

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
353	Both	N/A	How long does the GSA anticipate that the Enterprise Award process will take following Universal awards? Will ordering under Universal be held up until the Enterprise awards are made to ensure that Enterprise vendors are allowed to participate in the Fair Opportunity Process for initial Networx orders, thus maximizing competition for agency requirements?	The Government anticipates that the Enterprise Award will follow the Universal award within a relatively short time interval. The Government's intention is to begin the Fair Opportunity process for initial orders after both the Universal and Enterprise contracts are awarded.
354	Universal	(Unknown)	While many questions that need to be asked become apparent through just intensive review of the RFP, others are not revealed until much actual work is done on developing the proposal responses and pricing. While, expectedly, the questions that would arise later in the process would be many fewer in number, they are likely to pertain to serious issues and many would likely have pricing implications. a. Would GSA grant bidders the additional opportunity to ask a limited number of questions later into the procurement period. b. Will bidders be allowed to ask questions that point out errors in the RFP after the June 3 deadline for questions? c. If a GSA response to a bidder's question raises a new issue, will bidder's be allowed to ask a limited number of follow-up questions?	Offerors may submit questions at any time during the acquisition process, however, given the time constraints, GSA may or may not be able to respond to the questions received. GSA will attempt to review all additional questions received and make a business decision whether or not it is in the best interest of the Networx Acquisitions to provide additional responses.
355	Both	(Unknown)	Is the traffic data that is currently on the Networx Hosting Center the data that will be used as the basis for the Pricing Model?	Yes. The traffic data on the Networx Hosting Center and the traffic data in the Pricing Model are the same.
356	Both	(Unknown)	In order to ensure that proposal writers address all pertinent RFP requirements completely in their narrative, bidders typically embed those requirements in their proposal drafts. Use of Adobe Acrobat for the RFP requirements precludes bidders from expeditiously moving RFP requirements text into their proposals, greatly increasing the time spent with proposal draft development, and subtracting from the time available to build the document with proposal response text. There is a related issue that needs to be brought to the attention of GSA. If GSA desires to amend proposal pages by turning on the "Track Changes" feature in MS Word, all of these changes are automatically accepted when the Word document is converted to an Adobe Acrobat file—making them disappear from the RFP document. Thus, if GSA wishes to indicate to bidders the RFP text that is amended, it will have to enter these changes manually in either Word or Acrobat. Would GSA allow, at a minimum, RFP Sections C, J, and L to be provided in MS Word, as it did for the Draft RFP?	The Government will continue to publish the Networx RFPs in Adobe Acrobat format because of problems with MS Word including formats that can alter from computer to computer. The offeror may choose to copy excerpts from the Adobe document and paste directly into its Word proposal. The recent amendment to the RFP was released in Adobe .pdf format organized as change pages and with revision bars to indicate where changes were made. "Track Changes" information was not displayed for ease of reading. To clarify what information was added or deleted, a summary of changes was included with the amendment.

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357	Both	(Unknown)	<p>The Universal and Enterprise RFPs share many of the same requirements, and therefore may share certain ambiguities and errors. Issues pointed out by bidders to one procurement will require clarification and correction of that procurement's RFP, but unless those clarifications and corrections are passed on to the bidders and entered into the RFP of the other procurement, differing or contradictory requirements could arise within corresponding requirements. As a further consequence, differing or contradictory solutions could arise from Enterprise or Universal offerors addressing these corresponding requirements. The net result could be lower quality or higher priced services, products, and solutions proposed to like requirements in the two contracting vehicles.</p> <p>a. Will answers to questions posed by Enterprise bidders that also have implications for the Universal procurement be passed on to Universal bidders and vice versa?</p> <p>b. Will amended RFP requirement text resulting from the correction of one procurement's RFP also be incorporated in the other procurement's RFP?</p>	<p>a. Any posted answers to questions or other Network information will be available to all offerors for both Enterprise and Universal.</p> <p>b. The Government will apply corrections to one procurement's RFP to the other's RFP when appropriate. However, the two procurements are separate and all requirements for one are not necessarily identical with the other.</p>
358	Universal	(Unknown)	Column 2 of the table in this section is labeled as "User Type". Is "User Type" the same thing as "Agency Type" or does this mean there are different "User Types" within a single Agency?	Question lacks an RFP reference and the information needed for the Government to respond.
359	Universal	(Unknown)	Please clarify the 8 digits vs. 11 digit CLLI structure. The RFP provided 8 digits however most mods require 11 digits	Please refer to the definitions of Network Site Code and Network Inventory Code in the glossary, as revised by Amendment 1.
360	Both	B	Since bidders do not have access to the pricing tool at this time, will additional time be provided to submit questions based on the contents of the pricing tool?	Offerors may submit questions to GSA at any time. GSA will review as many questions as possible within proposal time constraints. GSA may or may not issue responses to questions received.
361	Universal	B.2.3.1.3.3	The PVC unit order process in table B.2.3.1.3-10 is not clear. Is it the Government's intent to order a certain quantity of a specific CLIN to attain the desired PVC CIR speed (i.e. Agency A orders quantity 5 of CLIN 0044206 to obtain a 5 Mbps CIR VFRt PVC)?	In Table B.2.3.1.3-10, in order to attain the desired PVC CIR speed a certain quantity of the desired CLIN must be ordered. For example, to order 1024kps UFR, Routine Service Level, Simplex PVC; 16 of CLIN 0044201 must be ordered (1024kps = 16xDS0).
362	Both	B.2.3.2.3	Table B.2.3.2.3-12 Lists CLIN# 0054433 & 0054435 twice, vendor requests this be changed to 0054433,0054434,0054435,0054436 to be consistent with other pricing tables.	The Government will amend the RFP and change Table B.2.3.2.3-12 that lists CLINs 0054433 & 0054435 twice, to 0054433, 0054434, 0054435, 0054436 to be consistent with the other pricing tables.

