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

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SOLICITATION, OFFER AND AWARD		1. THIS CONTRACT IS A RATED ORDER		RATING		PAGE 1 OF 290	
UNDER DPAS (15 CFR 350)		1 PAGES					
2. CONTRACT NO.		3. SOLICITATION NO.		4. TYPE OF SOLICITATION		5. DATE ISSUED	
		TQD-NF-01-1023		<input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)		3/23/2001	
						6. REQUISITION/PURCHASE NO.	

7. ISSUED BY		CODE		8. ADDRESS OFFER TO (If other than Item 7)			
GENERAL SERVICES ADMINISTRATION, FTS/TQD							
ATTN: George A. Davis							
10300 Eaton Place, Suite 500							
Fairfax, VA 22030-2213							

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 **5/22/2001**
 *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:		George A. Davis		(703) 306-6476			

11. TABLE OF CONTENTS

(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
PART I -- THE SCHEDULE				PART II -- CONTRACT CLAUSES			
X	A	SOLICITATION/CONTRACT FORM		X	I	CONTRACT CLAUSES	
X	B	SUPPLIES OR SERVICES AND PRICES/COSTS		PART III -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH			
X	C	DESCRIPTION/SPECS/WORK STATEMENT		X	J	LIST OF ATTACHMENTS	
X	D	PACKAGING AND MARKING		PART IV -- REPRESENTATIONS AND INSTRUCTIONS			
X	E	INSPECTION AND ACCEPTANCE		X	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	
X	F	DELIVERIES OR PERFORMANCE		X	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)
----------------------------------	------	----------	-----------------------------------------------------------------------

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

AWARD (To be completed by Government)

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

22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <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
-------------------------------------------------	------------------------------------------------------------------------	----------------

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

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54 **Section B**55 **Supplies or Services and Prices**56 **B.1 Pricing Overview**

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

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

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

68 **B.1.1 Provisions**

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

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

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

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

78 **The contractor's Small, Small Disadvantaged, Women-Owned Small, and HUBZone
79 Small Business Concerns Subcontracting Plan, dated _____, and all amendments thereto,
80 are hereby incorporated by reference into this contract.**

81 **B.1.2 Pricing of Orders**

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

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

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

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

109 B.1.3 Prices

110 MAA pricing is divided into three general categories:

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

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

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

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

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

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

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

145 (f) **Geographic Location**

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

152 (2) The geographic location of an inter-exchange carrier (IXC) point of presence
 153 (POP) is determined by the V&H coordinates of the POP.

154 (3) Dedicated services between MAA users or between an MAA user and IXC POP
 155 are measured by distance. All distance measurements shall be based on the
 156 airline distance between the locations involved. The distance between locations
 157 (in miles) is computed using the V&H coordinates method, as set forth in the

158 National Exchange Carrier Association (NECA), Inc. Tariff Federal
159 Communications Commission (FCC) No. 4.

160 (4) The Government has defined a mandatory service coverage area that contains
161 current customer requirements. For the current series of MAA solicitations, the
162 Government has grouped the NPANXXs comprising the MAA mandatory
163 service coverage area into NPANXX groups for originating and terminating CSS
164 locations and for CSS and DTS local loop transmission facility locations. Prices
165 that are offered within one of these NPANXX groups shall be available to all
166 MAA customers located within that group. Contract prices may be reduced at
167 any time according to the conditions stated in Section H.8 of the MAA contract.

168
169 For the Norfolk MAA, there shall be one NPANXX group for the originating and
170 terminating CSS locations and for CSS and DTS local loop transmission facility
171 locations that are contained in the Norfolk MAA mandatory service coverage
172 area. Where the price for service provided to, from, or between NPANXXs is
173 sensitive to location, the NPANXX group shall be used in lieu of specific
174 NPANXXs. That is, each of the NPANXXs within a group shall be deemed to be
175 in the same location for the purpose of that pricing table. When changes in
176 NPANXX coverage areas require a modification (change or additions) to
177 NPANXX group assignments, those modifications shall be made so that no
178 increase in price shall result at or between any locations.

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

181 (g) **Installation.** This price element includes a one-time charge for service and features
182 initiation. The price tables allow for two different service initiation charges (SIC).
183 The basic service price tables in Sections B.2 and B.3 and the additional local loop
184 price table in Section B.5 include separate SICs for the transition of existing lines and
185 for installation of new lines. For basic service, the SIC for transition of existing lines
186 shall apply when a previously existing circuit is transitioned to the MAA contract,
187 whether or not the provider of the previously existing circuit is the same as the MAA
188 contractor chosen. The feature price table in Section B.4 includes separate SICs for
189 features installed at the time of service initiation and for features installed after
190 service initiation.

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

195 (h) **Monthly Recurring Charge.** This price element includes fixed monthly charges for
196 basic MAA services. The offeror may choose to charge only a flat monthly recurring
197 fee without any additional charges that are usage- or distance-based (i.e., flat rate

198 pricing). The monthly recurring charge shall begin on the date the service is accepted
 199 by the customer and end on the effective service disconnect date requested by the
 200 customer. The monthly recurring charge shall be prorated according to the number of
 201 days that service is available.

202 (i) **Usage.** Not applicable.

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

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

209 **B.1.4 Instructions for Pricing**

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

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

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

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

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

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

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

242 **B.2 Circuit Switched Services**

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

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

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

254

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
1					
2		N/A	N/A	N/A	N/A
3		N/A	N/A	N/A	N/A
4		N/A	N/A	N/A	N/A
5		N/A	N/A	N/A	N/A

255

* For the Norfolk MAA a single NPANXX group is defined.

256

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

257

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

258

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.

259

260

261

262 B.2.2 Circuit Switched Services Local Usage

263

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.

264

265

There are two types of local calls, on-net and off-net. Currently, CSS on-net calls are defined as calls that originate from an SDP on an MAA contractor's network and terminate on an SDP on the same MAA contractor's network (e.g., contractor 1 network to contractor 1 network). CSS off-net calls are calls that originate from an SDP on an MAA contractor's network and terminate on an SDP on a different network, but are within the MAA service area (e.g., MAA contractor network to another network). For the Norfolk MAA, all on-net and off-net voice and data terminations shall be free of usage charges.

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

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

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

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

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

288 **B.3 Dedicated Transmission Service**

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

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

- 292 (1) A local loop component, which connects an originating or a terminating SDP to the
 293 local switch. The pricing structure for the local loop component is provided in
 294 Section B.3.1.
- 295 (2) A local channel component, which provides connections between local switches.
 296 The pricing structure for the local channel component is provided in Section B.3.2.
- 297 (3) An IXC access component, which provides the connection between the local switch
 298 and the IXC POP. The pricing structure for the IXC access component is provided in
 299 Section B.3.3.

300 For pricing purposes, each Local DTS circuit will consist of two (2) local loop
 301 components (i.e., 002A through 002F), one originating and one terminating SDP and one (1)
 302 local channel component. All three components must reflect the same speed.
 303

304 For pricing purposes, each DTS-Access-to-an-IXC-POP circuit will consist of one (1)
 305 local loop component (i.e., 002G through 002L) and one (1) IXC access component.

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

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

313 **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
1				
2		N/A	N/A	N/A
3		N/A	N/A	N/A
4		N/A	N/A	N/A
5		N/A	N/A	N/A

314 * For to the Norfolk MAA a single NPANXX group is defined.

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

316

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

Dedicated Transmission Service Type	DTS Type ID Number
Local Analog	002A
Local Subrate DS0 @ 4.8 kb/s	002B
Local Subrate DS0 @ 9.6 kb/s	002C
Local Subrate DS0 @ 19.2 kb/s	002D
Local DS0	002E
Local T1	002F
IXC Access Analog	002G
IXC Access Subrate DS0 @ 4.8 kb/s	002H
IXC Access Subrate DS0 @ 9.6 kb/s	002I
IXC Access Subrate DS0 @ 19.2 kb/s	002J
IXC Access DS0	002K
IXC Access T1	002L

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

319 DTS local channel provides connectivity between DTS loops within a single MAA local
 320 switch or between 2 MAA local switches. Distance will be determined as defined in Section

321 B.1.3. The format shown in Table B.3.2-1 shall be used to provide prices for DTS local
 322 channel. The base price and additional price per mile shall be monthly recurring charges.

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

DTS Type ID No*	Base Price	Additional Price Per Mile

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

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

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

331 **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

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

333

334 **B.4 CSS Features**

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

338 **B.4.1 CSS Features Price Tables**

339 Table B.4.1-1 provides the format for pricing CSS features. The CSS type ID numbers
 340 are listed in Table B.4.1-2. Cells in Table B.4.1-2 that contain “N/A” indicate that the
 341 particular feature does not apply to a specific service. There are no columns for CSS type
 342 001B in these tables because this CLIN has been changed to “Reserved” in Table B.2.1-2.

343 The features listed in Table B.4.1-2 comprise a minimal requirement set. The offeror is
344 encouraged to provide descriptions and prices for additional features using the format
345 defined in Table B.4.1-1. The offeror shall identify and provide descriptions and prices for
346 these additional features separately from the features identified in Table B.4.1-2. Although
347 they will not be part of the price evaluation, at the Government's option, one or more of
348 these additional features may become part of the contract.

349

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

350

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

351

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

352

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

353

*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
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

Table B.4.1-2. CSS Features Identification Numbers

Feature	ID # *	Charging Mechanism	Charging Unit	001A	001C	001D	001E	001F	001G	001H	001I
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
Pre-subscribed Inter-exchange 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

Table B.4.1-2. CSS Features Identification Numbers

Feature	ID # *	Charging Mechanism	Charging Unit	001A	001C	001D	001E	001F	001G	001H	001I
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								
SMDI/SMSI Link	51	Per SMDI/SMSI Link	Per Month					N/A	N/A	N/A	N/A

355 **B.5 Additional Pricing Tables**

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

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

363 **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

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

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

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

368 **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	

Charge Type	Item Number	Charging Unit	Price
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 Local Analog DTS	04A2A	Circuit	
Outside Move Local Analog DTS	04A2B	Circuit	
Inside Move Local Subrate DS0 @ 4.8 kb/s	04B2A	Circuit	
Outside Move Local Subrate DS0 @ 4.8 kb/s	04B2B	Circuit	
Inside Move Local Subrate DS0 @ 9.6 kb/s	04C2A	Circuit	
Outside Move Local Subrate DS0 @ 9.6 kb/s	04C2B	Circuit	
Inside Move Local Subrate DS0 @ 19.2 kb/s	04D2A	Circuit	
Outside Move Local Subrate DS0 @ 19.2 kb/s	04D2B	Circuit	
Inside Move Local DS0	04E2A	Circuit	
Outside Move Local DS0	04E2B	Circuit	
Inside Move Local T1	04F2A	Circuit	
Outside Move Local T1	04F2B	Circuit	
Inside Move IXC Access Analog DTS	04G2A	Circuit	
Outside Move IXC Access Analog DTS	04G2B	Circuit	
Inside Move IXC Access Subrate DS0 @ 4.8 kb/s	04H2A	Circuit	
Outside Move IXC Access Subrate DS0 @ 4.8 kb/s	04H2B	Circuit	
Inside Move IXC Access Subrate DS0 @ 9.6 kb/s	04I2A	Circuit	
Outside Move IXC Access Subrate DS0 @ 9.6 kb/s	04I2B	Circuit	
Inside Move IXC Access Subrate DS0 @ 19.2 kb/s	04J2A	Circuit	
Outside Move IXC Access Subrate DS0 @ 19.2 kb/s	04J2B	Circuit	
Inside Move IXC Access DS0	04K2A	Circuit	
Outside Move IXC Access DS0	04K2B	Circuit	
Inside Move IXC Access T1	04L2A	Circuit	
Outside Move IXC Access T1	04L2B	Circuit	

369

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	

Charge Type	Item Number	Charging Unit	Price
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	

- 370 * Service visit charge may be applied only when it is not a routine maintenance trip or a follow-up trip
371 for a previous unfinished task and the service visit is requested by the customer for work done beyond
372 the SDP.
- 373 ** Training materials provided to customer organizations for future use for follow-up or new employee
374 training.
- 375 *** Charge is per circuit only and does not include a service visit charge. The applicable additional local
376 loop SIC price provided in Table B.5.1-1 includes a service visit charge. Only when cross-connection
377 installation is not done in conjunction with an additional local loop installation will a Service Visit
378 Charge (i.e., 005I and 005J) apply.

379 B.5.3 Revenue Discounts

380 The offeror may propose discounts on its offered prices based on revenue, usage, or other
381 appropriate criteria. These discounts, however, will not be evaluated for award purposes.

382 B.5.4 NPANXX Group Tables

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

389 **B.5.4-1.** The NPANXX list is provided in the NPANXX.xls file provided with the original
 390 RFP.

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

NPANXX	Local Loop NPANXX Group	CSS Orig. NPANXX Group	CSS Term. NPANXX Group
	1	1	1
	1	1	1
	1	1	1
	1	1	1
	1	1	1
	1	1	1

392
 393 In general, the group numbers for a given NPANXX in the local loop, CSS Orig. and
 394 CSS Term. Columns are independent of each other. However, in the Norfolk MAA, each of
 395 these three categories are assigned to the same geographic area (i.e., the entire Norfolk MAA
 396 mandatory service coverage area). The contractor shall be responsible for maintaining the
 397 list of originating and terminating NPANXXs in Table B.5.4-1 for the life of the contract.

398 **B.5.5 Inter-exchange Carrier Point of Presence Location Table**

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

402 **Table B.5.5-1. Inter-exchange Carrier Point of Presence Location Table**

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

403
 404 **B.6 Contract Line Item Number Cross Reference**

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

408

Table B.6-1. Service Cross Reference Table

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

409

Table B.6-2. Feature Cross Reference Table

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

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
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
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 Inter-exchange 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
51	SMDI/SMSI Link	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03C	ISDN Business Line Features			
01	Additional Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
02	Additional Directory Number, i.e., SPID	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03	Alternate Call Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
07	Billing Account Codes - Unverified	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
08	Billing Account Codes - Verified	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
11	Bridging Service	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
13	Call Forwarding	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
17	Call Trace	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
18	Call Waiting	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
22	Customized Intercept and Recorded Announcement	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.5	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
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 Inter-exchange 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
51	SMDI/SMSI Link	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03D	Non-ISDN Off-Premises Switched-Based Voice Service			
01	Additional Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03	Alternate Call Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
04	Attendant Multi-line Hunt Group	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
07	Billing Account Codes - Unverified	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
08	Billing Account Codes - Verified	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
11	Bridging Service	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
12	Call Forward Remote Access	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
14	Call Restriction	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
19	Caller ID	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
21	Customized Group Dialing Plan	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
22	Customized Intercept and Recorded Announcement	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
23	Data Line Privacy	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
27	Directed Call Pickup	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
28	Directory Assistance	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
29	Distinctive Call Waiting Tones	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
30	Distinctive Ringing (SDP6 only)	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
32	Dual Service	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
35	Multiple Appearance Directory Numbers	C.2.2.1.1.2.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
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 Inter-exchange 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
51	SMDI/SMSI Link	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03E	ISDN Off-Premises Switched-Based Voice Service			
01	Additional Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
02	Additional Directory Number, i.e., SPID	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03	Alternate Call Directory Listings	C.2.2.1.1.2	B.4.1-1	B.4.1-1
04	Attendant Multi-line Hunt Group	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
07	Billing Account Codes - Unverified	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
08	Billing Account Codes - Verified	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
11	Bridging Service	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
12	Call Forward Remote Access	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
14	Call Restriction	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
22	Customized Intercept and Recorded Announcement	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
27	Directed Call Pickup	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
29	Distinctive Call Waiting Tones	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1

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
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
37	Operator Assistance-Busy Line Verification	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
38	Operator Assistance-Busy Line Verification with Interrupt	C.2.2.1.1.2.6	B.4.1-1	B.4.1-1
39	Pre-subscribed Inter-exchange 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
51	SMDI/SMSI Link	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03F	Non-ISDN Access to Existing Key Systems			
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
19	Caller ID	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
23	Data Line Privacy	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Inter-exchange 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
03G	ISDN Access to Existing Key Systems			
02	Additional Directory Number, i.e., SPID	C.2.2.1.1.2	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Inter-exchange 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
03H	Non-ISDN Access to Existing PBX Systems			
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
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 Inter-exchange 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
03I	ISDN Access to Existing PBX Systems			
06	Backup of ISDN PRI Shared D Channel Capability	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
24	DID	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
25	DID Number Block Assignment and Maintenance	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
26	DID/DOD two way	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
31	DOD	C.2.2.1.1.2.8	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Inter-exchange 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

410 * The base price for this feature assumes that the two PBXs are served by a common wire center. If multiple
411 wire centers are involved, the mileage sensitive pricing shall be determined by Dedicated Transmission
412 Service Local Channel prices (Table B.3.2-1).

413 **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

CLIN	Charge	SOW Reference	Price Table
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 Local Analog DTS	G.3.2	B.5.2-1
04A2B	Outside Move Local Analog DTS	G.3.2	B.5.2-1
04B2A	Inside Move Local Subrate DS0 @ 4.8 kb/s	G.3.2	B.5.2-1
04B2B	Outside Move Local Subrate DS0 @ 4.8 kb/s	G.3.2	B.5.2-1
04C2A	Inside Move Local Subrate DS0 @ 9.6 kb/s	G.3.2	B.5.2-1
04C2B	Outside Move Local Subrate DS0 @ 9.6 kb/s	G.3.2	B.5.2-1
04D2A	Inside Move Local Subrate DS0 @ 19.2 kb/s	G.3.2	B.5.2-1
04D2B	Outside Move Local Subrate DS0 @ 19.2 kb/s	G.3.2	B.5.2-1
04E2A	Inside Move Local DS0	G.3.2	B.5.2-1
04E2B	Outside Move Local DS0	G.3.2	B.5.2-1
04F2A	Inside Move Local T1	G.3.2	B.5.2-1
04F2B	Outside Move Local T1	G.3.2	B.5.2-1
04G2A	Inside Move IXC Access Analog DTS	G.3.2	B.5.2-1
04G2B	Outside Move IXC Access Analog DTS	G.3.2	B.5.2-1
04H2A	Inside Move IXC Access Subrate DS0 @ 4.8 kb/s	G.3.2	B.5.2-1
04H2B	Outside Move IXC Access Subrate DS0 @ 4.8 kb/s	G.3.2	B.5.2-1
04I2A	Inside Move IXC Access Subrate DS0 @ 9.6 kb/s	G.3.2	B.5.2-1
04I2B	Outside Move IXC Access Subrate DS0 @ 9.6 kb/s	G.3.2	B.5.2-1
04J2A	Inside Move IXC Access Subrate DS0 @ 19.2 kb/s	G.3.2	B.5.2-1
04J2B	Outside Move IXC Access Subrate DS0 @ 19.2 kb/s	G.3.2	B.5.2-1
04K2A	Inside Move IXC Access DS0	G.3.2	B.5.2-1
04K2B	Outside Move IXC Access DS0	G.3.2	B.5.2-1
04L2A	Inside Move IXC Access T1	G.3.2	B.5.2-1
04L2B	Outside Move IXC Access T1	G.3.2	B.5.2-1

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

CLIN	Charge	SOW Reference	Price Table
005A	Annual Traffic and Service Charge Forecast – all customers	G.6.1	B.5.2-1
005B	Annual Traffic and Service Charge Forecast – single customer organization	G.6.1	B.5.2-1
005C	Monthly Service Performance– all customers	G.6.1	B.5.2-1
005D	Monthly Service Performance– single customer organization	G.6.1	B.5.2-1
005E	Monthly Traffic Statistics by Service – all customers	G.6.1	B.5.2-1
005F	Monthly Traffic Statistics by Service – single customer organization	G.6.1	B.5.2-1
005G	Service Delay Charge Differential	G.2.2.1.1	B.5.2-1
005H	Service Order Expedite Differential	G.2.2.1.1	B.5.2-1
005I	NBD Service Visit	G.3.3	B.5.2-1
005J	ONBD Service Visit Differential	G.3.3	B.5.2-1
005K	Training Cassettes	C.3.6	B.5.2-1
005L	Training Booklets	C.3.6	B.5.2-1
005M	Follow-up Training	C.3.6	B.5.2-1
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416 **B.7 Pricing for Additional Offerings**

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

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

425

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3 **Section C: Descriptions/Specifications/Work Statement**

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37 **Section C**38 **Descriptions/Specifications/Work Statement**39 **C.1 Background**

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

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

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

65 **C.1.1 MAA Program Objectives**

66 The MAA program's principal objectives are to:

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

74 **C.1.2 MAA Contract Scope**

75 **C.1.2.1 Authorized Users**

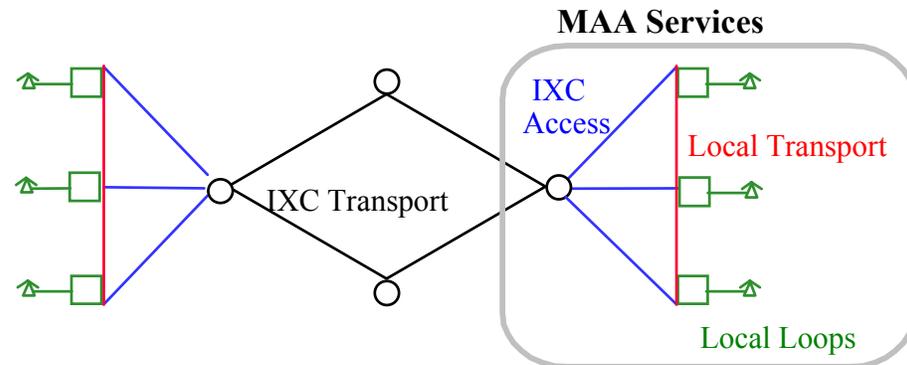
76 (a) This contract is for the use of all Federal agencies; authorized Federal contractors;
77 agency-sponsored universities and laboratories; and as authorized by law or
78 regulation, state, local, and tribal Governments, and other organizations. All
79 organizations listed in GSA Order ADM 4800.2E and future revisions of this order
80 are eligible.

81 (b) The Government has the right to add authorized users as defined in paragraph (a)
82 above, at any time during the term of this contract up to the maximum contract ceiling
83 limits specified in Section H.3. Specific to the Norfolk MAA RFP, offerors are
84 advised that there is a potential for additional government customer sites that may be
85 added to the Norfolk MAA in the future. These sites are identified in Section J.2.5 for
86 informational purposes only. There are no existing requirements or quantities for
87 these potential customers that will be evaluated for this MAA solicitation.

88 **C.1.2.2 Services Coverage**

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

93 Figure C.1.2.2-1 depicts the scope of MAA services within the context of the entire FTS
94 Program. MAA mandatory services include local loop, which includes local switching and
95 associated features, and local transport (both switched and dedicated) between terminating
96 locations within the MAA service area. MAA mandatory services also include both
97 switched and dedicated access to Interexchange Carriers (IXCs). Until allowed by law and
98 regulation to provide full IXC switched access services, the contractor shall support IXC
99 switched access by providing the customer organizations the ability to choose the
100 Government-specified FTS2000/2001 pre-subscribed inter-exchange carrier (PIC) for long
101 distance services. When allowed by law and regulation and when it is in the best interest of
102 the Government, any MAA contractor, upon MAA contract award, may provide full IXC
103 switched access services, anywhere as defined in the FTS2001 contract for mandatory
104 service, features, performance, and interface requirements. IXC dedicated access shall be
105 provided using MAA Dedicated Transmission Service (DTS). The term IXC transport is
106 used to depict the connection between the IXC POPs. When allowed by law and regulation,
107 after the FTS2001 contract(s) one-year forbearance period, and when it is in the best interest
108 of the Government, any MAA contractor may provide IXC transport services, as defined in
109 the FTS2001 contract for mandatory services, features, performance, and interface
110 requirements. Section C.1.2.3 provides additional details on the service scope and the
111 mechanism to incorporate non-mandatory services into the contract. Section J.3 further
112 describes the relationship between MAA and FTS2001 and the guiding principles for the
113 FTS Program.



114

115

Figure C.1.2.2-1. MAA Service Coverage

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

121 **C.1.2.3 Service Scope**

122 This **RFP** specifies two mandatory MAA technical services:

123 (a) Circuit Switched Services (CSS), which include Local Voice Service (LVS) and
 124 Circuit Switched Data Service (CSDS). LVS includes business line service, off-
 125 premises switch-based voice service, access to existing key systems, and access to
 126 existing Private Branch Exchange (PBX) systems. Business line service provides a
 127 customer with a single, voice-grade telephonic communications channel that can be
 128 used to place or receive one call at a time. This service also provides connection of
 129 customer single-station sets or facsimile machines to the public switched
 130 telecommunications network.

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

135 After contract award, for existing PBX sites, the Government may consider replacing
 136 the PBX with a central office-based service, providing a PBX trunk to the existing
 137 PBX, replacing the existing PBX with an on-premises or off-premises PBX, or other
 138 solutions. For a new on-premises PBX, costs for providing space and environmental
 139 support (e.g., HVAC) will be negotiated on a case by case basis where the

140 Government determines space is available.

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

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

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

- 155 (c) Additional enhanced circuit switched and dedicated transmission service capabilities
 156 and features as defined in Section C.2.1.2
- 157 (d) Full IXC switched access services (as defined in the FTS2001 contract), when
 158 allowed by law and regulation
- 159 (e) IXC transport services (as defined in the FTS2001 contract), when allowed by law
 160 and regulation, after the forbearance period, and in the Government's best interest
- 161 (f) Switched data services, which include, but are not limited to:
 - 162 (1) Packet switched services (PSS) such as X.25
 - 163 (2) Internet Protocol (IP) services
 - 164 (3) Frame relay (FR) service
 - 165 (4) Asynchronous Transfer Mode (ATM) service
 - 166 (5) Switched Multi-megabit Data Service (SMDS)
 - 167 (6) Synchronous Optical Network (SONET) service
- 168 (g) Video conferencing services (VTS)
- 169 (h) Technology enhancements, service improvements, and all new and/or emerging
 170 telecommunications services offerings as defined in Section C.2.1.13.

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

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

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

184 (j) Diversity routing

185 (k) Solutions to legacy and proprietary equipment and systems

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

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

190 **C.1.2.4 Geographic Scope**

191 In the RFP for each specific metropolitan area, the definition of the mandatory service
 192 coverage area for the metropolitan area(s) is defined in Section J.1. Geographical areas for
 193 the mandatory service coverage area is defined in terms of zip codes, county boundaries, city
 194 boundaries, townships, parishes, or other means. For pricing purposes, the mandatory
 195 service coverage area is also described in terms of the NPANXXs contained in the coverage
 196 area originally identified in the RFP.

197
 198 The Government reserves the right to expand the geographical area of the mandatory
 199 service coverage area beyond the coverage area originally identified in the RFP (e.g., adding
 200 additional sites outside of the original MAA coverage area up to the maximum contract
 201 ceiling limits specified in Section H.3). It is anticipated that any geographical expansion will
 202 be within close proximity of the metropolitan area boundary defined in the RFP. The impact
 203 of such geographical expansion to the contract, if any, will be negotiated with the contractor
 204 on a case-by case basis.

205

206 **C.2 Service Descriptions and Technical and Performance Requirements**

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

210 **C.2.1 General Requirements**

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

212 **C.2.1.1 Services**

213 The contractor shall provide local telecommunications service in the following two
 214 categories:

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

218 (1) Local Voice Service (LVS)

219 (2) Circuit Switched Data Service (CSDS)

220 (b) Dedicated Transmission Service (DTS). These are dedicated transmission services
221 that allow the aggregation of bandwidths for transmission of voice and data traffic.
222 DTS is subdivided into the following two groups:

223 (1) Local DTS

224 (2) DTS access to an IXC POP

225 CSS shall provide local loop (including local switching and associated features), local
226 transport between terminating locations within the MAA service area, access to local long
227 distance services, and access to and from inter-exchange carriers. Detailed specifications for
228 CSS, including basic capabilities, features, performance, and interfaces, are described in
229 Section C.2.2.

230 DTS shall provide dedicated circuits between sites within the MAA service area as well
231 as between an MAA site and an IXC POP. Detailed specifications for DTS, including basic
232 capabilities, features, performance, and interfaces, are described in Section C.2.3. As part of
233 the service offering, the contractor shall ensure proper delivery and operations of all
234 telecommunications services as described in Sections C.2.2 and C.2.3.

235 **C.2.1.2 Enhanced Services**

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

240 **C.2.1.2.1 Additional Circuit Switched Services**

241 Customer organizations may require the following services¹:

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

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

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

248 Customer organizations may require the following CSDS features:

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

254 **C.2.1.2.2 Additional DTS Features**

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

- 256 (a) Multi-point Connection, including the following capabilities:
 - 257 (1) Branch-Off (also known as Drop-and-Continue)
 - 258 (2) Drop-and-Insert (also known as Add-Drop-Multiplexing)
- 259 (b) 7.5 kHz Audio
- 260 (c) Service Assurance: Providing improved availability of DTS circuits, including
261 such schemes as automatic restoration and reconfiguration
- 262 (d) Route or Path Diversity: Providing multiple, physically separated routes for DTS
263 circuits
- 264 (e) Route or Path Avoidance: Providing the capability for a customer organization to
265 define a geographic location or route on the network to avoid
- 266 (f) Fractional T1: Adjacent DS0 clear channels, over an interface with a line rate of
267 1.544 Mb/s, in increments of one DS0 channel to a maximum capacity of 12 DS0
268 channels
- 269 (g) Fractional T3: Three, four, five, or seven adjacent DS1 clear channels over an
270 interface with a line rate of 44.736 Mb/s
- 271 (h) T3: 44.734 Mb/s line rate

272 **C.2.1.3 Management and Operations Services**

¹ For this Norfolk 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.

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

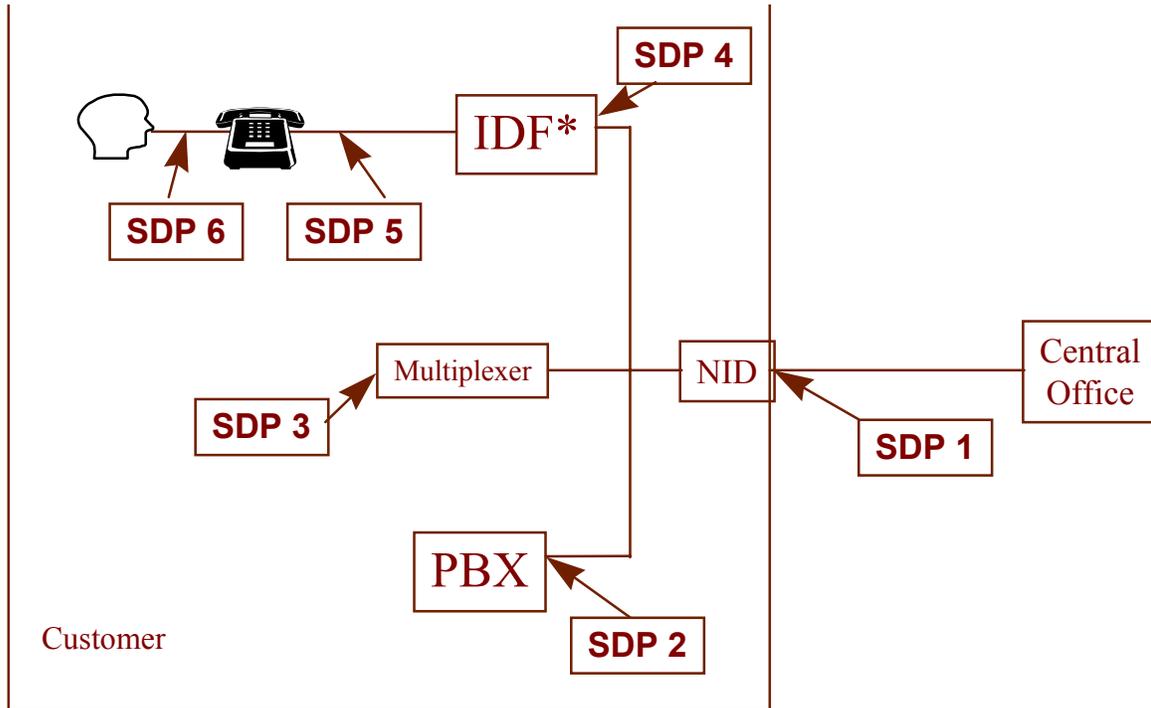
276 **C.2.1.4 Features**

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

284 **C.2.1.5 Service Delivery Points**

285 The SDP is the interface point for the physical delivery of a service, one of the points at
286 which performance parameters are measured to determine compliance with the contract, and
287 the point used by the contractor to identify the charges for services rendered. Each SDP is
288 defined as the combined physical, electrical, and service interface through an appropriate
289 industry standard connector (e.g., RJ-21X/110 block) between the contractor's network and
290 the Government on-premises equipment, off-premises switching and transmission
291 equipment, and other facilities (such as those provided by telephone central offices). Figure
292 C.2.1.5-1 depicts the potential MAA SDP locations.

293



294 * Contractor-provided terminal block adjacent to a government terminal block in the intermediate distribution
 295 frame (IDF), computer room, or telephone closet(s) on each floor of a multistory building or appropriate
 296 telephone closet(s) in a single story building. SDP 6 includes a voice instrument equipped with a line/mounting
 297 cord for connection to the jack at SDP 5.
 298
 299

300 **Figure C.2.1.5-1. MAA SDP Locations**

301
 302 The Government's requirements are for services and features to the SDP. An SDP is the
 303 interface point at which a service is delivered by the contractor to the user. It is the point at
 304 which responsibility for the service transfers from the service provider to the Government
 305 (i.e., service on the left side of an SDP in the diagram is the responsibility of the customer
 306 organization, and service on the right side of an SDP is the responsibility of the contractor).
 307 By way of exception, ISDN service orders to SDP5 will treat rack-mounted NT1/Power
 308 Supply equipment at the IDF as customer premises equipment associated with SDP6. ISDN
 309 service orders to SDP6 will include the associated NT1/Power Supply, but will not include
 310 ancillary data terminal equipment. For example, at SDP6, the contractor is responsible for
 311 providing and/or servicing the phone equipment; wiring between the phone and the Network
 312 Interface Device (NID), which is the demarcation point defined by the Federal
 313 Communications Commission (FCC) and the Public Utility Commission (PUC); and all
 314 services on the network side of the NID. (See Section C.2.1.12 for appropriate treatment of
 315 inside wiring).

316

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

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

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

- 325 (a) Network side of off-premises switch-based voice service system, or other
326 communications system or network
- 327 (b) IXC POP for IXC access service component

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

330 **C.2.1.6 Compatibility**

331 The contractor shall ensure that the local telecommunications services provided under
332 this contract are compatible with the Government's existing equipment to the extent that
333 commercial standard interfaces and implementation exist to support such compatibility. For
334 Norfolk, the contractor shall support the existing Government-owned telephone sets
335 including approximately 300 Lucent 8510s, and 300 Lucent 970s. This support may include
336 substitution of contractor-provided equipment of equal or greater quality and functionality at
337 no additional cost to the Government. The contractor shall identify the necessary operations,
338 procedures, software, and equipment to ensure service compatibility. The contractor shall
339 provide identification of incompatibilities between the required services and the existing
340 Government equipment within 15 business days after service order acknowledgment.

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

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

352 **C.2.1.7 Performance**

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

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

366 **C.2.1.8 Interoperability Requirements**

367 In addition to this MAA acquisition, the Government has acquired, or is acquiring,
368 services and equipment to meet a range of telecommunications requirements, including local
369 service, intra-Local Access and Transport Area (LATA) toll, inter-LATA access, data
370 networking (local and wide area), inter-LATA transport, international voice/data transport,
371 wireless, electronic commerce, Internet, and electronic messaging. The MAA services shall,
372 when required by the Government, interface and interoperate with the systems and services
373 provided under other FTS Program acquisitions. The interface requirements for
374 interoperability for each of the above acquisitions will be available from the Government.
375 When interconnectivity and interoperability are required at an SDP located at another
376 vendor's network, the contractor shall conform to commercial standard interfaces for
377 interconnectivity and interoperability. If there are non-commercial standard interfaces used
378 by the other vendor's network, the contractor shall coordinate and negotiate with the
379 Government on a case-by-case basis.

380 **C.2.1.9 Security of Contractor Infrastructure**

381 The contractor shall describe how it will provide security within the infrastructure of the
382 contractor's network, consistent with commercial practices, which shall ensure availability of
383 service, confidentiality, and data integrity of both the contractor's transmission systems and
384 databases being maintained by the contractor in support of its services. The contractor shall
385 clearly label all wires installed or used by the contractor at the SDP (main distribution frame
386 [MDF] and intermediate distribution frame [IDF] in the wiring closet). Where existing
387 wiring labeling is not adequate, the contractor shall negotiate the labeling upgrade with the
388 Government on a case-by-case basis, and any additional cost will be covered under ODC.
389 The contractor shall provide physical security of contractor facilities (e.g., locked door and
390 sign in/out procedures to gain access). For SDPs that are in locations other than the
391 contractor's locations, the contractor shall follow security procedures specified by the
392 Government in coordination with the building owner. The contractor shall describe how its

393 infrastructure shall utilize best commercial practices to protect against threats from hacker,
394 criminal, and terrorist activities.

