written guarantees:

- 478 (a) The electronic version is virus free, including the name and version of the virus  
479 software used
- 480 (b) All document revisions have been accepted
- 481 (c) The text of any items provided in the hard copy version of the RFP as required in  
482 Section L.19, agrees exactly with the electronic version (including, SF-33, stipulated  
483 requirements, Section K, etc.).

484 **L.20.1.7 Section 7 - Corporate Qualifications**

485 The offeror shall provide the information below as part of the description of corporate  
486 qualifications.

487 **L.20.1.7.1 Corporate Resources.** The offeror shall describe the corporate resources  
488 that will be available to support the proposed MAA services and features in New Orleans.

489 Corporate resources include network infrastructure and staffing. The offeror shall describe  
490 how corporate resources will be deployed to provide MAA services as required in Section C.

491 **L.20.1.7.2 Subcontractor Management.** The offeror shall illustrate its proposed  
492 approach to managing and controlling the operations of each proposed subcontractor. The  
493 offeror shall describe the facilities that it owns that will be part of the proposed MAA  
494 network and those that are owned by subcontractors. The offeror shall describe the controls  
495 proposed to manage MAA subcontractors, monitor and control service quality, and ensure  
496 the services comply with the contractor's standards and the requirements of the contract.

497 **L.20.1.7.3 Corporate Structure.** The offeror shall provide documentation describing  
498 the offeror's corporate organization for the New Orleans MAA contract. This documentation  
499 shall include but not be limited to the following information:

- 500 (a) The contractor, the contractor's subsidiaries, and the contractor's major  
501 subcontractors' organization charts and descriptive text clearly depicting the areas of  
502 responsibility and flow of authority within each organization. These charts shall  
503 show the functional relationships among organizational elements.
- 504 (b) Organization charts and plans that clearly depict the areas of responsibility and flow  
505 of authority between the contractor and its subsidiaries and/or major subcontractors.
- 506 (c) Charts and descriptive text indicating the contractual, technical, and administrative  
507 interfaces between the Government and the contractor, the contractor's subsidiaries,  
508 and major subcontractors.
- 509 (d) A description of the contractor's, the contractor's subsidiaries', and the major  
510 subcontractors' management systems, including the controls and scheduling  
511 techniques to be used for ensuring task accomplishment and procedures for ensuring  
512 complete coordination of all activities, as well as escalation procedures to be used to  
513 ensure task accomplishment.
- 514 (e) A description of the relationship of the contractor's, the contractor's subsidiaries',  
515 and major subcontractors' organizations, which are responsible for managing both the  
516 project and individual activities of the project, to the corporate or "home" office  
517 during transition, migration, implementation, and operation. This description shall  
518 include a clear definition of the level of authority delegated to the manager of the  
519 local organization(s). A description of any corporate or "home" office resources,  
520 including manpower, computers, software, shop, service engineering or service  
521 development organization, applied research laboratory, etc., to be committed to this  
522 contract on an as-needed basis, and the procedures for using these resources, shall be  
523 included.

524 **L.20.2 Technical Literature (Volume IIB)**

525 In Volume IIB, the offeror may include descriptive materials such as service guides,  
 526 quick-reference user cards, and/or user guides that supplement sections of Volume IB,  
 527 Technical and Management Proposal. The technical literature reviewed by the Government  
 528 will be used for information only and will not be evaluated or used to qualify offerors. Only  
 529 information that supports the offeror's ability to satisfy the requirements of Sections C and G  
 530 of this RFP and supplements the information required in Volume IB should be included.  
 531 Volume IB shall include the appropriate references to this literature and shall identify the  
 532 page(s) and paragraph(s) of the reference in Volume IIB to which it applies.

533 **L.20.3 New Orleans MAA Price Proposal (Volume III)**

534 The Price Proposal shall address the requirements of Section B of this solicitation. All  
 535 information regarding prices, including that contained on electronic media, for the proposed  
 536 services shall be logically enclosed in this volume.

537 **L.20.3.1 Section 1 - Statement of Total Offered Price**

538 The Price Proposal shall provide a statement of the total offered price. This total shall  
 539 represent the offeror's contract price for the base term and all options.