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363	Both	B.2.4.1.3.1	Section B.2.4.1.3.1, IPS Domestic Port Prices. It appears the table references are incorrect. Tables B.2.4.1.3.1-2 is referenced 3 times for different purposes. Believe the final two references to B.2.4.1.3.1-2 should be replaced with B.2.4.1.3.1-3 and B.2.4.1.3.1-4. Please confirm the correct table references.	Yes, the final two table references in Section B.2.4.1.3.1 should be changed from Table B.2.4.1.3.1-2 to Table B.2.4.1.3.1-3 and Table B.2.4.1.3.1-4. This correction was made in Amendment 1.
364	Both	B.2.5.2.2.1	RFP states, "The contractor shall price SONETS transport – FB based on a monthly recurring charge for service and non-recurring charge for service installation." Table B.2.5.2.2-2 and Table B.2.5.2.2-4 do not contain any CLINs for non-recurring charges. Please add the necessary CLINs for NRCs.	The Government erred in including the reference to NRC CLINs in this RFP section. The Government will amend the RFP to remove the reference to NRCs in this section.
365	Both	B.2.5.3.3-2	Colocation Service - Add/drop traffic (gateways) and to regenerate and amplify traffic Charging Unit - NRC per occurrence Question: We recommend that the Government change the Charging Unit for Colocation for DFS from NRC only to MRC/NRC to be consistent with the Charging Units for Colocation under CHS.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
366	Both	B.2.6.3	Section B.2.6.3 of the RFP states, "The core CS package consists of an unlimited usage of local, regional toll and domestic long distance services." Will the Government provide local and long distance usage data by city, by access type, and interstate vs. intrastate to help offerors build a competitively priced Combined Services offering?	The Government will not provide local and long distance usage by city, access type, or interstate vs. intrastate to the offerors.
367	Enterprise	B.2.7.3	Section J.2.2 states, "Non-domestic service coverage is optional." Reference Table CLIN() on the Networx Hosting Center shows CLINs in Table B.2.7.3.3-4 NBIP-VPNS Port Pricing Instructions (Non-Domestic) as being mandatory. Examples are CLINs 213001-213015. Which is correct?	Section J.2.2 is correct, the CLIN table in the NHC was updated to reflect what is in the RFP.
368	Enterprise	B.2.7.3.3	Reference Table CLIN() on the Networx Hosting Center shows most CLINs for Table B.2.7.3.3-3 as mandatory. Are offerors required to bid each mandatory CLIN for each Domestic and OCONUS locations?	With reference to Table B.2.7.2.2-3 Port Pricing (OCONUS) for Networx Enterprise, the CLINs are Optional. The RFP will be amended to reflect this requirement.
369	Enterprise	B.2.7.3.3-2	This table lists Embedded Dial-Up ports, Embedded ISDN ports, Embedded ADSL ports, Embedded SDSL ports, and Embedded Cable ports, but does not designate them as optional. Are bidders required to bid each of these access methods so they can have embedded port prices?	Non-Domestic port pricing for Networx Enterprise is Optional and the Networx Hosting Center has been updated to reflect it.

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370	Both	B.4.8.2	The RFP states, "All DMRC payments automatically cease with the end date of this contract." In order to allow offerors to continue providing SEDs through the end of the contract, the GSA should amend the RFP to include one of the following options: 1) Allow DMRC payments to continue to the end of the lease term. 2) Have the agency pay the remaining DMRC payments at the termination of the contract. 3) Allow a shorter term Cost-of-Money factor at the end of the contract. For example, if there are only 4 months left in the Networx contract, there could be a Cost-of-Money factor for a 4-month lease.	All Networx SEDs lease arrangements cease with the termination of the contract.
371	Both	B.4.8.3	GSA is requesting a one-year notification of the termination of support for SEDS. If manufacturers do not provide a one-year notification and many do not, this language should be changed to require that winning bidders notify the Government when the manufacturer notifies them. Another alternative is that the notification period should be limited to 120 days, which is the interval given to wireless bidders. Please amend the RFP to incorporate one of the options.	The RFP accurately reflects the Government requirement. The notice period stipulated in Section B.4.8.3 will not be amended.
372	Enterprise	B.4.8.4	Please modify requirement Section B.4.8.4 to state that the offeror may terminate maintenance or manufacturer-discontinued equipment upon notification as required in Section B.4.8.3.	The RFP will not be amended; appropriate language is already included in Section B.4.8.4.
373	Both	C.1.1	The RFP states "Within the FTS Networx Program, agencies will generally have the right to select the acquisition which meets their requirements, to buy from multiple contracts, and to change contractors and services within the FTS Networx Program when appropriate to meet requirements, subject to the limitations to meet Minimum Revenue Guarantees." Will agencies be able to compete task orders or obtain price quotes simultaneously between Universal and Enterprise awardees or does the agency need to choose which acquisition to use before obtaining price quotes? What guidance will GSA be providing agencies in selecting which acquisition to use? When will it be appropriate for an agency to change contractors?	Based on their requirements, Agencies will choose between Networx Universal and Networx Enterprise, selecting the acquisition that best meets those requirements. Agencies will then conduct the fair opportunity process choosing between the contractors in the particular acquisition that the Agency has previously selected. The decision to change contractors is an Agency decision and determined by the Agency needs.

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374	Both	C.1.2	The RFP states "In addition to the specific statement of work requirements set forth in Section C, the scope of this contract vehicle includes, at the discretion of the Government, technological enhancements, service improvements, customer-specific applications and extensions, ancillary equipment and professional services necessary to complete solutions. The scope also includes all new and/or emerging telecommunications services offerings." However, no optional services price tables are provided in Section B for services that are not specified in Section C. How should offeror propose and price such additional services? How will the Government evaluate the price and technical aspects of these additional services that are not listed in Section C and where pricing tables are not provided in Section B?	The Government's requirements are specified in Section C. The Government will not now consider additional offerings that are not currently required by agencies and thus not specified. After contract award, a contractor may submit new services using the modification process in Section G.3 for Government consideration.
375	Enterprise	C.1.4	Is the contractor required to propose all Optional Services to the government that it currently provides commercially?	No.
376	Universal	C.1.6	Given the implied requirement for the contractor to deploy special support systems to satisfy the government's requirements, how will the government determine when a commercial support system upgrade or enhancement will trigger the need to similarly upgrade or enhance the Networx support system?	The contractor is responsible for OSS updates and enhancements and is required to inform the Government when OSS design changes are planned or when maintenance changes are required. The complete OSS change control process is defined in RFP section C.3.9.2.3 Step 3.
377	Both	C.1.6	Given the unique requirements of the Government for management and operations that are not generally included in releases of commercial support systems, is the Government willing to reimburse vendors for enhancements, upgrades or releases that are required based on unique Government requirements, e.g. Account Hierarchy Codes, etc.?	The RFP reflects the requirements necessary to support Government operations, and all contractors are expected to meet them without separate reimbursement for possible development costs.
378	Enterprise	C.2-1a	The Service Code Reference Table Mandatory and Optional Service identification is not consistent with Figure C.2.1a descriptions and listing of Mandatory and Optional Service Types. This vendor assumes Figure C.2-1a is the correct listing of Mandatory and Optional Services. Please clarify. Will GSA issue an amendment to the J Table listing?	The Service Code Reference Tables for both IP-Based mandatory service proposals and wireless mandatory service proposals are incorrect and have been corrected in RFP Amendment 1.