395 **C.2.1.10 Hardware and Software**

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

406 **C.2.1.11 Implementation**

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

- 410 (a) Replacement of existing GSA-provided services with MAA contract services
- 411 (b) Installation of new MAA contract services at locations currently served by GSA
- 412 (c) Installation of MAA contract services at locations not currently served by GSA
- 413 (d) Enhancements, changes, and additions to previously implemented MAA contract
414 services.

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

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

428 In cases where the Government-defined SDP is beyond the NID and the existing wiring
429 between the NID and the SDP is determined by the contractor as inadequate, the contractor

430 shall provide notification of non-compliance of existing wiring and propose a solution within
 431 15 business days after service order acknowledgment. Inadequate wiring is defined as
 432 wiring implementation that does not allow the contractor to provide service from the NID to
 433 the SDP at the required performance levels specified in the RQS and the metropolitan-area
 434 specific RFP. The contractor shall demonstrate, with appropriate engineering specifications
 435 and evidence, that the existing wiring is inadequate. Once the Government agrees to the
 436 contractor's assessment of the inadequate wiring, the Government may negotiate with the
 437 contractor to upgrade the on-premises wiring as ODC.

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

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

454 **C.2.1.13 Emerging Services**

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

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

- 463 (a) CSS
- 464 (b) DTS
- 465 (c) Other ES (e.g., Digital Subscriber Line [xDSL]) when incorporated into this contract

466 After the contract award, the contractor shall advise the Government of any new
 467 technology, not in the MAA program, when it becomes commercially available. If the
 468 contractor implements a new service for any of its customers, the contractor shall advise the
 469 Government of the offerings. If there is sufficient interest within the Government, the

470 contractor shall propose the new technology to the Government for consideration to be
471 incorporated into the MAA program.

472 **C.2.1.14 Conformity to Standards**

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

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

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

- 487 (a) Industry forums (e.g., Frame Relay Forum, NIUF, ATMF, EIA/TIA)
- 488 (b) American National Standards Institute (ANSI)
- 489 (c) Bellcore
- 490 (d) International Telecommunications Union-Telecommunications Service Sector (ITU-
491 TSS)

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

493 **C.2.2 Circuit Switched Services (CSS)**

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

496 **C.2.2.1 Local Voice Service (LVS)**

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

500 **C.2.2.1.1 Basic Configurations**

501 LVS shall support the following configurations:

- 502 (a) Business Line. Analog (loop and ground start) and ISDN lines.
- 503 (b) Off-Premises Switch-Based Voice Service. Off-premises switch-based voice service
504 over Analog (loop and ground start) and ISDN lines including the sharing of ISDN
505 Bearer (B) Channels to provide two voice, voice/data, or two data channels utilizing
506 two Service Profile Identifier and Directory (SPID) numbers. Off-premises switch-
507 based voice service equipment shall not be located in Government facilities except at
508 locations with an existing on-premises PBX (See Section C.1.2.3).
- 509 (c) Access to Existing Key Systems. Analog and ISDN lines for Government key
510 systems.
- 511 (d) Access to Existing PBX Systems. Analog (loop and ground start) and digital local
512 central office access trunks for a Government PBX systems.

513 The contractor shall support connections for voice and analog data rates of at least 9.6
514 kilobits per second (kb/s) using an ITU-TSS V.32 modem and 28.8 kb/s using an ITU-TSS
515 V.34 modem, not including impairment of data rates by the local loop. The contractor shall
516 also support modems at the latest commercially available modem rates over the life of the
517 contract. LVS shall comply with ANSI T1.101 and all applicable Bellcore and ANSI
518 standards, primarily Bellcore's *BOC Notes on the LEC Networks*, and ANSI ISDN and SS7
519 standards. The service interfaces at the SDP are defined in Section C.2.2.1.1.4.

520 **C.2.2.1.1.1 Basic Service Capabilities**

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

- 525 (a) 10XXX/NPA/NXX Routing. The numbering plan shall conform to the North
526 American Numbering Plan (NANP). The dialing plan shall also support a truncation
527 of the standard ten-digit station number (e.g., the last four, five, or six digits of the
528 station number) for a customer organization using MAA off-premises switch-based
529 voice services. The numbering plan shall include access codes of two digits or less
530 for off-premises switch-based voice service user access to carriers and/or services
531 external to the system/service. Assignment of access codes to these services shall be
532 at the discretion of the Government. The contractor shall incorporate any changes in
533 the NANP in both routing and automatic route selections (ARS) tables as necessary.
- 534 (b) Dual Tone Multi-Frequency (DTMF) Dialing
- 535 (c) Automatic Number Identification (ANI) for outgoing calls
- 536 (d) Access to 911 Service. Customer organizations shall be able to access emergency
537 service/assistance by dialing (prefix, if appropriate) 911
- 538 (e) Operator Assistance. Operator assistance shall be provided for any services offered
539 by the service provider

- 540 (f) Primary Directory Listings
- 541 (g) Access to a pre-subscribed interexchange carrier (PIC)
- 542 (h) Flexible Disconnect, Both/Either Party
- 543 (i) Off-hook Time Out
- 544 (j) Intercept and Recorded Announcement. The contractor shall provide commercially
- 545 available network intercept to recorded announcement as an inherent network
- 546 capability when a call cannot be completed

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

548 No additional capabilities for non-ISDN business line basic service are identified at this
 549 time. As additional capabilities are identified during the life of the contract, they will be
 550 incorporated via contract modification. Offerors are encouraged to propose additional basic
 551 service capabilities for business lines as part of the RFP proposal, if they are currently
 552 available, for possible inclusion as part of each MAA contract.

553 **C.2.2.1.1.1.2 Non-ISDN Off-Premises Switch-Based Voice Service Additional** 554 **Basic Service Capabilities**

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

- 558 (a) Call Back/Camp On
- 559 (b) Call Consultation
- 560 (c) Call Forward - Busy
- 561 (d) Call Forward - Don't Answer
- 562 (e) Call Forward - Variable
- 563 (f) Call Hold
- 564 (g) Call Hunting
- 565 (h) Call Park
- 566 (i) Call Pick-Up
- 567 (j) Call Transfer
- 568 (k) Call Waiting
- 569 (l) Direct Inward Dialing (DID)
- 570 (m) Direct Outward Dialing (DOD)
- 571 (n) Last Number Redial
- 572 (o) Message Waiting Indication
- 573 (p) Speed Calling
- 574 (q) Three-Way Conference Calling
- 575 (r) Blocking of Selected Numbers

576 (s) Class of Service. The service shall provide 64 classes of service available to each
 577 customer organization line. Due to the diverse nature of the customer organizations
 578 served, each class of service shall be available on all customer organization line
 579 circuits, and shall permit class of service changes without requiring a station number
 580 change. Each class of service shall provide a flexible mix of both system/station
 581 features and transport level restrictions. The Government will select a variety of
 582 classes, some of which will be unique. The class of service applicable to each line
 583 termination shall be assigned and determined by the Government during final station
 584 design planning. Access to the commercial networks shall be provided by the
 585 contractor to properly class-marked users. The contractor shall provide the following
 586 nine transport access level restrictions:

- 587 (1) COS 1 - Limited Service: Service within the same serving system
- 588 (2) COS 2 - Standard Service: Local Government service provided through the
 589 system(s) and local exchange NXXs dedicated to the Government
- 590 (3) COS 3 - Commercial Service: Standard service plus access to the LEC
- 591 (4) COS 4 - Government Service: Standard service plus access to a Government-
 592 acquired, IXC-provided service (on-net), but with no access to the LEC
- 593 (5) COS 5 - Extended Service: Standard service plus access to both a Government-
 594 acquired IXC service (on-net) and the LEC
- 595 (6) COS 6 - National Service: Standard service plus access to a Government-
 596 acquired IXC service (on-and-off-net) and the LEC
- 597 (7) COS 7 - Interexchange Carrier Service: Commercial service plus access to IXCs
 598 other than a Government-acquired IXC service
- 599 (8) COS 8 - International Service: National Service plus Government-acquired
 600 International Direct Distance Dialing (IDDD)
- 601 (9) COS 9 - Interexchange and International Service: IXC Service plus IDDD

602 (t) Reserved

603 (u) Software Reconfiguration by Customer

604 C.2.2.1.1.3 Non-ISDN Access to Existing Key Systems Additional Basic 605 Service Capabilities

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

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

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

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

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

- 619 (a) Caller Identification (ID)
- 620 (b) Data Call Setup
- 621 (c) Data Hot Line
- 622 (d) Data Line Privacy
- 623 (e) Default Dialing (SDP 6 only)
- 624 (f) Personalized Ringing (SDP 6 only)
- 625 (g) Three-Way Conference Calling

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

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

- 631 (a) Call Back/Camp On
- 632 (b) Call Consultation
- 633 (c) Call Forward - Busy
- 634 (d) Call Forward - Don't Answer
- 635 (e) Call Forward - Variable
- 636 (f) Call Hold
- 637 (g) Call Hunting
- 638 (h) Call Park
- 639 (i) Call Pick-Up
- 640 (j) Call Transfer
- 641 (k) Call Waiting
- 642 (l) DID
- 643 (m) DOD

- 644 (n) Last Number Redial
- 645 (o) Message Waiting Indication
- 646 (p) Speed Calling
- 647 (q) Three-Way Conference Calling
- 648 (r) Blocking of Selected Numbers
- 649 (s) Class of Service (as specified in Section C.2.2.1.1.1.2)
- 650 (t) Software Reconfiguration by Customer
- 651 (u) Caller ID
- 652 (v) Customized Group Dialing Plan
- 653 (w) Data Call Setup
- 654 (x) Data Hot Line
- 655 (y) Data Line Privacy
- 656 (z) Default Dialing (SDP 6 only)
- 657 (aa) Distinctive Ringing (SDP 6 only)
- 658 (bb) Intercom Dial
- 659 (cc) Multi-Appearance Pre-selection and Preference (SDP6)
- 660 (dd) Multiple Appearance Directory Number
- 661 (ee) Personalized Ringing (SDP 6 only)

662 **C.2.2.1.1.1.7 Additional Basic Service Capabilities for ISDN Access to Existing** 663 **Key Systems**

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

- 666 (a) Line Hunting
- 667 (b) Caller ID
- 668 (c) Three-Way Conference Calling

669 **C.2.2.1.1.1.8 Additional Basic Service Capabilities for ISDN Access to Existing** 670 **PBX Systems**

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

- 674 (a) Caller ID

675 **C.2.2.1.1.2 Features**

676 The contractor shall provide the following features as additions to the basic service for
677 all business lines, off-premises switch-based voice service, line access to existing key

678 systems, and trunk access to existing PBX systems (where such features are supported by the
679 PBX):

- 680 (a) Blocking Caller-Paid Information Phone Numbers
- 681 (b) Calling Number Suppression
- 682 (c) Directory Assistance. Directory assistance (to obtain directory numbers) for the local
683 calling area shall be provided by dialing 411 or [1-NPA-] 7 digits.
- 684 (d) Pre-subscribed Interexchange Carrier (PIC) Change
- 685 (e) Vanity Number
- 686 (f) Call Return (e.g., *69)
- 687 (g) Call Screen
- 688 (h) Foreign Exchange Service
- 689 (i) Number Portability. The contractor shall retain all existing telephone line numbers at
690 a Government location. Remote call forwarding is not a compliant solution for
691 number portability.
- 692 (j) Anonymous Call Rejection
- 693 (k) Meet Me Conference for up 400 participants

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

- 696 (l) Additional Directory Listings
- 697 (m) Alternate Call Directory Listings
- 698 (n) Operator Assistance - Busy Line Verification
- 699 (o) Operator Assistance - Busy Line Verification with Interrupt
- 700 (p) Voice Mail. All calls to voice mail that originate in the contractor's network shall be
701 treated as on-net calls. Voice mail shall provide the following capabilities:
 - 702 (1) Be accessible to any station within the system that has a telephone equipped
703 with a push-button tone pad.
 - 704 (2) Automatically cue the recipient of message(s) in the voice mailbox. Message
705 cue alerting should include, but not be limited to, message waiting visual signal
706 or stutter dial tone.
 - 707 (3) Handle inside, as well as outside, calls on the system.
 - 708 (4) Store messages automatically and forward the message at specific times
709 designated by users.
 - 710 (5) Deliver mass announcements to all or part of its users.
 - 711 (6) Be accessible to any on-net or off-net station equipped with a push-button dial
712 pad in order for the mail box owner to retrieve or change messages.
 - 713 (7) Provide automated attendant functions.

- 714 (8) For the Norfolk MAA RFP, the incoming message duration shall be 120
715 seconds.
- 716 (9) Reserved.
- 717 (10) Provide, at a minimum, thirty-minute storage capability for all incoming
718 messages per individual voice mailbox.
- 719 (q) Station Message Desk Interface (SMDI)/Simplified Message Service Interface
720 (SMSI) Link. Supply and/or interface with and support a data link to integrate a
721 Government-owned voice mail system into its switching system.

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

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

- 725 (a) Authorization Codes
- 726 (b) Billing Account Code – Verified
- 727 (c) Billing Account Code – Unverified
- 728 (d) Call Forwarding
- 729 (e) Call Waiting
- 730 (f) Caller Identification (ID)
- 731 (g) Data Line Privacy
- 732 (h) Speed Calling
- 733 (i) Three-Way Conference Calling
- 734 (j) Bridging Service
- 735 (k) Call Trace
- 736 (l) Customized Intercept and Recorded Announcement
- 737 (m) Dual Service
- 738 (n) Six-Way Conference Calling

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

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

- 743 (a) Authorization Codes
- 744 (b) Billing Account Code – Verified
- 745 (c) Billing Account Code – Unverified
- 746 (d) Caller Identification (ID)
- 747 (e) Call Restriction
- 748 (f) Customized Group Dialing Plan

- 749 (g) Data Line Privacy
- 750 (h) Distinctive Call Waiting Tones
- 751 (i) Distinctive Ringing (SDP6 only)
- 752 (j) Dual Service
- 753 (k) Multiple Appearance Directory Numbers
- 754 (l) Privacy
- 755 (m) Attendant Multi-Line Hunt Group
- 756 (n) Blocking Dialed Carrier Identification Code (CIC)
- 757 (o) Bridging Service
- 758 (p) Call Forward Remote Access
- 759 (q) Call Trace
- 760 (r) Customized Intercept and Recorded Announcement
- 761 (s) Directed Call Pickup
- 762 (t) Six-Way Conference Calling

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

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

- 766 (a) Caller Identification (ID)
- 767 (b) Data Line Privacy
- 768 (c) Blocking Dialed Carrier Identification Code (CIC)
- 769 (d) Call Trace
- 770 (e) E911-Centralized Automatic Message Accounting (CAMA) Trunk (EIA/TIA-689)

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

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

- 774 (a) DID. This feature shall allow incoming calls to a PBX to reach destination stations,
775 without attendant assistance, by routing calls by truncated station digits contained in
776 the incoming call signal.
- 777 (b) DOD. This feature shall allow PBX station users to gain access to the local Central
778 Office without attendant assistance by dialing an access code.
- 779 (c) DID/DOD Two Way. This feature shall allow a Central Office access trunk(s) to
780 have both DID and DOD capabilities.
- 781 (d) Tie Trunk. This feature shall allow trunk circuit between two PBXs.
- 782 (e) DID Number Block Assignment and Maintenance. Customer organizations shall be
783 provided the capability to request assignment and maintenance of DID number blocks
784 for a new DID-PBX installation.
- 785 (f) Caller Identification (ID)

786 (g) Blocking Dialed Carrier Identification Code (CIC)

787 (h) Call Trace

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

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

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

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

793 (b) Authorization Codes

794 (c) Billing Account Code – Verified

795 (d) Billing Account Code – Unverified

796 (e) Blocking Dialed Carrier Identification Code (CIC)

797 (f) Bridging Service

798 (g) Call Forwarding

799 (h) Call Trace (e.g., *57)

800 (i) Call Waiting

801 (j) Customized Intercept and Recorded Announcement)

802 (k) Six-way Conference Calling

803 (l) Speed Calling

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

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

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

809 (b) Attendant Multi-Line Hunt Group

810 (c) Authorization Codes

811 (d) Billing Account Code – Verified

812 (e) Billing Account Code – Unverified

813 (f) Blocking Dialed Carrier Identification Code (CIC)

814 (g) Bridging Service

815 (h) Call Forward Remote Access

816 (i) Call Restriction

817 (j) Call Trace (e.g., *57)

818 (k) Customized Intercept and Recorded Announcement

819 (l) Directed Call Pickup

820 (m) Distinctive Call Waiting Tones

821 (n) Privacy

822 (o) Six-way Conference Calling

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

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

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

827 (b) Authorization Codes

828 (c) Blocking Dialed Carrier Identification Code (CIC)

829 (d) Six-way Conference Calling

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

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

833 (a) Backup of ISDN PRI Shared D Channel Capability

834 (b) Blocking Dialed Carrier Identification Code (CIC)

835 (c) DID

836 (d) DID/DOD Two Way

837 (e) DOD

838 (f) DID Number Block Assignment and Maintenance

839 (g) Tie Trunk

840 (h) Six-Way Conference Calling

841 **C.2.2.1.1.3 Performance**

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

843 (a) Transmission Performance:

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

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

852 (b) Grade of Service (GOS):

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

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

855 (3) Transport: P.01

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

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

858 **C.2.2.1.1.4 Interfaces**

859 **C.2.2.1.1.4.1 User-to-Network Interface**

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

- 862 (a) Analog Line, two-wire and four-wire, loop signaling, at 4 kHz bandwidth (300 to
863 3300 Hz) (for Business Lines, off-premises switch-based voice service, and Key
864 System Access configurations): Two-wire and four-wire loop access circuits
865 (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-2275] for non-PBX
866 services and ANSI EIA/TIA-464 for PBX trunk services)
- 867 (b) Digital Line (for Business Lines, off-premises switch-based voice service, and Key
868 System Access configurations): ISDN BRI² (2B+D) [Standard: ANSI T1.607 and
869 610]
- 870 (c) Analog Trunk at 4 kHz bandwidth (300 to 3300 Hz) (for PBX System Access
871 configuration: incoming/outgoing/two-way traffic; direct inward/outward dialing):
- 872 (1) Two-wire and four-wire access circuit with Dial Pulse/Dual Tone Multi-
873 frequency (DP/DTMF) pulsing (Standard: Bellcore's *BOC Notes on the LEC*
874 *Network* [SR-2275])
- 875 (2) Signaling/supervision types:
- 876 (i) Immediate start
- 877 (ii) Ground start
- 878 (iii) Loop Start
- 879 (iv) Wink start
- 880 (v) Delay Dial
- 881 (vi) E&M Types (Standard: Bellcore's *Notes on the LEC Network* [SR-2275])
- 882 (d) Digital Trunk (for PBX System Access configuration: incoming/outgoing/two-way
883 traffic; direct inward/outward dialing):
- 884 (1) T1 (with Extended Super Frame [ESF] format) at line rate of 1.544 Megabits per
885 second (Mb/s) and information-payload data rate of 1.536 Mb/s. (Standard:
886 Bellcore's *BOC Notes on the LEC Networks* [SR-2275] and ANSI
887 T1.102/107/403)
- 888 (2) ISDN PRI at line rate of 1.544 Mb/s and information-payload data rate of 1.472
889 Mb/s for (23B+D) and 1.536 Mb/s for (24B+0D)³. (Standard: ANSI T1.607 and

² ISDN BRI shall be composed of 2 B (64 kb/s) and 1 D (16 kb/s) channels (Standard: ITU-TSS Q.931 signaling type).

³ ISDN PRI shall be composed of 23B+D channels or 24B channels, where more than one PRI is provisioned at one SDP (Standard: ITU-TSS Q.931 signaling type).

890 610; National ISDN-1 [Bellcore Pub SR-NWT-1937], and National ISDN-2
891 [Bellcore Pub SR-NWT-2120])

892 **C.2.2.1.1.4.2 IXC Interface**

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

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

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

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

907 **C.2.2.2.1 Basic Service Capabilities**

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

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

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

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

920 CSDS shall support the following categories of information-payload bandwidth for DS0:
921 56 kb/s and 64 kb/s data rates.

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

927 **C.2.2.2.2 Features**

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

932 **C.2.2.2.3 Performance**

933 The CSDS performance parameters shall meet the following:

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

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

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

940 **C.2.2.2.4 Interfaces**

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

942 **C.2.2.2.4.1 User-to-Network Interface**

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

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

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

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

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

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

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

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

956 **C.2.2.2.4.2 IXC Interface**

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

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

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

962 (c) Reserved

- 963 (d) Exchange Access Interconnection FSD 20-24-1004 (Standard: Bellcore Pub GR-690-
964 CORE)
- 965 (e) *Bellcore Specification of Signaling System Number 7* (Standard: Bellcore Pub GR-
966 317, GR-394, and TR-NWT-246) where available at the IXC POP

967 **C.2.3 Dedicated Transmission Service (DTS)**

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

970 **C.2.3.1 Basic Service Capabilities**

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

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

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

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

990 The following categories of DTS shall be supported:

- 991 (a) Analog: 4 kilohertz (kHz) nominal bandwidth
- 992 (b) Subrate DS0: Information payload data rates of 4.8, 9.6, and 19.2 kb/s
- 993 (c) DS0: Information payload data rates of 56 and 64 kb/s
- 994 (d) T1: Line rate of 1.544 Mb/s, which shall be used to provide channelized or
995 unchannelized T1 service as follows:
- 996 (1) Channelized T1: 24 separate DS0s, channels of 64 kb/s where each DS0 channel
997 may be either a clear channel or may contain multiple subrate DS0 payloads
- 998 (2) Unchannelized T1: A single 1.536 Mb/s information payload

999 **C.2.3.2 Performance**

1000 The DTS performance parameters for originating or terminating connection shall meet
1001 the following:

1002 (a) Transmission Performance:

1003 (1) All analog transmission parameters shall satisfy the values and ranges set forth in
1004 Sections 7.4 and 7.5, *Transmission, BOC Notes on the LEC Networks* (Bellcore
1005 Pub SR-2275).

1006 (2) All digital transmission parameters shall satisfy the standards set forth in the
1007 *High-Capacity Digital Special Access Service - Transmission Parameter Limits*
1008 *and Interface Combinations* (Standard: Bellcore Pub GR-342-CORE); and
1009 additionally, ANSI T1.503/510 for T1.

1010 (b) Availability of Service: The availability of a DTS circuit shall be at least 99.5
1011 percent.

1012 **C.2.3.3 Interfaces**

1013 **C.2.3.3.1 User-to-Network Interface**

1014 The contractor shall provide the required DTS local loop interfaces at the SDP as
1015 specified below:

1016 (a) ITU-TSS V.35 at rate up to 1.544 Mb/s

1017 (b) EIA RS 449 at rate up to 2 Mb/s

1018 (c) EIA RS 232 at rate up to 19.2 kb/s

1019 (d) EIA RS-530 at rate up to 2 Mb/s

1020 (e) RJ-x (e.g., RJ-11/41/45), at 4 kHz (300 to 3300 Hz)

1021 (f) T1 (with ESF format) at line rate of 1.544 Mb/s and information-payload data-rate of
1022 1.536 Mb/s. (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-2275] and
1023 GR-342-CORE; and ANSI T1.403)

1024 **C.2.3.3.2 IXC Interface**

1025 The contractor shall provide the following interfaces, as appropriate, to connect to an
1026 IXC POP:

1027 (a) T1 with ESF format (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-
1028 2275] and GR-342-CORE; ANSI T1.102/107/403)

1029 **C.3 Management and Operations**

1030 This section identifies the management and operations support required by the
1031 Government as part of the MAA contract. This support is divided into the following
1032 categories:

1033 (a) Program Administration

1034 (b) Service Ordering

1035 (c) Operational Support

1036 (d) Billing

1037 (e) Trouble Handling

1038 (f) Customer Training

1039 **C.3.1 Program Administration**

1040 The roles and responsibilities of the Government's personnel involved in MAA program
1041 administration are defined in Section G.1. The administrative roles and responsibilities of
1042 the contractor personnel are also defined in Section G.1.

1043 **C.3.2 Service Ordering**

1044 Section G.2 describes the MAA service ordering requirements and requirements to
1045 interface to the Government's ordering and billing system. The service ordering process
1046 incorporates the following functions:

- 1047 (a) Initiate service or features
- 1048 (b) Disconnect service or features
- 1049 (c) Add, change, or move service or features
- 1050 (d) Modify an existing service order

1051 The contractor shall provide the capability for GSA to provide its customer organizations
1052 two service ordering methods:

- 1053 (e) Ordering via GSA: Customers will submit orders to GSA. GSA will in turn submit
1054 the orders to the contractor.
- 1055 (f) Direct Ordering: Customers place orders directly with the contractor. After contract
1056 award, the contractor will be notified by GSA which customer organizations have
1057 been authorized to perform direct ordering. The direct ordering capability will be
1058 authorized by GSA when it is in the best interest of the Government.

1059 **C.3.3 Operational Support**

1060 Section G.3 describes the requirements for operational support. Operational support
1061 consists of the following functions:

- 1062 (a) Number inventory and administration
- 1063 (b) Moves, adds, and changes
- 1064 (c) Maintenance
- 1065 (d) Inventory management
- 1066 (e) Physical security and work area management
- 1067 (f) Security services
- 1068 (g) Marketing MAA services to customer organizations
- 1069 (h) Telephone Directories

1070 C.3.4 Billing

1071 Section G.4 details the billing procedures and requirements. The contractor shall provide
1072 the capability for GSA to provide its customer organizations two service billing methods:

1073 (a) Centralized: This option allows customers who place orders via GSA to be billed by
1074 GSA. The contractor bills GSA for the customers using centralized billing. GSA
1075 pays the contractor, bills the individual customer organizations, and collects payment
1076 from the customer organizations.

1077 (b) Direct: This option allows customers who are authorized by GSA to place orders
1078 directly with the contractor to be billed directly from the contractor. The contractor
1079 collects payment from the customer directly. After contract award, the contractor
1080 will be notified by GSA which customer organizations have been authorized to be
1081 directly billed by the contractor. The direct billing capability will be authorized by
1082 GSA when it is in the best interest of the Government.

1083 C.3.5 Trouble Handling

1084 Trouble handling includes the procedures for trouble reporting, entry, tracking, analysis,
1085 priority classifications, and escalation to ensure that problems are resolved in a timely
1086 manner. Section G.5 describes the trouble handling requirements.

1087 C.3.6 Customer Training

1088 The contractor shall provide training for end-users and other designated system
1089 administrator personnel, such as Agency Designated Representatives (ADRs) and GSA
1090 Designated Representatives (GDRs), on all services and features provided under this
1091 contract. This training may vary, depending upon complexity of the subject material, from
1092 hands-on classroom training to video or computer-based training to printed materials. The
1093 contractor shall provide appropriate documentation for users to retain as a minimum
1094 requirement of all training.

1095 The contractor shall submit a Final Training Plan to the Contracting Officer's Technical
1096 Representative (COTR) within 30 business days after notice to proceed for each MAA
1097 contract. The Government will approve the plan or will provide feedback to the contractor
1098 within ten business days after the submission of the Training Plan. The contractor shall
1099 coordinate with the GDR/ADR to schedule training sessions and to arrange for government
1100 provided locations to conduct the training sessions.

1101 C.3.6.1 Initial End User Training

1102 The contractor shall provide initial end user training, including appropriate training
1103 materials and number of sessions to accommodate all users during their normal work hours
1104 at their normal work locations. The contractor shall provide initial end user training for the
1105 approximate number of users specified in Section J.2.2. The location of training sessions for
1106 customer locations with less than 20 users may be negotiated with the GDR/ADR on an
1107 individual case basis. Typical class sizes, and training methods for each service shall be

1108 included in the training plan. Initial training shall be conducted prior to cutover or
1109 implementation of initial services and features. The training shall include:

- 1110 (a) Correct operation of the service and features
- 1111 (b) How to obtain assistance when difficulties are encountered using services and
1112 features
- 1113 (c) How to report troubles
- 1114 (d) How to obtain credit adjustments

1115 **C.3.6.2 System Administrator (GDR/ADR) Training**

1116 The contractor shall provide system administrator training, including appropriate training
1117 materials and number of sessions to accommodate all trainees during their normal work
1118 hours. The contractor shall provide system administrator training for the approximate
1119 number of GDRs and ADRs specified in Section J.2.2. System administrator training shall
1120 equip trained individuals to conduct day-to-day administration and performance monitoring
1121 activities including, but not limited to:

- 1122 (a) Place a service request to add, terminate, or change services
- 1123 (b) Obtain price quotes
- 1124 (c) Modify or cancel service orders
- 1125 (d) Obtain status reports from service order tracking system
- 1126 (e) Indicate service acceptance or rejection
- 1127 (f) Submit a notice of service order completion
- 1128 (g) Verify billing data
- 1129 (h) Initiate and track billing disputes
- 1130 (i) Obtain status of credit adjustments
- 1131 (j) Trouble reporting procedures
- 1132 (k) Access the status of trouble/complaint resolution progress
- 1133 (l) Trouble resolution escalation procedures
- 1134 (m) Fraud prevention, including customer premises safeguards
- 1135 (n) Obtain and analyze reports specified in Section G.6.1

1136 **C.3.6.3 Additional, Follow-up, and New Employee Training**

1137 The contractor shall provide new customer organizations with the same type of training
1138 as was provided for initial training for each applicable service and feature. Follow-up
1139 (remedial) and new employee training may be accomplished by contractor-trained
1140 Government employee trainers or through the use of training videos or other methods as may
1141 be included in the approved training plan.

1142 **C.4 Implementation**

1143 This section describes the Government's requirements for service implementation.

1144 **C.4.1 Implementation Strategy**

1145 The contractor shall be responsible for managing and facilitating the implementation of
1146 services, to include cutover testing and execution planning, in order to:

- 1147 (a) Meet service delivery schedules required by the customer organizations
- 1148 (b) Assure the services, functions, and features provided at SDPs conform with
1149 specifications and requirements defined in this contract
- 1150 (c) Maintain the continuity and quality of existing service to the customer organizations
1151 until the implementation of service is completed successfully
- 1152 (d) Minimize disruptions
- 1153 (e) Ensure seamless operations to the customer organizations

1154

1155 The offeror shall describe the proposed technical approach for providing Norfolk MAA-
1156 specific services. The offeror's proposal discussion of technology, network architecture or
1157 routing techniques will not limit the offeror's ability to upgrade, expand, or replace
1158 components or items at any time without a formal contract modification, provided
1159 performance parameters are met in accordance with the awarded Norfolk MAA contract and
1160 there is no additional cost to the Government.

1161 The offeror shall describe the proposed system architecture for the Norfolk MAA
1162 reflecting the engineering data provided with this solicitation:

- 1163 (f) The overall network architecture, including the types and capacity of the transmission
1164 and switching media, the transmission facility(ies) configuration, the type of
1165 equipment used in the network, and how the network will be used to fulfill Norfolk
1166 MAA service requirements.
- 1167 (g) The anticipated local loop configuration to the NID for each location defined in
1168 circuits.exe file referenced in Section J.2.2 (e.g., type of distribution, existing or
1169 proposed, owned or leased).
- 1170 (h) The facilities (e.g., central offices, trouble centers, and support centers) that will be
1171 part of the proposed MAA network to include identification of ownership (e.g.,
1172 offeror owned, offeror leased, or subcontractor owned).

1173 **C.4.1.1 Management Strategy**

1174 The contractor shall describe the management strategy to be used for implementing each
1175 service category.

1176 The offeror shall illustrate its proposed approach to managing and controlling the
1177 operations of subcontractors.

1178 The contractor shall submit a detailed, site-specific Management Plan to the COTR
1179 within 30 business days after notice to proceed for each MAA contract. The Government

1180 will approve the plan or will provide feedback to the contractor within ten business days
1181 after the submission of the Management Plan.

1182 **C.4.1.2 Cutover Testing**

1183 The contractor shall conduct cutover testing for each service category during service
1184 installation following the requirements as defined in Section E.2.1. As part of the cutover
1185 test plan, the contractor shall describe its overall approach to testing transmission
1186 performance for each service category during service installation and explicit service-
1187 specific processes and procedures that will be employed for testing. Additionally, the
1188 contractor shall describe processes and procedures for restoration of existing service in the
1189 event that the performance of the contractor's installed service fails the cutover tests.

1190 The contractor shall procure and provide all necessary test equipment, data terminals,
1191 load boxes, test cables, and any other hardware and software required for system testing.

1192 **The contractor shall submit a detailed, service-specific Cutover Test Plan, specifically**
1193 **tailored for Norfolk, to the COTR within 30 business days after notice to proceed.** The
1194 Government will approve the plan or will provide feedback to the contractor within ten
1195 business days after the submission of the Cutover Test Plan.

1196 **C.4.1.3 Execution Plans**

1197 For each service order of a size and complexity that requires detailed planning, the ACO
1198 will request that the contractor prepare an Execution Plan. The Execution Plan shall describe
1199 the activities that will be conducted in implementing service. The Execution Plan shall
1200 document in detail the contractor's day-to-day activities at the individual customer
1201 organization's location. The Execution Plan shall describe procedures for tracking status of
1202 the activities and escalating issues and problems to the appropriate authority. The Execution
1203 Plan shall include, but not be limited to, the following site specific information and activity
1204 descriptions:

- 1205 (a) Network map to include each customer organization building location address and
1206 SDPs by service type, estimated requirements of switched voice, data lines, and
1207 dedicated facilities, identification of critical SDPs and circuits, identification of
1208 feature class of service and network class of service for each SDP
- 1209 (b) Location map of each proposed voice/data switching system and other required POPs
1210 which the contractor shall use to form the nucleus of its MAA network
- 1211 (c) Proposed approach and physical route to connect each building location to its core
1212 MAA network to include identification of loops, trunks, cables, fiber, microwave or
1213 other transmission medium and ownership (contractor-owned or leased, Government-
1214 owned or leased)
- 1215 (d) Site specific design plan to include:
 - 1216 (1) Site preparation requirements for SDP
 - 1217 (2) Interim and final configuration to include hardware (type, manufacturer, model),
1218 software, special circuit arrangements, environmental and electrical requirements,

- 1219 equipment room layouts (if applicable), MDF/riser cable diagrams (if needed),
 1220 and any unique or special design plans
- 1221 (3) Number plan with an explanation of the dialing scheme, including access codes
- 1222 (e) Interface equipment and interface arrangements for customer owned and operated
 1223 key systems and PBXs including identification and location of proprietary equipment
- 1224 (f) UNIs to be provided by SDP
- 1225 (g) Installation/service implementation schedule
- 1226 (h) Site-specific cutover test plan and schedule
- 1227 (i) Contingency activities to restore services
- 1228 (j) Proposed points of interface to FTS2001, Department of Defense Networks, and
 1229 other relevant Government or commercial networks.

1230 The contractor shall provide the Execution Plan within 30 business days after the ACO's
 1231 request for the plan, unless otherwise mutually negotiated. The ACO, upon coordination
 1232 with the COTR and customer organizations, will approve or provide feedback to the
 1233 contractor within 10 business days after the submission of the Execution Plan by the
 1234 contractor. If the Government requires longer than 10 business days to review and provide
 1235 feedback, or approve an Execution Plan, the Government will grant an automatic day-for-day
 1236 extension to the amount of time required for service availability as specified in Section
 1237 G.2.3.1.2.

1238 **C.4.1.4 Norfolk Transition Plan**

1239 The Norfolk MAA Transition Plan shall include, but not be limited to, the following site
 1240 specific information and activity descriptions:

- 1241 (a) The proposed and/or existing overall network architecture including the types and
 1242 capacity of the transmission and switching media, the transmission facility(ies)
 1243 configuration, the type of equipment used in the network and other required POPs
 1244 which the contractor intends to use in providing the Norfolk service requirements
 1245 (Maps, diagrams, data matrixes are acceptable formats)
- 1246 (b) Each proposed location (identified in Engineering Data file, circuits.exe) to include:
 1247 type and capacity of distribution facility proposed (e.g., copper cable, fibercable,
 1248 microwave); serving network switch/node and status of distribution facilities (e.g.,
 1249 owned versus leased, existing or proposed) (Maps, diagrams, data matrixes are
 1250 acceptable formats)
- 1251 (c) Proposed points of interface to FTS2001, Department of Defense Networks, and
 1252 other relevant Government or commercial networks
- 1253 (d) Number plan with an explanation of the dialing scheme, including access codes
- 1254 (e) Installation/service implementation schedule
- 1255 (f) Contingency activities to restore services

1256 The transition of all initial Norfolk MAA locations shall be completed within nine

1257 months after notice to proceed. The contractor shall provide the Norfolk MAA Transition
 1258 Plan within 45 business days after notice to proceed. The ACO, upon coordination with the
 1259 COTR and customer organizations, will approve or provide feedback to the contractor within
 1260 10 business days after the submission of the Norfolk MAA Transition Plan by the contractor.

1261 **C.4.2 Implementation Requirements**

1262 For each service order, the contractor shall provide a single point of contact for
 1263 implementation of services. The point of contact shall be accessible by telephone or pager
 1264 during the time periods when service implementation activities are taking place. The
 1265 contractor shall coordinate with the COTR, customer organizations, subcontractors, and
 1266 other service providers during the service implementation. The contractor shall inform the
 1267 COTR and GDR/ADR when activities, including installation and all cutover testing, are
 1268 scheduled at a location.