540 The total offered price shall be calculated using the New Orleans MAA Price Evaluation  
 541 Tool, provided on the MAA Web site. The MAA Price Evaluation Tool requires Windows  
 542 95 and Microsoft Excel 97 to operate. The New Orleans MAA Price Evaluation Tool  
 543 multiplies the offeror's proposed prices by the appropriate summary price evaluation traffic  
 544 for each service and each contract year and sums the total costs for each service and contract  
 545 year. Instructions for using the MAA Price Evaluation Tool are contained in the file titled  
 546 "Instructions" provided on the MAA Web site.

547 **L.20.3.2 Section 2 – Narrative Responses**

548 The offeror shall provide a complete and detailed response to each price requirement  
 549 contained in Table J.6-3a. The offeror shall complete the proposal reference column in Table  
 550 J.6-3a, and include a copy of this table in the proposal.

551 **L.20.3.3 Section 3 - Stipulated Requirements**

552 The offeror shall complete the stipulated price requirements provided in Table J.6-3b.  
 553 The offeror is not required to prepare written responses describing how it will meet these  
 554 requirements. Instead, the offeror is required to consent (stipulate) that it will fulfill all  
 555 requirements. This checklist shall be signed by an authorized corporate officer indicating  
 556 agreement and commitment to full compliance and contract performance.

557 **L.20.3.4 Section 4 - Instructions for Pricing**

558 The offeror shall provide detailed procedures for applying the proposed price tables.  
559 Where the offeror has applied discretion in the application of the price tables, the choices  
560 made by the offeror shall be clearly stated in this section.

561 **L.20.3.5 Section 5 - Price Tables**

562 The offeror shall provide a price for each price element as specified in Section B. The  
563 price tables are in Microsoft Excel 97 format and are available on the MAA Web site. The  
564 offeror shall use and submit prices in the exact format and layout of the electronic price  
565 tables provided. The offeror shall not modify the format or layout of any price table.

566 All price elements shall be priced and all cells in the spreadsheets shall be populated.  
567 Price elements that are not separately priced and are included as part of the basic service  
568 capabilities shall be noted as "NSP". Where a price element is not appropriate, the price  
569 entry shall be noted as "N/A."

570 **L.20.3.6 Section 6 - Conformance Appraisal Checklists**

571 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-6,  
572 New Orleans Price Proposal Conformance Appraisal Checklist.

573 **L.20.3.7 Section 7 - Tariff Information**

574 The offeror shall indicate whether New Orleans MAA services will be provided under an  
575 existing tariff or an anticipated tariff filing with the Federal Communications Commission or  
576 state public utilities commission or equivalent authority. Where the prices quoted in Section  
577 B are under an existing tariff, these prices must be footnoted to indicate the applicable tariff  
578 and pages. Section H.12 of this RFP, and its subsequent amendment(s), address additional  
579 tariff filing requirements.

580 **L.20.3.8 Section 8 - Termination/Cancellation Liability**

581 Price proposals and/or tariffs containing termination or cancellation liabilities shall not be  
582 submitted.

583 **L.20.4 New Orleans MAA Business Proposal (Volume IV)**

584 The New Orleans MAA Business Proposal shall contain the following sections.

585 **L.20.4.1 Section 1 - Standard Form 33**

586 Standard Form (SF) 33, *Solicitation, Offer and Award*, completed and signed by the  
587 offeror, constitutes the offeror's acceptance of the terms and conditions of this solicitation.  
588 Block 16 of the SF33 (page 1 of this solicitation) shall be signed by an official authorized to  
589 commit the offeror to contractual obligations. The proposal shall be submitted in the required

590 number of copies, to the specified address, by the closing date and time, and marked as  
591 indicated in Blocks 8 and 9 of the SF33.

592 This form shall be submitted in lieu of the Optional Form (OF) 308 provided at issuance  
593 of the RQS. The offeror is required to acknowledge all amendments to the RQS TQD-RH-  
594 97-0000 and this RFP on this form.

595 **L.20.4.2 Section 2 - Representations and Certifications**

596 The Representations and Certifications included as Section K of this RFP, shall be  
597 completed and signed by an official authorized to bind the offeror. The offeror shall sign on  
598 the last page of Section K by adding name, title, date, and signature lines.