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379	Both	C.2.1.10	The second to last sentence provides, "in addition, the contractor shall make available any future service interoperability at no additional cost to GSA when the contractor offers interoperability for its regularly provided service commercially. Please add at the end of the sentence "unless commercial customers are charged for such service." This will clarify that the Government is to be treated the same as commercial customers.	No. The RFP requirement represents the Government's service needs.
380	Both	C.2.1.3.1	If existing Government cabling is deemed inadequate or unable to support service delivery, will the Networx contractor be exempted from PKIs for on-time service delivery?	Attachment J.13.4.4, Incident-Based On-Time Provisioning Credits, states that the customer is not entitled to a credit if failure to meet the On-Time Provisioning performance objective is "due to documented delays caused by the customer." Under the terms of Section C.2.1.3.1, Premises Wiring/Cabling, the customer is responsible for premises wiring/cabling. If the contractor can demonstrate and document that its failure to meet the On-Time Provisioning performance objective is due to the customer's failure to provide acceptable premises wiring/cabling in a timely manner, Attachment J.13.4.4 may apply, and the agency may not be entitled to a credit.
381	Both	C.2.1.3.2	In Section C.2.1.3.1 the RFP states "The contractor shall be responsible for isolating and identifying to the user any service problem caused during or after acceptance of the service by the existing or installed wiring/cabling so that user can rectify the wiring/cabling problem. However, the contractor will not be responsible for rectification of problems associated with existing premises wiring/cabling." How will a carrier be reimbursed for isolating problems in Government-owned campus cable? We recommend the following language be inserted into the procurement: "If the contractor in their normal installation or repair activities identifies any service problem caused by the existing or installed wiring/cabling, the contractor must advise the Government of the problem, so that the user can rectify the wiring/cabling problem. However, the contractor will not be responsible for resolving problems associated with existing premises wiring/cabling." The Government should also add a CLIN so that the contractor can recover the cost of trouble isolation and identification of problems with existing Government cable plant.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.

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382	Both	C.2.1.6.1	Will the Government make the service category "Critical" an Optional requirement? Would GSA consider alternative ways to achieve critical service levels? Agencies could purchase dual Routine elements or purchase a managed service. This would save the Government cost and allow agencies greater flexibility to obtain services to meet their performance and support needs without mandating a two-tiered service level. Making Critical service level Optional will reduce the administrative burden on the Government.	The RFP accurately reflects the Government requirement for two levels of service, critical and routine. As such, the Government will not amend the RFP.
383	Both	C.2.2.1.2.1	<p>The RFP mandates that: "Call screening consists of a set of features that determine a call's eligibility to be completed as dialed based upon COS information associated with the user, the station, or the trunk groupage" The requirement is somewhat ambiguous. For example, it is unclear if the requirement is satisfied if any of these COS screening methods can be applied. It is also uncertain whether users in a shared tenant arrangement using a common access trunk group could be screened by the generic COS assigned to the trunk group or by requiring users to enter an authorization code for each call. It is also important to know whether the Government requires the additional capability to perform call screening based on the station identification in the CLID data field of the signaling message (assuming out-of-band signaling). This is not typically a commercially available Voice Services feature nor is it a feature supported in FTS2001 today.</p> <p>Given that the usage of legacy Voice Services is expected to decline as Government users move to IP telephony (IPTelS), it does not appear warranted to develop new Voice Services functionality resulting in increased costs to the Government. We recommend GSA clarify the RFP feature requirement (Call Screening – Class of Service) by stating any of the screening methods noted are acceptable or alternatively, stating that station level COS screening in a shared trunk group is optional. Will GSA clarify the RFP feature requirement (Call Screening – Class of Service) by stating that any of the screening methods noted are acceptable, or alternatively, stating that station level COS screening in a shared trunk group is optional?</p>	As per RFP requirement, "Call screening consists of a set of features that determine a call's eligibility to be completed as dialed based upon COS information associated with the user, the station, or the trunk group.", any of the call screening methods noted are acceptable.
384	Both	C.2.2.3.2.1	<p>Network-based call prompter service is designed to meet very high capacity needs of Agencies and businesses. These capabilities are included in ID 14.</p> <p>Will the government remove these requirements from Item 7?</p>	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.

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385	Enterprise	C.2.4.1.2.1	The RFP requires dial backup for dedicated ports. Please consider revising dial-up backup service to make it an optional requirement.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
386	Universal	C.2.4.1.3.1	The RFP mandates that the IPS Data Delivery Rate for Performance Metrics Acceptable Quality Level (AQL) is $\geq 99.995\%$ for routine and $\geq 99.999\%$ for critical. Our objective is to meet $\geq 99.995\%$ data packet delivery which will meet the routine threshold, but not the critical threshold. Even if we recommend to GSA high availability services using dual equipment, redundancy, diverse circuits, automatic restoration, etc. at the SDP, the data delivery rate will not be improved and may not reach $\geq 99.995\%$ across the backbone. Will GSA allow bidders to provide $\geq 99.995\%$ packet delivery as an Acceptable Quality Level for critical rate service?	The RFP will be amended for C.2.4.1.3.1 Performance Metrics for IPS "Data Delivery Rate" to the following: Routine = 99.95% Critical = 99.995%.
387	Both	C.2.4.2.1.2	IETF RFC 2535 Domain Name System Security Extensions (status: Proposed Standard) has been replaced by RFC 4033 DNS Security Introduction and Requirements, RFC 4034 Resource Records for the DNS Security Extensions, and RFC 4035 Protocol Modifications for the DNS Security Extensions (status for all: Proposed Standard). Will GSA amend the RFP to reflect the updated standard, as indicated above?	Yes. The government will amend sections C.2.4.2 and C.2.4.3 to replace RFC 2535 with RFC 4033, RFC4034, and RFC4035. RFC 2535 - Domain Name System Security Extensions with the following: RFC 4033 Domain Name System Introduction and Requirements RFC 4034 Resource Records for the DNS Security Extensions RFC 4035 Protocol Modifications for the DNS Security Extensions
388	Both	C.2.4.3.1.4	Will GSA change the quarter-rack and half-rack requirements to optional?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP. Quarter-rack and half-rack requirements are mandatory in the RFP.
389	Universal	C.2.5.1.1.4	The RFP mandates that: "In this mode, a single channel equivalent to an information payload data rate of 9.510912 Gbps shall be supported." For wavelength services to satisfy the OC-192c interface requirement on Section C.2.5.1.1.4.(m-2), bidders need to know the type of transparency interface the government will adhere to (i.e., G.709) to satisfy requirement C.2.5.1.1.4-1 and -2. Will GSA clarify the RFP requirement (Concatenated OC-192c) by the type of transparency interface required?	The functional requirements for OC-192c (data rate of 9.510912 Gbps) interface is full transparency. Implementation used to achieve full transparency (e.g., G.709) is left to vendor's judgment.