1269 The contractor shall complete the implementation of each service order within the standard
 1270 service availability interval or negotiated service availability date (Section G.2.3.1.2).

1271 **C.5 National Security and Emergency Preparedness (NS/EP)**

1272 Telecommunications requirements for NS/EP are based on a set of telecommunications
 1273 policies and procedures that exist to ensure critical Government and industry needs are met
 1274 when an actual or potential emergency threatens the security or socio-economic structure of
 1275 the U.S.

1276 **C.5.1 NS/EP Capabilities for Voice and Data Services**

1277 The contractor shall support the following NS/EP capabilities to provide services for
 1278 critical users (key Government officials) during emergencies.

1279 **C.5.1.1 Priority Treatment**

1280 NS/EP origination and termination traffic shall receive priority treatment over normal
 1281 traffic through the use of:

- 1282 (a) Control mechanisms, such as trunk queuing, trunk subgrouping, or trunk reservation
- 1283 (b) Exemption from restrictive network management controls that are used to reduce
 1284 network congestion
- 1285 (c) Operator assistance to achieve preferential treatment, such as interrupting an ongoing
 1286 call

1287 **C.5.1.2 Network Facility Augmentation and Restoration**

1288 The contractor shall describe the processes, procedures, and network capabilities it will
 1289 employ to provide network facility augmentation and restoration during NS/EP events
 1290 consistent with:

- 1291 (a) National Telecommunications Management Structure (NTMS) and
 1292 Telecommunications Service Priority (TSP) System (See NCS-3-1-1 and NCS-3-1-2)

1293 manuals) or any subsequent TSP replacement system for providing TSP restoration,
1294 TSP provisioning, and TSP level change.

1295 (b) Reserve emergency power per best commercial practices and use of
1296 Telecommunications Electric Service Priority (TESP) in all transmission, switching,
1297 signaling, and major facility nodes

1298 **C.5.1.2.1 Transmission Facilities**

1299 The contractor shall describe the processes, procedures, and network capabilities it will
1300 employ to provide transmission augmentation and restoration during NS/EP events
1301 consistent with: Transmission augmentation using terrestrial, fiber optic, microwave, and
1302 transportable capabilities

1303 (a) Rapid restoration of network transmission facilities by deployment of such
1304 techniques as SONET self-healing architecture

1305 (b) Alternate local loop when specifically requested by a customer organization

1306 **C.5.1.2.2 Switching and Signaling Systems**

1307 The contractor shall follow best commercial practices to protect against the loss of services
1308 caused by the failure, blockage, or damage of a switching or signaling node.

1309 **C.5.2 Protection of Classified and Sensitive Information**

1310 The contractor shall describe the approach it will employ to follow best commercial
1311 practices to protect its NS/EP-related sensitive systems. These sensitive systems include:

- 1312 (a) Databases for classified information
- 1313 (b) Critical users' locations, identifications, authorization codes, and call records
- 1314 (c) Customer organization profiles
- 1315 (d) Computer systems that control or can control the network or services

1316 The contractor will be provided access to classified and sensitive materials required for
1317 NS/EP planning, management, and operations. That information will be in various forms,
1318 including hard copy and electronic media. The material will be identified as to its
1319 classification and must be protected by the contractor in accordance with applicable
1320 industrial security regulations (National Industrial Security Program Operating Manual
1321 [NISPOM] for Safeguarding Classified Information). The level of classification will be up
1322 to and including Top Secret, as identified by the Government. The contractor shall protect
1323 unclassified sensitive information with the same level of protection required of "For Official
1324 Use Only" (FOUO) information as defined by industrial security regulations.

1325 **C.5.3 NS/EP Management**

1326 The contractor shall notify the COTR immediately when event(s) arise that may have
1327 major consequences on its network. This notification would be similar to the "abnormal
1328 report" currently furnished to the NCS. The COTR will set priorities; however, the contractor
1329 shall be solely responsible for network operations.

1330 The contractor shall provide a final NS/EP plan to the COTR 30 business days after notice
1331 to proceed for each MAA contract. The contractor shall update and provide this plan to the
1332 Government annually after contract award, describing how its architecture, technical
1333 capabilities, and organizational capabilities

1334 will protect telecommunications services during emergency situations. The plan shall include
1335 examples of how these resources will be brought to bear during an emergency.

1336 **C.6 Reporting Requirements**

1337 GSA and customer organizations require timely status information on performance,
1338 technical, price, service ordering, billing, administrative, and contractual issues. Section G.6
1339 defines the reporting requirements. Table F.2-1 lists data elements required for each
1340 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 and 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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3 **Section E: Inspection and Acceptance**

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

53 **E.2.1.2 Cutover Testing**

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

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

69 **E.2.2 Acceptance Testing**

70 If the results of the cutover testing, as limited to the criteria in the approved Cutover Test
71 Plan, are deemed acceptable by the GDR or ADR, the Government may begin acceptance
72 testing based upon the Government's acceptance criteria. Any deficiencies identified during
73 the 72 consecutive hour acceptance-testing period will be those associated with the
74 performance requirements as specified in the contract. The acceptance test will verify
75 satisfactory end-to-end performance and that all ordered features and functions operate
76 properly. In developing the acceptance testing process and procedures, the Government will
77 take into account the vendor's cutover testing process and procedures and balance them
78 against the performance requirements as specified in the contract. Performance shall be
79 considered satisfactory when service(s), systems(s), and their associated features and

80 functions perform as specified in the contract. If performance problems are encountered
81 during testing, the contractor shall work cooperatively with the GDR or ADR, and other
82 contractors, to the extent allowed by law, to isolate and eliminate problems between the
83 MAA network(s), system(s), and their connecting devices or facilities.

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

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

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

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

110 **E.2.3 Acceptance of Products/Services Criteria**

111 Acceptance criteria for deliverable products will be specified in the modification and/or a
112 delivery order. All products or services provided under this contract shall be subject to
113 acceptance in conformity with the standards contained in the requirements of Section C. The
114 provisions of this clause apply also to all replacement products or services, substitute
115 products or services, and products or services added and/or modified during the contract
116 period.

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

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

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

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

132 If the contractor fails or refuses to perform corrections requested by the Government
133 within the time allowed for such corrections, the Government will have the right to secure
134 detailed recommendations from sources other than the contractor for corrective action. The
135 Government may have someone other than the contractor correct the supplies and/or
136 services, and bill the contractor for all incurred costs. These costs shall include any costs
137 incurred by the Government which are directly related to the replacement or performance.
138 The Government will have the right to make an equitable adjustment in the contract or
139 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"> • Initial End User Training • System Administrator (GDR/ADR) Training • Additional Training • Follow-up Training • New Employee Training

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.3.6	Final Training Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	30 business days after notice to proceed	Description of the following training formats, materials, schedule, and locations: <ul style="list-style-type: none"> • Initial End User Training • System Administrator (GDR/ADR) Training • Additional Training • Follow-up Training • New Employee Training
C.4.1.1	Management Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	30 business days after notice to proceed	Overall process and impact on the following: <ul style="list-style-type: none"> • Operations • Logistics • Staffing and responsibilities • Status reporting procedures
C.4.1.2	Sample Cutover Test Plan	N/A	N/A	PCO	RQS	<ul style="list-style-type: none"> • Service-specific processes and procedures for testing • Contingency plan to restore existing service if acceptance testing fails.

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.4.1.2 E.2.1.1	Norfolk 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"> • Service-specific processes and procedures for testing • Parameters to be verified • Pass/fail criteria • Contingency plan to restore existing service if acceptance testing fails.
C.4.1.3	Execution Plan	2 copies	Contractor proposed electronic media approved by GSA	ACO	30 business days after ACO request	<ul style="list-style-type: none"> • Network Map • POP location map • Network design • Intermachine trunking • Site design plan(s) • Government interface requirements • Customer organization controlling Government equipment • UNIs by SDP • Installation/service implementation schedule • Cutover test schedule • Contingency activities to restore services

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.4.1.4	Norfolk 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"> • Network Map • POP location map • Network design • Site design plan(s) • Government interface requirements • Customer organization controlling Government equipment • Installation/service implementation schedule • Cutover test schedule • Contingency activities to restore services
C.4.2	Point of Contact for Service Order Implementation	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Service Order Acknowledgment	<ul style="list-style-type: none"> • Name • Phone number and/or Pager number
C.5.3	Final 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"> • Parameters and test results • Results analysis

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.1.2	Lists of Contractor Points of Contact for Norfolk	N/A	N/A	ACO	Within 5 days after notice to proceed; within 5 business days after changes to the list	<ul style="list-style-type: none"> Name Phone Number Pager number
G.2.1	Initial Service Price Quote	Per request	Contractor proposed electronic media approved by GSA	GDR/ADR	5 business days after request or pre-proposal meeting	<ul style="list-style-type: none"> Identify recurring and non-recurring charges Service availability date Date when price quote will become non-binding Technical information describing the service
G.2.1	Final Service Price Quote	Per request	Mail or fax, with pen and ink changes to the initial proposal	GDR/ADR	3 business days after negotiation	Proposal reflecting results from the negotiation meeting
G.2.3.1	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"> Identify and quantify all risks Identify measures to ameliorate risks
G.3.7	Norfolk Marketing and Promotion Plan	N/A	N/A	ACO	45 business days after notice to proceed	<ul style="list-style-type: none"> Details of demonstration and briefings of MAA services Frequency of demonstrations and briefing Benefits of using MAA services
G.4.1	Invoices for Direct or Centralized Billing	As required	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly on the date to be agreed by GDR/ADR and the contractor after award	Contractor Proposed

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.4.1.6	Invoice Data Retrieval	As required	Per contractor	Government auditor	10 business days after request	<ul style="list-style-type: none"> All original paid invoices Related delivery orders Receiving/acceptance reports All other records
G.5	Trouble Handling Points of Contact for Norfolk	NA	N/A	PCO	NF MAA RFP Proposal	<ul style="list-style-type: none"> Names of POCs and their associated phone numbers
G.5.1	Trouble Report Status	As required	Contractor proposed electronic media approved by GSA	GDR/ADR trouble report originator	Every hour for emergency restoration	Status of trouble resolution
G.6	Sample reports described in Section G.6 specifically for Norfolk	NA	N/A	PCO	NF MAA RFP Proposal	Contractor Proposed
G.6.1 (a)	Service Order Status Summary Report	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly	Contractor Proposed
G.6.1 (b)	Service Trouble Status Report	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly	Contractor Proposed
G.6.1 (c)	Service Outage Credit Summary Report	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly	Contractor Proposed
G.6.1 (d)	Summary Report of Billed Charges for All Customers	2 copies	Contractor proposed electronic media approved by GSA	ACO and COTR	Monthly	Contractor Proposed

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.6.1 (e)	Call Detail Records	1 copy	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly	Contractor Proposed
G.6.1 (f)	Billing Dispute Status Summary	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Quarterly	Contractor Proposed
G.6.1 (g)	Billing Adjustment Summary	Per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Quarterly	Contractor Proposed
G.6.1 (h)	Contract Management Fee Summary	2 copies	Contractor proposed electronic media approved by GSA	GDR/ADR	Quarterly	Contractor Proposed
G.6.1 (i)	Inventory Report	1 copy	Contractor proposed electronic media approved by GSA	GDR	Semi-Annual	Number inventory Line inventory Equipment inventory Feature inventory
G.6.1 (j)	Monthly Traffic Statistics Report by Service	As required per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Per Customer Organization Request	Contractor Proposed
G.6.1 (k)	Monthly Service Performance Data	As required per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Per Customer Organization Request	Contractor Proposed
G.6.1 (l)	Traffic and Service Charge Forecast Report	As required per customer organization	Contractor proposed electronic media approved by GSA	GDR/ADR	Per Customer Organization Request	Contractor Proposed

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
H.9	Redacted contract Non-redacted contract	As required	Paper and electronic format	ACO	20 business days after contract award or contract modification	<ul style="list-style-type: none"> Redacted contract and modifications, separately Redacted contract with modifications incorporated Non-redacted contract and modifications, separately Non-redacted contract with modifications incorporated
H.12 (b)	Initial Tariff Filing	3 copies	1 hard copy, 2 CD-ROM copies	ACO/GDR	Within 30 calendar days after contract award	<ul style="list-style-type: none"> Terms and conditions Prices
H.12 (c)	Tariff Revisions	3 copies	1 hard copy, 2 CD-ROM copies	ACO	10 calendar days prior to filing date	<ul style="list-style-type: none"> Terms and conditions Prices
H.15	Itemized List of State and Local Taxes	1 copy	Contractor proposed electronic media approved by GSA	ACO	60 days after contract award Semi-Annual thereafter	<ul style="list-style-type: none"> Tax Jurisdiction Name Statutory Source Tax Rate
H.15	Statutes/Ordinances changing or imposing new taxes	1 copy	Contractor proposed electronic media approved by GSA	ACO	Within 30 days of the contractor being notified of or learning of such changes	<ul style="list-style-type: none"> Tax Jurisdiction Name Tax Rate
H.16	Subcontracting Plan	1 copy	Contractor proposed electronic media approved by GSA	ACO	Semi-annual	As specified in Section J.5

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
H.22	Fraud Prevention Procedures	2 copies	Contractor proposed electronic media approved by GSA	COTR	RQS and updates after MAA contract award	Procedures to deter, detect, and prevent fraud

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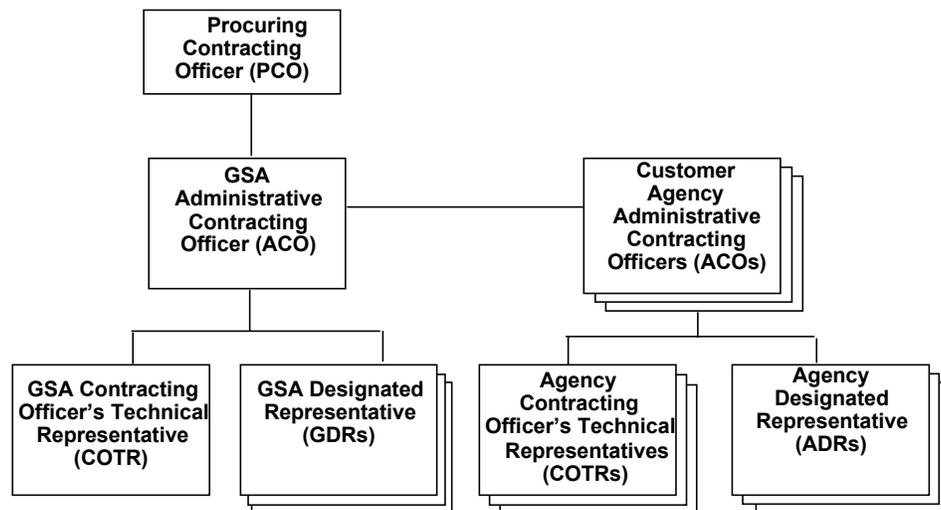
50 **Contract Administration Data**

51 **G.1 Contract Administration**

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

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

58 Figure G.1.1-1 shows the various levels of Government contract management personnel.
 59 During the conduct of the procurement, the PCO is the sole Government official authorized
 60 to bind the Government. After each MAA contract award, the PCO will delegate contract
 61 administration authority to the General Services Administration (GSA) Administrative
 62 Contracting Officer (ACO). The GSA ACO may also delegate certain technical,
 63 management, and operations authority to the GSA Contracting Officer’s Technical
 64 Representative (COTR) and to GSA Designated Representatives (GDRs).
 65



66

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

68 The GSA ACO may further delegate contract administration authority to customer
 69 organization ACOs. The customer organization ACOs may delegate certain technical,
 70 management, and operations authority to the customer organization COTR and to the

71 Agency Designated Representatives (ADRs). The customer organization ACO, COTR, and
 72 ADRs will have authority within their respective organization only. The following sections
 73 describe the specific functions of the various Government contract management personnel.

74 **G.1.1.1 Procuring Contracting Officer**

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

78 Name George A. Davis
 79 Title: PCO
 80 Address: 10300 Eaton Place, Suite 500
 81 Fairfax, VA 22030-2213
 82 Telephone No.: (703) 306-6476

83 **G.1.1.2 Administrative Contracting Officer**

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

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

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

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

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

105 The GSA ACO will delegate ACO authority to the customer organization ACO. The
 106 customer organization ACO performs the procurement functions of negotiating and issuing
 107 service orders. Acceptance or rejection of deliverables is also delegated to the customer

108 organization ACO under this contract. Acceptance or rejection of deliverable products may
109 be delegated, in writing, to the COTR by the ACO.

110 **G.1.1.3 Contracting Officer's Technical Representative**

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

113 Name: [To be designated at or after award]

114 Title: COTR

115 Address:

116 Telephone No.:

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

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

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

- 124 (a) Ensure that the contractor performs the technical requirements of the contract
- 125 (b) Perform or cause to be performed inspections necessary in connection with
126 performance of the contract
- 127 (c) Monitor the contractor's performance under the contract and notify the contractor and
128 ACO of any deficiencies observed
- 129 (d) Coordinate Government-furnished property availability
- 130 (e) Provide for site entry of contractor personnel if required

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

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

139 The COTR will provide no supervisory or instructional assistance to contractor
140 personnel. The COTR's responsibility is to provide contractor access to working data and to
141 clarify technical areas as necessary to assure useful expenditure of contractor effort. The
142 COTR is not empowered to make any commitments or changes which affect the contract
143 price, terms, or delivery provisions. Any such proposed changes must be brought to the
144 immediate attention of the GSA or customer organization ACO for action. The acceptance

145 of any change by the contractor without specific approval and written consent of the GSA
146 ACO shall be at the contractor's risk.

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

152 **G.1.1.4 GSA Designated Representative**

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

- 157 (a) Initiate, approve, and sign service orders
- 158 (b) Monitor service implementation
- 159 (c) Review invoices
- 160 (d) Monitor contractor performance
- 161 (e) Notify the GSA COTR of any contractor deficiencies
- 162 (f) Coordinate Government-furnished property availability
- 163 (g) Provide for site access for contractor personnel as required
- 164 (h) Serve as customer organization's point of contact for technical issues

165 **G.1.1.5 Agency Designated Representative**

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

169 **G.1.2 Contractor's Points of Contact**

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

- 173 (a) Serve as the point of contact to interface with the Government (GSA and customer
174 organizations) on issues related to program administration
- 175 (b) Oversee the overall management and operations of services provided under the MAA
176 contract
- 177 (c) Serve as the point of contact to interface with the Government (GSA and customer
178 organizations) on major issues related to operational support and implementation
- 179 (d) Coordinate as necessary with the COTR, customer organizations, subcontractors, and
180 other service providers during the implementation of services

- 181 (e) Serve as the single point of contact to interface with the COTR and meet with the
 182 Government (GSA and customer organizations) on planning and operational issues
 183 related to classified requirements and/or problems in the event of national security
 184 threats and/or disaster situations
- 185 (f) Obtain and maintain a Top Secret clearance for National Security/Emergency
 186 Preparedness (NS/EP) requirements, as necessary
- 187 (g) Serve as the point of contact to interface with the Government (GSA and customer
 188 organizations) on issues related to trouble reporting and trouble report resolution
- 189 (h) Provide copies of trouble reports when requested by the Government (GSA and
 190 customer organizations)
- 191 (i) Report to the COTR within four hours upon notice of an NS/EP event.

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

200 G.1.3 Agent for the Government

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

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

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

216 **G.1.4 Access to Management Data**

217 To facilitate the administration of the contract, the contractor shall provide GDRs and
218 ADRs access to the management data specified in Sections C.4 and G.2 through G.7. The
219 GDRs shall have access to all contract information. The ADRs shall only have access to
220 their own organizational information. Data and reports shall be provided in electronic format
221 on a media to be determined by the Government and the contractor after each MAA contract
222 award. Data and reports shall be available on one of the following electronic media options:
223 3.5 inch diskette, Compact Disk-Read Only Memory (CD-ROM), magnetic tape, DAT data
224 cartridge, Internet, or Electronic Data Interchange (EDI) when technically feasible.

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

228 **G.2 Service Ordering**

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

238 The service ordering process shall include the following activities:

- 239 (a) Service price quotes
- 240 (b) Service order processing

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

244 **G.2.1 Service Price Quotes**

245 The contractor shall provide price quotes for specific services and features when
246 requested by the GDR or ADR prior to submitting a service order request. The price quote
247 shall identify all recurring and non-recurring charges, the service availability date, the date
248 when the price quote will become non-binding, and appropriate technical information that
249 describes the service. The contractor shall work with GDRs and ADRs to plan, define, and
250 develop service alternatives/solutions in a proposal with associated price quotes. The
251 contractor may, in addition to responding to the approach the Government defines, submit an

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

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

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

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

270 **G.2.2 Fair Consideration Process**

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

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

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

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

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

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

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

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

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

316 The GDR or ADR may issue service orders without the fair consideration process
317 whenever circumstances warrant the exercise of any exception set forth in 41 USC §253j. In
318 accordance with 41USC §253j, fair consideration does not apply to orders that are under
319 \$2,500 or to service orders above \$2,500 where the Contracting Officer determines that: (1)
320 the need for the services ordered is of such unusual urgency that providing such opportunity
321 to all contractors would result in unacceptable delays in fulfilling that need; (2) only one
322 contractor is capable of providing the services required at the level of quality required
323 because the services ordered are unique or highly-specialized; (3) the service order should
324 be issued on a sole-source basis in the interest of economy and efficiency because it is a
325 logical follow-on to a service order already issued on a competitive basis; or (4) it is
326 necessary to place the order with a particular contractor to satisfy a minimum revenue
327 guarantee.

328 Examples of exceptions include, but are not limited to, those described in the following
 329 table. These examples are provided only for illustration purposes.

330 **Table G.2.2-1. 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"> • Natural disaster or other emergency needs • Military/mobilization needs • Immediate short-term need arising on short notice
Only one capable contractor	<ul style="list-style-type: none"> • Only one contractor offers the service • Only one contractor offers the service to the locations where the service is needed • Only one contractor can demonstrate that it is capable of providing service in the manner required by the user or to the required locations
Economy, efficiency and logical follow-on to an order already issued under fair consideration	<ul style="list-style-type: none"> • Service orders associated with any moves, additions, changes, or similar needs • Incremental service orders for the same or a new service to locations where service already exists or has been ordered • Service orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training network management, or other support systems • Service orders placed to maintain the engineering and operational integrity of, or to augment an established telecommunications capability within an organization
Meet a minimum revenue guarantee	<ul style="list-style-type: none"> • No examples provided.

331

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

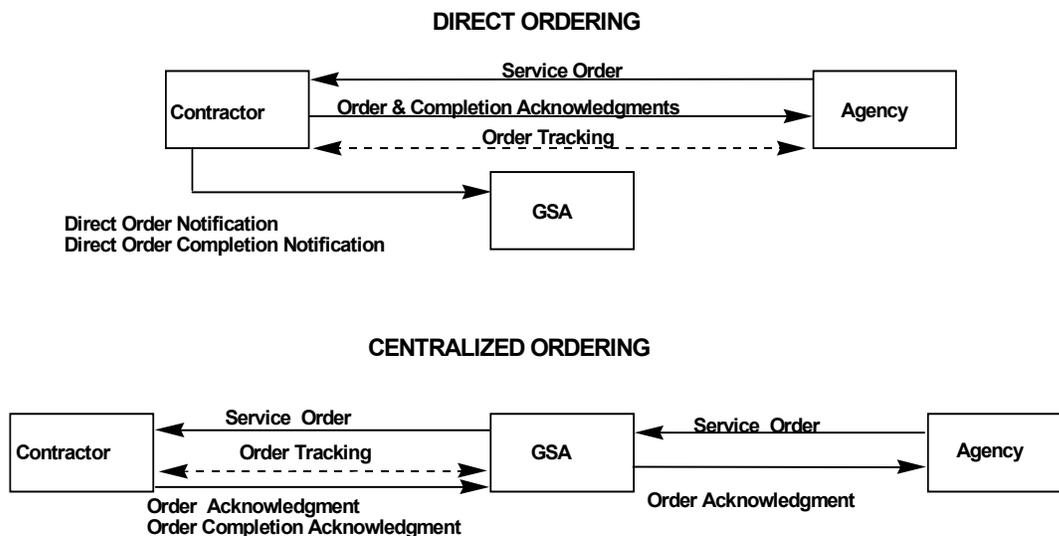
342 Name: [To be designated at or after award]
 343 Title: GSA Service Order Ombudsman
 344 Address:
 345 Telephone Number:

346 **G.2.3 Service Order Processing**

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

- 350 (a) Order Initiation
 351 (b) Order Tracking
 352 (c) Order Completion and Acknowledgment

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



355

356 **Figure G.2.3-1. MAA Service Order Processes**

357 **G.2.3.1 Service Order Initiation**

358 The contractor shall accept service orders to initiate, add, change, move, or disconnect
 359 service and service features. The contractor shall accept changes to pending orders and
 360 accept order cancellations. The contractor shall be responsible for directing and
 361 accomplishing all tasks associated with processing all service orders.

362 As illustrated in Figure G.2.3-1, the contractor shall receive service orders from two
 363 sources:

- 364 (a) ADR (direct ordering)
 365 (b) GDR, on behalf of a customer organization, (centralized ordering)

366 GSA will delegate to ADRs, the authority to place orders directly with the contractor.
367 For customer organizations that place orders directly with the contractor, their ADR is
368 responsible for the orders and will sign and approve each order. The ADR is responsible
369 for inspection and acceptance or rejection of the services performed by the contractor, as
370 ordered by the ADR. After contract award, the contractor will be notified by the GSA
371 ACO which customer organizations have been authorized to perform direct ordering.

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

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

- 381 (c) Telephone
- 382 (d) Facsimile
- 383 (e) Electronic mail
- 384 (f) Electronic file
- 385 (g) Mail
- 386 (h) EDI, where technically feasible

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

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

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

400 The contractor shall be responsible for assigning an order identification number for each
401 service order and each item of a bulk service order. The contractor shall provide and
402 implement a mechanism for providing service order acknowledgments to the ADR (direct
403 ordering) or GDR (centralized ordering). The contractor shall provide an example and

404 specify the format, content, delivery time frame, and media of the service order
 405 acknowledgment. However, the contractor shall provide a service order acknowledgment
 406 within five business days after receiving a service order.

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

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

417 **G.2.3.1.1 Service Order Changes**

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

423 Service order change charges may be applied as follows:

- 424 (a) If an order is changed prior to start of installation, no charge shall apply.
- 425 (b) If the service availability date is changed after installation is initiated, a one-time
 426 service order change charge may apply.
- 427 (c) If the location is changed after installation is initiated, the contractor may charge
 428 actual direct and indirect expenses incurred at both locations. The total charge shall
 429 not exceed the Service Initiation Charge (SIC) for both locations.
- 430 (d) If an order is canceled after installation is initiated, the contractor may charge its
 431 actual direct and indirect expenses of service installation incurred up to the service
 432 order change date. The total charge shall not exceed the SIC for the order.

433 **G.2.3.1.2 Service Availability Intervals**

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

- 435 (a) Standard Service Availability Interval
- 436 (b) Negotiated Service Availability Interval

437 The contractor shall specify a standard service availability interval for the services
 438 specified in Section C.2. The contractor shall publish, and make available to all customers, a
 439 schedule of the standard service availability intervals. The schedule of standard service
 440 availability intervals shall specify the services and quantities of service that can be provided
 441 in standard intervals. The standard intervals shall be consistent with the contractor's

442 offerings to commercial customers. Copies (paper or electronic format) shall be provided to
443 all GDRs and ADRs within 30 business days after notice to proceed for each MAA contract.
444 Updates to the standard service availability intervals shall be provided to all GDRs and
445 ADRs prior to the effective date of the updates.

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

- 448 (c) There is no standard service availability interval for the service.
- 449 (d) The GDR or ADR requests a service date before or beyond the applicable standard
450 service availability interval.
- 451 (e) The contractor identifies equipment compatibility problems (Section C.2.1.6).
- 452 (f) The contractor identifies on-premise wiring deficiencies (Section C.2.1.12).
- 453 (g) The service order requires an Execution Plan due to the complexity and scope of the
454 service order (e.g., number of locations, geographic coverage, technology) (Section
455 C.4.1.3).

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

462 **G.2.3.1.3 Service Termination Date**

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

467 **G.2.3.2 Service Order Tracking**

468 The contractor shall provide and implement the means for the COTR, GDR, or ADR to
469 verify the status of service orders from service order initiation to order completion. The
470 contractor's existing service order tracking procedures shall be used to the extent possible.

471 **G.2.3.3 Service Order Completion and Acknowledgment**

472 The contractor shall complete cutover tests specified in Sections C.4.1.2 and E before
473 delivering the service to the customer. The contractor shall be responsible for coordinating
474 with any other contractors who may be involved in the service activation to ensure that
475 everything is ready for activation. The contractor shall verify that the service is activated
476 and operational before delivering it to the customer organization. The contractor shall
477 perform necessary adjustments or corrections to any service deficiencies, at no cost to the
478 Government, during service activation.

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

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

487 The contractor shall provide direct order completion notification to the designated GSA
488 organization, to be determined at the time of each MAA contract award, of all completed
489 direct service orders. The contractor shall provide an example and specify the format,
490 content, frequency, and electronic delivery media of the direct order completion notification
491 (e.g., copy of service order acknowledgment, summary report). However, at a minimum, the
492 direct order completion notification shall be provided to the designated GSA organization on
493 a weekly basis.

494 **G.3 Operational Support**

495 The following activities are considered as part of operational support:

- 496 (a) Number inventory and administration
- 497 (b) Moves, adds, and changes
- 498 (c) Maintenance
- 499 (d) Inventory management
- 500 (e) Physical security and work area management
- 501 (f) Security services
- 502 (g) Marketing MAA services to customer organizations
- 503 (h) Telephone Directories

504 **G.3.1 Number Inventory and Administration**

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

510 **G.3.2 Moves/Adds/Changes**

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

514 At Government request and when available, the contractor shall provide the means
515 necessary to allow customer organizations the ability to make internal software
516 reconfigurations and software changes. All changes shall be processed within 5 minutes on
517 average and a maximum of 15 minutes.

518 **G.3.3 Maintenance**

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

523 **G.3.4 Inventory Management**

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

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

529 The contractor shall follow security procedures established by the Government in
530 conjunction with building management to prevent unauthorized access to the building
531 telecommunications facilities (e.g., telephone closet). These security measures shall include,
532 but are not limited to, procedures for signing in and out, escort procedures, and inspection
533 routines. When multiple contractors share the telecommunications facility, the contractor
534 shall work with the Government in coordination with other contractors and the building
535 management to agree on procedures that ensure the security of the facility, while allowing
536 access to the facility by multiple parties.

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

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

546 **G.3.6 Security Services**

547 Telecommunications services under this contract will carry non-sensitive programmatic
548 and administrative traffic, Sensitive But Unclassified (SBU) traffic, and higher levels of
549 sensitive and/or classified traffic that has been encrypted by users. Therefore, security

550 services are required. The services provided by the contractor shall be compatible with
551 existing security devices and systems used by the Government. Security services shall
552 protect all facilities and services, portions of the contractor's network used to provide MAA
553 services, information, and information processing resources provided under this contract
554 against threats, attacks, or failures of systems.

555 The contractor shall include a security plan that outlines the risk avoidance methodology
556 and management that are to be implemented after each MAA contract award. The security
557 plan and risk analysis shall address all aspects of security, including but not necessarily
558 limited to those described in Sections C.5.3 and G.3.5. The security plan shall identify all
559 risks, including identification of critical risks. The risk analysis shall include identification
560 of measures to mitigate risks. These risk analysis results must be approved by the
561 Government prior to acceptance of support systems or any service. The contractor shall
562 ensure that the security plan and related risk analyses are compliant with requirements
563 outlined in this section, Section C.5.3, and any additional requirements of the Office of
564 Management and Budget (OMB) Circular A130.

565 **G.3.7 Marketing MAA Services to Customer Organizations**

566 The contractor shall market and promote the services, system features, and capabilities
567 provided through this contract to customer organizations as part of service provisioning. The
568 contractor shall provide a service marketing and promotion plan for Norfolk MAA customer
569 organizations. As part of the plan, the contractor shall detail how it will conduct
570 demonstrations and briefings for existing and potential customer organizations in Norfolk
571 that describe services and features, the frequency of such demonstrations and briefings, and
572 how the services and features can be obtained and utilized to improve customer
573 organizations' productivity and reduce costs. This plan shall be delivered to the ACO 45
574 business days after the notice to proceed.

575 **G.3.8 Telephone Directories**

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

583 **G.4 Billing Procedures**

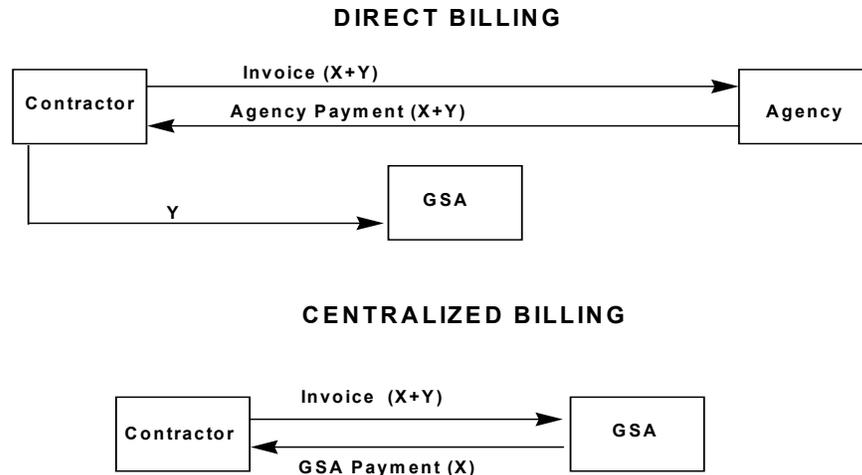
584 The contractor shall bill in arrears on a monthly basis. The contractor shall provide two
585 methods of billing, as illustrated in Figure G.4-1:

- 586 (a) Centralized Billing: The contractor shall provide a single consolidated invoice to
 587 GSA for all customer organizations using centralized ordering. GSA will validate
 588 and pay the centralized invoice (less the Contract Management Fee).
- 589 (b) Direct Billing: The contractor shall provide a single invoice to each customer
 590 organization using direct ordering. Each customer organization will validate and pay
 591 its invoice directly to the contractor.

592 For both the direct and centralized billings, the Contract Management Fee specified in
 593 Section H.26 shall be factored into the contractor's telecommunications service rates. The
 594 Contract Management Fee shall not be a separate item on the invoices. For direct billing
 595 customers, the contractor shall collect the Contract Management Fee from the customer for
 596 GSA on a monthly basis. The contractor shall directly pay (not as a credit on the invoice) to
 597 GSA the amount of the Contract Management Fee on a quarterly basis (i.e., Government
 598 fiscal year quarters). The payment shall be remitted within 30 calendar days after the close
 599 of each quarter.

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

602



603

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

604

Figure G.4-1. MAA Billing Processes

605 **G.4.1 Invoice Requirements**

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

615 The Telecommunications Ordering and Pricing System (TOPS) is the ordering
 616 processing system which GSA uses to bill its client agencies. The Telecommunications
 617 Ordering and Pricing System (TOPS) requires specific data from the vendor in order to bill
 618 GSA client agencies for telecommunications service that is provided by GSA. The
 619 electronic requirements for TOPS are outlined below.

620 **The invoice data shall be submitted monthly by the 20th day in one of two ways;**

- 621 **a. Three separate files named Order Activity, Recurring Charges, and Usage Charges.**
- 622 **b. One file of fixed length records named Electronic Invoice File.**

623
 624 **The primary point of contact is the TOPS Team Leader at the TOPS Program Office,**
 625 **who can be reached at 703-306-6500.**

626
 627 **Due to the various vendor-specific application systems, and the output they produce,**
 628 **there are five types of media TOPS currently processes and can accept. They are;**

- 629 **a. File Transfer Protocol (FTP) file transmission (**the preferred method**)**
- 630 **b. Three and a half (3 ½) inch diskette**
- 631 **c. Nine (9) track magnetic tape**
- 632 **d. CD-ROM**
- 633 **e. E-mail attachment**

634
 635 **The file attributes TOPS accepts are;**

- 636 **a. ASCII (no EBCDIC please)**
- 637 **b. Fixed length records**
- 638 **c. Fixed length fields within records**
- 639 **d. Delimited (comma, pipe symbol "|")**

640
 641 **All media shall be labeled with the following information:**

642 **Vendor Name**

643 **Vendor Account Number**

644 **GSA system number**

647 File Name (i.e. order activity file)

648

649 Test files from each vendor shall be produced for each record type and mailed or
650 transferred via ftp to:

651

652 TOPS Program Office (TRC-TOPS)

653 10304 Eaton Place

654 Fairfax, VA 22030

655

656 The test file is to be sent to the program office within 45 business days after notice to
657 proceed.

658

659 After the TOPS Team deems the file usable, the TOPS Team will notify the vendor and
660 the vendor shall overnight the files or FTP them on a monthly basis to the TOPS production
661 system in Kansas City at the following address;

662 GSA/FTS TOPS Media

663 8930 Ward Parkway

664 Kansas City, MO 64114

665

666 Three record types are required for TOPS to reconcile invoices and assist in the billing of
667 customers.

668

669 **1) Order activity file**

670 a. TOPS Work Site ID CHAR(4)

671 A unique identifier for a location or address in TOPS. The work site may be a
672 single building, or consist of multiple buildings or facilities that are considered to
673 be a single work site.