599 **L.20.4.3 Section 3 - Offeror Responsibility**

600 In order for an offeror to receive a contract, the PCO must first make an affirmative  
601 determination that the prospective contractor is responsible in accordance with the provisions  
602 of Subpart 9.1 of the FAR. To assist the PCO in this regard, the offeror shall include the  
603 following information in the business volume:

- 604 (a) A statement of financial condition of the offeror in the form of a completed GSA  
605 Form 527 (See Section J.9). This form may be appended with the offeror's most  
606 recent financial statements. However, all appropriate blocks of the form must be  
607 completed and the form must contain an authorized signature.
- 608 (b) A description of the accounting system and controls employed by the offeror.
- 609 (c) A description of the offeror's facilities and support systems that are essential to  
610 accomplishing the tasks outlined in this solicitation. This description may be the  
611 same as the corporate resources description required in Volume IB, New Orleans  
612 MAA RFP Technical and Management Proposal.
- 613 (d) Demonstration of adequate financial resources, or the ability to obtain such resources  
614 as required during performance of the contract.
- 615 (e) Demonstration of the ability to comply with the required or proposed delivery  
616 schedule, taking into consideration all existing business commitments, both  
617 commercial and Government.
- 618 (f) Demonstration of a satisfactory record of integrity and business ethics.
- 619 (g) Demonstration of the necessary organization, experience, accounting and operational  
620 controls, and technical skills, or the ability to obtain them.
- 621 (h) Demonstration of the necessary production, construction, and technical equipment  
622 and facilities, or the ability to obtain them.
- 623 (i) Demonstration that the offeror is otherwise qualified and eligible to receive an award  
624 under applicable laws and regulations.

625 (j) Acknowledgment of all Amendments to the RQS TQD-RH-97-0000 and the New  
626 Orleans MAA RFP.

627 (k) A statement of the total offered price. This total shall represent the offeror's contract  
628 value for the base term and all options.

629 **L.20.4.4 Section 4 - Annual Report**

630 A copy of the organization's most recent annual report shall be submitted as part of the  
631 business proposal. Annual reports shall also be submitted for all proposed major  
632 subcontractors.

633 **L.20.4.5 Section 5 - Small Business Subcontracting Plan**

634 If the proposed contract exceeds a total estimated cost of \$500,000 for the entire period  
635 of performance, the offeror is required to submit a subcontracting plan, specific to the MAA  
636 procurement in accordance with Clause I.1.15. This provision does not apply to small  
637 business concerns.

638 **L.20.4.6 Section 6 - Conformance Appraisal Checklists**

639 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-7,  
640 New Orleans Business Proposal Conformance Appraisal Checklist.

641 **L.21 Operational Capability Demonstration**

642 At the option of the Government, offerors may be required to perform an Operational  
643 Capability Demonstration (OCD) of its local telecommunications services capabilities,  
644 pursuant to Section C. If the Government requires an OCD, it will occur after the receipt of  
645 proposals and prior to qualification and/or contract award. At the request of the Government,  
646 the offerors shall provide an OCD plan.

647 The offeror's OCD plan shall describe what will be demonstrated, how the demonstration  
648 will be executed, and what will be required of the Government. The following shall be  
649 considered, at a minimum, in developing this OCD plan:

650 (a) **Services and Features.** The offeror shall demonstrate the availability of the services  
651 and features specified in Section C.

652 (b) **Management and Operations.** The offeror shall demonstrate its management and  
653 operations capabilities in the following areas:

654 (1) **Service Ordering System.** The offeror shall demonstrate how orders for service  
655 are entered, processed, tracked, and managed. The offeror shall provide samples  
656 documentation and reports generated by its service ordering system for customer  
657 use.

658 (2) **Billing System.** The offeror shall demonstrate its billing system. In particular,  
659 the offeror shall demonstrate how billing is initiated and supported on an ongoing

- 660 basis and procedures for handling billing disputes and trouble and service outage  
661 credits. The offeror shall provide samples of invoices, documentation, and  
662 reports generated by its billing system for customer use.
- 663 (3) Trouble Handling System. The offeror shall demonstrate how trouble reports are  
664 received, logged in, referred for trouble isolation and clearance, isolated and  
665 cleared, tracked, escalated, and closed out. The offeror shall provide samples of  
666 the types of data and reports that are generated by the trouble handling system for  
667 customer use.
- 668 (4) Customer Training. The offeror shall demonstrate its approach to training the  
669 customer's staff.