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390	Both	C.2.7.2.1.3	Please explain and give an example for requirement 4 in the RFP for "remote services with co-location". Co-location has different meanings within the telecommunications industry. Is the Government stating that co-location means installing CPE at multiple customer sites?	Technical Capability No. 4 as specified in section C.2.7.3.1.4 Technical Capabilities (#4) will be deleted in an RFP amendment.
391	Both	C.2.7.2.2.1	he RFP states "The contractor shall provide the capability to set up VPN meshes and manage encryption keys owned by the following: 1. Contractor 2. Government Agency." Can you expand on the expectation of fulfilling the second requirement? Will the specification stated in C.2.7.3.2.1 apply here?	Yes, the specification in C.2.7.3.2.1 applies here. An Agency may decide to be responsible for the key generation and outsource the rest of the key management task. The RFP will be modified to add the following missing statement: "Key management can be defined as the generation, distribution, storage, and security of keys. An Agency may decide to be responsible for the key generation and outsource the rest of the key management task".
392	Enterprise	C.2.7.2.3	The commercially available clause appears to be missing in the corresponding J section, both in the stipulated requirements section, Table J 9.1.1.2(b) and narrative requirements section, Table J 9.1.1.3(b). It appears in Section J 9.1.1.2(b), item #1417, 1418, but not in Table J 9.1.1.3(b), item # 93-100.	The RFP will be amended to add the commercially available clause to the Attachment J.9 Cross Reference Tables.
393	Both	C.2.7.3.1.2	Please clarify whether the network must provide IPsec functionality? Will it be sufficient for the Customer Premises Equipment to provide the functionality as long as the network passes it transparently?	No, the network does not have to provide IPSec functionality. It is sufficient for the CPE to provide the functionality as long as the network passes it transparently.
394	Universal	C.2.7.3.1.4	item 4 Please clarify what services the government intends to be addressed by "remote services." Does this refer to services offered in table C.2.7.3?	Technical Capability No. 4 as specified in Section C.2.7.3.1.4 Technical Capabilities (#4) will be deleted in an upcoming amendment.

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395	Both	C.2.7.4.1.5	The RFP mandates that Type 1 Encryption Service be provided and the contractor provide and manage NSA approved Type 1 encryption devices. The pricing tables associated with this requirement identify that Type 1 encryption should be priced as SEDS. There are no CLINs that enable bidders to capture the costs associated with the management of the Type 1 encryption devices. Will GSA modify the pricing tables to provide a Type 1 management CLIN and identify the Type 1 encryptors that must be supported under this requirement?	The Government will not change the existing pricing structure for Agency Sponsored Type 1 Encryption listed in Table B.2.7.4.4-2 MTSS Tier 3 Pricing Instructions of Section B.2.7.4.4 and Table B.2.7.4.5-2 MTSS Tier 4 Pricing Instructions of Section B.2.7.4.5. The Security Maintenance Service CLIN would be used by Networx contractors to cover the management cost of the Type 1 Encryption Device. Please refer to Section C.2.7.4.1.5 for the technical requirements for Agency Sponsored Type 1 Encryption Service.
396	Both	C.2.7.8.1.4	The RFP states in Requirement 8 that "The contractor shall state the minimum and optimal requirements for Agency owned voice equipment (such as PBX's or other voice systems) to be connected with VOIPTS is compatible and inter-operable with the contractor's VOIPTS" Should it be determined that the Agency owned equipment is not compatible with the VOIPTS and an upgrade or change out is required prior to service installation, will the service request be terminated until the system upgrade is completed by the Government?	Yes. Please note that quotation provided in the question is not the exact wording in the RFP.
397	Both	C.2.7.8.1.4	The RFP states in Requirement 9 "The contractor shall provide a minimum quality level equivalent to or better than a Mean Opinion Score (MOS) of 4.0 as defined in ITU-T specification P.800 series." What will be the metric or test to determine that this is satisfied within the VOIPTS given that various compression algorithms which may have an effect on this score?	The ITU-T P.800 series provides the recommendations for call quality evaluation. The MOS 4.0 requirement applies specifically to the G.711 compression algorithm.
398	Both	C.2.7.8.3.2	The RFP states in Requirement 1 that "The User-to-Network Interfaces (UNI) Type 1 Ethernet port RJ-45 Voice over Internet Protocol Transport Service are mandatory unless otherwise indicated." Section C.2.7.8.3.2 lists RJ-45 as a mandatory UNI to which the service shall conform but is not as an optional item like UNI type 6 OCONUS E1. In Table J.9.1.1.2 (a) ID# 365, this item is explicitly listed as optional. Please confirm if this UNI type is mandatory or optional.	UNI Type #1 is mandatory. There are four signaling types associated with this UNI. The "SCCP" signaling type is optional for UNI Type #1. This is consistent between Table J.9.1.1.2(a) ID # 365 and C.2.7.8.3.2.
399	Both	C.2.7.9.1.2	The RFP states that "Internet Protocol Video Transport Service shall comply with the following standards (and recommendations) as applicable." Some of the standards referenced may not be supported commercially. Will GSA allow bidders the flexibility to comply with referenced IPVTS standards by amending the requirement to state that bidders " ...shall conform to the following standards as applicable and when commercially available."?	The Government has carefully reviewed requirements and they remain unchanged.