674

675 b. Product Code CHAR(13)

676 A unique identifier used within TOPS to identify a particular piece of equipment
677 or service. Commonly referred to as a Universal Service Order Code (USOC) or
678 Contract Line Item Number (CLIN).

679

680 c. Telephone Number CHAR(10)

681 A unique number to identify a telephone line.

682

683 d. Quantity NUMBER(4)

684 The number of units of a piece of equipment for each product code.

685

686 e. Circuit Number CHAR(25)

687 Unique identifier for a circuit.

688

- 689 f. Vendor Order Number CHAR(11)
690 Unique order number assigned for an order for equipment and service.
691
- 692 g. Recurring Charge NUMBER(9,2)
693 Monthly Rate assessed for a unique product code.
694
- 695 h. Nonrecurring Charge NUMBER(9,2)
696 One-time rate assessed for a unique product code.
697
- 698 i. Vendor Completion Date DATE(yymmdd)
699 The date the product code was placed into service for billing purposes.
700
- 701 **2) Recurring charges file**
- 702 a. Work Site CHAR(4)
703 A unique identifier for a location or address in TOPS. The work site may be a
704 single building, or consist of multiple buildings or facilities that are considered to
705 be a single work site.
- 706 b. Product Code CHAR(13)
707 A unique identifier used within TOPS to identify a particular piece of equipment
708 or service. Commonly referred to as a Universal Service Order Code (USOC) or
709 Contract Line Item Number (CLIN).
710
- 711 c. Telephone Number CHAR(10)
712 A unique number to identify a telephone line.
713
- 714 d. Quantity NUMBER(4)
715 The number of units of a piece of equipment for each product code.
716
- 717 e. Circuit Number CHAR(25)
718 Unique identifier for a circuit.
719
- 720 f. Recurring Charge NUMBER(9,2)
721 The monthly rate for a unique product code.
722
- 723 g. Vendor Completion Date DATE(yymmdd)
724 The date the product or service was placed into the inventory for billing purposes.
725
- 726 **3) Usage charges file**
- 727 Note: All usage charges for message unit calls shall be rolled up to a single record
728 for each telephone number per month. TOPS does not use separate records for
729 message units for the same telephone number.
730

731	a. Billed Phone Number	CHAR(10)
732	The unique telephone number that is being billed for the call.	
733		
734	b. Origin Phone Number	CHAR(10)
735	The unique telephone number that made the call.	
736		
737	c. Destination Phone Number	CHAR(16)
738	The unique telephone number that was dialed.	
739		
740	d. Call Date	DATE(yymmdd)
741	The date the call was made.	
742		
743	e. Start Time	NUMBER(6)
744	The 24-hour clock time the call was started in HHMMSS format.	
745		
746	f. Call Duration	NUMBER(6)
747	The lengths of call in seconds in MMMSS format.	
748		
749	g. Origin City	CHAR(12)
750	The city where the call was initiated.	
751		
752	h. Origin State	CHAR(2)
753	The state where the call was initiated.	
754		
755	i. Destination City	CHAR(12)
756	The city that was called by the called telephone number.	
757		
758	j. Destination State	CHAR(2)
759	The state that was called by the called telephone number.	
760		
761	k. Amount	NUMBER(9,3)
762	The un-discounted cost of the call.	
763	l. Message Type	CHAR(2)
764	Call description code:	
765	00 - Operated Assisted	
766	01 - Direct Dial	
767	02 - Third Party	
768	03 - Calling Card	
769	04 - Collect	
770	05 - Special Collect	
771	06 - Message Unit	
772	09 - TDD	

773 10 - International

774 11 - Toll Free (800, 877)

775
776 m. Number of Local Message Units NUMBER(8,0)

777 For local calls, the number of message units. See note above – **there shall be one**
778 **record per telephone number per month.**

779
780 If the submitted files do not meet the stated requirements, the files will be rejected and
781 payment will be delayed.

782
783 **G.4.1.1 Invoice Content**

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

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

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

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

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

803 **G.4.1.2 Invoice Preparation**

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

809 The contractor shall provide 60 calendar days notice to the ACO, GDR, and ADR, in
810 writing, before making changes to the invoice content or format. The frequency of such
811 changes, including changes resulting from the introduction of new services or industry

812 standards modifications, shall not exceed once every 60 calendar days unless the change was
813 mandated by a Federal, state, and/or local public utility regulatory authority or such other
814 process that requires implementation in less than 60 calendar days. The contractor shall
815 provide a detailed specification of the revised format to the ACO, GDR, and ADR in paper
816 or diskette form. Invoice changes initiated by changes in the invoice standards by an
817 authorized regulatory body or at the direction of the contractor shall be done at no cost to the
818 Government. The contractor shall obtain written approval from the ACO to initiate an
819 emergency change.

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

825 **G.4.1.3 Centralized Billing**

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

828 **DESIGNATED BILLING OFFICE ADDRESS**
829 **FOR CENTRALIZED BILLING CUSTOMER ORGANIZATIONS**
830 **(Will be specified after each MAA contract award)**

831 **G.4.1.4 Direct Billing**

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

834 **DESIGNATED BILLING OFFICE ADDRESSES**
835 **FOR DIRECT BILLING CUSTOMER ORGANIZATIONS**
836 **(Will be specified after each MAA contract award)**

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

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

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

845 **G.4.1.6 Invoice Data Retention**

846 All originals paid invoices and the contractor for the length of the contract plus three
847 years shall maintain other related records after final payment is received. The contractor
848 shall make this data available to the Government auditors upon request within ten-business
849 days notice.

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

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

856 **G.4.2 Billing Disputes**

857 The Government requires evidence that the service order has been completed and that
858 each associated charge has been priced correctly, or it may dispute the charge. The customer
859 organization and the contractor shall resolve their billing disputes directly, if possible. The
860 contractor shall provide and implement a mechanism for uniquely identifying each billing

861 dispute to permit the dispute initiator to track the status of a dispute. The contractor shall
862 provide a toll-free, single point of contact for billing dispute inquiries.

863 The contractor shall attempt to resolve billing disputes to the satisfaction of the customer
864 organization within 60 calendar days following official notification from either the GSA or
865 the customer organization. The contractor shall take a proactive lead in resolving disputes
866 promptly with the initiator of the dispute by establishing and maintaining meaningful
867 dialogue directed toward a fair and equitable resolution. In cases where a resolution is not
868 forthcoming, the contractor shall submit partial resolutions (less than the total amount in
869 dispute) to the dispute's initiator for acceptance or denial. The ACO or the dispute initiator
870 will respond within five business days with a proposed resolution. If either party wants to
871 escalate the dispute to the ACO (GSA ACO for centralized billing, and customer
872 organization ACO for direct billing) at any time, they may do so. Disputes that are not
873 resolved within 60 calendar days or the approved extension time must be escalated to the
874 ACO (GSA ACO for centralized billing and customer organization ACO for direct billing).
875 Any disputes escalated to the ACO will be resolved in accordance with Federal Acquisition
876 Regulation (FAR) 52.233-1 (Alternate I) (Disputes).

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

881 **G.4.3 Right to Withhold Payment**

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

884 **G.5 Trouble Handling**

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

- 887 (a) Centralized trouble reporting
- 888 (b) Determining the cause of and correcting troubles
- 889 (c) Working cooperatively with other contractors and Government designated
890 representatives to resolve problems
- 891 (d) Maintaining audit trails of trouble resolution activities
- 892 (e) Responding to customer organization's inquiries on trouble resolution status
- 893 (f) Providing trouble escalation for normal and emergency events
- 894 (g) Monitoring trouble report management and escalation procedures
- 895 (h) Providing trouble report and performance information to customer organizations

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

898 **G.5.1 Trouble Reporting**

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

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

905 **G.5.2 Escalation Procedures**

906 The contractor shall provide, describe, and implement an escalation procedure, with
907 appropriate time intervals, for each service category provided under this contract. The
908 contractor designated point of contact name, title, telephone number, electronic mail address,
909 and facsimile number shall be provided to the GDR and ADRs five business days after notice
910 to proceed for each MAA contract. Changes to the point of contact information shall be
911 provided to the GDR and ADRs when changes to the point of contact information are made.

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

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

921 **G.5.2.1 Routine Restoration**

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

925 **G.5.2.2 Emergency Restoration**

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

- 930 (a) Catastrophic failure of single and/or multiple switching system(s)
- 931 (b) Catastrophic failure of single and/or multiple transmission facilities
- 932 (c) Switching locations isolated due to equipment and/or facilities failures

- 933 (d) Loss of system access to FTS2000/FTS2001
 934 (e) Loss of system access to the Local Exchange Network
 935 (f) Disruption of service to users and/or circuits designated as critical by the
 936 Government. Critical users and circuits will be identified in service orders or service
 937 order changes.
 938 (g) Any situation under which service to a system, or 20 percent of station lines at a
 939 single location is disrupted for more than four hours including disruption caused by
 940 fire, flood, explosion, civil disturbance, work stoppage (strike) or other labor
 941 disputes, and backup power failure

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

948 **G.5.2.3 Priority Restoration**

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

953 **G.6 Reporting Requirements**

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

958 The date for reports will be determined after each MAA contract award. For monthly
 959 reports, the contractor shall provide the reports consistently on the same date of each quarter.
 960 For quarterly reports, the contractor shall provide the reports consistently on the same day of
 961 each quarter. The reports shall contain data for each service for every location, for every
 962 MAA customer organization.

963 **G.6.1 General Reporting Requirements**

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

- 966 (a) Service Order Status Summary (Section G.2.3.2)
 967 (b) Service Trouble Status Summary (Section G.5)
 968 (c) Service Outage Credit Summary (Section G.4.1.7)
 969 (d) Summary Report of Billed Charges for All Customers (Section G.4.1.5)

970 (e) Monthly call detail records (CDRs) for each customer organization (centralized and
971 direct ordering)

972 As part of basic service, the contractor shall provide the following quarterly reports to the
973 GDR or ADR: Billing Dispute Status Summary

974 (g) Billing Adjustments Summary

975 (h) Contract Management Fee Summary

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

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

980 Upon request of the GDR or ADR, the contractor shall provide the following reports for
981 each customer organization:

982 (j) Monthly Traffic Statistics by Service

983 (k) Monthly Service Performance Data

984 (l) Annual Traffic and Service Charge Forecast Report

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

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

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

1000 **G.6.2 Future Reporting Requirements**

1001 The contractor shall, at the request of the Government, provide special reports on a case-
1002 by-case basis. The Government may also discontinue or modify reports, to reflect evolving
1003 contract-related issues. The cost of making the changes for recurring and ad hoc reports
1004 shall be negotiated between the Government and the contractor.

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64 **Section H**65 **Special Contract Requirements**66 **H.1 Term of Contract**

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

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

72 **H.2 Authorized Users**

73 (a) This contract is for the use of all Federal agencies; authorized Federal contractors;
74 agency-sponsored universities and laboratories; and as authorized by law or
75 regulation, state, local, and tribal Governments, and other organizations. All
76 organizations listed in General Services Administration (GSA) Order ADM 4800.2E
77 and future revisions to this order are eligible.

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

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

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

85 (b) The maximum contract ceiling for all money paid to all contractor(s) that provide
86 telecommunications service for the Norfolk MAA is \$350 million.

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

89 The total cost of all telecommunications services provided to Norfolk under the MAA
90 Program by all eligible contractors will not exceed the \$350 million maximum contract
91 ceiling. Thus, the maximum contracting ceiling will be shared among all eligible contractors
92 providing services in the Norfolk MAA. The eligible contractors include the Norfolk MAA
93 contract awardee(s) and, after the one year forbearance period, eligible contractors from
94 another MAA city or FTS2001. Correspondingly, the maximum contract ceilings for other
95 MAA cities and FTS2001 will be shared by eligible contractor(s) that provide
96 telecommunications services under these programs.

97 **H.4 Disclosure of Information**

- 98 (a) Any GSA or Government information made available shall be used only for the
 99 purpose of carrying out the provisions of this contract and shall not be divulged or
 100 made known in any manner to any person except as may be necessary in the
 101 performance of the contract.
- 102 (b) In performance of this contract, the contractor agrees to assume responsibility for
 103 protecting the confidentiality of Government records and for ensuring that all work is
 104 performed under the supervision of the contractor or the contractor's responsible
 105 employees.
- 106 (c) Each officer or employee of the contractor to whom information may be made
 107 available or disclosed shall be notified in writing by the contractor that information
 108 disclosed to such officer or employee can be used only for a purpose and to the extent
 109 authorized herein. Use of such information for a purpose or to an extent
 110 unauthorized herein may subject the offender to criminal sanctions imposed by
 111 18 United States Code (U.S.C.) 641. The law provides, in pertinent part, that
 112 whoever knowingly converts to their use or the use of another, or without authority
 113 sells, conveys, or disposes of any record of the United States or whoever receives the
 114 same with intent to convert it to their use or gain, knowing it to have been converted,
 115 shall be guilty of a crime punishable by a fine of up to \$10,000, or imprisonment up
 116 to 10 years, or both.

117 **H.5 Internal Revenue Service: Disclosure Of Information - Safeguards** 118 **and Sanctions**

- 119 The contractor agrees to comply, and to assume responsibility for its employees'
 120 compliance, with the Internal Revenue Service's statutory requirements for disclosure of
 121 information as specified by the following:
- 122 (a) All work shall be performed under the contractor's, or the contractor's responsible
 123 employees' supervision.
- 124 (b) Any Federal Tax Return or Return information (as defined in Internal Revenue Code
 125 (I.R.C.) 6103(b)(1) and (2)), made available to the contractor shall be used only for
 126 the purpose of carrying out the provisions of this contract. Information contained in
 127 such material shall be treated as confidential and shall not be divulged or made
 128 known in any manner to any person except as may be necessary in the performance
 129 of the contract. Disclosure to anyone other than an officer or employee of the
 130 contractor shall require prior written approval of the Internal Revenue Service.
 131 Requests to make such disclosures should be addressed to the GSA Administrative
 132 Contracting Officer (GSA ACO).
- 133 (c) Each officer, employee, or any other person to whom returns or return information is
 134 or may be disclosed shall be notified in writing that returns or return information
 135 disclosed to such officer or employee can be used only for a purpose and to the extent

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

146 (d) Additionally, the contractor is required to inform its officers and employees of the
 147 penalties for improper disclosure that are imposed by the Privacy Act of 1974,
 148 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to
 149 contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a
 150 contractor, who by virtue of his/her employment or official position, has possession
 151 of or access to customer organization records that contain individually identifiable
 152 information, the disclosure of which is prohibited by the Privacy Act or disclosure of
 153 the specific material is so prohibited, willfully entitled to receive it, shall be guilty of
 154 a misdemeanor and fined not more than \$5,000.00.

155 **H.6 Continuity of Services**

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

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

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

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

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

- 174 (c) Upon the GSA ACO's written notice prior to contract expiration, the contractor shall
 175 continue performance under the then existing terms and conditions (including price)
 176 of the contract for a period of up to 12 months as specified by the GSA ACO.
- 177 (d) Should the GSA ACO, having elected paragraph (c) above, but not having elected
 178 initially to extend the contract the full 12 months, provide subsequent written notice,
 179 the contractor, as directed, shall continue to perform under the contract up to the full
 180 12-month period.

181 **H.7 Price Management Mechanism**

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

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

- 201 (a) The contractor may reduce contract prices at any time.
- 202 (b) The implementation of the Price Management Mechanism (PMM) may reduce
 203 contract prices for each service category (e.g., Circuit Switched Service [CSS] and
 204 Dedicated Transmission Service [DTS]). The price of each service category after a
 205 PMM is conducted cannot exceed the contract price of the service category before a
 206 PMM is conducted.

207

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

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

214 **H.7.1 Price Management Mechanism Process and Methodology**

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

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

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

234 The set of up to six comparison sources will be selected as follows. First, the
235 Government and the contractor each will propose five comparison sources. (Note that if
236 both parties name the same source when picking one or more of their five choices, the
237 combined number of sources may turn out to be less than ten, but no less than five.) Note
238 also that each comparison source must offer both service categories included in the MAA
239 contract as awarded and any other service categories added via contract modifications. The
240 contractor's proposed comparison sources shall be the contractor's best and most competitive
241 contracts in terms of price for similar (or identical) services and monitoring conditions.
242 Next, the contractor will select, from the set of five sources chosen by the Government, three
243 sources for further use, while eliminating the remaining two. The contractor's unilateral right
244 to discard two of the Government's comparison sources is the contractor's sole opportunity to
245 challenge the use or acceptability of a comparison source. At the same time, the Government
246 will review the set of five sources chosen by the contractor, and from those five, select three
247 for further use while eliminating two. As with the contractor, the Government's exercise of
248 this unilateral right to discard two of the contractor's comparison sources is the Government's
249 sole opportunity to challenge the use or acceptability of a comparison source. This process
250 will generate a set of up to six comparison sources (less than six if there is overlap). It is this
251 set that will be benchmarked against the demand traffic set.

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

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

272 **H.7.2 Price Management Mechanism Dispute Resolution Process**

273 If the Government and the contractor are unable to resolve disagreements arising during
274 the PMM process because of: (1) the appropriateness of the demand traffic set, (2) the
275 accuracy of the Government's calculations when applying the demand traffic set to the
276 comparison sources, and/or (3) the way the price reduction is incorporated into the contract,
277 then the following procedures shall be followed. First, the Government and the contractor
278 will, acting in good faith, attempt to settle the disagreement via negotiation. The negotiation
279 will take place immediately after the disagreement is identified. A disagreement shall be
280 identified and a written notice will be given to the other party no later than seven calendar
281 days after the information (e.g., the demand traffic set, the Government's comparison price
282 calculation, any final review suggested adjustments) is received by either party to review.
283 The party that disputes the information shall forward documentation that provides detailed
284 analysis, methodology, and data to support each point of disagreement no later than seven
285 calendar days after the notice of the dispute is received by the other party. Negotiation will
286 then occur for up to 14 calendar days. At the end of the negotiation period, absent
287 settlement, the PMM will become subject to the Alternate Disputes Resolution (ADR)
288 process described in the paragraphs below.

289 If a disagreement arising during the PMM process cannot be settled through negotiation,
290 the Government and the contractor agree first to try in good faith to settle the matter by
291 mediation (with a "neutral" selected from a pool of judges at the General Services Board of

292 Contract Appeals [GSBCA]), before resorting to litigation. The mediation may include
 293 multiple sessions, and shall continue until terminated by: (1) the resolution of the matter by
 294 the Government and the contractor, (2) a written declaration of the Mediator to the effect that
 295 further efforts at mediation are no longer worthwhile, (3) a written declaration by any party
 296 to the effect that the mediation is terminated, or (4) the failure of the parties to reach
 297 settlement within fourteen (14) calendar days of the first scheduled mediation session.

298 In no event shall a single ADR or consolidation of ADRs continue beyond the expected
 299 PMM date (i.e., no later than 90 days after notice to the contractor of the initiation of the
 300 PMM). If the Government and the contractor are unable to resolve PMM disputes through
 301 the ADR process under this section, the matter shall be considered as a dispute to be resolved
 302 through the Dispute Clause (Section I, Clause I.1.47; FAR Clause 52.233.01, Disputes [DEC
 303 1998]). In the case that the dispute is unresolved as of the expected PMM date, the
 304 contractor may invoice at the unadjusted price, but the Government will withhold from
 305 payment the disputed portion of that price adjustment. The Government will calculate the
 306 potential price reduction based on the Government's demand traffic set and comparison
 307 source. The contracting officer will issue a final decision reflecting the Government's
 308 position on the changed price, and if necessary, instruct the contractor to file the changed
 309 price to tariff and tariff options.

310 **H.8 Price Reductions**

- 311 (a) The contractor may waive any non-recurring charge, including an installation or
 312 service initiation charge, at any time, to any customer.
- 313 (b) The contractor may reduce contract prices at any time. Price reductions other than
 314 those implemented by the Government under the PMM clause of this contract, or
 315 covered by paragraph (a) above, shall be subject to the following conditions:
- 316 (1) The contractor shall propose all price reductions to the GSA ACO and
 317 Contracting Officer's Technical Representative (COTR).
- 318 (2) The proposed price reduction shall be effective on the first day of a given
 319 invoicing period, after the effective date of the price reducing tariff(s).
- 320 (3) Price reduction proposals shall include all contracts pricing tables, and the
 321 effective date(s) of the price reduction. The contractor shall provide all revised
 322 pricing tables in an electronic format (or formats) to be specified by the
 323 Government at the time of submission.
- 324 (4) Contract price reductions within a contract-defined NPANXX price group shall
 325 be available to all MAA customers within that NPANXX price group.

326 **H.9 Electronic Access to the Contract**

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

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

- 334 (a) Redacted version in the first format
- 335 (b) Redacted version in the second format
- 336 (c) Non-redacted version in the first format
- 337 (d) Non-redacted version in the second format

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

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

343 **H.10 Reserved**

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

346 **H.11.1 Performance**

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

351 Credits shall be applicable as set forth in Tables H.11.1-1 through H.11.1-3. Table
 352 H.11.1-2 provides the performance references against which Table H.11.1-1 applies. Table
 353 H.11.1-3 applies separately to all outages.

354

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

358 **Table H.11.1-1. Credit Allowance Computation**

Type of Performance	For Each	Credit Equals
---------------------	----------	---------------

Requirement		
Availability¹	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 Service²	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.

359

Table H.11.1-2. Performance Requirement Reference

Service	Performance Requirement Section C References
Local Voice Service	C.2.2.1.1.3
Circuit Switched Data Service	C.2.2.2.3
Dedicated Transmission Service	C.2.3.2

¹ Availability shall be computed as specified in Section J.4 for each service.

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

360

Table H.11.1-3. Credit Allowance Schedule for Outages

Service ³	Credit per Outage ⁴
Dedicated Transmission Service	1/30 fixed monthly rate for the first 24 hours (or fraction there of) and 1/30 for each additional 24 hours. Not to exceed 100% of the fixed monthly rate for each month.
Business Line Service, Off-premises switched-based service, Key System Access Service, PBX System Access Service	1/30 fixed monthly rate for the first 24 hours (or fraction there of) and 1/30 for each additional 24 hours. Not to exceed 100% of the fixed monthly rate for each month.
Circuit Switched Data Service	1/30 fixed monthly rate for the first 24 hours (or fraction there of) and 1/30 for each additional 24 hours. Not to exceed 100% of the fixed monthly rate for each month.

361

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

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

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

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

³ Outages shall include, but are not limited to, incidents of call or connection interruption, involuntary service disconnection, unsatisfactory transmission performance, and dialing or call set-up error.

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

H.12 Tariff Filing Requirements

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

411 H.13 New, Improved or Additional Services

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

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

425 H.13.1 Comparison of Publicly Available Services

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

434 H.13.2 Contractor Response to Request for Proposal for Enhancements

435 The Government may issue to the contractor requests for proposals for enhancements.
436 The contractor shall respond with a meaningful proposal to each Government request for
437 proposals for items that are commercially available from the contractor. The Government
438 will set out the required schedule for response in each such request. The contractor is
439 encouraged to respond to Government requests for proposals for items that are not
440 commercially available from the contractor, but shall not be obligated to respond.

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

- 443 (a) A cover letter stating:
- 444 (1) The difference between the existing contract service requirement and the
445 proposed new or enhanced service and the comparative Government advantages
446 and disadvantages of each.

- 447 (2) An itemized account of proposed changes to sections of the contract and the
448 proposed contract revision for each change.
- 449 (3) An estimate of the changes in contract performance and contract price.
- 450 (4) An evaluation of the effects of the proposed addition/enhancement on
451 Government collateral prices or costs such as Government-furnished property,
452 related items, maintenance or operation, and conversion (including Government
453 premise equipment).
- 454 (5) A statement, including customer organization supporting rationale, of the time
455 by which the contract must be executed to obtain the maximum benefits of the
456 enhanced service during the remaining life of the contract.
- 457 (6) The service availability date(s).
- 458 (7) Any effect(s) on contract delivery schedules.
- 459 (b) A Price or Cost Proposal conforming to the requirements of FAR Part 15.
- 460 (c) A Technical Proposal including at least:
- 461 (1) Proposed contract change pages.
- 462 (2) An update to the Cross Reference Checklist of Requirements (see Section L)
463 reflecting all proposed changes.
- 464 (3) Plans for any ODCs required.
- 465 (d) A Management Proposal including evidence of satisfactory product testing results
466 and/or past performance of the proposed enhancements. The Government may, in its
467 request, set forth additional items that will be contained in the contractor's proposal.
468

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

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

474 **H.14 Other Government Service Contracts and Contractors**

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

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

481 With respect to any "after imposed taxes" identified by the contractor in accordance with
482 the FAR clause incorporated by I.1.37, the Government will pay all state and local taxes

483 applicable to telecommunications services delivered under this contract, with the following
484 exceptions:

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

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

488 As indicated in Section B.1.3, the firm fixed prices under this contract include the
489 contractor's recovery of current and future costs associated with any Universal Service
490 obligations at the Federal, state or local level. Pre-Subscribed Inter-exchange Carrier
491 Charges (PICC) and Universal Service Fund (USF) type charges are to be included in basic
492 service prices. Such items will not be eligible for pass-through treatment, i.e., will not be
493 treated as "taxes" for purposes of the FAR Clause cited by I.1.37. Since they will be
494 included in basic service prices, the government will not pay any surcharges or separate line
495 items for such items.

496 Special attention must be paid to the treatment of the MAA Contract Management Fee,
497 which shall be included in the prices of MAA services, as explained in Section H.26. Under
498 no circumstances shall the Government pay state and local taxes on amounts representing the
499 MAA Contract Management Fee. For example, the contractor shall not include the MAA
500 Contract Management Fee when calculating the revenues to which a state or local tax applies.
501 The exclusion of the MAA Contract Management Fee is for the purposes of tax calculations
502 only. For all other billing purposes the MAA Contract Management Fee shall be handled in
503 accordance with the billing process described in Section G.4.

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

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

511 **H.16 Small, Small Disadvantaged, Women-Owned Small, and HUBZone** 512 **Small Business Concerns Subcontracting Program Support**

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

- 521 (a) Provide a concise written summary of activity in the contractor's subcontracting
522 outreach program (as described in the contractor's Subcontracting Plan).
- 523 (b) Provide a list of the types of subcontracts awarded and any letters of commitment.
- 524 (c) Provide an updated checklist which tracks adherence to the provisions of the
525 Subcontracting Plan.
- 526 (d) Attend periodic meetings with representatives of the Contracting Office, the Program
527 Management Office, and the Small Business Administration to discuss the
528 contractor's activity in the contractor's subcontracting program.

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

536 **H.17 Contractor Performance Information**

537 In conformance with the Government's need to record and maintain information on
538 contractor performance during the life of this contract, the Government will periodically
539 evaluate the manner in which the contractor performed in accordance with contract
540 requirements and standards such as: quality of service; cost efficiencies; timeliness; business
541 relations; history of reasonable and cooperative behavior; commitment to customer
542 satisfaction; and key personnel. Information obtained as a result of the evaluation(s) may be
543 shared with Government agencies for their use in support of future award decisions
544 (Reference FAR 42.15).

545 **H.18 News Releases**

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

548 **H.19 Meetings/Conferences**

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

557 H.20 Permits

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

562 H.21 Contractor-Provided Equipment

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

569 H.22 Fraud Prevention Management

570 The contractor shall take a proactive approach in developing and implementing methods
571 to prevent, detect and report fraudulent use of services. Within one hour of detection, the
572 contractor shall report to the GSA Designated Representative (GDR) or Agency Designated
573 Representatives (ADRs) all incidents it detects of fraudulent use of services.

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

579 H.22.1 Financial Responsibility for Fraud

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

584 H.22.2 Protection of Customer Systems

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

591 **H.23 Contractor Liability Limitations**

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

- 595 (a) Acts of God or of the public enemy
- 596 (b) Acts of the Government in either its sovereign or contractual capacity
- 597 (c) Fires
- 598 (d) Floods
- 599 (e) Epidemics
- 600 (f) Quarantine restrictions
- 601 (g) Strike
- 602 (h) Freight embargoes
- 603 (i) Unusually severe weather
- 604 (j) Denial of access by a third party

605 **H.24 National Emergency**

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

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

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

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

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

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

- 625 (b) The Government reserves the right to adjust the GSA fee percentage at any time
 626 during the life of the contract. The contractor will effect all fee adjustments only by
 627 written notice of the GSA ACO, with at least 60 calendar days advance notice given
 628 to the contractor. The contractor shall adjust the fee percentage at no additional cost
 629 to the Government.
- 630 (c) The Government may choose to receive this fee by electronic funds transfer (EFT) or
 631 by check (payable to the "General Services Administration"). To ensure that the
 632 payment is credited properly, the contractor shall identify the check as "MAA
 633 Contract Management Fee" and include the Accounting Control Transaction (ACT)
 634 number, invoice dates in month and year, total amount of billed charges on the
 635 Monthly Summary Reports of Billed Charges for All Customers, and period of the
 636 reports. Collection and supporting documentation shall be subject to audit as defined
 637 in Section I.1.11.
- 638 (d) The contractor shall forward payment to:
 639 General Services Administration
 640 Finance Division (7BC)
 641 Box 845933
 642 Dallas, Texas 75284-5933
 643 Attn: Mike Stroud
 644 Tel: (817) 978-8721
- 645 (e) If the full amount of the fee, based on the amount collected from direct billed
 646 agencies, is not paid within 30 calendar days after the end of the applicable
 647 Government fiscal year quarter, the nonpayment shall constitute a contract debt to the
 648 United States Government under the terms of Part 32.6 of the FAR. The Government
 649 may exercise all rights available to it under the Debt Collection Act of 1982,
 650 including withholding or setting off payments and interest on the debt (see FAR
 651 52.232-17, Interest).
- 652 (f) Failure to submit Monthly Summary Reports of Billed Charges for All Customers,
 653 falsification of these monthly summary reports, and/or failure to pay the fee in a
 654 timely manner may result in termination or cancellation of this contract.

655 **H.27 Other Direct Costs (ODCs)**

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

664 compatible with existing PBX or key systems (e.g., call trace), and compatibility with
665 existing legacy systems.

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

668 **H.28 Reserved**

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

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

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

690 **H.30 Warranty of Data Processing Hardware, Software, Equipment and** 691 **Systems**

692 For hardware, software, equipment and systems used to support provisioning of the
693 services provided under this contract the offer/contractor must warrant the following: Fault-
694 free performance, in the processing of date and date related data (including, but not limited
695 to, calculating, comparing, and sequencing) by all hardware, software, equipment, and
696 systems used in support of this contract, individually and in combination, for the contract
697 period. Fault-free performance includes the manipulation of this data with dates prior to,
698 through and beyond January 1, 2000 and shall be transparent to the user. Hardware and
699 software products, individually and in combination, shall successfully transition into the year
700 2000 with the correct system date, without human intervention, including leap year
701 calculations. Hardware and software products, individually and in combination, shall also

702 provide correct results when moving forward or backward in time across the year 2000.

703 **H.31 Historic Buildings**

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

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

718 As soon as any work is contemplated, the involved building managers should be
719 contacted who in turn will contact and work closely with the Historical Preservation
720 Officer(s). Further contacts with the appropriate State Historical Preservation Officers, the
721 National Advisory Council on Historical Preservation and other concerned authorities will be
722 coordinated through the designated Historical Preservation Officers.

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

724 Contact: Region (To be identified in service orders)

725 Name: (To be identified in service orders)

726

727 Location: (To be identified in service orders)

728

729 Telephone No: (To be identified in service orders)

730 **H.31.2 Historic Buildings Reference Documents**731 All work performed in historical buildings shall conform to the requirements contained in
732 the documents identified in this section.

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

734 (1) *The Secretary of the Interior's Standards for the Treatment of Historic Properties*
735 (Revised 1983), U.S. Government Superintendent of Documents, Washington,
736 DC 20401, Stock No. 024005010033, \$2.00 a copy, Telephone (202) 512-1800.737 (b) U.S. Department of the Interior, National Park Service, Conference of State Historic
738 Preservation Officers739 (1) *Preservation Tax Incentives for Historic Buildings*, Preservation Assistance
740 Division, National Park Service, Order by Title, No Change, Telephone (202)
741 606-8503.

742 (c) General Services Administration (GSA)

743 (1) *Maintenance, Repair and Alterations of Historic Buildings*, August 20, 1982,
744 ADM 1020.1, Department of Commerce National Technical Information Service,
745 \$21.95 plus \$3.00 handling fee, Telephone 1-800-553-6847.746 (2) *Handbook Procedure for Historic Properties*, March 2, 1981, PBS P 102.2,
747 Available from Contracting Officer.748 **H.32 Notice to Proceed**749 The contractor shall not commence any work specified until the contractor receives written
750 notification from the CO providing a notice to proceed.751 **H.33 Order of Precedence**752 Any inconsistency in this solicitation or contract shall be resolved by giving precedence
753 in the following order:

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

755 (b) The RFP Representations and other instructions

- 756 (c) The RFP Contract Clauses
- 757 (d) Other Documents, exhibits, and attachments of the RFP
- 758 (e) The RFP specifications
- 759 (f) The RQS Schedule (excluding the specifications)
- 760 (g) The RQS Representations and other instructions
- 761 (h) The RQS Contract Clauses
- 762 (i) Other Documents, exhibits, and attachments of the RQS
- 763 (j) The RQS specifications

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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			(AUG 2000)
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			(JUN 1999)
51	I.1.12	52.215-14	Integrity of Unit Prices (OCT 1997)

	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
52			
53	I.1.13	52.217-08	Option to Extend Services (NOV 1999)
54	I.1.14	52.219-08	Utilization of Small Business Concerns (OCT 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 (SEP 2000)
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	Reserved	
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	52.225-01	Buy American Act – Balance of Payments – Supplies
76			(FEB 2000)
77	I.1.30	52.225-13	Restrictions on Certain Foreign Purchases
78			(JUL 2000)
79	I.1.31	52.225-14	Inconsistency Between English Version
80			and Translation of Contract (FEB 2000)
81	I.1.32	52.227-01	Authorization and Consent (JUL 1995)

82	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
83	I.1.33	52.227-02	Notice and Assistance Regarding Patent
84			and Copyright Infringement (AUG 1996)
85	I.1.34	52.227-03	Patent Indemnity (APR 1984)
86	I.1.35	52.227-14	Rights in Data - General (JUN 1987)
87			Alternates II, III, and V
88			Add to paragraph (a) of the Limited
89			Rights Notice set forth in Alternate II:
90			(i) Use (except for manufacture) by
91			support service contractors on the FTS
92			program, including but not limited to
93			non-Government evaluators, management,
94			and operations support contractors.
95			(Excludes other FTS contractors.)
96	I.1.36	52.228-05	Insurance - Work on a Government
97			Installation (JAN 1997)
98	I.1.37	52.229-03	Federal, State, and Local Taxes
99			(JAN 1991)
100	I.1.38	52.232-01	Payments (APR 1984)
101	I.1.39	52.232-07	Payments Under Time-and-Materials and Labor-
102			Hour Contracts (MAR 2000)
103	I.1.40	52.232-08	Discounts for Prompt Payment
104			(MAY 1997)
105	I.1.41	52.232-09	Limitation of Withholding of Payments
106			(APR 1984)
107	I.1.42	52.232-11	Extras (APR 1984)
108	I.1.43	52.232-17	Interest (JUN 1996)
109	I.1.44	52.232-23	Assignment of Claims (JAN 1986)
110	I.1.45	52.232-25	Prompt Payment (JUN 1997)
111	I.1.46	52.232-33	Payment by Electronic Funds Transfer–Central
112			Contractor Registration (MAY 1999)

	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
113			
114	I.1.47	52.233-01	Disputes (DEC 1998)
115	I.1.48	52.233-03	Protest After Award (AUG 1996)
116	I.1.49	52.237-02	Protection of Government Buildings,
117			Equipment, and Vegetation (APR 1984)
118	I.1.50	52.242-13	Bankruptcy (JUL 1995)
119	I.1.51	52.243-01	Changes - Fixed Price (Alternate II)
120			(APR 1984)
121	I.1.52	52.244-02	Subcontracts (Fixed-Price Contracts)
122			(AUG 1998)
123	I.1.53	52.244-05	Competition in Subcontracting (DEC 1996)
124	I.1.54	52.245-02	Government Property (Fixed-Price
125			Contracts) (DEC 1989)
126	I.1.55	52.246-23	Limitation of Liability (FEB 1997)
127	I.1.56	52.246-25	Limitation of Liability - Services
128			(FEB 1997)
129	I.1.57	52.249-02	Termination for Convenience of the
130			Government (Fixed-Price) (SEP 1996)
131	I.1.58	52.249-08	Default (Fixed-Price Supply and
132			Services) (APR 1984)
133	I.1.59	52.251-01	Government Supply Sources (APR 1984)
134	I.1.61	52.253-01	Computer Generated Forms (JAN 1991)
135	I.1.62	52.215-01	Instructions to Offerors - Competitive Acquisitions
136			Alternate II (FEB 2000)
137	I.1.63	52.239-01	Privacy or Security Safe Guards (AUG 1996)
138	I.1.64	52.203-8	Cancellation, Rescission, and Recovery of Funds
139			for Illegal or Improper Activity (JAN 1997)

140	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
141	I.1.65	52.217-09	Option to Extend the Term of the Contract
142			(MAR 2000)
143	I.1.66	52.222-35	Affirmative Action for Disabled Veterans and
144			Veterans of the Vietnam Era (APR 1998)
145	I.1.67	52.246-20	Warranty of Services (APR 1984)
146	I.1.68	52.219-23	Notice of Price Evaluation Adjustment for Small
147			Disadvantaged Business Concerns (OCT 1999)

148 **I.2 52.216-18 Ordering (OCT 1995) (VARIATION)**

- 149 (a) Any supplies and services to be furnished under this contract shall be ordered by
150 issuance of delivery orders by the individuals or activities designated in the
151 contract. Such orders may be issued from date of award through the life of this
152 contract.
- 153 (b) All delivery orders are subject to the terms and conditions of this contract. In the
154 event of conflict between a delivery order and this contract, the contract shall
155 control.
- 156 (c) If mailed, a delivery order is considered “issued” when the Government deposits
157 the order in the mail. Orders may be issued orally or through on-line
158 telecommunications only if authorized in the contract.