## 670 **L.22 Oral Presentations**

671 The Government reserves the right to require an oral presentation by the offeror to the  
672 proposal evaluation team(s). The Government may elect to videotape an offeror's oral  
673 presentation. The offeror will receive a minimum of fourteen (14) calendar days notice prior  
674 to the requested time for presentation. The presentation shall include but need not be limited  
675 to:

- 676 (a) Pricing
- 677 (b) Technical Response to Requirements
- 678 (c) Management Services
- 679 (d) Technical Plans and Procedures
- 680 (e) Transition
- 681 (f) Migration
- 682 (g) Interoperability
- 683 (h) Security
- 684 (i) Marketing and Promotion Plan

685 The Government reserves the right to require that personnel proposed by the offeror  
686 attend the oral presentation.

## 687 **L.23 Government Estimated Requirements**

688 The quantities shown in Section J.2 are estimates, based upon the best information  
689 available to GSA. Such estimates are being furnished for computation of price totals.

690 They are provided for evaluation purposes only. However, the contractor is required to  
691 furnish all services that may be ordered during the term of the contract in accordance with  
692 the contract.

693 **L.24 Preaward Audit Requirements**

694 In accordance with Part 15.404 of the FAR, offerors are advised that an audit review by  
695 the cognizant contract audit activity may be conducted on price proposals submitted in  
696 response to this solicitation. Offerors shall make available to the auditor(s) all books and  
697 financial records considered by the auditor(s) to be essential in the discharge of their duties  
698 under Part 15.8 of the FAR whenever the audit is conducted.

699 **L.25 Minimum Acceptance Period**

700 Offerors allowing less than 365 calendar days in the “offer” portion of SF 33 for  
701 acceptance by the Government may be rejected as unacceptable.  
702

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17 **Section M**

18 **Evaluation Factors for Qualification and Contract Award**

19 The Government intends to conduct the Metropolitan Area Acquisition (MAA) in two  
20 phases:

- 21 (a) **Initial Qualification Phase:** In this initial qualification phase, the Government  
22 issued a Request for Qualification Statements (RQS) on November 26, 1997 and  
23 amended it on January 22, 1998, May 28, 1998, July 16, 1999, and October 18, 1999.  
24 The RQS specifies factors considered to be fundamental MAA technical and  
25 management requirements and pre-qualifies offerors.
- 26 (b) **Metropolitan Area-Specific Requests for Proposals (RFPs) Phase:** RFPs for the  
27 designated metropolitan areas are released that define metropolitan area-specific  
28 technical, management, and pricing requirements.

29 **M.1 Qualification Process Continuation**

30 The qualification process is intended to accelerate the acquisition of MAA services in  
31 multiple cities by pre-qualifying offerors, who meet MAA technical and management  
32 requirements. Pre-qualification is a continuing process throughout the MAA Program:

- 33 (a) Offerors may be considered for pre-qualification by responding to the RQS at any  
34 time for the duration of the MAA Program.
- 35 (b) Offerors who are determined to be technically unacceptable in the initial qualification  
36 phase will be permitted to resubmit their qualification statement anytime for the  
37 duration of the MAA Program.
- 38 (c) Offerors may pre-qualify by responding at this New Orleans MAA RFP. The offeror  
39 will be required to prepare proposals responding to both the RQS and the  
40 metropolitan area-specific RFP. Offerors who meet all RQS technical and  
41 management requirements, but do not win the New Orleans MAA contract, will be  
42 pre-qualified for other MAA RFPs.
- 43 (d) Offerors may pre-qualify by responding to future metropolitan area-specific RFPs.  
44 The offeror will be required to prepare proposals responding to both the RQS and the  
45 metropolitan area-specific RFP.

## 46 **M.2 General Qualification Considerations**

### 47 **M.2.1 Evaluation Basis**

48 The offeror's technical and management proposal will be evaluated in accordance with  
49 Pass/Fail decision rules applied to each item in the technical and management requirements  
50 checklists in Section J.6. Based on this evaluation, and upon consideration of the assessment  
51 of potential risks, each proposal will be given an adjectival rating as follows:

52 (a) Acceptable - The proposal meets the Government's technical and management  
53 requirements and does not present unacceptable risks.

54 (b) Unacceptable - The proposal fails to meet the Government's technical and  
55 management requirements and/or presents unacceptable risks.

56 Proposals are to be prepared in accordance with the instructions in Section L. For a  
57 proposal to be acceptable, the offeror must agree to all terms and conditions of this RFP.