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400	Both	C.2.7.9.4	<p>The RFP states that "The performance levels and Acceptable Quality Level (AQL) of Key Performance Indicators (KPI's) for Internet Protocol Video Transport Service shall be measured and monitored as defined in Section C.2.7.9.4.1."</p> <p>According to Section C.7 and Section J.13.1, reporting requirements and SLAs for IPVTS have been removed from the RFP</p> <p>Will GSA clarify the Contractor's responsibility with regard to reporting KPI conformance for IPVTS?</p>	<p>Attachment J.13.1 includes a requirement for service independent Time To Restore (TTR) SLA which applies to all Networx Services. The IPVTS TTR KPI will be included as part of this report. Section C.3.2.4 provides further detail on the reporting requirements.</p> <p>The remaining four service specific IPVTS KPIs will be verified and reported at the time of service delivery as described in Sections E.2 and E.4.</p>
401	Both	C.2.10.1.1.4	<p>The RFP mandates in Technical Capabilities number 19 that the contractor support firewalls of varying complexity, in terms of size, performance, and capabilities. Scale, however, must be considered when providing varying levels of performance and capabilities that are dictated by both the firewall equipment and the management platform. The pricing tables do not provide CLINs for firewalls of varying size, performance, and capabilities.</p> <p>Will GSA modify the pricing tables to provide for CLINS that reflect firewalls of varying complexity, size and performance?</p>	<p>No. the pricing tables allow pricing firewalls of varying complexity, size, and performance. Section B.2.10.1.2 provides a range of CLINs covering the Government's firewall requirements.</p>
402	Universal	C.2.10.1.3	<p>The RFP mandates that "Managed Firewall Service shall support the User-to-Network Interfaces (UNIs) defined in the following Sections as applicable.</p> <ol style="list-style-type: none"> 1. C.2.3.1 Frame Relay Service (FRS) 2. C.2.3.2 Asynchronous Transfer Mode Service (ATMS) 3. C.2.4.1 Internet Protocol Service (IPS) 4. C.2.7.2 Premises-based IP VPN Services (PBIP-VPNS) 5. C.2.7.3 Network-based IP VPN Services (NBIP-VPNS)" <p>The WAN interfaces identified above are reflective of the edge router that terminates the WAN interface and then is connected into the F/W via an Ethernet or Fast Ethernet interface.</p> <p>Will GSA modify the requirement to delete the WAN interface and indicate an Ethernet interface from the FW to the edge router?</p>	<p>The offeror may propose Ethernet interfaces. Section C.2.10.1.3 states that the User-to-Network Interfaces (UNIs) referenced shall be supported if applicable to Agency needs. The Government will not amend the RFP.</p>
403	Both	C.2.10.1.2.1	<p>The RFP mandates in item 11 that the contractor shall support the integration of the firewall service with the Agency's own authentication services, as specified by the agency. This requirement may require custom engineering and modification to the service. The pricing tables do not provide engineering CLINs that allow the bidders to provide engineering services for integration and potential modification to a service in order for the bidder to comply. Will GSA add a CLIN to provide engineering support for the firewall service for integration and technical support for customization of a service to meet specific agency requirements?</p>	<p>Section B.2.11.9 Customer Specific Design and Engineering Services shall address Agency-specific engineering requirements. The Government does not expect to add an additional CLIN for customization to Section B.2.10.1.</p>

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
404	Universal	C.2.10.2.1.2	The RFP mandates Intrusion Detection and Prevention Service (IDPS) to comply with FIPS PUB 140-2 –Security Requirements for Cryptographic Modules. A. Because this service does not perform encryption and thus cannot comply with FIPS PUB 140-2, will GSA remove this requirement from IDPS? B. If this assumption is incorrect, will GSA explain the need for encryption technology in the IDPS requirement?	Section C.2.10.2.1.2 states that the service shall comply with FIPS PUB 140-2 when applicable and will remain a general reference.
405	Both	C.2.10.2.1.4	The RFP mandates in item 4 of this Section that “the contractor shall provide host intrusion detection.” More information is needed regarding the scale and specific requirements associated with this task. Information such as the OS system needed to support this requirement and the specific requirements of the host intrusion detection will help provide a more consistent interpretation of this requirement. Will GSA provide clarification of the host intrusion detection requirements to include OS support requirements, the performance metrics and the scale of the requirement?	The Government anticipates support for OS systems such as HP-UX 11i, AIX 5.1/5.2, Red Hat Linux, Sun Solaris, Windows 2000, Windows 2003, Windows NT, and Windows XP. The Agency Statement of Work will detail additional Agency-specific requirements as necessary.
406	Both	C.2.10.2.1.4	The RFP includes a requirement for the contractor to detect precursor activities, such as unauthorized network probes, sweeps, and scans that may indicate a potential attack. This implies that the contractor will be performing correlation and tracking between firewalls and IDS/IPS devices, and therefore much of the activity under INRS. Will GSA provide more specific information about this implication/requirement for INRS?	The Government expects the intrusion detection service to detect hacker reconnaissance activities. This capability is not necessarily dependent on INRS. INRS is a broader offering providing further response and forensics support across security services, as per Agency requirements.
407	Both	C.2.10.2.1.4	The RFP includes a requirement for the contractor to perform anomaly detection in order to identify typical traffic trends and unusual behaviors that may indicate a potential attack. Trending implies that the contractor will be performing correlation and tracking and thus much of the activity under INRS. Will GSA provide more specific information about this implication/requirement for INRS?	The Government expects the intrusion detection service to support anomaly detection. This capability is not necessarily dependent on INRS. INRS is a broader offering providing further response and forensics support across security services, as per Agency requirements.
408	Both	C.2.10.2.1.4	The RFP includes a requirement for the contractor to analyze suspicious security alerts to determine the significance of an event and immediately notify the Agency when the event is deemed of high priority. This focuses attention on real threats without greatly affecting legitimate traffic and minimizes false alarms. This implies that the contractor will be performing correlation and tracking, and therefore much of the activity under INRS. Will GSA provide more specific information about this implication/ requirement for INRS?	The Government expects the intrusion detection provider to support this function as a requirement of IDPS. This capability is not necessarily dependent on INRS. INRS is a broader offering providing further response and forensics support across security services, as per Agency requirements.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
409	Both	C.2.10.2.1.4	<p>The RFP mandates that "The contractor shall provide intrusion detection software and hardware components to include sensors, tap, and switches, as applicable."</p> <p>The IDPS service requires attack detection and automated defense against threats. Taps are used by passive sensors, not inline prevention devices. Moreover, the scope of equipment necessary to enable the service is loosely bounded.</p> <p>Because the scope of the equipment that is required in this section encompasses multiple components and is subject to individual engineering based upon requirements of the agency, will GSA allow add an ICB NRC and MRC CLIN for the ancillary equipment?</p>	<p>Section C.2.10.2.1.4, Item 3 indicates that the software and hardware includes these components as applicable. The list is not necessarily exhaustive. The associated equipment required to deliver the service shall be priced into Section B.4 as stated in Section B.2.10.2.1. The Government will not add ICB NRC and MRC CLINs.</p>
410	Both	C.2.10.2.1.4	<p>The RFP mandates that "The contractor shall provide host intrusion detection in order to protect critical Agency servers."</p> <p>Host based intrusion detection software is not ubiquitously available for all host operating systems. Moreover, other areas of Section C.2.10.2 mandate automated defense capabilities which conflicts with the requirements of a passive intrusion detection agent for the hosts.</p> <p>In order to define the OS and the environment that the Host Intrusion Detection Software will operate in, will GSA modify the associated pricing tables to reflect a NRC and MRC for the OS used to support the Host IDS?</p>	<p>The Government has carefully reviewed the price structure and it remains unchanged.</p>
411	Universal	C.2.10.2.1.4	<p>The RFP mandates in item 1 that the "contractor shall provide design and implementation services." The pricing tables do not provide CLINs for IDPS engineering that would include design and implementation services. Will GSA provide CLINs for the IDPS services to enable bidders to support custom design and implementation services?</p>	<p>Design and implementation as described in Section C.2.10.2.1.4, Item 1 is part of the basic service. Section B.2.11.9 Customer Specific Design and Engineering Services shall address Agency custom design requirements. The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.</p>
412	Both	C.2.10.2.1.4	<p>The RFP mandates in items 19 through 22 that consultative services must be provided to the agencies with recommended responses to attacks. There are no CLINs associated with consultative security services pertaining to IDPS. Will GSA further define its expectation of the consultative services that it expects from the vendors for IDPS and provide associated pricing CLINs?</p>	<p>These requirements are part of the service. The offeror shall provide recommendations and suggestions regarding stopping and preventing attacks, based on the alerts and outputs generated by the IDPS. Item 20 merely lists some of the functionalities supported by the IDPS. The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.</p>