159 **I.3 52.216-22 Indefinite Quantity (OCT 1995) (VARIATION)**

- 160 (a) This is an indefinite-quantity contract for the supplies or services specified, and
161 effective for the period stated in the contract. The quantities of supplies and
162 services specified in the contract are estimates only and are not purchased by this
163 contract.
- 164 (b) Delivery or Performance shall be made only as authorized by orders issued in
165 accordance with the ordering clause. The contractor shall furnish to the
166 Government, when and if ordered, the supplies or services specified in the contract
167 up to and including the quantity designated in the contract as the “maximum.” The
168 Government is responsible only for the minimum dollar guarantee designated in the
169 contract.
- 170 (c) Except for any limitations on quantities in the Order Limitations clause or in the
171 Schedule, there is no limit on the number of orders that may be issued. The
172 Government may issue orders requiring delivery to multiple destinations or
173 performance at multiple locations.

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

181 **I.4 52.244-06 Subcontracts for Commercial Items and Commercial**
 182 **Components (OCT 1998)**

- 183 (a) Definition.
 184 "Commercial item," as used in this clause, has the meaning contained in the clause
 185 at 52.202-1, Definitions.
 186 "Subcontract," as used in this clause, includes a transfer of commercial items
 187 between divisions, subsidiaries, or affiliates of the contractor or subcontractor at
 188 any tier.
- 189 (b) To the maximum extent practicable, the contractor shall incorporate, and require its
 190 subcontractors at all tiers to incorporate, commercial items or nondevelopmental
 191 items as components of items to be supplied under this contract.
- 192 (c) Notwithstanding any other clause of this contract, the contractor is not required to
 193 include any FAR provision or clause, other than those listed below to the extent
 194 they are applicable and as may be required to establish the reasonableness of prices
 195 under Part 15, in a subcontract at any tier for commercial items or commercial
 196 components:
- 197 (1) 52.222-26, Equal Opportunity (E.O. 11246);
 - 198 (2) 52.222-35, Affirmative Action for Special Disabled and Vietnam Era Veterans
 199 (38 U.S.C. 4212(a));
 - 200 (3) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C. 793);
 201 and
 - 202 (4) 52.247-64, Preference for Privately-Owned U.S.-Flagged Commercial Vessels
 203 (46 U.S.C. 1241) (flows down not required for subcontracts awarded beginning
 204 May 1, 1996).
- 205 (d) The contractor shall include the terms of this clause, including this paragraph (d), in
 206 subcontracts awarded under this contract.

207 **I.5 552.203-71 Restriction on Advertising (SEP 1999)**

208 The Contractor shall not refer to this contract in commercial advertising or similar
 209 promotions in such a manner as to state or imply that the product or service provided is

210 endorsed or preferred by the White House, the Executive Office of the President, or any
211 other element of the Federal Government, or is considered by these entities to be superior to
212 other products or services. Any advertisement by the Contractor, including price-off
213 coupons, that refers to a military resale activity shall contain the following statement: "This
214 advertisement is neither paid for nor sponsored, in whole or in part, by any element of the
215 United States Government."

216 **I.6 552.215-70 Examination of Records by GSA (FEB 1996)**

217 The contractor agrees that the Administrator of General Services or any duly authorized
218 representatives shall, until the expiration of three (3) years after final payment under this
219 contract, or of the time periods for the particular records specified in Subpart 4.7 of the FAR
220 (48 Code of Federal Regulations (CFR) 4.7), whichever expires earlier, have access to and
221 the right to examine any books, documents, papers, and records of the contractor involving
222 transactions related to this contract or compliance with any clauses thereunder. The
223 contractor further agrees to include in all its subcontracts hereunder a provision to the effect
224 that the subcontractor agrees that the Administrator of General Services or any authorized
225 representatives shall, until the expiration of three (3) years after final payment under the
226 subcontract, or of the time periods for the particular records specified in Subpart 4.7 of the
227 FAR (48 CFR 4.7), whichever expires earlier, have access to and the right to examine any
228 books, documents, papers, and records of such subcontractor involving transactions related to
229 the subcontract or compliance with any clauses thereunder. The term "subcontract" as used
230 in this clause excludes purchase orders not exceeding \$100,000 and subcontracts or purchase
231 orders for public utility services at rates established for uniform applicability to the general
232 public.

233 **I.7 552.232-73 Availability of Funds (SEP 1999)**

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

243 **I.8 552.252-6 Authorized Deviations in Clauses (SEP 1999) (DEVIATION**
 244 **FAR 52.252-6)**

245 (a) Deviations to FAR clauses.

246 (1) This solicitation or contract indicates any authorized deviation to a Federal
 247 Acquisition Regulation (48 CFR Chapter 1) clause by the addition of
 248 "(DEVIATION)" after the date of the clause, if the clause is not published in
 249 the General Services Administration Acquisition Regulation (48 CFR Chapter
 250 5).

251 (2) This solicitation indicates any authorized deviation to a Federal Acquisition
 252 Regulation (FAR) clause that is published in the General Services
 253 Administration Acquisition Regulation by the addition of "(DEVIATION
 254 (FAR clause no.))" after the date of the clause.

255 (b) Deviations to GSAR clauses. This solicitation indicates any authorized deviation
 256 to a General Services Administration Acquisition Regulation clause by the
 257 addition of "(DEVIATION)" after the date of the clause.

258 (c) "Substantially the same as" clauses. Changes in wording of clauses prescribed
 259 for use on a "substantially the same as" basis are not considered deviations.

260 **I.9 552.228-70 Workers' Compensation Laws (SEP 1999)**

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

264 **I.10 552.232-76 Electronic Funds Transfer Payment (SEP 1999)**

265 (a) The Government will make payments under this lease by electronic funds transfer
 266 (EFT). The Lessor must, no later than 30 days before the first payment:

267 (1) Designate a financial institution for receipt of EFT payments.

268 (2) Submit this designation to the Contracting Officer or other Government
 269 official, as directed.

270 (b) The Lessor must provide the following information:

271 (1) The American Bankers Association 9-digit identifying number for wire
 272 transfers of the financing institution receiving payment if the institution has
 273 access to the Federal Reserve Communications System.

274 (2) Number of account to which funds are to be deposited.

275 (3) Type of depositor account ("C" for checking, "S" for savings).

- 276 (4) If the Lessor is a new enrollee to the EFT system, the Lessor must complete
 277 and submit a "Payment Information Form," SF 3881, before payment can be
 278 processed.
- 279 (c) If the Lessor, during the performance of this contract, elects to designate a different
 280 financial institution for the receipt of any payment, the appropriate Government
 281 official must receive notice of such change and the required information specified
 282 above no later than 30 days before the date such change is to become effective.
- 283 (d) The documents furnishing the information required in this clause must be dated and
 284 contain the:
- 285 (1) Signature, title, and telephone number of the Lessor or the Lessor's
 286 authorized representative.
- 287 (2) Lessor's name.
- 288 (3) Lease number.
- 289 (e) Lessor's failure to properly designate a financial institution or to provide appropriate
 290 payee bank account information may delay payments of amounts otherwise properly
 291 due.

292 **I.11 552.232-70 Invoice Requirements (SEP 1999)**

- 293 (a) Invoices shall be submitted in an original only, unless otherwise specified, to the
 294 designated billing office specified in this contract or order.
- 295 (b) Invoices must include the Accounting Control Transaction (ACT) number provided
 296 below or on the order.
- 297 ACT Number (*Contracting Officer insert number*)
- 298 (c) In addition to the requirements for a proper invoice specified in the Prompt Payment
 299 clause of this contract or order, the following information or documentation must be
 300 submitted with each invoice:
- 301 (*Contracting Officer list additional requirements.*)

302 **I.12 552.232-71 Adjusting Payments (SEP 1999)**

- 303 (a) Under the Inspection of Services clause of this contract, payments may be adjusted
 304 if any services do not conform with contract requirements. The Contracting Officer
 305 or a designated representative will inform the Contractor, in writing, of the type and
 306 dollar amount of proposed deductions by the 10th workday of the month following
 307 the performance period for which the deductions are to be made.
- 308 (b) The Contractor may, within 10 working days of receipt of the notification of the
 309 proposed deductions, present to the Contracting Officer specific reasons why any or
 310 all of the proposed deductions are not justified. Reasons must be solidly based and

311 must provide specific facts that justify reconsideration and/or adjustment of the
 312 amount to be deducted. Failure to respond within the 10-day period will be
 313 interpreted to mean that the Contractor accepts the deductions proposed.

314 (c) All or a portion of the final payment may be delayed or withheld until the
 315 Contracting Officer makes a final decision on the proposed deduction. If the
 316 Contracting Officer determines that any or all of the proposed deductions are
 317 warranted, the Contracting Officer shall so notify the Contractor, and adjust
 318 payments under the contract accordingly.

319 **I.13 552.225-9 Buy American Act -- Trade Agreements -- Balance of**
 320 **Payments Program (SEP 1999) (DEVIATION FAR 52.225-9)**

321 (a) This clause implements the Trade Agreements Act of 1979 (19 U.S.C. 2501-2582)
 322 by providing a preference for U.S. made end products, designated country end
 323 products,

324 Caribbean Basin country end products, Canadian end products or Mexican end
 325 products over other products.

326 "Caribbean Basin country end products," as used in this clause, means an article
 327 that: (1) is wholly the growth, product, or manufacture of a Caribbean Basin
 328 country (as defined in section 25.401 of the Federal Acquisition Regulation (FAR)),
 329 or (2) in the case of an article which consists in whole or in part of materials from
 330 another country or instrumentality, has been substantially transformed into a new
 331 and different article of commerce with a name, character, or use distinct from that
 332 of the article or articles from which it was so transformed. The term includes
 333 services (except transportation services) incidental to its supply; provided that the
 334 value of those incidental services does not exceed that of the product itself. It does
 335 not include service contracts as such. The term excludes products that are excluded
 336 from duty free treatment from Caribbean countries under the Caribbean Basin
 337 Economic Recovery Act (19 U.S.C. 2703(b)). These exclusions presently consist
 338 of (i) textiles and apparel articles that are subject to textile agreements; (ii)
 339 footwear, handbags, luggage, flat goods, work gloves, and leather wearing apparel
 340 not designated as eligible articles for the purpose of the Generalized System of
 341 Preference under title V of the Trade Act of 1974; (iii) tuna, prepared or preserved
 342 in any manner in airtight containers, (iv) petroleum, or any product derived from
 343 petroleum; and (v) watches and watch parts (including cases, bracelets and straps)
 344 of whatever type including, but not limited to, mechanical, quartz digital or quartz
 345 analog, if such watches or watch parts contain any material that is the product of
 346 any country to which the Tariff Schedule of the United States (TSUS) column 2
 347 rates of duty apply.

348 "Designated country end product," as used in this clause, means an article that (1) is
349 wholly the growth, product, or manufacture of the designated country (as defined in
350 section 25.401 of the Federal Acquisition Regulation (FAR)), or (2) in the case of
351 an article which consists

352 in whole or in part of materials from another country or instrumentality, has been
353 substantially transformed into a new and different article of commerce with a name,
354 character, or use distinct from that of the article or articles from which it was so
355 transformed. The term includes services (except transportation services) incidental
356 to its supply, provided that the value of those incidental services does not exceed
357 that of the product itself. It does not include service contracts as such.

358 "Canadian end product," as used in this clause, means an article that (1) is wholly
359 the growth, product, or manufacture of Canada, or (2) in the case of an article
360 which consists in whole or in part of materials from another country or
361 instrumentality, has been substantially transformed in Canada into a new and
362 different article of commerce with a name, character, or use distinct from that of the
363 article or articles from which it was transformed. The term includes services
364 (except transportation services) incidental to its supply; provided, that the value of
365 those incidental services does not exceed that of the product itself. It does not
366 include service contracts as such.

367 "Mexican end product," as used in this clause, means an article that (1) is wholly
368 the growth, product, or manufacture of Mexico, or (2) in the case of an article
369 which consists in whole or in part of materials from another country or
370 instrumentality, has been substantially transformed in Mexico into a new and
371 different article of commerce with a name, character, or use distinct from that of the
372 article or articles from which it was so transformed. The term includes services
373 (except transportation services) incidental to its supply, provided that the value of
374 those incidental services does not exceed that of the product itself. It does not
375 include service contracts as such.

376 "End products," as used in this clause, means those articles, materials, and supplies
377 to be acquired under this contract for public use.

378 "U.S. made end product," as used in this clause, means an article which (1) is
379 wholly the growth, product, or manufacture of the United States, or (2) in the case
380 of an article which consists in whole or in part of materials from another country or
381 instrumentality, has been substantially transformed in the United States into a new
382 and different article of commerce with a name, character, or use distinct from that
383 of the article or articles from which it was so transformed.

384 "Nondesignated country end products," as used in this clause, means any end
385 product which is not a U.S. made end product, designated country end product,

386 Caribbean Basin Country end product, Canadian end product or Mexican end
387 product.

388 "United States," as used in this clause, means the United States, its possessions,
389 Puerto Rico, and any other place which is subject to its jurisdiction, but does not
390 include leased bases or trust territories.

391 (b) The Contractor agrees to deliver under this contract only U.S. made end products,
392 designated country end products, Caribbean Basin country end products, Canadian
393 end products or Mexican end products or, if a national interest waiver is granted
394 under section 302 of the Trade Agreements Act of 1979, nondesignated country end
395 products. Only if such waiver is granted may a nondesignated country end product
396 be delivered under this contract(s).

397 (c) Offers will be evaluated in accordance with the policies and procedures of Part 25 of
398 the FAR except that offers of U.S. made end products, designated country end
399 products, Caribbean Basin end products, Canadian end products or Mexican end
400 products shall be evaluated without the restrictions of the Buy American Act or the
401 Balance of Payments Program.

402 **I.14 552.232-23 Assignment of Claims (SEP 1999)**

403 Because this is a requirements or indefinite quantity contract under which more than one
404 agency may place orders, paragraph (a) of the Assignment of Claims clause (FAR 52.232-
405 23) is inapplicable and the following is substituted therefore:

406 In order to prevent confusion and delay in making payment, the Contractor shall not
407 assign any claim(s) for amounts due or to become due under this contract. However, the
408 Contractor is permitted to assign separately to a bank, trust company, or other financial
409 institution, including any Federal lending agency, under the provisions of the Assignment of
410 Claims Act, as amended, 31 U.S.C. 3727, 41 U.S.C. 15 (hereinafter referred to as "the Act"),
411 all amounts due or to become due under any order amounting to \$1,000 or more issued by
412 any Government agency under this contract. Any such assignment takes effect only if and
413 when the assignee files written notice of the assignment together with a true copy of the
414 instrument of assignment with the contracting officer issuing the order and the finance office
415 designated in the order to make payment. Unless otherwise stated in the order, payments to
416 an assignee of any amounts due or to become due under any order assigned may, to the
417 extent specified in the Act, be subject to reduction or set-off.

418 **I.15 552.229-71 Federal Excise Tax - DC Government (SEP 1999)**

419 If the District of Columbia cites an Internal Revenue Tax Exempt Certificate Number on
420 orders placed under this contract, the Contractor shall bill shipments to the District of

421 Columbia at prices exclusive of Federal excise tax and show the amount of such tax on the
422 invoice.

423 **I.16 552.232-72 Final Payment (SEP 1999)**

424 Before final payment is made, the Contractor shall furnish the Contracting Officer with a
425 release of all claims against the Government relating to this contract, other than claims in
426 stated amounts that are specifically excepted by the Contractor from the release. If the
427 Contractor's claim to amounts payable under the contract has been assigned under the
428 Assignment of Claims Act of 1940, as amended (31 U.S.C. 3727, 41 U.S.C. 15), a release
429 may also be required of the assignee.

430 **I.17 552.216-19 Order Limitations (OCT 1995)**

- 431 (a) Minimum order. When the Government requires supplies or services covered by
432 this contract in an amount of less than \$50.00, the Government is not obligated to
433 purchase, nor is the contractor obligated to furnish, those supplies or services under
434 the contract.
- 435 (b) Maximum order. The contractor is not obligated to honor-- (1) Any order for a
436 single item in excess of \$250,000, (2) Any order for a combination of items in
437 excess of \$2,000,000.00, or (3) A series of orders from the same ordering office
438 within 30 days that together call for quantities exceeding the limitation in
439 subparagraph (1) or (2) of this section.
- 440 (c) If this is a requirements contract (i.e., includes the Requirements clause at
441 subsection 52.216-21 of the FAR), the Government is not required to order a part of
442 any one requirement from the contractor if that requirement exceeds the maximum-
443 order limitations in paragraph (b) of this section.
- 444 (d) Notwithstanding paragraphs (b) and (c) of this section, the contractor shall honor
445 any order exceeding the maximum order limitations in paragraph (b), unless that
446 order (or orders) is returned to the ordering office within 7 days after issuance, with
447 written notice stating the contractor's intent not to ship the item (or items) called for
448 and the reasons. Upon receiving this notice, the Government may acquire the
449 supplies or services from another source.

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64 **Section J**65 **List of Attachments**66 **J.1 Geographical Coverage**

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

73 **J.1.1 Norfolk MAA Geographical Boundaries**

74 The Norfolk mandatory service coverage area includes Norfolk City, Portsmouth City,
 75 Newport News City, Hampton City, Poquoson City, the southern portions of York and James
 76 City Counties (to include the Naval Weapons Station at Yorktown), the northern tip of
 77 Suffolk County (to include the metropolitan area of Norfolk), the northern portions of
 78 Chesapeake City and Virginia Beach City, (to include the Chesapeake and Virginia Beach
 79 metropolitan areas).

80 **J.1.2 Norfolk MAA NPANXXs**

81 The NPANXXs that currently define the coverage for the Norfolk MAA service area are
 82 identified in the B_5_4 spreadsheet in the NPANXX.xls file. This spreadsheet identifies
 83 each NPANXX, its location, and state.

84 Local service shall be available between any pair of NPANXXs within a single location
 85 type¹. The contractor shall support all NPANXXs that currently define coverage for the
 86 Norfolk MAA service area.

87 **J.2 Requirements**

88 This section contains descriptions of the existing General Services Administration (GSA)
 89 requirements in the Norfolk MAA service area and provides price evaluation quantities for
 90 the purpose of supporting the evaluation of the Norfolk MAA proposals. The quantities and
 91 locations presented in this section are not intended to represent definite service quantities to
 92 be acquired. The data are intended to represent an estimate of the possible requirements for

¹ For the Norfolk MAA, traffic can terminate and originate between any pair of NPANXXs within the geographical boundary.

93 the Norfolk MAA acquisition. The data provided in this section is the best available
 94 information at the time of this solicitation. The service requirements are described to
 95 provide all offerors the same level of understanding of existing and potential usage in the
 96 Norfolk 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 Norfolk 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 (e) Section J.2.5 describes the Potential DoD Users of MAA Services.

108 The detailed engineering data and detailed price evaluation quantities are available in
 109 electronic form from GSA's MAA Web site.

110 **J.2.1 Engineering Data Summary**

111 This section summarizes the detailed engineering data described in Section J.2.2. Table
 112 J.2.1-1 identifies probable service requirements to be transitioned under the Norfolk MAA
 113 contract. This information shall be the basis of the Norfolk MAA Transition Plan required in
 114 Section C.4.1.4.

115 **Table J.2.1-1. CSS Line Summary**

City	ST	Number of Telephone Sets
Chesapeake	VA	17
Fort Eustis	VA	3
Hampton	VA	11
Newport News	VA	4
Norfolk	VA	2750
Portsmouth	VA	6
Virginia Beach	VA	1

116 The Transition Plan and system architecture shall also describe the solution used to
 117 accommodate approximately 600 Lucent telephone sets. These sets are delineated in Table
 118 J.2.1-2.

119

Table J.2.1-2. Norfolk ISDN Telephone Sets

Type	Quantity
8510	300
970	300

120

Table J.2.1-3. Reserved

121

J.2.2 Engineering Data

122 This section describes the detailed engineering data for the local telecommunications
 123 services currently used by GSA customers in the metropolitan area. The engineering data
 124 are contained in the file circuits.exe available on the MAA Web site. The following tables
 125 describe the format and content of the engineering data.
 126

127 The engineering data describes the architecture supporting approximately 2,352 users
 128 [including approximately 50 GSA Designated Representatives (GDRs) and Agency
 129 Designated Representatives (ADRs)] at 39 sites. These users and locations constitute the
 130 training requirements for the Norfolk MAA RFP.

131 Table J.2.2-1 describes the format of the Circuit Switched Service (CSS) data. For each
 132 location (i.e., street address, city, state), the central office NPANXX, type of service, system
 133 type, and the number of telephone sets are identified.

134

Table J.2.2-1. CSS Data Column Headers

Street Address	City	State	NPANXX	Service Type	System Type	Number of Telephone Sets

135

Table J.2.2-2. Reserved

136

Table J.2.2-3. Reserved**J.2.3 Summary of Price Evaluation Quantities**

138 Evaluation quantities are provided for each price table as defined in Section B. These
 139 reflect estimated representative quantities over the 8-year maximum life of the contract.
 140 These quantities are based on current requirements and incorporate possible changes that
 141 might occur over that period. These changes include anticipated growth in users'
 142 participation using the approved MAA rates, growth in some services, and declining

143 requirements in other services. Changes in volume are not meant to predict future
 144 requirements, but rather to provide the broadest possible evaluation of each offeror's price
 145 tables. The price evaluation quantities are provided in detail as described in Section J.2.4,
 146 and are summarized below. These quantities are for evaluation purposes and do not
 147 represent an actual count of lines. Thus fractional quantities are provided in the following
 148 tables.

149

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	27.920	30.712	33.783	37.162	40.878	44.965	49.462	54.408
Digital ISDN BRI Business Line	6.980	8.376	10.051	12.061	14.474	17.368	20.842	25.011
Analog Off-premises Switch-based Voice Service Line	1,675.200	1,842.720	2,026.992	2,229.691	2,452.660	2,697.926	2,967.719	3,264.491
Digital ISDN BRI Business Off-premises Switch-based Voice Service Line	418.800	502.560	603.072	723.686	868.424	1,042.108	1,250.530	1,500.636
Analog Key System Access Line	83.760	92.136	101.350	111.485	122.633	134.896	148.386	163.225
Digital ISDN BRI Key System Access Line	20.940	25.128	30.154	36.184	43.421	52.105	62.527	75.032
Analog PBX System Access Line	44.672	49.139	54.053	59.458	65.404	71.945	79.139	87.053
Digital ISDN PRI PBX System Access Line	1.117	1.340	1.608	1.930	2.316	2.779	3.335	4.002

150

151 For the Norfolk MAA, there are no usage charges for voice and data services. There is no
 152 usage data provided in the price evaluation quantities.

153

Table J.2.3-2. Reserved

154

Table J.2.3-3. DTS Local Channel Summary

Services	Estimated Circuits by Contract Year							
	1	2	3	4	5	6	7	8
Analog	4.746	4.794	4.842	4.890	4.939	4.989	5.038	5.089
Subrate DS0 @ 4.8 kb/s	0.558	0.363	0.236	0.153	0.100	0.065	0.042	0.027
Subrate DS0 @ 9.6 kb/s	0.558	0.363	0.236	0.153	0.100	0.065	0.042	0.027
Subrate DS0 @ 19.2 kb/s	0.558	0.363	0.236	0.153	0.100	0.065	0.042	0.027

DS0	3.350	3.451	3.554	3.661	3.771	3.884	4.001	4.121
T1	1.675	1.742	1.812	1.884	1.960	2.038	2.120	2.204

155

156

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	22.336	22.559	22.785	23.013	23.243	23.475	23.710	23.947
Subrate DS0 @ 4.8 kb/s	0.838	0.544	0.354	0.230	0.150	0.097	0.063	0.041
Subrate DS0 @ 9.6 kb/s	6.422	4.174	2.713	1.764	1.146	0.745	0.484	0.315
Subrate DS0 @ 19.2 kb/s	0.838	0.544	0.354	0.230	0.150	0.097	0.063	0.041
DS0	52.769	54.352	55.982	57.662	59.392	61.174	63.009	64.899
T1	55.282	57.493	59.793	62.184	64.672	67.259	69.949	72.747

157

J.2.3.4 Norfolk On-Premises Wiring Point of Contact

159 The Government point of contact for on-premises wiring for the Norfolk MAA will be
160 Wayne Woodson at (757) 874-3002.

J.2.3.5 Norfolk MAA Historical Building Sites

162 The following historical sites have been identified for the Norfolk MAA:

- 163 (a) 101 East Main Street Norfolk, VA
- 164 (b) 600 Granby Street, Norfolk, VA
- 165 (c) 101 25th Street, Newport News, VA

J.2.4 Detailed Price Evaluation Quantities

167 This section describes the estimated Government evaluation quantities that will be used
168 to evaluate each offeror's price proposal. The price evaluation quantity estimates provided
169 do not imply any intent to define or restrict future purchases. They are instead intended to
170 provide a fair and unbiased basis for evaluation of offeror price proposals. The service
171 quantities represent federal agency, local telecommunications requirements over the 8-year
172 maximum life of the contract.

173 The price evaluation quantities describes a set of telecommunications service
174 requirements for an average month for each contract year that are to be priced under each
175 offeror's price tables. The price evaluation quantities are described at levels that may exist
176 during the contract term. Each set of quantities shall be priced and evaluated as described in

178 **J.2.4.1 Workbooks**

179 The MAA Web site includes eight Microsoft Excel 97 for Windows workbooks that
 180 contain the estimated Government quantities for each of the eight contract years. There is a
 181 workbook for each contract year. Workbooks are named QuantX.xls where the letter “X”
 182 indicates the applicable contract year (1-8). All workbooks are compressed into a self-
 183 extracting file. Move the file to a desired directory and execute to extract the .xls files.

184 **J.2.4.2 Price Evaluation Quantities Workbook Format**

185 The formats of the eight workbooks are identical. Each workbook contains worksheets
 186 containing the price evaluation quantity estimates as follows:

- 187 (a) Proposal Identification (ID)
- 188 (b) CSS Local Loop (CLL)
- 189 (c) CSS Local Usage (CLU)
- 190 (d) DTS Local Loop (DLL)
- 191 (e) DTS Local Channel (DLC)
- 192 (f) DTS IXC Access (DIXC)
- 193 (g) Features (FEAT)
- 194 (h) Additional Local Loop (ADDLL)
- 195 (i) Move and Reconfiguration Charges (M&R)
- 196 (j) Other Charges (OTHER)
- 197 (k) CSS Local Loop Totals (CLLtots)
- 198 (l) DTS Local Loop Totals (DLLtots)

199 Each worksheet name is identified by the acronyms in the above list. The format of each
 200 worksheet is described in the following tables.

201 **Table J.2.4.2-1. Proposal Identification (ID)**

City	
RFP Release Number (Traffic Set)	

202

203 **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

204 **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

205 **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

206 **Table J.2.4.2-5. DTS Local Channel Evaluation Quantities Column Headings (DLC)**

DTS Type ID No	Average Number of Channels per Month	Average Number of Additional Miles per Month

207

Table J.2.4.2-6. DTS IXC Access Evaluation Quantities Column Headings (DIXC)

DTS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of IXC POP Terminations per Month	Average Number of Additional Miles per Month

208

209

Table J.2.4.2-7. CSS Features Evaluation Quantities Column Headings (FEAT)

Feature	Id#	Charging Mechanism	Charging Unit	001A Number of SICs at Service Initiation per Month	001C Number of SICs at Service Initiation per Month	001D Number of SICs at Service Initiation per Month	001E Number of SICs at Service Initiation per Month

210

211

001F Number of SICs at Service Initiation per Month	001G Number of SICs at Service Initiation per Month	001H Number of SICs at Service Initiation per Month	001I Number of SICs at Service Initiation per Month	001A Number of SICs after Service Initiation per Month	001C Number of SICs after Service Initiation per Month	001D Number of SICs after Service Initiation per Month

212

213

001E Number of SICs after Service Initiation per Month	001F Number of SICs after Service Initiation per Month	001G Number of SICs after Service Initiation per Month	001H Number of SICs after Service Initiation per Month	001I Number of SICs after Service Initiation per Month	001A Number of Usage Charges per Month	001C Number of Usage Charges per Month

214

215

216

001D Number of Usage Charges per Month	001E Number of Usage Charges per Month	001F Number of Usage Charges per Month	001G Number of Usage Charges per Month	001H Number of Usage Charges per Month	001I Number of Usage Charges per Month

217

218 **Table J.2.4.2-8. Additional Local Loop Evaluation Quantities Column Headings**
 219 **(ADDLL)**

SDP Location ID	Service Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Connections per Month

220

221

222 **Table J.2.4.2-9. Move and Reconfiguration Evaluation Quantities Column Headings**
 223 **(M&R)**

Charge Type	Item Number	Charging Unit	Average Number of Charges per Month

224

225 **Table J.2.4.2-10. Other Charges Evaluation Quantities Column Headings (OTHER)**

Charge Type	Item Number	Charging Unit	Average Number of Charges per Month

226

227

Table J.2.4.2-11. CSS Local Loop Totals Column Headings (CLLtots)

CSS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Line Charges per Month
001A Total			
001C Total			
001D Total			
001E Total			
001F Total			
001G Total			
001H Total			
001I Total			
Grand Total			

228

Table J.2.4.2-12. DTS Local Loop Totals Column Headings (DLLtots)

DTS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Loop Charges per Month
002A Total			
002B Total			
002C Total			
002D Total			
002E Total			
002F Total			
002G Total			
002H Total			
002I Total			
002J Total			
002K Total			
002L Total			
Grand Total			

229

230 J.2.5 Potential DoD and Other Government Customer Sites

231 There are potential DoD and other Government customer sites within the Norfolk MAA
 232 geographic scope (See Section J.1.1). The information provided in Table J.2.5-1 is offered
 233 for **informational purposes only**. These identified sites are not included in the NPANXX
 234 table or the evaluation quantities for this MAA.

235

Table J.2.5-1. Potential Customer Sites

Facility	Location
Navy Norfolk	Norfolk
Naval Security Group	Chesapeake
Naval Medical Center	Portsmouth
Norfolk Naval Shipyard	Portsmouth
NAS Oceania	VA Beach
Naval Amphibious Base	Little Creek
Damneck Fleet Combat Training Center	VA Beach
Navy CINCLANTFLT Compound	Norfolk
NASA	Hampton
Fort Monroe	Hampton
Fort Story	VA Beach
Jefferson National Accelerator	Newport News
VA Hospital	Newport News
VA Hospital	Hampton

236

237 J.3 Development of FTS Program Guiding Principles

238 Prior to the release of this RFP, extensive exchanges of information and views took place
 239 among Congress, Executive Branch agencies, and industry. These exchanges included
 240 formal Congressional hearings, open public meetings, letters and other written materials, and
 241 private meetings arranged under the auspices of Congressional oversight committees.

242 J.3.1 Statements of Principles Released FEB 18, 1997 and APR 4, 1997

243 A set of general principles intended to broadly guide the development and
 244 implementation of the FTS telecommunications program emerged from these exchanges.
 245 These principles are intended to convey the consensus that emerged between the Legislative
 246 and Executive branches. Tables J.3.1-1 and J.3.1-2 reproduce the two documents that
 247 encapsulate these principles. These tables are provided for information purposes only.

248 Certain terms used in Tables J.3.1-1 and J.3.1-2 vary from terms used elsewhere in this
 249 RFP. Specifically, the term “local loop” in the tables includes both the local loop, local
 250 switching and associated features. The term “local access” in the tables is referred to as
 251 “IXC access” in the RFP. The term “network transport” in the tables is referred to as “IXC
 252 transport” in the RFP. Where any conflict in terms occurs between the tables and the RFP,
 253 the RFP terms shall take precedence.

254 The Government expects that agencies acquiring local service for non-MAA locations
 255 below the threshold (referred to in Principle 15.8 of Table J.3.1-2) will follow established

256 contracting principles and examine all options, including FTS2001 contractors, MAA
257 contractors, and other potential providers, including their Local Exchange Carriers (LECs).

258 **J.3.2 Forbearance Period**

259 Following the release of the documents represented in the above attachments, further
260 discussions resulted in the emergence of one further point of consensus, as follows. No
261 contract modifications for optional local services in an MAA area will be executed to an
262 FTS2001 contract or an MAA contract before one year after the relevant MAA award. In
263 addition, no contract modifications for optional local services in a non-MAA area will be
264 executed to an FTS2001 contract or an MAA contract before one year after any competitive
265 award of such services. Similarly, the Government will not execute contract modifications
266 to an MAA contract for optional long-distance services before one year after the initial
267 FTS2001 award.

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

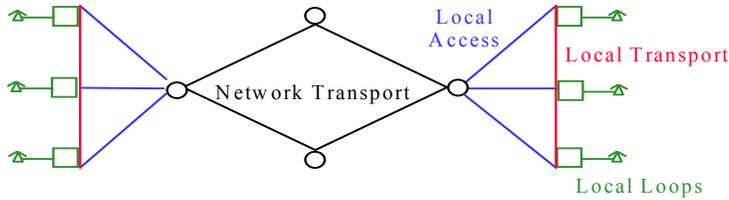
In general, the Government's goals will be met by:

- 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

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.

271

272 Note: Principle 12 above was deleted and replaced by a new Principle 12 in the document
 273 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.

278 **J.4 Glossary of Terms**

911 service	An emergency reporting system whereby a caller dials a common number—911—for all emergency service.
E911-CAMA trunk	A dedicated one-way trunk for handling outgoing 911 calls from a non-ISDN key system or PBX. It uses loop reverse-battery call supervision and in-band multi-frequency signaling for address and Caller Emergency Service Identification (e.g., directory number of the calling telephone) transmission as part of call set up.
Access circuit	The access facilities provided between the Service Delivery Point (SDP) and the local telephone service provider's central office or the inter-exchange carrier's point of presence.
Account code	A code that identifies the caller so that the cost of the call can be billed to the appropriate party.
Accounting control transaction number	A specific number assigned to each contract award winner authorizing the invoicing of services.
Additional directory listings	A feature that provides multiple numbers within a single, main directory listing.
Additional directory number	A second phone number can be obtained on the same line when ordering an ISDN service.
Agency	A term used to identify all federal agencies, authorized federal contractors, agency-sponsored universities and laboratories, and, when authorized by law or regulation, state, local, and tribal Governments.
Agency billing code	A Government-provided code that identifies a specific billing account for an agency allowed to order MAA services and that elects to use centralized billing.
Agency billing identification	An agency or contractor-provided code that identifies a specific billing account for an agency allowed to order MAA services and that elects to use direct billing.

Agency hierarchy code	An agency-provided code that identifies how billing data shall be grouped; e.g., by GSA, customer agency, customer - agency defined subhierarchies, such as department and office, service, telephone number, and accounting code. Each level of the hierarchy shall contain the aggregate information pertaining to the lower levels.
Alphanumeric	Pertaining to a character set that contains letters, digits, and sometimes other characters, such as punctuation marks.
Alphanumeric dialing	A feature that enhances data terminal dialing by allowing a data terminal user to place a data call by entering an alphanumeric name instead of dialing a long string of numbers.
Alternate call directory listings	A feature that allows alternate numbers to be indicated under a directory listing.
American National Standard Institute (ANSI)	A standard-setting, non-governmental organization, which develops and publishes standard for “voluntary” use in the United States.
Analog	In telephone transmission, the signal being transmitted—voice, video, or image – is “similar to” the original. In telecommunications, analog means telephone transmission and/or switch which is not digital.
Analog data	Data represented by a physical quantity that is considered to be continuously variable and whose magnitude is made directly proportional to the data or to a suitable function of the data.
Anonymous call rejection	The capability of rejecting calls that have the call ID blocked.
Attendant multi-line hunt group	A feature that allows the creation of a group in which a designated member of the group can change call forward for other members of the group.