### 58 **M.2.2 Unrealistic Proposals**

59 Offerors are hereby notified that any proposals that are unrealistic in terms of technical  
60 and management commitment will be deemed reflective of an inherent lack of management  
61 and technical competence or indicative of failure to comprehend the complexity and risk of  
62 the contract requirements. This may be grounds for rejection of the proposal.

### 63 **M.2.3 Qualification Without Discussion**

64 The Government may qualify offerors based on initial proposals received without  
65 discussion of such offers. Accordingly, each initial proposal should be submitted on the  
66 most favorable technical and management terms that the offeror can submit.

### 67 **M.2.4 Evaluation Support**

68 Offerors are hereby notified that GSA intends to use a private organization to assist in the  
69 evaluation of proposals. That organization will have access to any and all information  
70 contained in the offerors' proposals and will be subject to appropriate conflict of interest,  
71 standards of conduct, and confidentiality restrictions.

## 72 **M.3 Qualification Statement Evaluation**

73 The offeror's technical and management qualifications statement will be evaluated in  
74 accordance with Pass/Fail decision rules as described in Sections M.2 and M.4 of the RQS,  
75 Solicitation TDQ-RH-97-0000, and its subsequent amendments. Offerors who have not yet

76 submitted a pre-qualified proposal for the MAA Program should refer to the RQS solicitation  
77 for details regarding the qualification statement evaluation.

#### 78 **M.4 New Orleans MAA Proposal Evaluation**

79 Proposals will be evaluated with respect to the technical and management factors  
80 identified in Sections M.4.2.1 and M.4.2.2; business considerations as described in Section  
81 M.4.3; and price as described in Section M.4.4.

82 The steps comprising the evaluation process are as follows:

- 83 (a) **Conformance Appraisal.** Offeror submissions will be reviewed to verify  
84 conformance with instructions in Section L using the checklists in Tables J.6-4  
85 through J.6-7. Offerors will be given the opportunity to remedy minor irregularities  
86 in their submissions.
- 87 (b) **Initial New Orleans MAA Proposal Compliance Appraisal.** Offeror proposals  
88 will be reviewed to determine their compliance with the New Orleans MAA RFP  
89 requirements in Section J.6. Offerors will be given the opportunity to remedy minor  
90 informalities, irregularities, or apparent clerical mistakes in their submissions.
- 91 (c) **Reserved.**
- 92 (d) **Economic Evaluation.** Price proposals will be evaluated in accordance with Section  
93 M.4.4.
- 94 (e) **Competitive Range Determination.** A competitive range will be established to  
95 identify those offerors with whom written and/or oral discussions may be conducted.  
96 The competitive range will be established based on the proposed cost or price and the  
97 technical and management proposals.
- 98 (f) **Discussions and Negotiations.** The Contracting Officer will conduct written and/or  
99 oral discussions with all offerors who submit proposals determined to be within the  
100 competitive range. All offerors within the competitive range will be given the  
101 opportunity to submit revised proposals after the conclusion of discussions and  
102 negotiations.
- 103 (g) **Revised New Orleans MAA Final Proposal Revision (FPR) Proposal Compliance**  
104 **Appraisal.** After any discussion and the receipt of any revised proposals, the  
105 Government will evaluate the revised proposal.
- 106 (h) **Review Revised Price Proposals.** Revised price proposals received as a result of  
107 discussions will be evaluated in accordance with Section M.4.4 and this section.  
108 Offerors whose price proposals are not fair and reasonable may receive no further  
109 consideration.

- 110 (i) **Final Proposal Revision Evaluation.** The FPR evaluation process steps are as  
 111 follows:
- 112 (1) **FPR Price Evaluation.** FPR price proposals will be evaluated in accordance with  
 113 Section M.4.4 and this section.
- 114 (2) **Determine Price Reasonableness.** The results of the FPR price evaluation will  
 115 be used to determine price reasonableness. Depending upon the results of these  
 116 comparisons, either of the following two actions may be taken:
- 117 (i) If none of the FPR price proposals are fair and reasonable the Government will  
 118 either:
- 119 - Request offerors to revise and resubmit their FPR price proposals, and
  - 120 - continue the evaluation process with step (i)(1) above, or
  - 121 - Terminate the acquisition process.
- 122 (ii) If one or more of the FPR price proposals is fair and reasonable, the evaluation  
 123 process will continue with step (j) below.
- 124 (j) **Make Award(s).** A New Orleans MAA contract with a minimum revenue guarantee  
 125 as specified in Section H.3 will be awarded following the criteria in Section M.4.1. If  
 126 the Government determines that any remaining proposals meet the criteria in Section  
 127 M.4.1, then additional contract(s) may be awarded at the same time, and such  
 128 contracts shall have minimum revenue guarantee(s) as specified in Section H.3.