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
413	Both	C.2.10.3.1.4	<p>Item #9 of the RFP mandates that "The contractor shall provide the Agency with non-destructive and non-intrusive vulnerability scans that will not crash the systems being analyzed, or disrupt Agency operations. The scans shall not provoke a debilitating denial of service condition on the Agency system being probed."</p> <p>Sometimes even an innocuous port scan can trigger a debilitating denial of service attack on a system. Typically, this only occurs on older systems that have not been properly patched and maintained, however, this requirement does not take into account the scope or make assertions or warranties about the condition of the devices being scanned.</p> <p>Will GSA modify its language for bidders to offer a non-intrusive vulnerability scan service and make reasonable efforts to ensure that the service should not cause debilitating denial of service outages?</p>	The Government has carefully reviewed this provision and it remains unchanged.
414	Both	C.2.10.4.1.4	<p>Item #6 of the RFP states that "The contractor shall screen incoming and outgoing FTP, HTTP, HTTPS, POP and SMTP traffic for possible infection."</p> <p>The HTTPS protocol is encrypted between the client and server, however, it is unclear if this is specifically limited to the server based service. Also, if it includes the gateway-based service, it needs to be clarified if the Agency or the vendor will unencrypt the traffic.</p> <p>Will GSA clarify that this scanning is only for clear text and not encrypted files?</p>	HTTPS applies to the server-based service. The Government will amend the language.
415	Both	C.2.10.4.1.4 & C.2.10.8.1.4	<p>The RFP states in C.2.10.4.1.1[correct reference is C.2.10.4.1.4], Item 7(e) and C.2.10.8.1.4.2, Item 2 (a) (v): "Viruses residing in encrypted messages and compressed files, as required by the Agency." Will GSA remove the term "encrypted" from this requirement? Encryption of messages prevents detection of viruses without access to encryption keys.</p>	The Government will remove the term "encrypted" from C.2.10.4.1.4, Item 7 (e) and C.2.10.8.1.4.2, Item 2 (a) (v) in an amendment to the RFP.
416	Universal	C.2.10.5.4.1	<p>The table in this section is unclear in the last row of "Response Time (On-Site)".</p> <p>Will GSA revise the section so it is readable?</p>	Table C.2.10.5.4.1. was corrected in Amendment 1 of the RFP.
417	Both	C.2.11.2.1.4. 11.b	<p>The SOW does not define the facilities that will be provided by the agency, such as whether the space will be built out, equipped with furniture and fixtures, and be ready for occupancy.</p> <p>Will GSA define a minimum standard of what will be included in the agency based location, including additional requirements that must be determined on an individual case basis as well as necessary additional charges that would apply?</p>	The Agency is responsible for providing the facilities. The Agency specific environment and requirements will be identified during the discovery session with the Agency. See requirement number C.2.11.2.1.4 #14.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
418	Enterprise	C.2.11.10.1.4	The statement, "Physically dedicated storage capacity as needed by the Agency" is somewhat contradictory to previous statements about shared resources. Can the statement be more granularly defined to address what 'Physically Dedicated' storage capacity means? Does this imply that no Array can be shared? At what level is physical separation required within a hosting facility per each tenant customer's data stores?	The RFP will be amended to remove requirement C.2.11.10.1.4 (2c).
419	Both	C.2.11.10.1.4	Please clarify what support capabilities are required on the following: Support the Agency's investments in storage resources by being compatible with Agency storage management policies, procedures, and tools, as needed by the Agency, including but not limited to storage virtualization across Agency and contractor-provided storage.	The support capabilities to fulfill requirement C.2.11.10.1.4 (3b) will be included in detail by the subscribing Agency's Statement of Work (SOW). Such SOW will identify Agency's policies, procedures and tools to accomplish virtualization of resources across Agency and contractor-provided infrastructure.
420	Both	C.2.11.10.1.4 .2.d	The RFP mandates "Storage services that meet Agency security Certification and Accreditation (C&A) requirements, including storage services for classified data if needed by the Agency." Will GSA provide bidders with a detailed specification of security Certification and Accreditation requirements, including those for classified data?	GSA will not provide a detailed specification of security C&A requirements because they are an integral part of a specific Agency's information security program. Individual Agencies must assess their specific C&A requirements and provide their certification support needs to the selected vendors when ordering Networx services.
421	Enterprise	C.2.11.2	The RFP requires pricing the call center 2 ways (per transaction and per subscription); however they don't prescribe average call or email handling length. Will the Government provide average call /email length? This will help vendors develop more competitive pricing for the Government.	This information is specific to each Agency. Details regarding the duration, volume, and types of call contacts may be provided by the Agency during a discovery session. Refer to section C.2.11.2.1.4 requirement # 14 "The contractor shall perform a Discovery session with key stakeholders to gather requirements, review and identify the scope of work, schedule and deliverables required to meet Agency CCS needs".
422	Universal	C.2.11.2.1.4	C.2.11.2.1.4 #20 identifies several deliverables for CCS turnkey service. Our experience shows that not all customers require the mandatory plans. We recommend that the plans be individually CLIN priced as an NRC.	The deliverables represent the governments requirements. No changes are planned.
423	Universal	C.2.12.1.1.4	The requirement states that "The contractor shall provide the capability to deliver TWS to different teleworker endpoint devices. At a minimum, the following devices types shall be supported as applicable: 5.d, ISDN telephones. However, C.2.7.10.3.2, IPTelS, page C-201, lists support for ISDN telephones as Optional. Would GSA agree to revise the TWS ISDN telephone requirement in Section C.2.12.1.1.4 from Mandatory to Optional?	The Government has carefully reviewed this provision and it remains unchanged..