Audit trail	A chronological record of system activities that is sufficient to enable the reconstruction, reviewing, and examination of the sequence of environments and activities surrounding or leading to an operation, a procedure, or an event in a transaction from its inception to final results.
Authorization codes	A code that, once entered, can permit the user to gain access to a system or service.
Automatic call distributor (ACD)	This feature provides equitable distribution of large volumes of incoming calls to available call answering positions of the customer. The ACD can also provide an optional data stream of call events to a compatible computer where the customer can use the information to prepare management information reports.
Automatic number identification (ANI)	A service feature that provides the automatic identification of the calling station billing number.
Automatic route selection (ARS)	The ability of a switch to automatically choose the least cost route for a long distance call.
Availability	The ratio of the total time a functional unit is capable of being used during a given interval to the length of the interval; e.g., if the unit is capable of being used for 100 hours in a week, the availability is 100/168. For purposes of this RFP, the length of the interval is the applicable month.
Backup of ISDN PRI shared D channel capability	For PRI(s) with 24B+0D, shared-D channel backup/redundancy can be supported when the associated (i.e., primary) PRI with 23B+D is down/inoperative.
Bandwidth	(a) The bandwidth of a device is the difference between the limiting frequencies within which performance with respect to some characteristic falls. (b) The difference between the limiting frequencies of a continuous frequency band.
Base price	The price for providing service with no features.

Basic rate	The transmission speed supported by the basic interface structure of an ISDN system that is composed of 2 B (64 kb/s) and 1 D (16 kb/s) channel, as defined in CCITT I-412.
Bell operating company (BOC)	One of the 22 operating telephone companies that were divested from the AT&T Company under the terms of the 1982 antitrust suit settlement agreement. <i>Note:</i> Cincinnati Bell Telephone Co. and Southern New England Bell Telephone Co. are not included.
Billing accounting codes - unverified	The capability to enter a billing account code to be used in billing.
Billing accounting codes - verified	The capability to enter a billing account code to be used in billing and to block the call if the code cannot be verified.
Billing/billed	The process of creating an invoice or a bill.
Binary digit (bit)	In binary notation either of the characters 0 or 1.
Blocking	Denying access to, or use of, a facility, system, or component.
Blocking caller-paid information phone numbers	The capability to block caller-paid calls from a station.
Blocking dialed carrier identification code (CIC)	The capability to block the change from the pre-subscribed carrier on a per call basis.
Blocking of selected numbers	The capability to block calls incoming from pre-determined selected numbers.
Bridging service	Bridging service feature is the capability to have an incoming call ring at two locations when a primary number is dialed. Bridging Service is assumed to be served by a single wire center. It is normally used for locations within a building and is accomplished via software change.

Business line	This service provides a business customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. This service also provides connection of business customer-single station sets or facsimile machines to the public switched telecommunications network.
Byte	A sequence of 8 adjacent binary digits usually treated as a unit.
Cable	Any communications channel having a bandwidth greater than a voice-grade telecommunications channel, sometimes used synonymously with wideband.
Call	Any demand to set up a connection. A unit of traffic measurement.
Call back/camp on	The capability to allow a user to place a call back on a busy line. When the called station goes on-hook, the originating station is rung and, when answered, the original call is automatically placed.
Call block	The capability to block a user-specified pre-designated number(s) from completing incoming calls to the user.
Call blocking	The capability to block outgoing calls from a user(s) to specific numbers, NXXs, NPAs, or country codes.
Call consultation	A feature that allows a user to alternate between a party on hold and an existing conversation.
Call detail record	A record generated by customer traffic later used to bill the customer for service. At a minimum, call detail records include the number used to make the call, date the call is made, number called (local or long distance), time the call started, and call duration. Other information such as the circuit used to make the call (WATS, MCI, etc.) or purpose of the call (e.g., client, project) is also typically provided as part of the call detail records.
Call forward - busy line	A feature that permits calls attempting to terminate to a busy station line to be redirected to a predetermined line when the called station is in use.

Call forward - don't answer	A feature that provides for forwarding of incoming calls to a predetermined line when the called station line does not answer within a prescribed time.
Call forward - remote access	A feature that lets a user turn on or turn off call forward variable features from a telephone other than their own. From a remote location, a user dials a remote access directory number and through a series of prompts enters their own telephone number and a personal identification number.
Call forward - variable	A feature that allows a user to choose to reroute incoming calls to another specified telephone number.
Call forwarding	A feature that allows all calls destined for a station to be routed to another station (or to the attendant), designated during activation, regardless of the busy or idle state of the called station. This feature can be activated or canceled by the station user or by the attendant.
Call hold	A feature that allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call. If the controlling station user does not dial any additional digits after the "hold" code, muting of the station set and removal of dial tone will occur after a time-out period. The call will remain on hold until the controlling station user either hangs up, 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.
Call hunting	See hunting.
Call park	The capability to allow a call to be parked at a directory number for retrieval by another line or trunk.

Call pickup	A feature that allows a station user to answer any calls directed to another station line within his own preset pickup group by dialing a pickup code from an idle or busy station. If more than 1 station line in the pickup group is ringing, the individual call to be answered will be selected by the system. Multiple call pickup groups can be defined within a single Centrex service group.
Call restriction	A feature that allows the system to restrict certain types of calls being made from stations.
Call return	A feature that allows a telephone user to dial the last caller, even if he/she did not answer the phone.
Call screen	A feature that allows a telephone user to keep a list of telephone numbers to be screened out so that his/her phone will not ring from those numbers until the feature is turned off.
Call trace	<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>
Call transfer	A feature that allows a station user to transfer any call in progress to another station without the assistance of the attendant.
Call waiting	<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>
Caller identification (ID)	A feature that provides the capability of passing the calling number to the terminating station.

Caller, calling party, call	A person, program, or equipment that originates a call.
Calling number suppression	A feature that provides the capability to block the originating phone number from being passed to the terminating station on an all call basis.
Cancel	A service order is canceled if the action is taken prior to acceptance.
Central office based service	A service with functions and features similar to those provided by a PBX system, often referred to as centrex services, that are provided by the telephone company's central office.
Centrex	A service that provides, from the telephone company central office, functions and features comparable to those provided by a PBX or a PABX.
Centrex service group	A group of affiliated users within a common Centrex configuration.
Channel	(a) A connection between initiating and terminating nodes of a circuit. (b) A single path provided from a transmission medium either by physical separation; e.g., multiplier cable, or by electrical separation; e.g., frequency- or time-division multiplexing. (c) A single unidirectional or bi-directional path for transmitting or receiving, or both, of electrical or electromagnetic signals. (d) A path along which signals can be sent; e.g., data channel, output channel.
Class of service (COS)	A designation assigned to describe the service treatment and privileges given to a particular terminal.
Class of service display	This feature provides attendants with an alphabetic or numeric code display representing the class of service of the calling PBX station line seeking attendant assistance.
Clear channel	A full 64 kb/s channel for transferring user information. Signaling is communicated over a separate channel.

Clear channel capability	A channel able to support full 64 kb/s for user information transfer.
Client	One that uses telecommunications service.
Commercially available	As applied to a telecommunications service in a geographic area, that service, or service related feature, that is, for a consideration, currently legally provided by 1 or more entities who are generally considered to be providers of telecommunications service(s) to 1 or more other entities, independent from the service provider, for their own legal commercial business purposes.
Compatibility	A property of systems that allows the exchange of necessary information directly and in usable form. <i>Note:</i> Implies use of identical or compatible protocols.
Conference calling	A feature that allows a station user to establish a multiparty conference connection (of up to 6 conferees including himself), either without attendant assistance at all, or with attendant assistance only for adding trunks.
Confidentiality	The concept of holding sensitive data in confidence, limited to an appropriate set of individuals or organizations.
Contract line item (CLIN)	A telecommunications-related service that can be ordered by item number under an MAA contract. Examples of MAA CLINs are Analog Centrex Line, Analog Centrex Voice Mail and T-1 line.
Cross-Connection	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.
Customer	One that purchases service.
Customer premises equipment (CPE)	Equipment owned, leased or under the control of the Government and physically located at the Government's premises or at the premises of another contractor.

Customized group dialing plan	A feature that provides the capability to customize the dialing plan for a defined group of stations within the system.
Customized intercept and recorded announcement	This feature provides a recorded message, as specified by the customer, to an intercepted call indicating why the call cannot be completed.
Cutover	The physical changing of circuits or lines at a telecommunications location from 1 configuration to another.
Data	Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic means.
Data call setup	Provides three methods to set up a data call: <ul style="list-style-type: none">• Data terminal (keyboard) dialing (which also includes alphanumeric dialing and default dialing)• Voice terminal dialing• Dedicated voice terminal for data calls.
Data hot line	Provides for automatic non-dial placement of a data call to an endpoint when the originator goes off-hook.
Data line privacy	Protects analog data calls from being interrupted by any of the system's overriding or ringing features. When activated by the user, it denies the system the ability to gain access to, or superimpose tones onto, the protected data call.
Data terminal equipment (DTE)	Equipment consisting of digital end instruments that converts the user information into data signals for transmission or reconverts the received data signals into user information.
Dedicated transmission service (DTS)	The private-line transmission of voice or data.

Default dialing	Enhances data terminal (keyboard) dialing by allowing a data terminal user to place a data call to a preadministered destination by simply entering a carriage return at the “Dial” prompt.
Delay	The interval of time between origination and receipt of a signal.
Demarcation point	The point where the phone company brings in the wiring that connects to the subscriber’s phone system and where the subscriber assumes responsibility for the service.
Dial access code	The digit or digits entered by a user utilizing a switching vehicle to gain access to MAA services.
Dial pulse	A direct current pulse produced by a telephone instrument interrupting a steady current at a sequence and rate determined by an operator-selected digit and the operating characteristic of the instrument.
Dial zero	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.
DID number block assignment and maintenance	A feature provided by the telephone carrier to offer a range of consecutive telephone numbers in a new DID-PBX installation and to maintain the inventory of these phone numbers.
DID/DOD two way	This feature allows a central office access trunk to have both DID and DOD capabilities.
Digit display	A feature that provides the capability of displaying digits on the station’s LCD display.
Digital data	Data represented by discrete values or conditions, as opposed to analog data.
Digital form	A discrete representation of a quantified value of a variable.
Digital format	Voice or data signals represented by discrete values or conditions.

Digital signal 0 (DS0)	A digital signal rate of 64 kb/s. The world wide standard speed for digitizing one voice conversion using pulse code modulation.
Digital signal 1 (DS1)	A digital signal rate of 1.544 Mb/s.
Direct inward dialing (DID)	The capability of dialing a call from an external party directly to a station without the assistance of an attendant.
Direct outward dialing (DOD)	The capability allowing an internal user to place a call to an outside party without the assistance of an attendant.
Directed call pickup	A feature that allows a station user to answer any calls directed to another station line dialing a pickup code from an idle or busy station.
Directory assistance	This service is provided by the local telephone company. It allows the subscriber to call for information about phone numbers and/or addresses.
Disconnect	A service order is disconnected if the action is taken after the service has been accepted.
Disks/diskettes	A memory system based on rotating disks coated with a magnetic recording medium.
Distinctive call waiting tones	A feature providing the capability of distinguishing between internal, intercom, or DID calls based on the call waiting tones.
Distinctive ringing	A feature providing the capability of distinguishing between internal, intercom, or DID calls based on the station ringing pattern.
Diversity routing	The capability to allow routing over diverse pathways to include physically separate loop exit points from the customer's site, separate cable right-of-way, and separate switching offices.

Dual service	Dual service is the capability to have an incoming call ring at two locations when a primary number is dialed. One location is assigned with a primary number, and the other with a secondary number (e.g., a different extension). The two locations are assumed to be served by a single wire center and are normally between buildings.
Dual-tone multifrequency (DTMF) signaling	A telephone signaling method employing standard combinations of 2 specific voice band frequencies, 1 from a group of 4 low frequencies and the other from a group of 4 higher frequencies.
E&M signaling	An arrangement whereby communication between a portion of a circuit and a separate signaling unit is accomplished over 2 leads: the “E” or (“Ear”) lead which receives open or ground signals from the signaling unit, and the “M” (or “Mouth”) lead which transmits battery or ground signals to the signaling units.
Electronic access	The capability to access information via on-line access (dedicated or dial-up), E-mail, or facsimile.
Electronics Industries Associations (EIA)	A Washington, D.C. trade organization of manufactures which sets standards for use of its member companies, conducts educational programs and lobbies for members’ collectives prosperity.
Encrypt	To convert plain text into an unintelligible form by means of a cryptographic system.
End-to-end	Telecommunications service from the originating user’s terminal to the destination user’s terminal.
Erlang	A measurement of telephone traffic intensity. For example, one Erlang is equal to 1 full hour of use, or $60 \times 60 = 3600$ 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.
Erlang B	A probability distribution to estimate the number of telephone trunks needed to carry a given amount of traffic. Erlang B assumes that, when a call arriving at random finds all trunks busy, it vanishes (the blocked calls cleared condition).

EUCL charge	End User Common Line Charge, also known as Subscriber Line Charge. This charge is for the use of an End User Common Line to obtain local telephone exchange service, but does not include the provision of a telephone number, detail billing, directory listing, or intercept arrangements.
Extended local calling	The local phone company sometimes offers rate plans to cover an area wider than the local calling area. The rate plans are usually more expensive than the local calling plan, but less than the long distance plans.
Extended superframe format (ESF)	A T1 framing standard used in Wide Area Networks (WAN). With this format, 24 frames—instead of 12—are grouped together.
Facsimile capability	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.
Feature	A service capability that is made available in addition to the basic capabilities associated with a service.
Feature group D	Also referred to as “equal access,” Feature Group D provides trunk-side LATA access, affording call supervision to an Inter-exchange Carrier, a uniform access code (10XXX), optional calling-party identification, recording of access-charge billing details, and pre-subscription to a customer-specified Inter-exchange 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).
Federal Communications Commission (FCC)	The FCC is a Federal regulatory agency that was created by the Communications Act of 1934. It regulated the provision of interstate telecommunications services within the United States.
Fiber optics	A technology that uses light as a digital information carrier.
Flexible disconnect, both/either party	The capability to disconnect a call when either or both parties hang up.

Foreign exchange (FX) service	Enables a subscriber to receive local telephone calls from a central office that is outside the subscriber's exchange area.
Four-wire circuit	A transmission circuit consists of 2 pairs of 2-wire circuits. One pair is used to transmit and the other to receive. A 4-wire circuit costs more than a 2-wire circuit but provides better reception. All long distance trunks are 4-wire circuits. Subscribers can request and pay a little more to get a 4-wire local loop circuit.
Frame relay	A data communications transmission protocol, similar to packet switching, that is optimized for reliable transport facilities (such as fiber optic transport) that transmit at a low bit-error rate.
Full-duplex operation	A mode of operation in which simultaneous communication in both directions may occur between 2 terminals. Contrast with half duplex or simplex operation in which communications occur in only 1 direction at a time.
Grade of service (GOS)	The probability of a call being blocked during a call attempt, expressed as a decimal fraction, during the busy hour.
Ground start	A supervisory signal from a terminal to a switch in which 1 side of the line is temporarily grounded.
Group intercom	A feature allowing intercom groups to be defined. Each station within a group can reach any other station in that group by dialing a one or two digit number.
Hard copy	In telecommunications systems, a permanent reproduction of any part of the data transmitted through the system. The reproduction may be generated by equipment such as teletypewriter pages, continuous printed taped, facsimile pages, computer printouts, or radiophoto prints.

Hunting	Serial hunting: The capability to route incoming calls through a series of stations. If the first station is busy, the calls will be routed to the second station in the series, and so on. Circular hunting: The capability to route incoming calls through a series of stations. If the first station is busy, the calls will be routed to the second station in the series, and so on. If the last station in the circular hunt group is busy the call will be routed to the first station in the group. UCD hunting: the capability of distributing calls uniformly across a series of stations.
Identification	The process that enables recognition of an entity by a system, generally by the use of unique machine-readable user names.
Immediate start	A trunk signaling where pulsing is required to be received about 120 milliseconds after receipt of the connected signal.
Implementation	The process of adding new services or changing existing services at user locations provisioned under the MAA program.
In writing	The term “in writing” refers to a printed, hard copy form or as electronically-accessible via on-line messaging and/or database. Verbal communication alone is not to be considered “in writing”.
Inadequate wiring	Wiring or equipment that does not support service from the NID to the SDP at the performance level specified in the RFP.
Inside move charge	A charge for a change in SDP location (not SDP type) within the same customer premises.
Integrated services digital network (ISDN)	A network that provides end-to-end digital connectivity to support a wide range of services, including voice and non-voice services, to which users have access by a limited set of standard multipurpose user network interfaces, as defined in the CCITT I series. See Basic Rate and Primary Rate.
Integrity	Assurance that the received data has not been altered in an unauthorized manner from the original transmission.
Intercept	Calls which cannot reach their destination may be intercepted and diverted to a station attendant or a recording.

Intercom dial	The capability to reach another station within an intercom group by dialing one or two digits.
Interconnection	The linking together of systems which are not necessarily interoperable.
Inter-exchange carrier (IXC)	Any service provider offering inter-LATA telecommunications services.
Intermediate distribution frame (IDF)	A metal rack designed to connect cables, usually located in an equipment room or closet. Proves the connection between inter-building cabling and the intra-building cabling, i.e., between the main distribution frame (MDF) and individual phone wiring.
International telephone and telegraph consultative committee (CCITT)	An international organization, part of the International Telecommunications Union, that issues recommendations that are frequently adopted as standards by the telecommunications community.
Internetworking	The process of interconnecting a number of individual networks to provide a path from a terminal or a host on 1 network to a terminal or a host on another network. The networks involved may be of the same type, or they may be of different types. However, each network is distinct, with its own addresses, internal protocols, access methods, and administration.
Interoperability	The ability of each service provider to effectively and efficiently transfer all information and control data within its own network and between its network and those of other service providers so that a given service offering operates transparently and without performance degradation for users.
Invoice	A due and payable itemized list of goods or services from a contractor which states quantities, prices, charges, and other data.
Invoicing	The process of preparing and forwarding a list of charges to the Government for services rendered by the contractor.

IXC POP termination charge	A charge that may be imposed when a DTS circuit terminates at an IXC POP.
Key telephone system	In a customer environment, terminals and equipment that provides user terminals with access to a variety of telephone services without attendant assistance.
Kilobyte (kB)	1000 bytes.
Last number redial	The capability of redialing the last number dialed by pressing a feature code or button.
Line hunting	See Hunting.
Local access and transport area (LATA)	Under the terms of the Modified Final Judgment (MFJ), the geographical area within which a BOC is permitted to provide telecommunications services after divestiture by AT&T.
Local area network (LAN)	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.
Local channel charge	A charge based on the direct airline distance measured between the two serving wire centers in the local calling area.
Local loop	The service provided from the subscriber's service demarcation point to and including the telephone company's central office. It also includes any service provided by the company's central office as part of the monthly port service.
Logon	The procedure that is followed by a user in beginning a period of on-line terminal operation.

Loop start	A supervisory signal given by a telephone or PBX after the loop path to the central office is completed.
Mail system redundancy	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.
Meet me conference	Capability to provide a conference bridge and line number for up to 400 participants to dial at a specified time to hold a conference.
Megabyte (MB)	1,000,000 bytes.
Message waiting indication	A visual or aural indication at a station that a message is waiting.
Metropolitan area	A core area containing a large population nucleus, together with adjacent communities that have a high degree of economic and social integration within that core (definition used by OMB, OPM, and US Census Bureau).
Microwave	A term applied to radio frequency wavelengths less than 30 centimeters long, corresponding to a frequency of 1 GHz or greater.
Mileage	The distance in miles between the 2 end points of a circuit.
Modem	Acronym for MOdulator-DEModulator. A device that modulates and demodulates signals. <i>Note:</i> Modems are primarily used for converting digital signals into quasi-analog signals for transmission over analog communication channels and for reconverting the quasi-analog signals into digital signals.
Multi-appearance preselection and preference	Provides multi-line appearance voice terminal users with options for placing or answering calls on selected appearance.
Multiple appearance directory numbers	A generic feature which allows a directory number to be assigned more than once to one or more telephone sets. This feature may also be referred to as shared call appearances, etc.

Multiplexing	The division of a transmission facility into 2 or more channels either by splitting the frequency band transmitted by the channel into narrower bands, each of which constitutes a distinct channel (frequency-division multiplexing), or by allotting this common channel to several different information channels, 1 at a time, sequentially based on discrete time intervals (time-division multiplexing).
Multiplexer	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.
Names directory	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.
Narrowband	As in a narrowband data, narrowband switched services, or narrowband signal. A data stream whose digital signal representation has an essential spectral content that is limited to that which can be contained within a voice channel of nominal 4-kHz bandwidth.
National security emergency preparedness (NS/EP) requirements	As used in this document, National Security Emergency Preparedness (NS/EP) requirements are intended to maintain a state of readiness or respond to and manage an event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the security posture of the United States.
NBD initial price	The valid initial units of usage-sensitive calls during Normal Business Day (NBD is defined in Section B.1.3) are 1 minute for CSS.
Network	(a) An interconnection of 3 or more communicating entities and (usually) 3 or more nodes. (b) A combination of passive or active electronic components that serves a given purpose.

Network interface device (NID)	The 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.
Normal business day (NBD) additional price	The valid increments of usage-sensitive calls during Normal Business Day (NBD is defined in Section B.1.3) are 1 minute for CSS.
North American numbering plan (NANP)	A numbering plan that allows all stations conforming to the 10-digit dialing pattern of the PSN to be accessed. The pattern is of the form NPA-NXX-XXXX where NPA equals Numbering Plan Area (Area Code); N = 2-9; P = 0-9; A = 0-9; and X = 0-9.
NPANXX	NPA is the Numbering Plan Area, also known as the area code, and NXX is the first 3 digits in a seven-digit local telephone number that identifies the central office that serves the phone number. When specified alone, originating NPANXX is implied.
NPANXX group	A group of NPANXXs, determined by the offeror, that have the same MAA service rates.
Number portability	Number portability is the ability of a user of telecommunications services to retain, at the same location or at other locations within the same rate center, existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.
Off-hook time out	The capability of a switch to detect and react to an off-hook condition over a period of time before reception of dialing information or after call disconnect.
Off-net call	A call that originates from an SDP on an MAA contractor's network and terminates on an SDP on a different contractor's network, but is within the MAA service area (e.g., contractor 1 network to contractor 2, 3, etc. network).

Off-premises switch-based voice service	Off-premises switch-based voice services refer to voice services for a large number of users that can be provided via various solutions. Off-premises switch-based voice service is a set of capabilities and features that are commonly provided by Centrex-like or PBX-like services and features. Off-premises switched-based voice service is not located in Government facilities except at locations with existing on-premises PBX.
On-line	Electronic availability on demand from a computer-based system without mounting removable media such as magnetic tape or disks.
On-net call	A call that originates from an SDP on an MAA contractor's network and terminates on an SDP on the same MAA contractor's network (e.g., contractor 1 network to contractor 1 network).
Operator assistance	Calls completed or billed with the live or mechanical assistance by the telephone company's operator center.
Operator assistance-busy line verification	A feature that allows an operator to determine whether a busy line is in use.
Operator assistance-busy line verification with interrupt	A feature that allows an operator to break into an existing conversation and converse with one or both parties.
Originating NPANXX group	The area that includes the group of NPANXXs where a service originates. See Section J.1.1 for the list of valid originating NPANXXs.
Other direct costs (ODC)	Costs associated with services that are within the scope of the contract but are not priced under the pricing structures provided in Section B.
Outage	A telecommunication service condition wherein a user is deprived of service because of a malfunction of the communication system.

Outside move charge	A charge for a change in SDP location (not SDP type) to a different customer premises. For CSS circuits, the charge includes reestablishing previously installed features.
Outside normal business day (ONBD) additional price	The valid increments of usage-sensitive calls during Outside Normal Business Day (ONBD is defined in Section B.1.3) are 1 minute for CSS.
Outside normal business day (ONBD) initial price	The valid increments of usage-sensitive calls during Outside Normal Business Day (ONBD is defined in Section B.1.3) are 1 minute for CSS.
Packet switching	A system in which messages are broken down into smaller units called packets, which are then individually addressed and routed through the network.
Packet switching network	A network designed to carry data in the form of packets. The packet format, internal to the network, may require conversion at a gateway.
Paging/outcall capability	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.
Password	A word, alphanumeric character, or combination that permits access to otherwise inaccessible data, information, or facilities.
Personalized ringing	Allows users of certain voice terminals to uniquely identify their own calls. Each user can choose one of a number of possible ringing patterns.
Point of presence (POP)	An Inter-exchange Carrier's point of interface with a Local Exchange Carrier.
Pre-subscribed inter-exchange carrier (PIC) change	The capability for a telephone user to change to another inter-exchange carrier that is to be used with 1+ dialing.

Price	The charge for the associated price element.
Price element	<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"> (a) Year (Time dimension) (b) Price component for a Particular CLIN (Service dimension) (c) NPANXX Groups (Geographic dimension where applicable) <p>Examples of a price element are:</p> <ul style="list-style-type: none"> (a) Year 1 Monthly Recurring Charge for a CSS Analog Business Line for NPANXX Group 2 (b) Year 3 Service Initiation Charge for CSS Analog Centrex for NPANXX Group 1 (c) Year 5 Monthly Recurring Charge for CSS Analog Centrex Voice Mail Feature (d) Year 7 One-time charge for moving an analog business line
Price per mile	The unit price per each mile specified in the mileage field.
Primary directory listing	A primary directory listing is listed in the telephone directory published by the dominant exchange service provider in the customer's exchange area of the station number that is designated as the customer's main billing number. It contains the name of the customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the customer.
Primary rate	The transmission rate supported by the ISDN primary rate interface, defined on CCITT I.412 as 1536 kb/s and composed of 23 B (64 kb/s) and 1 D (64 kb/s) channels.
Privacy	A feature that provides the capability for a user to prevent others from entering into a connection on a multi-appearance line.

Private branch exchange (PBX)	<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>
Provisioning	<p>The act of supplying telecommunications service to a user, including all associated transmission, switching, equipment, software, wiring, implementation services, and support systems.</p>
Public switched network (PSN)	<p>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.</p>
Reconfiguration charges	<p>Charges that apply to reconfiguration that cannot be accomplished using software reconfiguration by customer.</p>
Replaced date	<p>Date on which a quoted price is replaced.</p>
Robbed-bit signaling	<p>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.</p>

Service delivery point (SDP)	The point at which a service is delivered by the contractor to the user. It is defined in terms of location, contractor facilities, interface, and user facilities. The SDP is the interface point for the physical or logical delivery of a service, is 1 of the points at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the charges for services rendered. Each SDP is defined as the combined physical, electrical, and service interface between the serviced network and Government premises equipment, off-premises switching and transmission equipment (including but not limited to, those provided by Centrex and telephone central offices), and other facilities, as well as the POP of the MAA contractor's transport network service provider in the future. SDPs may be located on or off Government premises.
Service initiation charge (SIC)	Those fees established by the contractor that enable new subscribers to access the service or existing subscribers to add a new feature. These are by definition one-time fees for physical and logical connection establishment within the network.
Service profile identification and directory (SPID)	Is a service profile identification used for ISDN BRI which allows automatic assignment of terminal identification attached to BRI.
Service-based approach	In a service-based approach, the Government delegates responsibility for transmission, switching, or support service functions to a telecommunications service provider. In a facilities-based approach, the Government retains ownership of some of the required network assets or "facilities."
Signal system number 7	Signal system No. 7 is a digital channel signaling for out-of-band signaling for call control, e.g., ISDN calls.
Signaling	The information exchange concerning establishment and control of a connection and management of the network, in contrast to user information transfer.
Six-Way conference calling	See conference calling.

Software reconfiguration by customer	The capability allowing a customer organization to manage line and feature arrangements without going through service-order procedures. Typical customer initiated tasks would include adding, deleting, and changing station features; rearranging or swapping existing stations; verifying status of change orders; and reviewing current status of line and station configurations.
Specification	A document intended primarily for use in a procurement that clearly and accurately describes the essential technical requirements for items, materials, or services, including the procedure by which it will be determined that the requirements have been met.
Speed calling	A feature that allows a station user to reach any of a pre-selected group of phone number by dialing one or more digits.
Start date	Date on which a quoted price becomes effective.
Station	A data terminal or voice terminal used to access a network.
Station message desk interface (SMDI)	The interface between a voice mail system and an external local exchange carrier office.
Station-to-station dialing	A feature that allows a station user to directly dial other stations within the same system without the assistance of the attendant. The number of digits required depends on the numbering plan engineered for the customer.
Stop date	Date on which a quoted price is no longer effective.
Supervised 700 ms disconnect	This feature provides the capability to extend disconnect supervision timing to 700 ms on loop start lines.
Synchronous transmission	Digital transmission in which the time interval between any 2 similar significant instants in the overall bit stream is always an integral number of unit intervals. <i>Note: “Isochronous” and “anisochronous” are characteristics, while “synchronous” and “asynchronous” are relationships.</i>
T1	Digital services that provide transmission between 2 stations at an aggregate data rate of 1.544 Mb/s.

T3	Digital services that provide transmission between 2 stations at an aggregate data rate of 44.736 Mb/s.
Tandem switch	A switch that is capable of interconnecting PBX's or end offices. In the North American telephone network prior to divestiture, tandem switches were also known as Class 4 switches, whereas central offices or serving offices were known as Class 5 switches.
Telecommunications	Any process that permits the passage of information from a sender to 1 or more receivers in any usable form by means of any electromagnetic system.
Telecommunications industry association (TIA)	Washington lobby and trade association providing communications and information technology products, materials, systems, distribution services, and professional services.
Teleconferencing	A conference between persons remote from 1 another but linked by a telecommunications system. <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.
Terminating NPANXX group	The area that includes the group of NPANXXs where a service terminates. See Section J.1.2 for the list of valid terminating NPANXXs.
Three-way conference calling	See conference calling.
Tie trunk	A dedicated circuit linking two PBXs, assumed to be served by a single wire center. If the two PBXs are served by different wire centers, the trunking between the wire centers is priced according to MAA Dedicated Transmission Service Local Channel price tables.
Traffic	(a) The information moved over a communications channel. (b) A quantitative measurement of the total messages and their length, expressed in calls, erlangs, 1 hundred call seconds (CCSs), or other units, during a specified period of time.

Transmission facility	The physical wires, amplifiers, and other equipment used to transmit an electrical signal.
TSP level change	Change level to another of five TSP levels.
TSP provisioning	Priority installation of a new circuit.
TSP restoration	Establishes and maintains a restoration priority for a circuit.
Two-wire circuit	A transmission circuit composed of 2 wires - signal and ground - used to both send and receive information. Local loop circuits are generally 2-wire circuits.
Unit price	A unit price is constructed from the price elements associated with a CLIN. For example, a CSS line incurs the following costs: one-time service initiation charge, monthly recurring line charge, EUCL charge.
Value-added service	A service that extends the basic service, such as electronic mail service over a Packet Switched Service or voice mail service over a Switched Voice Service.
Vanity number	A directory number that can be dialed using a meaningful alphanumeric representation.
Virtual circuit	A communication arrangement in which data from a source user may be passed to a destination user over various real circuit configurations during a single period of communication.
Voice mail	A voice messaging system.
Wink start	Short duration off hook signal.
X.25	ITU recommendation that specifies the interface between user data terminal equipment and packet-switching data circuit-terminating equipment.

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 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, 18th 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 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH 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 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH 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 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH 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 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH 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 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

16 F. Estimated dollar value and percentage of planned subcontract to HUBZone small
 17 business concerns is:

SUBCONTRACTING HUBZONE SMALL BUSINESS CONCERNS				
BASE	1 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH 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	WOSB	HUBZONE

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, and 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
59 the company's/division's support for awarding contracts and subcontracts to small,
60 small disadvantaged, women-owned small, and HUBZone small business
61 concerns.
- 62 B. Developing and maintaining bidders' lists of small, small disadvantaged,

- 63 women-owned small, and HUBZone small business concerns from all possible
64 sources.
- 65 C. Ensuring periodic rotation of potential subcontractors on bidders' lists.
- 66 D. Assuring that small, small disadvantaged, women-owned small, and HUBZone
67 small businesses are included on the bidders' list for every subcontract solicitation
68 for products and services they are capable of providing.
- 69 E. Ensuring that subcontract procurement "packages" are designed to permit the
70 maximum possible participation of small, small disadvantaged, and
71 women-owned small businesses.
- 72 F. Reviewing subcontract solicitations to remove statements, clauses, etc., which
73 might tend to restrict or prohibit small, small disadvantaged, women-owned
74 small, and HUBZone small business concern participation.
- 75 G. Ensuring that the subcontract bid proposal review board documents its reasons for
76 not selecting any low bids submitted by small, small disadvantaged,
77 women-owned small, and HUBZone small business concerns.
- 78 H. Overseeing the establishment and maintenance of contract and subcontract award
79 records.
- 80 I. Attending or arranging for the attendance of company counselors at Business
81 Opportunity Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.
- 82 J. Directly or indirectly counseling small, small disadvantaged, women-owned
83 small, and HUBZone small business concerns on subcontracting opportunities
84 and how to prepare bids to the company.
- 85 K. Providing notice to subcontractors concerning penalties for misrepresentations of
86 business status as small, small disadvantaged, women-owned small, or HUBZone
87 small business concerns for the purpose of obtaining a subcontract that is to be
88 included as part or all of a goal contained in the contractor's subcontracting plan.
- 89 L. Conducting or arranging training for purchasing personnel regarding the intent
90 and impact of Section 8(d) of the Small Business Act on purchasing procedures.
- 91 M. Developing and maintaining an incentive program for buyers, which supports the
92 subcontracting, program.
- 93 N. Monitoring the company's performance and making any adjustments necessary to
94 achieve the subcontract plan goals.
- 95 O. Preparing and submitting timely reports.
- 96 P. Coordinating the company's activities during compliance reviews by Federal
97 agencies.

98 4. EQUITABLE OPPORTUNITY

99 FAR 19.704(a)(3) requires a description of the efforts the contractor will make to ensure
 100 that small, small disadvantaged, women-owned small, and HUBZone small business
 101 concerns will have an equitable opportunity to compete for subcontracts. These efforts
 102 include, but are not limited to, the following activities:

103 A. Outreach efforts to obtain sources:

- 104 ___ Contacting minority and small business trade associations
- 105 ___ Contacting business development organizations
- 106 ___ Requesting sources from the Small Business Administration's Procurement
- 107 Automated Source System (PASS)
- 108 ___ Attending small, minority, women-owned small, and HUBZone small business
- 109 concerns procurement conferences and trade fairs

110 B. Internal efforts to guide and encourage purchasing personnel:

- 111 ___ Presenting workshops, seminars and training programs
- 112 ___ Establishing, maintaining and using small, small disadvantaged, women-owned
- 113 small, and HUBZone small business concern source lists, guides and other data for
- 114 soliciting subcontracts
- 115 ___ Monitoring activities to evaluate compliance with the subcontracting plan

116 C. Additional efforts: (Please describes.)

117 _____

118 _____

119 _____

120 5. CLAUSE INCLUSION AND FLOW DOWN

121 FAR 19.704(a)(4) requires that your company include FAR 52.2198, "Utilization of
 122 Small, Small Disadvantaged, Women-owned Small Business Concerns", in all subcontracts
 123 that offer further subcontracting opportunities. Your company must require all
 124 subcontractors, except small business concerns, that receive subcontracts in excess of
 125 \$500,000 (\$1,000,000 for construction) to adopt and comply with a plan similar to the plan
 126 required by FAR 52.219-9, "Small, Small Disadvantaged, and Women-Owned Small
 127 Business and Business Subcontracting Plan."

128 Your company agrees that the clause will be included and that the plans will be reviewed
 129 against the minimum requirements for such plans. The acceptability of percentage goals for
 130 small, small disadvantaged, women-owned small, and HUBZone small business concerns
 131 must be determined on a case-by-case basis depending on the supplies and services involved,
 132 the availability of potential small, small disadvantaged, women-owned small, and HUBZone
 133 small business concerns subcontractors and prior experience. Once the plans are negotiated,
 134 approved, and implemented, the plans must be monitored through the submission of periodic
 135 reports, including Standard Form (SF) 294 and SF 295 reports.

136 In accordance with policy letters published by the Office of Federal Procurement Policy,
 137 such assurance shall describe the offer's procedures for the review, approval and monitoring
 138 for compliance with such subcontracting plans.

139 6. REPORTING AND COOPERATION

140 *FAR 19.704(a)(5) requires that your company (1) cooperate in any studies or surveys as*
 141 *may be required, (2) submit periodic reports which show compliance with the subcontracting*
 142 *plan; (3) submit Standard Form (SF) 294, "Subcontracting Reports for Individual*
 143 *Contracts," and SF 295, "Summary Subcontract Report," in accordance with the*
 144 *instructions on the forms; and (4) ensure that subcontractors agree to submit SF 294 and SF*
 145 *295. Both the Director, Office of Small and Disadvantaged Business Utilization and the*
 146 *Small Business Specialist must receive the report(s) within 30 days after the close of each*
 147 *calendar period. That is:*

148	<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	Contracting Officer/Small Business Technical Advisor
150	04/01- 09/30	SF 294	10/30	Contracting Officer/Small Business Technical Advisor
151				
152				
153				
154				
155				
156				
157				
158				
159	10/01/-09/30	SF 295*	10/30	Associate Administrator, Office of Enterprise Development (OED)
160				
161				
162				

163 *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 th and F Street, NW Room 6029 Washington, DC 20405
------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------

164

165 7. RECORD KEEPING

166 FAR 19.704(a)(6) requires a list of the types of records your company will maintain to
167 demonstrate the procedures adopted to comply with the requirements and goals in the
168 subcontracting plan. These records will include, but not be limited to, the following:

169 A. Small, small disadvantaged, women-owned small, and HUBZone small business
170 concern source lists, guides, and other data identifying such vendors.