#### 129 **M.4.1 Award Basis**

130 The Government intends to make multiple awards to multiple offerors for MAA  
 131 telecommunications services in the New Orleans metropolitan area defined in this RFP. One  
 132 award will be made to the responsible, technically-acceptable offeror with the lowest total  
 133 offered price. Subsequent award(s) will be considered for other responsible, technically-  
 134 acceptable offeror(s) provided:

- 135 (a) The offeror's prices for all services are fair and reasonable, and  
 136 (b) The offeror has the next-lowest total offered price (as compared to the previous  
 137 awardee(s)).

#### 138 **M.4.2 Technical and Management Proposal Evaluation**

139 The offeror's New Orleans Technical and Management Proposal will be evaluated in  
 140 accordance with Pass/Fail decision rules applied to each technical and management  
 141 requirement in the New Orleans RFP. Qualified offerors from the initial qualification phase  
 142 must certify that their qualification statement is current and accurate for incorporation into  
 143 their RFP proposal.

144 **M.4.2.1 New Orleans MAA RFP Technical Requirements Compliance Appraisal**

145 The offeror's proposal will be evaluated for compliance with the technical requirements  
146 in Tables J.6-1a and J.6-1b of the New Orleans MAA RFP on a Pass/Fail basis.

147 **M.4.2.2 New Orleans MAA RFP Management Compliance Appraisal**

148 The offeror's proposal will be evaluated for compliance with the management  
149 requirements in Tables J.6-2a and J.6-2b of the New Orleans MAA RFP on a Pass/Fail basis.

150 **M.4.3 Business Proposal Evaluation**

151 The offeror's **New Orleans** Business Proposal will be evaluated for compliance with the  
152 requirements, terms, and conditions in the RFP.

153 **M.4.4 Price Proposal Evaluation**

154 A price evaluation will be conducted for each New Orleans Price Proposal.

155 **M.4.4.1 Scope of Price Evaluation**

156 The offeror's price proposal will be evaluated for compliance with the requirements in  
157 Tables J.6-3a and J.6-3b in the New Orleans MAA RFP on a Pass/Fail basis.

158 The offeror's price proposal will be evaluated with respect to prices projected over the  
159 base period and all option periods covered by the proposal. In order to ensure that the prices  
160 are acceptably and materially and mathematically balanced, each offeror's unit prices, as  
161 defined in Section J.4, may be compared with one or more of the following:

- 162 (a) All offered prices
- 163 (b) Market prices
- 164 (c) Government price targets
- 165 (d) Other Government and publicly available contracts

166 **M.4.4.2 Errors in Pricing**

167 Any variance between total price submitted by the offeror and the total offered price  
168 computed by the Government will be corrected on the basis of the prices provided in the  
169 offeror's price tables, multiplied by the Government's estimated quantity as defined in  
170 Section J.2. The Government reserves the right to adjust any and all totals on that basis.  
171 Overall price evaluation will be based on corrected total prices.

172 **M.4.4.3 Total Offered Price**

173 The total offered price for an offer will be based upon the value of the aggregated prices  
174 for all years in the base period and all option periods. Service, feature, and Service Initiation  
175 Charge (SIC) costs will be computed using the prices provided by the Offeror in the Section

176 B price tables multiplied by the quantities in the Government's estimated requirements  
177 (Section J.2).

178 **M.4.4.4 Unbalanced Pricing**

179 The Government may reject any offer that is materially unbalanced, according to the  
180 FAR 15.814(b) definition of materially unbalanced.

181 **M.4.4.5 Evaluation for Additional Offerings**

182 Additional offerings as described in Section C.1.2 may be proposed by the offeror and  
183 will be evaluated independently by the Government. However, such services or features will  
184 have no bearing on the acceptability of an offer, and the prices will not be included in the  
185 total offered price.  
186