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
424	Universal	C.2.12.1.2.1	The table containing the performance metrics for TWS appears to be corrupted. Will GSA reissue the table in order to clarify TWS performance requirements?	Yes, the first row of the table (table header information) will be corrected in an upcoming amendment.
425	Enterprise	C.2.13.2.1.4 (b)	Fractional T1 and T3 services are generally not included as commercially available access offerings. We respectfully request that these services be made optional in the procurement.	Agree. The Networx Enterprise RFP will be amended for this service to make Fractional-T1 optional and Fractional-T3 optional.
426	Universal	C.2.14.1.2.1	Will GSA limit the availability of features in ID 7 to major metropolitan areas? Current commercial availability does not reach rural areas.	RFP will be amended to make Section C.2.14.1.2.1 Feature ID No. 7 Optional.
427	Enterprise	C.2.14.1.2.4	Table repeats "Without Dispatch" under "Service Level" heading - is this correct or should it read "With Dispatch"? If correct, please clarify the difference.	The RFP will be amended. In Section C.2.14.1.4 Performance Metrics Table, the second row entry for the Time To Restore(TTR) will be amended to read "With Dispatch" in the Service Level column.
428	Both	C.2.14.1.3.1	Would GSA allow offeror to propose UMTS, a GSM technology, which has equal or greater data throughput, and provides for a GSM technology equivalent to the CDMA standard noted in the item?	UMTS is referenced in Section C.2.14.1.1.2 as one of the standards acceptable to GSA.
429	Both	C.2.14.1.3.1	Will GSA allow offeror to propose HSDPA, a GSM technology, which has equal or greater data throughput, and provides for a GSM technology equivalent to the CDMA standard noted in the item?	Yes. Section C.2.14.1.3.1 will be amended to include HSDPA as an optional UNI Type.
430	Universal	C.2.15.1.2.1	The Tri-mode (satellite/CDMA/AMPS) phone is no longer commercially available. Will GSA delete the Tri-mode (satellite/CDMA/AMPS) from this requirement?	No.
431	Universal	C.2.15.2.4.1	The specification of a 49 dB S/N ratio for SDP with Air link interface has no meaning. For some services this is overkill; for others it may not be adequate. At best any S/N ratio can only be a design goal. Dynamic measurement of this parameter in a operating environment is not possible. We recommend that this performance metric be negotiated with each agency, reflecting the agency's specific needs. Would the Government be agreeable to this?	The requirement of 49 dB S/N ratio for SDP with Air link interface will be deleted in an upcoming amendment.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
432	Enterprise	C.2.16.2.1.1.4	The access specified in C.2.16.2.1 lists OC 12 and above as optional, but in each of the other sections listed, the service has mandatory UNIs. Please clarify what is optional and what is	Table C.2.7.3.3.1 defines required interfaces. Note 1 says that, for the network side interfaces required for OC-12 or higher speeds, these interfaces shall be offered to the Government when commercially available.
433	Universal	C.2.3.1.2.1	The RFP mandates: "The contractor shall support Multilink Frame Relay (MFR). MFR uses inverse multiplexing techniques to enable the bundling of several physical DS1 (or E1) lines into a single logical connection. With MFR, end-users (and service providers) can use existing network equipment and infrastructure to support more flexible access services at higher rates. [MFR is similar to Inverse Multiplexing for ATM (IMA).]" This is not typically a commercially available Frame Relay feature, nor is it a feature supported in FTS2001 today. Given that the usage of legacy Frame Relay is expected to decline as applications move to IP services, it does not appear warranted to develop feasible MFR functionality, which would be a cost-ineffective requirement for the Government. Will GSA consider amending the RFP to make MFR optional and allow bidders to meet the need for MLFR by proposing MLPPP on a network based IP VPN solution?	The Government will amend the RFP to make MFR optional and allow offerors to meet the requirement by proposing MLPPP on a network based IP VPN solution.
434	Enterprise	C.2.4.1.1.4	The RFP states "The contractor shall provide support for the border gateway protocol (BGP) for Networx customers with registered Autonomous System (AS) numbers." and in section B.2.4 Internet Services there is no place for an NRC for the initial set-up to support this feature. Please add a CLIN with NRC for BGP support.	The Government expects that border gateway enabled routers will be SEDs, and any charges associated with initial set up can be addressed using the pricing instructions contained in Section B.4.
435	Universal	C.2.4.1.4.4	How Measured: the average time for IP packets to travel over the Networx core network We currently measure the backbone and can use the same testers for the Networx core backbone and same web reporting tool. If this is a true test of the Networx core then we recommend that we use the same test devices used in our core today. Is this acceptable to GSA?	Yes.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
436	Both	C.2.7.3.1.2	Paragraph C.2.7.3.1.2 references "secure" and "trusted" VPNs. Is the difference merely IPsec vs. MPLS, or are the other implications?	<p>A VPN is considered trusted when the service provider uses best available business practices to maintain the integrity of the network traffic.</p> <p>For trusted VPNs, Agencies who want to do their own routing tend to use Layer 2 VPNs Companies that outsource their routing tend to use Layer 3 VPNs (i.e., MPLS and virtual routing).</p> <p>Networks using encryption are called secure VPNs. Secure VPNs use IPsec and SSL technology. Secure VPNs do not necessarily imply IPsec. Trusted VPNs do not necessarily imply MPLS. A secure VPN can operate as part of a trusted VPN, creating a third type of VPN: hybrid VPNs.</p>
437	Enterprise	C.2.7.8.1.4	The RFP states in Requirement 10 for VOIPTS: "The contractor shall provide call routing capability between phone numbers and IP addresses or URL's." Please revise and clarify the requirement. The way it is currently worded makes it difficult to determine if the major requirement here is call routing capabilities during a VOIPTS call or if there is an additional requirement to do Network Address Translation between the VOIPTS and the Agency's IP network/equipment.	This requirement is exclusively for call routing capabilities. Network Address Translation (NAT) for Agency network/equipment is a Government responsibility.
438	Universal	C.2.15.1.4.1	Time To Restore (TTR) does not address the issue where the user has a mobile SED and it is incumbent on the user to return the SED to the service provider. Will the TTR definition be modified to address this situation and allow reasonable time for repair and/or replacement including shipping to and from the provider's depot facility.	No, TTR for MSS service does not include down-time of satellite phones (mobile SEDs).
439	Universal	C.2.15.2.1.2	The following standard is provided in this requirement for Satellite Transmission Performance: "b. TCP/IP Performance Enhancement Proxy (PEP) for Satellite transmission (IETF RFC 3135)" The use of a PEP, however, violates the stipulations of C.2.15.2.1.4, parts 6 and 7. Will GSA delete this standard since it violates the stipulations of C.2.15.2.1.4 parts 6 and 7.	Yes, this standard will be deleted in an upcoming amendment.
440	Universal	C.2.15.2.1.2	The following standard is provided in this requirement for Satellite Transmission Performance: "c TIA-1008 [also known as IP over Satellite (IPoS)]" This standard is unique to the Hughes Network System's products and has not been embraced by any of the other manufacturer's of satellite communications equipment. A system using this standard violates the requirements of C.2.15.2.1.4, parts 6 and 7. Will GSA delete this standard since it violates the stipulations of C.2.15.2.4, parts 6 and 7.	Yes, the standard will be deleted in an upcoming amendment.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
441	Universal	C.2.15.2.1.4	There are no CLINs in Section B for analog video or wideband digital video. Will GSA add the appropriate CLINs Section B?	Appropriate CLINs for these areas will be provided in an upcoming amendment.
442	Both	C.3.2.2.1.2	The RFP states that the "CPO shall assure that the contractor meets all contract performance standards." Please consider revising this language to reflect the fact that no contractor can assure that it will meet all contract performance standards. Please consider the following revised language: "CPO shall strive to meet all contract performance standards and, where Contractor fails to do so, CPO shall so report in the SLA Compliance Report."	The RFP will be amended to read "The CPO shall be responsible for monitoring and managing the contractor's performance against all contract performance requirements.
443	Universal	C.3.3.1.1.2	The referenced paragraph states that the contractor provides notification and coordination with the GSA Networx Program Management Office and affected Agencies on any network configuration changes. The process of network configuration, however, is highly automated and can be reconfigured via virtually "hitless" changes within the network of 50ms or less. We recommend that in order to greatly reduce the reporting requirement by contractors, and GSA and Agency receipt of reports of virtually unnoticeable reconfigurations, that GSA mandate notification in the instance of configurations potentially lasting greater than 1 minute. Would this be acceptable to GSA?	The potential impact of a change does not correlate to how long it takes to effect the change. The Government requires that the contractor manage all configuration changes and keep the Government informed of any changes that meet the conditions described in Section C.3.3.1.2.2.
444	Both	C.3.3.1.2.4	If the Government's addition of 'other event types' that should be included as a service-impacting event necessitates a change to the contractor's network management system, will the Government pay for this change?	The Government will not pay for the inclusion of mutually agreed service-impacting events to OSS.
445	Both	C.3.3.2.1.1	The RFP states "The contractor ensures security of non-domestic services." Please consider revising this language to mirror other language in this section. For example, this language could be revised to read, "The Contractor maintains and implements a Security Plan for non-domestic services."	GSA will amend the RFP to make this statement consistent with other statements in this section.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
446	Both	C.3.3.2.2.1	The RFP states that the Contractor's Security Plan will "ensure the integrity, confidentiality and availability of Government information and data that is transported and/or stored by Networx services, Networx OSS, databases or handled manually at contractor's facilities." Contractors should be obligated to implement reasonable measures to reach that goal. Please consider this revised language: "The contractor shall describe in the Security Plan the management, technical and operational controls that will be employed in an effort to protect the integrity, confidentiality, and availability of Government information and data that is transported and/or stored by Networx services, Networx OSS, databases or handled manually at contractor's facilities."	The purpose of the Security Plan is to provide the Government with a mechanism to ensure that the security controls and practices employed by the contractor are adequate to protect Government information and meet all the security requirements specified in the RFP. The Government recognizes that there are risks and that it is neither feasible nor commercially reasonable to mitigate all risks and provide one-hundred percent assurance that integrity, confidentiality, and availability of Government information will not be compromised. Compliance with Government security requirements as stated in the RFP will provide the level of protection that the Government requires. Accordingly, the RFP accurately reflects the Government requirement and, the Government will not amend the RFP.
447	Both	C.3.3.2.2.12	Will GSA consider revising the requirement to read as follows: "The contractor shall provide commercially reasonable security practices in supporting service delivery to non-domestic locations."	The Government views security risks for non-domestic services as higher than domestic services. Therefore, the RFP accurately reflects the Government requirement, and the Government will not amend the RFP.
448	Both	C.3.3.2.2.4	Will the Government please clarify the requirement and its intent for the requirement stated in Section C.3.3.2.2.4 ID number 3?	The Government will amend the RFP. The Government will change Section C.3.3.2.2.4, ID # 3 to read as follows: "All contractor's systems that store Government related information shall comply with all security controls specified in SP 800-53, Annex 1, and in Section C.3, Management and Operations. In addition, the contractor shall implement any additional security controls ordered by individual Government Agencies under the Networx contract (e.g., ordered via Customer Specific Design and Engineering Services)."