171 B. Organizations contacted for small, small disadvantaged, women-owned small, and
172 HUBZone small business sources.

173 C. On a contract-by-contract basis, records on all subcontract solicitations over \$100,000
174 which indicate for each solicitation (1) whether small business concerns were solicited, and
175 if not, why not; (2) whether small disadvantaged business concerns were solicited, and if not,
176 why not; (3) whether women-owned small and HUBZone small business concerns were
177 solicited, and if not, why not; and (4) reasons for the failure of solicited small, small
178 disadvantaged, women-owned small, HUBZone small business concerns to receive the
179 subcontract award.

180 D. Records to support other outreach efforts, e.g., contacts with minority and small
181 business trade associations, attendance at small, minority, women-owned small, HUBZone
182 small business procurement conference and trade fairs.

183 E. Records to support internal activities to (1) guide and encourage purchasing
184 personnel, e.g., workshops, seminars, training programs, incentive awards; and (2) monitor
185 activities to evaluate compliance.

186 F. On a contract-by-contract basis records to support subcontract award data including
187 the name, address and business size of each subcontractor. (This item is not required for
188 company or division-wide commercial product plans).

189 G. Other records to support your compliance with the subcontracting plan: (Please
190 describe)

191 _____
192 _____
193 _____
194 _____

195 8. TIMELY PAYMENTS TO SUBCONTRACTORS

196 FAR 19.702 requires your company to establish and use procedures to ensure the timely
197 payment of amounts due pursuant to the terms of your subcontracts with small, small
198 disadvantaged, women-owned small, and HUBZone small business concerns and

199 Your company has established and uses such procedures:

200 9. DESCRIPTION OF GOOD FAITH EFFORT

201 *Maximum practicable utilization of small, small disadvantage, women-owned small, and*
202 *HUBZone small business concerns as subcontractors in Government contracts is a matter of*
203 *national interest with both social and economic benefits. When a contractor fails to make a*
204 *good faith effort to comply with a subcontracting plan, these objectives are not achieved,*
205 *and 15 U.S.C. 637(d)(4J(F) directs that liquidated damages shall be paid by the contractor.*
206 *In order to demonstrate your compliance with a good faith effort to achieve the small, small*
207 *disadvantaged, women-owned small, and HUBZone small business subcontracting goals,*
208 *outline the steps your company plans to take. These steps will be negotiated with the*
209 *contracting officer prior to approval of the plan.*

210 _____
211 _____
212 _____

213 The contractor is advised that this subcontracting plan will be made a material part of the
214 contract and that the submission of the SF294 and SF295 will be made a line item
215 deliverable in the contract.

216 10. SIGNATURES REQUIRED

217 This subcontracting plan was SUBMITTED by:

218 _____
219 Signature:

220 _____
221 Typed Name:

222 _____
223 Title:

224 _____
225 Date:

226 This subcontracting plan was REVIEWED by:

227 _____
228 Signature:

229 _____
230 Title: Small Business Specialist:

231 _____
232 Typed Name:

233 _____
234 Date:

235
236 This subcontracting plan was REVIEWED by:

237 _____
238 Signature:

239 _____
240 Title: Small Business Administration Representative (PCR)

241 _____

242 Typed Name:
243 _____
244 Date:
245 _____
246 This subcontracting plan was CONCURRED by:
247 _____
248 Signature:
249 _____
250 Title: Director, Office of Small and Disadvantaged Business Utilization:
251 _____
252 Typed Name:
253 _____
254 Date:
255 This subcontracting plan was ACCEPTED by:
256 _____
257 Signature:
258 _____
259 _____
260 Title: Contracting Officer:
261 _____
262 Typed Name:
263 _____
264 Date:

265 **J.6 Requirements Matrixes**

266 Tables J.6-1a, J.6-1b, J.6-2a and J.6-2b comprise the Norfolk technical and management
267 requirements checklists referred to in Section L.22, *Detailed Proposal Instructions*. These
268 tables list all management and technical requirements provided in the Norfolk MAA RFP
269 Sections B, C, G, and J.

270 For each technical and management requirement in Tables J.6.1a and J.6-2a, a narrative
271 response is required. (The last column of these tables will be used by Government proposal
272 evaluators to document whether or not the proposal is in compliance and whether any
273 exceptions are noted.)

274 For each requirement in Tables J.6-1b and J.6-2b, offerors must stipulate compliance or
275 conformance. Tables J.6-1b and J.6-2b must be signed by an authorized corporate officer
276 indicating agreement and commitment to full compliance and contract performance.

277 Tables J.6-3a and J.6-3b comprise the Norfolk price requirements. For each requirement
278 in Table J.6-3a, a narrative response is required. For each requirement in Table J.6-3b,
279 offerors must stipulate compliance or conformance. Table J.6-3b must be signed by an
280 authorized corporate officer indicating agreement and commitment to full compliance and
281 contract performance.

282 Tables J.6-4 through J.6-7 are the Technical and Management, Price, and Business
283 Proposal Conformance Checklists that will be used by the Government to evaluate offeror's
284 conformance with the proposal instructions in Section L.

285 Offerors shall complete the proposal reference section in each checklist within this
286 section.

Table J.6-1a. Norfolk Technical Requirements – Narrative Response Required

287

#	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 Norfolk MAA-specific services.		
3.	C.4.1	The offeror shall describe the proposed system architecture for the Norfolk MAA reflecting the engineering data provided with this solicitation: (f) The overall network architecture, including the types and capacity of the transmission and switching media, the transmission facility(ies) configuration, the type of equipment used in the network, and how the network will be used to fulfill Norfolk MAA service requirements. (g) The anticipated local loop configuration to the NID for each location defined in circuits.exe file referenced in Section J.2.2. (e.g., type of distribution, existing or proposed, owned or leased). (h) The facilities (e.g., central offices, trouble centers, and support centers) that will be part of the proposed MAA network to include identification of ownership (e.g., offeror owned, offeror leased, or subcontractor owned).		

288

Table J.6-1b. Norfolk Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
1.	C.2.1.6	For Norfolk, the contractor shall support the existing Government-owned telephone sets including approximately 300 Lucent 8510s, and 300 Lucent 970s. This support may include substitution of contractor-provided equipment of equal or greater quality and functionality at no additional cost to the Government. The contractor shall identify the necessary operations, procedures, software, and equipment to ensure service compatibility.
2.	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.
3.	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.
4.	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.
5.	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.
6.	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.2.2.1.1.2)

Table J.6-1b. Norfolk Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		(t) Software Reconfiguration by Customer (u) Caller ID (v) Customized Group Dialing Plan (w) Data Call Setup (x) Data Hot Line (y) Data Line Privacy (z) Default Dialing (SDP 6 only) (aa) Distinctive Ringing (SDP 6 only) (bb) Intercom Dial (cc) Multi-Appearance Pre-selection and Preference (SDP6) (dd) Multiple Appearance Directory Number (ee) Personalized Ringing (SDP 6 only).
7.	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.
8.	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.
9.	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.
10.	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 Norfolk 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.
11.	C.2.2.1.1.2 (q)	(q) Station Message Desk Interface (SMDI)/Simplified Message Service Interface (SMSI) Link. Supply and/or interface with and support a data link to integrate a Government-owned voice mail system into its switching system.
12.	C.2.2.1.1.2.1 (j-n)	For non-ISDN business line service, the contractor shall provide the following features: (j) Bridging Service (k) Call Trace

Table J.6-1b. Norfolk Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		(l) Customized Intercept and Recorded Announcement (m) Dual Service (n) Six-Way Conference Calling
13.	C.2.2.1.1.2.2 (m-t)	For non-ISDN off-premises switch-based voice service, the contractor shall provide the following features: (m) Attendant Multi-Line Hunt Group (n) Blocking Dialed Carrier Identification Code (CIC) (o) Bridging Service (p) Call Forward Remote Access (q) Call Trace (r) Customized Intercept and Recorded Announcement (s) Directed Call Pickup (t) Six-Way Conference Calling.
14.	C.2.2.1.1.2.3 (c-e)	For non-ISDN access to existing key systems, the contractor shall provide the following features: (c) Blocking Dialed Carrier Identification Code (CIC) (d) Call Trace (e) E911-Centralized Automatic Message Accounting (CAMA) Trunk (EIA/TIA-689)
15.	C.2.2.1.1.2.4 (g-i)	For non-ISDN access to existing PBX systems, the contractor shall provide the following features: (g) Blocking Dialed Carrier Identification Code (CIC) (h) Call Trace (i) E911-CAMA Trunk (EIA/TIA-689).
16.	C.2.2.1.1.2.5 (a-l)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN business line service: (a) Additional Directory Number, i.e., Service Profile Identifier and Directory (SPID) (b) Authorization Codes (c) Billing Account Code – Verified (d) Billing Account Code – Unverified (e) Blocking Dialed Carrier Identification Code (CIC) (f) Bridging Service (g) Call Forwarding (h) Call Trace (e.g., *57) (i) Call Waiting (j) Customized Intercept and Recorded Announcement) (k) Six-way Conference Calling (l) Speed Calling.
17.	C.2.2.1.1.2.6 (a-o)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN off-premises switch-based voice service: (a) Additional Directory Number, i.e., SPID (b) Attendant Multi-Line Hunt Group (c) Authorization Codes (d) Billing Account Code – Verified (e) Billing Account Code – Unverified (f) Blocking Dialed Carrier Identification Code (CIC)

Table J.6-1b. Norfolk Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		(g) Bridging Service (h) Call Forward Remote Access (i) Call Restriction (j) Call Trace (e.g., *57) (k) Customized Intercept and Recorded Announcement (l) Directed Call Pickup (m) Distinctive Call Waiting Tones (n) Privacy (o) Six-way Conference Calling.
18.	C.2.2.1.1.2.7 (a-d)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN Access to Existing Key Systems: (a) Additional Directory Number, i.e., SPID (b) Authorization Codes (c) Blocking Dialed Carrier Identification Code (CIC) (d) Six-way Conference Calling.
19.	C.2.2.1.1.2.8 (a-h)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN Access to Existing PBX Systems: (a) Backup of ISDN PRI Shared D Channel Capability (b) Blocking Dialed Carrier Identification Code (CIC) (c) DID (d) DID/DOD Two Way (e) DOD (f) DID Number Block Assignment and Maintenance (g) Tie Trunk (h) Six-Way Conference Calling.
20.	C.4.1.2 E.2.1.1	The contractor shall submit a detailed, service-specific Cutover Test Plan, specifically tailored for Norfolk, to the COTR within 30 business days after notice to proceed.
21.	C.4.1.3 (j)	In addition to the requirements identified in the RQS, the Execution Plan shall include: (j) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks.
22.	C.4.1.4 (a-f)	The Norfolk MAA Transition Plan shall include, but not be limited to, the following site specific information and activity descriptions: (a) The proposed and/or existing overall network architecture including the types and capacity of the transmission and switching media, the transmission facility(is) configuration, the type of equipment used in the network and other required POPs which the contractor intends to use in providing the Norfolk service requirements (Maps, diagrams, data matrixes are acceptable formats) (b) Each proposed location (identified in Engineering Data file, circuits.exe) to include: type and capacity of distribution facility proposed (e.g., copper cable, fibercable, microwave); serving network switch/node and status of distribution facilities (e.g., owned versus leased, existing or proposed) (Maps, diagrams, data matrixes are acceptable formats) (c) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks (d) Number plan with an explanation of the dialing scheme, including access

Table J.6-1b. Norfolk Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		codes (e) Installation/service implementation schedule (f) Contingency activities to restore services.
23.	C.4.1.4	The transition of all initial Norfolk MAA locations shall be completed within nine months after notice to proceed.
24.	C.4.1.4	The contractor shall provide a Norfolk MAA Transition Plan within 45 business days after notice to proceed.
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 Norfolk MAA service area as identified in Table B 5 4.

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Table J.6-1b. Norfolk Stipulated Technical Requirements

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Technical Requirements Stipulation

_____ agrees to comply with all requirements, terms
(Company Name)
**and conditions cited above. All requirements, terms and conditions cited above
remain unchanged and are in full force and effect.**

Name and Title of Signer (Type or Print)

Signature

Date

Table J.6-2a. Norfolk 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 Norfolk Metropolitan Area Acquisition (MAA) contract.		
2.	G.5	The contractor shall provide the list of trouble handling points of contacts, including names and phone number for the Norfolk MAA.		
3.	G.5.1	The contractor shall provide a single point of contact for trouble reporting.		
4.	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 Norfolk.		
5.	C.4.1.1	The offeror shall illustrate its proposed approach to managing and controlling the operations of subcontractors.		

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Table J.6-2b. Norfolk Stipulated Management Requirements

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#	RFP Section	Statement of Requirement
1.	C.3.6.1	The contractor shall provide initial end user training for the approximate number of users specified in Section J.2.2.
2.	C.3.6.2	The contractor shall provide system administrator training for the approximate number of GDRs and ADRs specified in Section J.2.2.
3.	G.1.2 (g-i)	In addition to the requirements set forth in the RQS, the organization structure shall include personnel to perform the following functions: (g) Serve as the point of contact to interface with the Government (GSA and customer organizations) on issues related to trouble reporting and trouble report resolution. (h) Provide copies of trouble reports when requested by the Government (GSA and customer organizations) (i) Report to the COTR within four hours upon notice of an NS/EP event.
4.	G.1.2	The contractor shall identify a Program Manager and a Project Manager for the Norfolk MAA within five days of notice to proceed.
5.	G.1.2	A list of all points of contact for the Norfolk MAA shall be provided including telephone and pager numbers within five days of notice to proceed.
6.	G.3 (h)	The following activities are considered as part of operational support: (h) Telephone Directories
7.	G.3.1	The contractor shall provide number portability.
8.	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 and a maximum of 15 minutes.
9.	G.3.7	The contractor shall provide a service marketing and promotion plan for Norfolk 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 Norfolk 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. This plan shall be delivered to the ACO 45 business days after notice to proceed.
10.	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 Norfolk metropolitan area.
11.	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).
12.	G.3.8	The Government blue pages shall be consistent with the new blue page format as developed by GSA's Blue Page Project (http://www.bp.fed.gov).
13.	G.3.8	The directories shall be delivered in bulk at one location at each customer site.
14.	G.4.1	The invoice data shall be submitted monthly by the 20th day in one of two ways: (a) Three separate files named Order Activity, Recurring Charges, and Usage Charges. (b) One file of fixed length records named Electronic Invoice File. The formats shall be as specified in the rest of Section G.4.1.

Table J.6-2b. Norfolk Stipulated Management Requirements

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Stipulated Management Requirements

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311 _____ agrees to comply with all requirements, terms
312 (Company Name)

313 **and conditions cited above. All requirements, terms and conditions cited above**

314 **remain unchanged and are in full force and effect.**

315

316

317 _____
Name and Title of Signer (Type or Print)

318

319 _____
Signature

Date

320

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Table J.6-3a. Norfolk 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	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.		
4.	B.1.4	Reserved		
5.	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.		
6.	B.4.1	Prices and descriptions for additional features proposed by the offeror are provided separately.		

Table J.6-3b. Norfolk Stipulated 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, dated _____, 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, Small Disadvantaged, Women-owned Small, and HUBZone Small 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 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.
13.	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.
14.	B.1.3 (c)	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. Universal Service Fund (USF) and Pre-subscribed Inter-exchange Carrier Charges (PICC) are considered as part of the basic service prices.
15.	B.1.3 (e)	Charges for a call that spans the two time periods shall be split, with the appropriate rates applied to each portion of the call.

Table J.6-3b. Norfolk Stipulated Pricing Requirements

#	RFP Section	Statement of Requirement
16.	B.1.3 (f)(3)	All distance measurements shall be based on the airline distance between the locations involved.
17.	B.1.3 (g)	For basic service, the SIC for transition of existing lines shall apply when a previously existing circuit is transitioned to the MAA contract, whether or not the provider of the previously existing circuit is the same as the MAA contractor chosen.
18.	B.1.4	All price elements are priced and all cells in the spreadsheets are populated.
19.	B.1.4	The price elements that are not separately priced and are included as part of the basic service capabilities shall be noted as “NSP.”
20.	B.1.4	In Tables B.2.1-1, 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.
21.	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).
22.	B.2.2	For the Norfolk MAA, all on-net and off-net voice and data terminations shall be free of usage charges.
23.	B.3.1	No local loop charges shall apply where the SDP occurs on the network side of the contractor-provided switch.
24.	B.5.4	All NPANXXs within the MAA calling area shall be included.
25.	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.
26.	B.5.5	The contractor shall add and/or delete appropriate IXC POPs as necessary throughout the life of the contract.
27.	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.
28.	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.
29.	L.20.3.8	Price proposals and/or tariffs do not contain termination or cancellation liabilities.

Table J.6-3b. Norfolk Stipulated Pricing Requirements

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Stipulated Pricing Requirements

327

328 _____ agrees to comply with all requirements, terms
329 (Company Name)

330 **and conditions cited above. All requirements, terms and conditions cited above**

331 **remain unchanged and are in full force and effect.**

332

333

334 _____
Name and Title of Signer (Type or Print)

335

336 _____
Signature

Date

Table J.6-4. Norfolk 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 Norfolk MAA RFP Technical and Management IIB Norfolk MAA RFP Technical Literature III Norfolk MAA Price Proposal IV Norfolk MAA Business Proposal	N/A	
2.	L.19 L.20.1	The Norfolk 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 Norfolk 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 (e.g., III-5).	N/A	
5.	L.19	One electronic copy of all 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	
9.	L.20.1.5 L.20.3.6 L.20.4.6	The proposed reference blocks are completed, as appropriate, in Tables J.6-1a and b, J.6-2.a and b, J.6-3.a and b, J.6-4, J.6-5, J.6-6, and J.6-7.		
10.	L.20.4.3(f)	Includes an acknowledgment of all Amendments to the RQS TQD-RH-97-0000 and the Norfolk MAA RFP on the completed SF-33.		

Table J.6-5. Norfolk 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, name of volume and date of proposal submission.	N/A	
2	L.20	Includes a Table of Contents.	N/A	
3	L.20.1.1	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 Norfolk MAA RFP Technical and Management Proposal.		
4	L.20.1.2	Includes a narrative response for each technical requirement in Table J.6-1a.		
5	L.20.1.2	Includes a narrative response for each management requirement in Table J.6-2a.		
6	L.20.1.2 L.20.1.3	Includes: (a) Table J.6-1a Narrative Technical Requirements (b) Table J.6-1b Stipulated Technical Requirements (signed and dated) (c) Table J.6-2a Narrative Management Requirements (d) Table J.6-2b Stipulated Management Requirements (signed and dated.)		
7	L.20.1.4	Identifies and explains any exceptions and deviations taken or conditioned assumptions made in the offeror's proposal versus the requirements of the RFP.		
8	L.19 L.20.1.6	Includes written guarantee, with name and version of the virus software used, that the electronic version is virus free.		
9	L.19 L.20.1.6	Includes written guarantee that all document revisions shall be accepted prior to submission to the Government.		
10	L.19 L.20.1.6	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.20.1.7	Includes corporate qualifications.		

Table J.6-6. Norfolk Price Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform (Gov Use)
1.	L.19	An electronic copy of the completed Norfolk 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, name of volume, and date of proposal submission.	N/A	
3.	L.20	Includes a Table of Contents.	N/A	
4.	L.20.3.1	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 Norfolk MAA Price Evaluation Tool.		
5.	L.20.3.2	Includes a narrative response for each pricing requirement in Table J.6-3a.		
6.	L.20.3.2 L.20.3.3	Includes (a) Table J.6-3a Narrative Pricing Requirements (b) Table J.6-3b Stipulated Pricing Requirements (signed and dated).		
7.	L.20.3.4	Includes instructions for pricing.		
8.	L.20.3.5	Includes price tables in the exact format and layout as specified on the MAA Web site.	N/A	
9.	L.20.3.7	Includes tariff information.		

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Table J.6-7. Norfolk 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.20.4.1	Includes Standard Form (SF) 33, Solicitation, Offer and Award completed, signed and dated by the offeror that, constitutes the offeror's acceptance of the terms and conditions of this solicitation.		
4.	L.20.4.2	All Representations and Certifications included in the Norfolk MAA RFP are completed, signed and dated by an official authorized to bind the offeror.		
5.	L.20.4.2	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 the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them.		
10.	L.20.4.3 (e)	Includes a demonstration of the necessary production, construction, and technical equipment and facilities, or the ability to obtain them.		
11.	L.20.4.3 (g)	Includes a statement of the total offered price that presents the offeror's contract price for the base term and all options.		
12.	L.20.4.4	Includes a copy of the offeror's most recent annual report.		
13.	L.20.4.4	Includes copies of the most recent annual reports for all proposed major subcontractors.		
14.	L.20.4.5	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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347 **J.7 SF-294--Subcontracting Report Form for Individual Contracts**

348 [Upon the offeror's request, the Contracting Officer will supply SF-294]

349 **J.8 SF-295--Summary Form for Quarterly Subcontract Reports**

350 [Upon the offeror's request, the Contracting Officer will supply SF-295]

351 **J.9 GSA Form 527--Contractor's Qualifications and Financial**
352 **Information**

353 [Upon the offeror's request, the Contracting Officer will supply GSA Form 527]

354

355	J.10	Abbreviations and Acronyms
356	ABC	Account Billing Code
357	ACD	Automatic Call Distributor
358	ACO	Administrative Contracting Officer
359	ACT	Accounting Control Transaction
360	ADR	Agency Designated Representative
361	ADR	Alternate Disputes Resolution
362	AHC	Agency Hierarchy Code
363	ANI	Automatic Number Identification
364	ANSI	American National Standards Institute
365	ARS	Automatic Route Selection
366	ASCII	American Standard Code of Information Interchange
367	ATIS	Alliance for Technology Information Standards
368	ATM	Asynchronous Transfer Mode
369	ATMF	Asynchronous Transfer Mode Forum
370	bit (b)	Binary digit
371	B	Byte
372	BAC	Billing Account Code
373	BICSI	Building Industry Consulting Services International
374	BRI	Basic Rate Interface
375	BOC	Bell Operating Company
376	b/s	Bits per second
377	BSC	Binary Synchronous Communications

378	CAMA	Centralized Automatic Message Accounting
379	CAS	Cost Accounting Standards
380	CD	Compact Disk
381	CDR	Call Detail Record
382	CD-ROM	Compact Disc-Read Only Memory
383	CFR	Code of Federal Regulations
384	CIC	Carrier Identification Code
385	CLIN	Contract Line Item Number
386	CO	Contracting Officer
387	ComPAS	Comparison of Publicly Available Service
388	COS	Class of Service
389	COTR	Contracting Officer's Technical Representative
390	COTS	Commercial Off The Shelf
391	CPE	Customer Premises Equipment
392	CSDS	Circuit Switched Data Service
393	CSS	Circuit Switched Services
394	CSU	Channel Service Unit
395	DAT	Digital Audio Tape
396	DID	Direct Inward Dial
397	DOD	Direct Outward Dial
398	DP	Dial Pulse
399	DS0	Digital Signal Level 0
400	DS1	Digital Signal Level 1
401	DS3	Digital Signal Level 3

402	DSU	Digital Service Units
403	DTE	Data Terminal Equipment
404	DTMF	Dual-Tone Multi-Frequency
405	DTS	Dedicated Transmission Service
406	ECSA	Exchange Carrier Standards Association
407	EFT	Electronic Funds Transfer
408	EIA	Electronic Industries Association
409	EDI	Electronic Data Interchange
410	EPA	Environmental Protection Agency
411	EPCRA	Emergency Planning and Community Right-to-Know Act
412	ES	Emerging Service
413	ESF	Extended Super Frame
414	ETF	Electronic Funds Transfer
415	EUCL	End User Common Line
416	FAR	Federal Acquisition Regulation
417	FCC	Federal Communications Commission
418	FED-STD	Federal Standard
419	FIPS	Federal Information Processing Standards
420	FLSA	Fair Labor Standards Act
421	FPR	Final Proposal Revision
422	FR	Frame Relay
423	FTS	Federal Technology Service
424	FX	Foreign Exchange
425	G&A	General and Administrative

426	GAO	General Accounting Office
427	GDR	GSA Designated Representative
428	GOS	Grade of Service
429	GSA	General Services Administration
430	GSAM	General Services Administration Acquisition Manual
431	GSII	Government Services Information Infrastructure
432	GUI	Graphical User Interface
433	IC/INC	Inter-exchange Carrier/International Carrier
434	ID	Identification number
435	IDDD	International Direct Distance Dialing
436	IDF	Intermediate Distribution Frame
437	IEEE	Institute Electrical and Electronics Engineers
438	IETF	Internet Engineering Task Force
439	ILEC	Incumbent Local Exchange Carrier
440	IMC	Interagency Management Council
441	IP	Internet Protocol
442	I.R.C.	Internal Revenue Code
443	IRS	Internal Revenue Service
444	ISDN	Integrated Services Digital Network
445	ITU	International Telecommunications Union
446	IXC	Inter-exchange Carrier
447	kB	Kilobyte
448	kHz	Kilohertz
449	kb/s	Kilobits per second

450	LAN	Local Area Network
451	LAPB	Link Access Procedure Balanced
452	LATA	Local Access and Transport Area
453	LEC	Local Exchange Carrier
454	LVS	Local Voice Services
455	MAA	Metropolitan Area Acquisition
456	MB	Megabyte
457	Mb/s	Megabits per second
458	MDF	Main Distribution Frame
459	MFJ	Modified Final Judgment
460	MOU	Memorandum of Understanding
461	MUX	Multiplexer
462	NA	Not Available
463	NANP	North American Numbering Plan
464	NBD	Normal Business Day
465	NCS	National Communications System
466	NECA	National Exchange Carrier Association
467	NFPA	National Fire Protection Association
468	NID	Network Interface Device
469	NII	National Information Infrastructure (NII)
470	NISPOM	National Industry Security Program Operating Manual
471	NIUF	North American ISDN Users Forum
472	NPA	Numbering Plan Area
473	NPR	National Performance Review

474	NS/EP	National Security and Emergency Preparedness
475	NSP	Not Separately Priced
476	NTMS	National Telecommunications Management Structure
477	OCD	Operational Capability Demonstration
478	ODC	Other Direct Costs
479	OMB	Office of Management and Budget
480	ONBD	Outside Normal Business Day
481	OSHA	Occupational Safety and Health Administration
482	PBS	Public Building Service
483	PBX	Private Branch Exchange
484	PC	Personal Computer
485	PCB	Polychlorinated Biphenyl
486	PCO	Procuring Contracting Officer
487	PDU	Protocol Data Unit
488	PIC	Pre-subscribed Inter-exchange Carrier
489	PICC	Pre-subscribed Inter-exchange Carrier Charges
490	PMM	Price Management Mechanism
491	POP	Point of Presence
492	PPA	Pollution Prevention Act
493	PPSN	Public Packet Switched Network
494	PRI	Primary Rate Interface
495	PSTN	Public Switched Telephone Network
496	PSS	Packet Switched Service
497	PUC	Public Utilities Commission

498	QS	Qualification Statement
499	RFC	Request for Comments
500	RFP	Request for Proposal
501	RQS	Request For Qualification Statement
502	SBU	Sensitive But Unclassified
503	SDB	Small Disadvantaged Business
504	SDP	Service Delivery Point
505	SDPID	Service Delivery Point Identification
506	SDS	Switched Data Service
507	SF	Standard Form
508	SIC	Service Initiation Charge
509	SMDI	Station Message Desk Interface
510	SMDS	Switched Multi-megabit Data Service
511	SMSI	Simplified Message Service Interface
512	SMTP	Simple Mail Transfer Protocol
513	SNA	System Network Architecture
514	SONET	Synchronous Optical NETwork
515	SOW	Statements of Work
516	SPID	Service Profile Identifier and Directory
517	SS7	Signaling System 7
518	SVS	Switched Voice Service
519	TBD	To Be Determined
520	TCIF	Telecommunications Industry Forum
521	TCP	Transmission Control Protocol

522	TESP	Telecommunications Electric Service Priority
523	TIA	Telecommunications Industries Association
524	TIN	Taxpayer Identification Number
525	TSP	Telecommunications Service Priority
526	TSS	Telecommunications Services Sector
527	UCD	Uniform Call Distribution
528	UNI	User-to-Network Interface
529	U.S.C.	United States Code
530	USF	Universal Service Fund
531	V & H	Vertical and Horizontal
532	VTs	Video Teleconferencing Service
533	WORM	Write Once Read Many
534	WOSB	Women-Owned Small Business
535		

1 **Table of Contents**

2 **Section K: Representations, Certifications, and Other Statements of Offerors**

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23 **Section K**24 **Representations, Certifications and Other Statements of**
25 **Offerors**26 **K.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

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

30	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
31	K.1.1	52.203-11	Certification and Disclosure
32			Regarding Payments to Influence
33			Certain Federal Transactions
34			(APR 1991)
35	K.1.2	52.222-21	Prohibition of Segregated Facilities
36			(FEB 1999)

37 **K.2 52.203-02 Certificate of Independent Price Determination (APR**
38 **1985)**

39 (a) The offeror certifies that—

- 40 (1) The prices in this offer have been arrived at independently without, for the
41 purpose of restricting competition, any consultation, communication, or
42 agreement with any other offeror or competitor relating to (i) those prices,
43 (ii) the intention to submit an offer, or (iii) the methods or factors used to
44 calculate the prices offered;
- 45 (2) The prices in this offer have not been and will not be knowingly disclosed by
46 the offeror, directly or indirectly, to any other offeror or competitor before bid
47 opening (in the case of sealed bid solicitation) or contract award (in the case
48 of a negotiated solicitation) unless otherwise required by law; and
- 49 (3) No attempt has been made or will be made by the offeror to induce any other
50 concern to submit or not to submit an offer for the purpose of restricting
51 competition.

52 (b) Each signature on the offer is considered to be a certification by the signatory that
53 the signatory—

- 54 (1) Is the person in the offeror's organization responsible for determining the
55 prices being offered in the bid or proposal, and that the signatory has not

- 56 participated and will not participate in any action contrary to subparagraphs
 57 (a)(1) through (a)(3) of this provision; or
- 58 (2) (i) Has been authorized, in writing, to act as an agent for the following
 59 principals in certifying that those principals have not participated, and will
 60 not participate in any action contrary to subparagraphs (a)(1) through
 61 (a)(3) of this provision _____ *[insert*
 62 *full name of person(s) in the offeror's organization responsible for*
 63 *determining the prices offered in this bid or proposal, and the title of his*
 64 *or her position in the offeror's organization]*;
- 65 (ii) As an authorized agent, does certify that the principals named in
 66 subdivision (b)(2)(i) above have not participated, and will not participate,
 67 in any action contrary to subparagraphs (a)(1) through (a)(3) of this
 68 provision; and
- 69 (iii) As an agent, has not personally participated, and will not participate, in
 70 any action contrary to subparagraphs (a)(1) through (a)(3) of this
 71 provision.
- 72 (c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must
 73 furnish with its offer a signed statement setting forth in detail the circumstances
 74 of the disclosure.

75 **K.3 52.204-03 Taxpayer Identification (OCT 1998)**

- 76 (a) *Definitions.*
- 77 “Common parent,” as used in this solicitation provision, means that corporate
 78 entity that owns or controls an affiliated group of corporations that files its
 79 Federal income tax returns on a consolidated basis, and of which the offeror is a
 80 member.
- 81 “Taxpayer Identification Number (TIN),” as used in this provision, means the
 82 number required by the IRS to be used by the offeror in reporting income tax and
 83 other returns. The TIN maybe either a Social Security Number or an Employee
 84 Identification Number.
- 85 (b) All offerors must submit the information required in paragraphs (d) through (f) of
 86 this provision to comply with debt collection requirements of 31 U.S.C. 7701(c)
 87 and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and
 88 implementing regulations issued by the Internal Revenue Service (IRS). If the
 89 resulting contract is subject to the payment reporting requirements described in
 90 Federal Acquisition Regulation (FAR) 4.904, the failure or refusal by the offeror
 91 to furnish the information may result in a 31 percent reduction of payments
 92 otherwise due under the contract.

93 (c) The TIN may be used by the Government to collect and report on any delinquent
 94 amounts arising out of the offeror’s relationship with the Government (31 U.S.C.
 95 7701(c)(3)). If the resulting contract is subject to the payment reporting
 96 requirements described in FAR 4.904, the TIN provided hereunder may be
 97 matched with IRS records to verify the accuracy of the offeror’s TIN.

98 (d) *Taxpayer Identification Number (TIN).*

- 99 TIN: _____.
- 100 TIN has been applied for.
- 101 TIN is not required because:
 - 102 Offeror is a nonresident alien, foreign corporation, or foreign
 - 103 partnership that does not have income effectively connected with the
 - 104 conduct of a trade or business in the U.S. and does not have an office or
 - 105 place of business or a fiscal paying agent in the U.S.;
 - 106 Offeror is an agency or instrumentality of a foreign Government;
 - 107 Offeror is an agency or instrumentality of the Federal, Government;

108 (e) *Type of Organization.*

- 109 Sole proprietorship;
- 110 Partnership;
- 111 Corporate entity (not tax-exempt);
- 112 Corporate entity (tax-exempt);
- 113 Government entity (Federal, State, or local);
- 114 Foreign government;
- 115 International organization per 26 CFR 1.6049-4;
- 116 Other _____.

117 (f) *Common Parent.*

- 118 Offeror is not owned or controlled by a common parent as defined in
- 119 paragraph (a) of this provision.
- 120 Name and TIN of common parent:
- 121 Name _____
- 122 TIN _____

123 **K.4 52.204-05 Women-Owned Business (Other than Small Business)**
 124 **(MAY 1999)**

125 (a) *Definition.* “Women-owned business concern,” as used in this provision means a
 126 concern that is at least 51 percent owned by one or more women; or in the case of
 127 any publicly owned business, at least 51 percent of the stock of which is owned

128 by one or more women; and whose management and daily business operations are
129 controlled by one or more women.

130 (b) *Representation.* [Complete only if the offeror is a women-owned business
131 concern and has not represented itself as a small business concern in paragraph
132 (b)(1) of FAR 52.219.1, Small Business Program Representations, of this
133 solicitation.] This offeror represents that it is a women-owned business
134 concern.

135 **K.5 52.209-05 Certification Regarding Debarment, Suspension,**
136 **Proposed Debarment, and Other Responsibility Matters (MAR 1996)**

- 137 (a) (1) The offeror certifies, to the best of its knowledge and belief, that—
- 138 (i) The offeror and/or any of its principals—
- 139 (A) Are are not presently debarred, suspended, proposed for
140 debarment or declared ineligible for the award of contract by any
141 Federal agency;
- 142 (B) Have have not , within a 3-year period preceding this offer, been
143 convicted of, or had a civil judgment rendered against them for:
144 commission of a fraud or a criminal offense in connection with
145 obtaining, attempting to obtain, or performing a public (Federal, state
146 or local) contract or subcontract; violation of Federal or state antitrust
147 statutes relating to the submission of offers; or commission of
148 embezzlement, theft, forgery, bribery, falsification or destruction of
149 records, making false statements, tax evasion, or receiving stolen
150 property; and
- 151 (C) Are are not presently indicted for, or otherwise criminally or
152 civilly charged by a Governmental entity with, commission of any of
153 the offenses enumerated in subdivision (a)(1)(i)(B) of this provision.
- 154 (ii) The offeror has has not , within a 3-year period preceding this offer,
155 had one or more contracts terminated for default by any Federal agency.
- 156 (2) “Principals,” for the purposes of this certification, means officers; directors;
157 owners; partners; and, persons having primary management or supervisory
158 responsibilities within a business entity (e.g., general manager; plant manager;
159 head of a subsidiary, division, or business segment, and similar positions).

160 THIS CERTIFICATION CONCERNS A MATTER WITHIN THE
161 JURISDICTION OF AN AGENCY OF THE UNITED STATES AND THE
162 MAKING OF A FALSE, FICTITIOUS, OR FRAUDULENT
163 CERTIFICATION MAY RENDER THE MAKER SUBJECT TO
164 PROSECUTION UNDER SECTION 1001, TITLE 18, U.S.C.

- 165 (b) The offeror shall provide immediate written notice to the CO if, at any time
- 166 prior to contract award, the offeror learns that its certification was erroneous
- 167 when submitted or has become erroneous by reason of change of
- 168 circumstances.
- 169 (c) A certification that any of the items in paragraph (a) of this provision exist
- 170 will not necessarily result in withholding of an award under this solicitation.
- 171 However, the certification will be considered in connection with a
- 172 determination of the offeror’s responsibility. Failure of the offeror to furnish
- 173 a certification or provide such additional information as requested by the CO
- 174 may render the offeror non responsible.
- 175 (d) Nothing contained in the foregoing shall be construed to require establishment
- 176 of a system of records in order to render, in good faith, the certification
- 177 required by paragraph (a) of this provision. The knowledge and information
- 178 of an offeror is not required to exceed that which is normally possessed by a
- 179 prudent person in the ordinary course of business dealings.
- 180 (e) The certification in paragraph (a) of this provision is a material representation
- 181 of fact upon which reliance was placed when making award. If it is later
- 182 determined that the offeror knowingly rendered an erroneous certification, in
- 183 addition to other remedies available to the Government, the CO may
- 184 terminate the contract resulting from this solicitation for default.

185 **K.6 52.215-06 Place of Performance (OCT 1977)**

- 186 (a) The offeror or quoter, in the performance of any contract resulting from this
- 187 solicitation, intends, does not intend (check applicable block) to use one or
- 188 more plants or facilities located at a different address from the address of the
- 189 offeror or quoter as indicated in the proposal or quotation.
- 190 (b) If the offeror or quoter checks “intends” in paragraph (a) above, it shall insert in
- 191 the spaces provided below the required information:

192 Place of Performance 193 (Street, Address, City 194 County, State, Zip Code) 195 _____ 196 _____ 197 _____ 198 _____	Name and Address of Owner and Operator of the Plant or Facility if Other than Offeror or Quoter _____ _____ _____
--------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------

199 **K.7 52.219-01 Small Business Program Representation (MAY 1999)**

- 200 (a) (1) The Standard Industrial Classification Code for this acquisition is 4813.

- 201 (2) The small business size standard is 1,500 employees.
- 202 (3) The small business size standard for a concern which submits an offer in its
- 203 own name, other than on construction or service contract, but which proposes
- 204 to furnish a product which it did not itself manufacture, is 500 employees.
- 205 (b) *Representations*
- 206 (1) The offeror represents and certifies as part of its offer that it is, is not a
- 207 small business concern.
- 208 (2) (Complete only if offeror represented itself as a small business concern in
- 209 block (b)(1) of this section.) The offeror represents as part of its offer that it
- 210 is, is not a small disadvantaged business concern.
- 211 (3) (Complete only if offeror represented itself as a small business concern in
- 212 block (b)(1) of this section.) The offeror represents as part of its offer that it
- 213 is, is not a women-owned small business concern.
- 214 (c) *Definitions.*
- 215 "Joint venture," for purposes of a small disadvantaged business (SDB) set-aside
- 216 or price evaluation preference (as prescribed at 13 CFR 124.321), is a concern
- 217 that is owned and controlled by one or more socially and economically
- 218 disadvantaged individuals entering into a joint venture agreement with one or
- 219 more business concerns and is considered to be affiliated for size purposes with
- 220 such other concern(s). The combined annual receipts or employees of the
- 221 concerns entering into the joint venture must meet the applicable size standard
- 222 corresponding to the Standard Industrial Classification Code designated for the
- 223 contract. The majority of the venture's earnings must accrue directly to the
- 224 socially and economically disadvantaged individuals in the SDB concern(s) in
- 225 the joint venture. The percentage of the ownership involvement in a joint venture
- 226 by disadvantaged individuals must be at least 51 percent.
- 227 "Small business concern," as used in this provision, means a concern, including
- 228 its affiliates, that is independently owned and operated, not dominant in the field
- 229 of operation in which it is bidding on Government contracts, and qualified as a
- 230 small business under the criteria in 13 CFR Par 121 and the size standard in
- 231 paragraph (a) of this provision.
- 232 "Small disadvantaged business concern," as used in this provision, means a small
- 233 business concern that (1) is at least 51 percent unconditionally owned by one or
- 234 more individuals who are both socially and economically disadvantaged, or a
- 235 publicly owned business having at least 51 percent of its stock unconditionally
- 236 owned by one or more socially and economically disadvantaged individuals, and
- 237 (2) has its management and daily business controlled by one or more such
- 238 individuals. This term also means a small business concern that is at least
- 239 51 percent unconditionally owned by an economically disadvantaged Indian tribe

- 240 or Native Hawaiian Organization, or a publicly owned business having at least
 241 51 percent of its stock unconditionally owned by one or more of these entities,
 242 which has its management and daily business controlled by members of an
 243 economically disadvantaged Indian tribe or Native Hawaiian Organization, and
 244 which meets the requirements of 13 CFR Part 124.
- 245 “Women-owned small business concern,” as used in this provision, means a small
 246 business concern—
- 247 (1) Which is at least 51 percent owned by one or more women or, in the case of
 248 any publicly owned business, at least 51 percent of the stock of which is
 249 owned by one or more women; and
 - 250 (2) Whose management and daily business operations are controlled by one or
 251 more women.
- 252 (d) *Notice*
- 253 (1) If this solicitation is for supplies and has been set aside, in whole or in part,
 254 for small business concerns, then the clause in this solicitation providing
 255 notice of the set-aside contains restrictions on the source of the end items to
 256 be furnished.
 - 257 (2) Under 15 U.S.C. 645(d), any person who misrepresents a firm’s status as a
 258 small or small disadvantaged business concern in order to obtain a contract to
 259 be awarded under the preference programs established pursuant to sections
 260 8(a) 8(d), 9, or 15 of the Small Business Act or any other provision of Federal
 261 law that specifically references section 8(d) for a definition of program
 262 eligibility, shall—
 - 263 (i) Be punished by imposition of fine, imprisonment, or both;
 - 264 (ii) Be subject to administrative remedies, including suspension and
 265 debarment; and
 - 266 (iii) Be ineligible for participation in programs conducted under the authority
 267 of the Act.
- 268 Alternate 1 (NOV 1999)
- 269 (3) [Complete only if offeror represented itself as a small business concern in
 270 paragraph (b)(1) of this provision.] The offeror represents, as part of its
 271 offer, that--
 - 272 (i) It* is, * is not a HUBZone small business concern listed, on the date of
 273 this representation, on the List of Qualified HUBZone Small Business
 274 Concerns maintained by the Small Business Administration, and no
 275 material change in ownership and control, principal office of ownership,
 276 or HUBZone employee percentage has occurred since it was certified by

277 the Small Business Administration in accordance with 13 CFR Part 126;
278 and

279 (ii) It* is, *not a joint venture that complies with the requirements of 13 CFR
280 Part 126, and the representation in paragraph (b)(4)(i) of this provision is
281 accurate for the HUBZone small business concern or concerns that are
282 participating in the joint venture. [The offeror shall enter the name or
283 names of the HUBZone small business concern or concerns that are
284 participating in the joint venture: _____.]
285 Each HUBZone small business concern participating in the joint venture
286 shall submit a separate signed copy of the HUBZone representation.
287

288 **K.8 52.222-22 Previous Contract and Compliance Reports (FEB 1999)**

289 The offeror represents that:

- 290 (a) It has, has not, participated in a previous contract or subcontract subject to
291 the Equal Opportunity clause of this solicitation.
- 292 (b) It has, has not, filed all required compliance reports; and
- 293 (c) Representations indicating submission of required compliance reports, signed by
294 proposed subcontractors, will be obtained before subcontract awards.

295 **K.9 52.222-25 Affirmative Action Compliance (APR 1984)**

296 The offeror represents that (a) it has developed and has on file, has not developed
297 and does not have on file, at each establishment, affirmative action programs required by the
298 rules and regulations of the Secretary of Labor (41 CFR 60-1 and 60-2) or, (b) it has not
299 previously had contracts subject to the written affirmative action programs requirement of
300 the rules and regulations of the Secretary of Labor.

301 **K.10 52.223-01 Clean Air and Water Certification (APR 1984)**

302 The offeror certifies that—

- 303 (a) Any facility to be used in the performance of this proposed contract is , is not
304 listed on the Environmental Protection Agency (EPA) List of Violating Facilities;
- 305 (b) The offeror will immediately notify the Contracting Officer, before award, of the
306 receipt of any communication from the Administrator, or a designee, of the EPA,
307 indicating that any facility that the offeror proposed to use for the performance of
308 the contract is under consideration to be listed on the EPA list of Violating
309 Facilities; and
- 310 (c) The offeror will include a certification substantially the same as this certification
311 including this paragraph (c) in every nonexempt subcontract.

312 **K.11 52.223-13 Certification of Toxic Chemical Release Reporting (OCT**
 313 **1996)**

314 (a) The offeror, by signing this offer, certifies that—

315 (NOTE: The offeror must check the appropriate box(es).)

316 (1) To the best of its knowledge and belief, it is not subject to the filing and
 317 reporting requirements described in Emergency Planning and
 318 Community Right-to-Know act of 1986 (EPCRA) sections 313(a) and
 319 (g) and Pollution Prevention Act of 1990 (PPA) section 6607 because
 320 none of its owned or operated facilities to be used in the performance of
 321 this contract currently—

322 (i) Manufacture, process or otherwise use any toxic chemicals listed
 323 under section 313(c) of EPCRA, 42 U.S.C. 11023 (c).

324 (ii) Have 10 or more full-time employees as specified in
 325 section 313(b)(1)(A) of EPCRA, 42 U.S.C. 11023(b)(1)(A).

326 (iii) Meet the reporting thresholds of toxic chemicals established
 327 under section 313(f) of EPCRA, 42 U.S.C. 11023(f) (including
 328 the alternate thresholds at 40 CFR 372.27, provided an
 329 appropriate certification form has been filed with EPA).

330 (iv) Fall within Standard Industrial Classification Code designations
 331 20 through 39 as set forth in FAR section 19.102.

332 (2) If awarded a contract resulting from this solicitation, its owned or
 333 operated facilities to be used in the performance of this contract, unless
 334 otherwise exempt, will file and continue to file for the life of the
 335 contract the Toxic Chemical Release Inventory Form (Form R) as
 336 described in EPCRA sections 313(a) and (g) and PPA section 6607 (42
 337 U.S.C. 13106).

338 (b) Submission of this certification is a prerequisite for making or entering into this
 339 contract imposed by Executive Order 12969, August 8, 1995 (60 FR 40989-
 340 40992).

341 **K.12 52.225-02 Buy American Act--Balance of Payments Program**
 342 **Certificate (FEB 2000)**

343
 344 (a) The offeror certifies that each end product, except those listed in paragraph (b) of
 345 this provision, is a domestic end product as defined in the clause of this
 346 solicitation entitled "Buy American Act--Balance of Payments Program--
 347 Supplies" and that the offeror has considered components of unknown origin to
 348 have been mined, produced, or manufactured outside the United States. The

349 offeror shall list as foreign end products those end products manufactured in the
 350 United States that do not qualify as domestic end products.

351

352 (b) Foreign End Products:

353

354 *Country of Origin*

355

356

357

358

[List as necessary]

359

360 (c) The Government will evaluate offers in accordance with the policies and procedures of
 361 Part 25 of the Federal Acquisition Regulation.

362

363 **K.13 52.227-06 Royalty Information (APR 1984)**

364 (a) *Cost or charges for royalties.* When the response to the solicitation contains
 365 costs or charges for royalties totaling more than \$250, the following information
 366 shall be included in the response relating to each separate item of royalty or
 367 license fee:

368

(1) Name and address of licensor.

369

(2) Date of license agreement.

370

(3) Patent numbers, patent applications serial numbers, or other basis on which
 371 the royalty is payable.

372

(4) Brief description, including any part or model numbers of each contract item
 373 or component on which the royalty is payable.

374

(5) Percentage or dollar rate of royalty per unit.

375

(6) Unit price of contract item.

376

(7) Number of units.

377

(8) Total dollar amount of royalties.

378

(b) *Copies of current licenses.* In addition, if specifically requested by the
 379 Contracting Officer before execution of the contract, the offeror shall furnish a
 380 copy of the current license agreement and an identification of applicable claims or
 381 specific patents.

382 **K.14 552.225-8 Buy American Act -- Trade Agreements -- Balance Of**
383 **Payments Program Certificate (Sep 1999) (Deviation Far 52.225-8)**

384 (a) The Offeror, by signing this offer, certifies that each end product to be delivered
385 under this contract is a U.S. made end product, a designated country end product, a
386 Caribbean Basin country end product, a Canadian end product or a Mexican end
387 product as defined in the clause entitled "Buy American Act -- Trade Agreements --
388 Balance of Payments Program" at 48 CFR 552.225-9.

389 (b) Offers will be evaluated in accordance with Subpart 25.4 of the Federal
390 Acquisition Regulation except that offers of U.S. made end products, designated
391 country end products, Caribbean Basin end products, Canadian end products, or
392 Mexican end products shall be evaluated without the restrictions of the Buy
393 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
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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 GSAM provisions. This solicitation indicates any authorized
 227 deviation to a General Services Administration Acquisition Manual provision by
 228 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 **George A. Davis**, Procuring Contracting Officer
 240 10300 Eaton Place
 241 Suite 500
 242 Fairfax, VA 22030-2213

243 (b) Questions/comments may also be submitted electronically to GSA's Internet mail
 244 address at george.davis@gsa.gov. Electronic mail attachments, if included, must be
 245 viewable by Microsoft Word 97. The address of the Internet home page is:
 246 <http://www.gsa.gov/maa>.

- 247 (c) Information concerning this solicitation or requests for clarification will not be
248 provided in response to offeror-initiated telephone calls. All such requests shall be
249 made in writing and submitted to one of the above addresses. Questions shall identify
250 the specific area of the solicitation in which clarification is desired. All questions and
251 answers shall be provided to all prospective offerors. Sources of questions will not
252 be identified.
- 253 (d) Prospective offerors are cautioned against discussing the preparation of their
254 proposals or technical questions with Government technical personnel. The
255 circumstances of such a contact, when verified may result in non-consideration of the
256 offeror's proposals. Discussions with Government technical personnel concerning
257 the specifications, the documents incorporated by reference, pricing, or any other
258 technical matters are strictly forbidden. Accordingly, all communications prior to
259 award shall be directed to the PCO at the following telephone number:
260 **George A. Davis**, Procuring Contracting Officer
261 **(703) 306-6476**
- 262 (e) Inquiries are to be submitted in written form. Inquiries may be submitted by
263 facsimile to the following:
264 Attn.: **George A. Davis**, Procuring Contracting Officer
265 Facsimile Number: (703) 306-6806

Contact with any other Government official except the PCO concerning this solicitation may result in disqualification of the offeror from consideration for award.

266 **L.7 Interpretation of RFP Requirements**

267 No interpretation of any provision of this RFP, including applicable contract
268 specifications, shall be binding on the Government unless furnished or agreed to in writing
269 by the PCO.

270 **L.8 Identification of Restricted Rights in Computer Software**

271 The offeror's attention is called to the requirement that any restrictions on the
272 Government concerning use or disclosure of computer software that was developed at private
273 expense and is to be delivered under the contract must be set forth in an agreement to be
274 negotiated prior to award and made a part of the contract. Therefore, the offeror shall
275 identify in its proposal, to the extent feasible, any such computer software that was
276 developed at private expense and upon which it desires to negotiate restrictions, and shall
277 state the nature of the proposed restrictions. A listing of such software shall be attached to
278 and be included as part of the Technical and Management Proposal. If no such computer
279 software is identified in the proposal, it will be assumed by the Government that it has
280 unlimited rights.

281 L.9 Incurring Costs

282 Costs shall not be incurred in the anticipation of receiving reimbursement from the
283 Government without the written authorization of the Administrative Contracting Officer
284 (ACO).

285 L.10 Amendments to the Proposal

286 All proposal revisions/updates must meet the following criteria:

- 287 (a) Submit changes in the same hard copy and electronic copy quantities as required for
288 the initial proposal submission.
- 289 (b) At the Government's discretion, offerors may be required to use differently colored
290 paper for hard copies of modified pages.
- 291 (c) Submit hard copy changes as complete change pages. Changes shall be indicated by
292 change bars (vertical lines adjacent to the change in the right margin) generated by
293 the word processing software to indicate any change that has been made.
- 294 (d) Include the date of the modification in the lower right hand corner at the bottom of
295 the respective page as well as the cover page. For inserted pages, number each page
296 using an alphanumeric designator (e.g., 1, 1a, 1b, 2, 3, if two pages are inserted
297 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: : George A. Davis, MAA Procuring Contracting Officer

346 Solicitation Number: TQD-NF-01-1023

347 10300 Eaton Place

348 Suite 500

349 Fairfax, VA 22030-2213

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	Norfolk MAA RFP Technical and Management	Norfolk MAA RFP Technical and Management	75
IIB	Norfolk MAA RFP Technical Literature	Norfolk MAA RFP Technical Literature	Unlimited
III	Norfolk MAA Price Proposal	Norfolk MAA Price Proposal	Unlimited
IV	Norfolk MAA Business Proposal	Norfolk MAA Business Proposal	75

368

369 Proposals shall be prepared using a 12-point font, single-spaced, that can be reproduced
370 on U.S. letter size (8 ½” 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, and Volumes III and IV shall be numbered using the
375 volume and page number.

376 One electronic copy of all text, figures, tables (including narrative and stipulated
377 requirements), and forms within Volumes IB, III, and IV shall be submitted on a compact
378 disk. The electronic versions shall use, as appropriate, Microsoft Word 97 and Microsoft
379 Excel 97 formats, or the most current versions as directed by the PCO. An electronic copy of
380 the completed Norfolk MAA Price Evaluation Tool and all yearly and summary outputs shall
381 be submitted. One copy of Volume IIB may be submitted in either hard copy or electronic
382 format.

383

384 As part of the electronic copy, the offeror shall include a “Readme” file that identifies
385 each file and the file contents. The following is an example of the type of information that
386 should be provided in the readme.txt file:

387

Table L.19-2. Sample “Readme” File

File Name (Example)	Proposal Volume	Contents
Section 1.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

388

- 389 A hard copy original of the following, signed, and dated shall also be submitted:
 390 (a) Standard Form 33
 391 (b) Table J.6-1b Stipulated Technical Requirements
 392 (c) Table J.6-2b Stipulated Management Requirements
 393 (d) Table J.6-3b Stipulated Price Requirements
 394 (e) Section K, Representations, Certifications, and Other Statements of Offerors
 395 (f) Small, Small Disadvantaged, Women Owned Small, HUBZone Small Business
 396 Concerns Subcontracting Plan.
 397 (g) GSA Form 527

398 The offeror shall guarantee, in writing, that the electronic version is virus free. The
 399 offeror shall identify the name and version of the virus software used. All document
 400 revisions made prior to initial proposal submission shall be accepted prior to submission to
 401 the Government.

402 In the event of a conflict between the text of any hard copy version of the proposals and
 403 the contents of the electronic version, the electronic version shall prevail. The offeror shall
 404 provide a written guarantee that the hard copy version of the proposal agrees exactly with the
 405 electronic version.

406 Offerors who have not responded previously to the RQS are required to submit **separate**
 407 proposals in response to the RQS requirement and the Norfolk MAA RFP requirements.
 408 Offerors responding to the RQS should refer to the RQS solicitation for proposal preparation
 409 instructions. The instructions for the RQS Technical and Management Proposal and RQS
 410 Technical Literature are contained in Sections L.20.1 and L.20.2, respectively, in Solicitation
 411 TQD-RH-97-0000 and its subsequent amendment(s).

412 Offerors that have submitted RQS proposals or have been previously qualified by the
 413 Government are not required to resubmit the RQS Technical and Management and Technical
 414 Literature Volumes. However, these offerors shall include a written guarantee that their
 415 qualification statement is current and accurate for incorporation into their Norfolk MAA
 416 proposal.

417 Each proposal submitted in response to this RFP shall be in the format and content
 418 specified in Section L.20.

419 **L.20 Detailed Proposal Instructions**

420 This section provides detailed instructions for preparing the proposal volumes. Each
 421 volume shall include the following components:

- 422 (a) **Cover Page:** Each volume's cover page shall include the solicitation name and
 423 number, name of responding organization, name of volume, and date of submission.

424 (b) **Table of Contents:** Each volume shall have a table of contents.
 425 (c) **Information Requested:** Instructions regarding the information to be contained in
 426 each RFP proposal volume are provided in the following sections:

- 427 (i) L.20.1 - Norfolk MAA Technical and Management Proposal
- 428 (ii) L.20.2 - Norfolk MAA RFP Technical Literature
- 429 (iii) L.20.3 - Norfolk MAA Price Proposal
- 430 (iv) L.20.4 - Norfolk MAA Business Proposal

431 Each volume shall be presented in sections as described below.

432 **L.20.1 Norfolk Technical and Management Proposal (Volume IB)**

433 The Norfolk Technical and Management Proposal shall describe in detail the offeror's
 434 technical resources, technical and management approach, and experience and background
 435 that enable the offeror to fulfill the RFP requirements. The offeror's proposal shall not
 436 contain prices and shall not address any aspect of pricing. The Technical and Management
 437 Proposal shall contain the following sections.

438 **L.20.1.1 Section 1 - Pre-Qualified Offeror Stipulation**

439 If the offeror was previously qualified to participate in the MAA Program or has already
 440 submitted a pre-qualification proposal, the offeror shall guarantee that the qualification
 441 statement is current and accurate for incorporation into the Norfolk MAA RFP Technical and
 442 Management Proposal.

443 **L.20.1.2 Section 2 - Narrative Responses**

444 The offeror shall provide a complete and detailed response to each technical requirement
 445 contained in Table J.6-1a. In responding to the technical requirements in Table J.6-1a, the
 446 offeror shall demonstrate the following:

- 447 (a) Soundness of technical approach for providing the Norfolk MAA-specific services
 448 described in Sections C and J.2.2.
- 449 (b) Quality of transmission service and telecommunications facilities contained in the
 450 Norfolk system architecture to support the provision of services.

451 The offeror shall provide a complete and detailed response to each management
 452 requirement contained in Table J.6-2a. In responding to the management requirements in
 453 Table J.6-2a, the offeror shall demonstrate the following:

- 454 (c) Ability to implement service ordering, billing, dispute management, trouble handling,
 455 and reporting requirements
- 456 (d) Soundness of management approach
- 457 (e) Ability to support MAA customers

458 (f) Ability to manage and facilitate implementation

459 In response to requirement 5 in Table J.6-2a, the offeror shall provide a sample of all
460 reports described in Section G.6 that were not submitted in the RQS proposal and any RQS
461 samples that will undergo format/content changes specifically to be used in Norfolk.

462 The offeror shall complete the proposal reference column in Tables J.6-1a and J.6-2a,
463 and include a copy of these tables in the proposal.

464 **L.20.1.3 Section 3 – Stipulated Requirements**

465 The offeror shall complete the stipulated technical requirements and management
466 requirements provided in Tables J.6-1b and J.6-2b. The offeror is not required to prepare
467 written responses describing how it will meet these requirements. Instead, the offeror is
468 required to consent (stipulate) that it will fulfill all requirements. An authorized corporate
469 officer indicating agreement and commitment to full compliance and contract performance
470 shall sign and date these checklists.

471 **L.20.1.4 Section 4 - Exceptions and Deviations**

472 The offeror shall identify and explain any exceptions or deviations taken or conditional
473 assumptions made in the offeror's proposal versus the requirements of the RFP.

474 **L.20.1.5 Section 5 – Conformance Appraisal Checklists**

475 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-4,
476 Norfolk General Proposal Conformance Appraisal Checklist, and Table J.6-5, Norfolk
477 Technical and Management Proposal Conformance Appraisal Checklist.

478 **L.20.1.6 Section 6 - Guarantees**

479 The offeror shall provide the following written guarantees:

- 480 (a) The electronic version is virus free, including the name and version of the virus
481 software used
- 482 (b) All document revisions have been accepted
- 483 (c) The text of any items provided in the hard copy version of the RFP as required in
484 Section L.19, agrees exactly with the electronic version (including, SF-33, stipulated
485 requirements, Section K, etc.).

486 **L.20.1.7 Section 7 - Corporate Qualifications**

487 The offeror shall provide the information below as part of the description of corporate
488 qualifications.

489 **L.20.1.7.1 Corporate Resources.** The offeror shall describe the corporate resources
490 that will be available to support the proposed MAA services and features in Norfolk.
491 Corporate resources include network infrastructure, support facilities, and staffing. The
492 offeror shall describe how corporate resources will be deployed to provide MAA services as
493 required in Section C.

494 **L.20.1.7.2 Subcontractor Management.** The offeror shall illustrate its proposed
495 approach to managing and controlling the operations of MAA subcontractors. The offeror
496 shall describe the facilities (to include all support facilities) that it owns that will be part of
497 the proposed MAA network and any owned by subcontractors. The offeror shall describe the
498 controls proposed to manage MAA subcontractors, monitor and control service quality, and
499 ensure the services comply with the contractor's standards and the requirements of the
500 contract.

501 **L.20.1.7.3 Corporate Structure.** The offeror shall provide a description of the offeror's
502 corporate organization for the Norfolk MAA contract. This description shall include but not
503 be limited to the following information:

- 504 (a) The contractor, the contractor's subsidiaries, and the contractor's major
505 subcontractors' organization charts and descriptive text clearly depicting the areas of
506 responsibility and flow of authority within each organization. These charts shall
507 show the functional relationships among organizational elements.
- 508 (b) Organization charts and plans that clearly depict the areas of responsibility and flow
509 of authority between the contractor and its subsidiaries and/or major subcontractors.
- 510 (c) Charts and descriptive text indicating the contractual, technical, and administrative
511 interfaces between the Government and the contractor, the contractor's subsidiaries,
512 and major subcontractors.
- 513 (d) A description of the contractor's, the contractor's subsidiaries', and the major
514 subcontractors' management systems, including the controls and scheduling
515 techniques to be used for ensuring task accomplishment and procedures for ensuring
516 complete coordination of all activities, as well as escalation procedures to be used to
517 ensure task accomplishment.
- 518 (e) A description of the relationship of the contractor's, the contractor's subsidiaries',
519 and major subcontractors' organizations, which are responsible for managing both the
520 project and individual activities of the project, to the corporate or "home" office
521 during transition, migration, implementation, and operation. This description shall
522 include a clear definition of the level of authority delegated to the manager of the

523 local organization(s). A description of any corporate or “home” office resources,
 524 including manpower, computers, software, shop, service engineering or service
 525 development organization, applied research laboratory, etc., to be committed to this
 526 contract on an as-needed basis, and the procedures for using these resources, shall be
 527 included.

528 **L.20.2 Technical Literature (Volume IIB)**

529 In Volume IIB, the offeror may include descriptive materials such as service guides,
 530 quick-reference user cards, and/or user guides that supplement sections of Volume IB,
 531 Technical and Management Proposal. The technical literature reviewed by the Government
 532 will be used for information only and will not be evaluated or used to qualify offerors. Only
 533 information that supports the offeror’s ability to satisfy the requirements of Sections C and G
 534 of this RFP and supplements the information required in Volume IB should be included.
 535 Volume IB shall include the appropriate references to this literature and shall identify the
 536 page(s) and paragraph(s) of the reference in Volume IIB to which it applies.

537 **L.20.3 Norfolk MAA Price Proposal (Volume III)**

538 The Price Proposal shall address the requirements of Section B of this solicitation. All
 539 information regarding prices, including that contained on electronic media, for the proposed
 540 services shall be logically enclosed in this volume.

541 **L.20.3.1 Section 1 - Statement of Total Offered Price**

542 The Price Proposal shall provide a statement of the total offered price. This total shall
 543 represent the offeror’s contract price for the base term and all options.

544 The total offered price shall be calculated using the Norfolk MAA Price Evaluation Tool,
 545 provided on the MAA Web site. The MAA Price Evaluation Tool requires Windows 95 and
 546 Microsoft Excel 97 to operate. The Norfolk MAA Price Evaluation Tool multiplies the
 547 offeror’s proposed prices by the appropriate summary price evaluation traffic for each
 548 service and each contract year and sums the total costs for each service and contract year.
 549 Instructions for using the MAA Price Evaluation Tool are contained in the file titled
 550 “Instructions” provided on the MAA Web site.

551 **L.20.3.2 Section 2 – Narrative Responses**

552 The offeror shall provide a complete and detailed response to each price requirement
 553 contained in Table J.6-3a. The offeror shall complete the proposal reference column in Table
 554 J.6-3a, and include a copy of this table in the proposal.
 555
 556

557 **L.20.3.3 Section 3 - Stipulated Requirements**

558 The offeror shall complete the stipulated price requirements provided in Table J.6-3b.
559 The offeror is not required to prepare written responses describing how it will meet these
560 requirements. Instead, the offeror is required to consent (stipulate) that it will fulfill all
561 requirements. This checklist shall be signed and dated by an authorized corporate officer
562 indicating agreement and commitment to full compliance and contract performance.

563 **L.20.3.4 Section 4 - Instructions for Pricing**

564 The offeror shall provide detailed procedures for applying the proposed price tables.
565 Where the offeror has applied discretion in the application of the price tables, the choices
566 made by the offeror shall be clearly stated in this section.

567 **L.20.3.5 Section 5 - Price Tables**

568 The offeror shall provide a price for each price element as specified in Section B. The
569 price tables are in Microsoft Excel 97 format and are available on the MAA Web site. The
570 offeror shall use and submit prices in the exact format and layout of the electronic price
571 tables provided. The offeror shall not modify the format or layout of any price table.

572 All price elements shall be priced and all cells in the spreadsheets shall be populated.
573 Price elements that are not separately priced and are included as part of the basic service
574 capabilities shall be noted as "NSP". Where a price element is not appropriate, the price
575 entry shall be noted as "N/A."

576 **L.20.3.6 Section 6 - Conformance Appraisal Checklists**

577 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-6,
578 Norfolk Price Proposal Conformance Appraisal Checklist.

579 **L.20.3.7 Section 7 - Tariff Information**

580 The offeror shall indicate whether Norfolk MAA services will be provided under an
581 existing tariff or an anticipated tariff filing with the Federal Communications Commission or
582 state public utilities commission or equivalent authority. Where the prices quoted in Section
583 B are under an existing tariff, these prices must be footnoted to indicate the applicable tariff
584 and pages. Section H.12 of this RFP, and its subsequent amendment(s), address additional
585 tariff filing requirements.

586 **L.20.3.8 Section 8 - Termination/Cancellation Liability**

587 Price proposals and/or tariffs containing termination or cancellation liabilities shall not be
588 submitted.

589

590 **L.20.4 Norfolk MAA Business Proposal (Volume IV)**

591 The Norfolk MAA Business Proposal shall contain the following sections.

592 **L.20.4.1 Section 1 - Standard Form 33**

593 Standard Form (SF) 33, *Solicitation, Offer and Award*, completed and signed by the
594 offeror, constitutes the offeror's acceptance of the terms and conditions of this solicitation.
595 Block 16 of the SF33 (page 1 of this solicitation) shall be signed and dated by an official
596 authorized to commit the offeror to contractual obligations. The proposal shall be submitted
597 in the required number of copies, to the specified address, by the closing date and time, and
598 marked as indicated in Blocks 8 and 9 of the SF33.

599 This form shall be submitted in lieu of the Optional Form (OF) 308 provided at issuance
600 of the RQS. The offeror is required to acknowledge all amendments to the RQS TQD-RH-
601 97-0000 and this RFP on this form.

602 **L.20.4.2 Section 2 - Representations and Certifications**

603 The Representations and Certifications included as Section K of this RFP, shall be
604 completed, signed and dated by an official authorized to bind the offeror. The offeror shall
605 sign on the last page of Section K by adding name, title, date, and signature lines.

606 **L.20.4.3 Section 3 - Offeror Responsibility**

607 In order for an offeror to receive a contract, the PCO must first make an affirmative
608 determination that the prospective contractor is responsible in accordance with the provisions
609 of Subpart 9.1 of the FAR. To assist the PCO in this regard, the offeror shall include the
610 following information in the business volume:

- 611 (a) A statement of financial condition of the offeror in the form of a completed GSA
612 Form 527 (See Section J.9). This form may be appended with the offeror's most
613 recent financial statements. However, all appropriate blocks of the form must be
614 completed and the form must contain an authorized signature.
- 615 (b) A description of the accounting system and controls employed by the offeror.
- 616 (c) A description of the offeror's facilities and support systems that are essential to
617 accomplishing the tasks outlined in this solicitation. This description may be the
618 same as the corporate resources description required in Volume IB, Norfolk MAA
619 RFP Technical and Management Proposal.
- 620 (d) Demonstration of the necessary organization, experience, accounting and operational
621 controls, and technical skills, or the ability to obtain them.
- 622 (e) Demonstration of the necessary production, construction, and technical equipment
623 and facilities, or the ability to obtain them.
- 624 (f) Acknowledgment of all Amendments to the RQS TQD-RH-97-0000 and the Norfolk
625 MAA RFP.

626 (g) A statement of the total offered price. This total shall represent the offeror's contract
627 value for the base term and all options.

628 **L.20.4.4 Section 4 - Annual Report**

629 A copy of the organization's most recent annual report shall be submitted as part of the
630 business proposal. Annual reports shall also be submitted for all proposed major
631 subcontractors.

632 **L.20.4.5 Section 5 - Small Business Subcontracting Plan**

633 If the proposed contract exceeds a total estimated cost of \$500,000 for the entire period
634 of performance, the offeror is required to submit a subcontracting plan, specific to the MAA
635 procurement in accordance with Clause I.1.15. This provision does not apply to small
636 business concerns.

637 **L.20.4.6 Section 6 - Conformance Appraisal Checklists**

638 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-7,
639 Norfolk Business Proposal Conformance Appraisal Checklist.

640 **L.21 Operational Capability Demonstration**

641 At the option of the Government, offerors may be required to perform an Operational
642 Capability Demonstration (OCD) of its local telecommunications services capabilities,
643 pursuant to Section C. If the Government requires an OCD, it will occur after the receipt of
644 proposals and prior to qualification and/or contract award. At the request of the Government,
645 the offerors shall provide an OCD plan.

646 The offeror's OCD plan shall describe what will be demonstrated, how the demonstration
647 will be executed, and what will be required of the Government. The following shall be
648 considered, at a minimum, in developing this OCD plan:

649 (a) **Services and Features.** The offeror shall demonstrate the availability of the services
650 and features specified in Section C.

651 (b) **Management and Operations.** The offeror shall demonstrate its management and
652 operations capabilities in the following areas:

653 (1) **Service Ordering System.** The offeror shall demonstrate how orders for service
654 are entered, processed, tracked, and managed. The offeror shall provide samples
655 documentation and reports generated by its service ordering system for customer
656 use.

657 (2) **Billing System.** The offeror shall demonstrate its billing system. In particular,
658 the offeror shall demonstrate how billing is initiated and supported on an ongoing
659 basis and procedures for handling billing disputes and trouble and service outage

- 660 credits. The offeror shall provide samples of invoices, documentation, and
661 reports generated by its billing system for customer use.
- 662 (3) Trouble Handling System. The offeror shall demonstrate how trouble reports are
663 received, logged in, referred for trouble isolation and clearance, isolated and
664 cleared, tracked, escalated, and closed out. The offeror shall provide samples of
665 the types of data and reports that are generated by the trouble handling system for
666 customer use.
- 667 (4) Customer Training. The offeror shall demonstrate its approach to training the
668 customer's staff.

669 **L.22 Oral Presentations**

670 The Government reserves the right to require an oral presentation by the offeror to the
671 proposal evaluation team(s). The Government may elect to videotape an offeror's oral
672 presentation. The offeror will receive a minimum of fourteen (14) calendar days notice prior
673 to the requested time for presentation. The presentation shall include but need not be limited
674 to:

- 675 (a) Pricing
- 676 (b) Technical Response to Requirements
- 677 (c) Management Services
- 678 (d) Technical Plans and Procedures
- 679 (e) Transition
- 680 (f) Migration
- 681 (g) Interoperability
- 682 (h) Security
- 683 (i) Marketing and Promotion Plan

684 The Government reserves the right to require that personnel proposed by the offeror
685 attend the oral presentation.

686 **L.23 Government Estimated Requirements**

687 The quantities shown in Section J.2 are estimates, based upon the best information
688 available to GSA. Such estimates are being furnished for computation of price totals.

689 They are provided for evaluation purposes only. However, the contractor is required to
690 furnish all services that may be ordered during the term of the contract in accordance with
691 the contract.

692 **L.24 Preaward Audit Requirements**

693 In accordance with Part 15.404 of the FAR, offerors are advised that an audit review by
694 the cognizant contract audit activity may be conducted on price proposals submitted in
695 response to this solicitation. Offerors shall make available to the auditor(s) all books and
696 financial records considered by the auditor(s) to be essential in the discharge of their duties
697 under Part 15.8 of the FAR whenever the audit is conducted.

698 **L.25 Minimum Acceptance Period**

699 Offerors allowing less than 365 calendar days in the “offer” portion of SF 33 for
700 acceptance by the Government may be rejected as unacceptable.
701

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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 while responding to this Norfolk 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 Norfolk MAA contract, will be pre-
42 qualified for other MAA RFPs.
- 43 (d) Offerors may pre-qualify while 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/or
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 or
60 management commitment will be deemed reflective of an inherent lack of management or
61 technical competence or indicative of failure to comprehend the complexity and risk of the
62 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 Norfolk 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 Norfolk MAA Proposal Compliance Appraisal.** Offeror proposals will be
88 reviewed to determine their compliance with the **Norfolk** MAA RFP requirements in
89 Section J.6. Offerors will be given the opportunity to remedy minor informalities,
90 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 all discussions and
102 negotiations.
- 103 (g) **Revised Norfolk 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 Norfolk MAA contract with a minimum revenue guarantee as
 125 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 Norfolk 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 Norfolk 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 Norfolk RFP. Qualified offerors from the initial qualification phase must
 142 certify that their qualification statement is current and accurate for incorporation into their
 143 RFP proposal.

144 **M.4.2.1 Norfolk 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 Norfolk MAA RFP on a Pass/Fail basis.

147 **M.4.2.2 Norfolk 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 Norfolk MAA RFP on a Pass/Fail basis.

150 **M.4.3 Business Proposal Evaluation**

151 The offeror's Norfolk 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 Norfolk 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 Norfolk 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 acceptable 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