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
449	Both	C.3.3.2.2.4	Will GSA clarify that the contractor's obligation to "ensure confidentiality of data" is met by demonstrating adherence to the Federal Government-accepted security principles and practices per NIST SP 800-14?	The contractor's obligation to "ensure confidentiality of data" is met by adhering to all relevant security requirements in the RFP, and ensuring that its security controls as specified in the Security Plan have been implemented and functioning as intended. NIST SP 800-14 describes the minimum set of security principles and practices to which the contractor is required to adhere. SP 800-14 security principles and practices will be used by the Government as the guideline and basis for assessing and determining whether the contractor's security practices for meeting Government security needs are adequate and reasonable.
450	Both	C.3.3.2.2.5	Please revise the second sentence to read as follows: The contractor shall take reasonable steps to implement a system whereby its access controls provide access to network management or customer-related information only to authorized contractor personnel and Government personnel.	The Government requires that the contractor ensure that its access controls are implemented and working as intended, and that access be provided only to authorized personnel. See ID # 7 under this section. As such, the RFP accurately reflects the Government requirement, and the Government will not amend the RFP.
451	Both	C.3.3.2.2.6	The RFP states: "The contractor shall immediately (within 5 minutes of determination) notify the PMO, and affected Agencies, of any suspected or actual security violation, including but not limited to unauthorized intrusions, denial of service attacks, and all other security breaches." Will GSA reword as follows? "The contractor shall immediately notify the affected agency and the PMO, if authorized by the affected agency, of any suspected or actual security violation, including but not limited to unauthorized intrusions, denial of service attacks, and all other security breaches that impact the affected agency's Networx service(s)."	Please see RFP Section C.3.3.2.4.1.3.4, Content of Security Breach Notification Report. Although GSA recognizes that an Agency may not want all the details of a security breach released to GSA, GSA has fiduciary responsibilities to administer the Networx contract, and ensure that the contractor is meeting its obligations to provide the required level of security. As such, GSA requires some knowledge and information of security breaches. Agencies that use the Networx contract are aware of this contractual requirement. Agencies that are concerned with the contractor releasing this type of information can address their concern to GSA. As such, the RFP accurately reflects the Government requirement, and the Government will not amend the RFP.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
452	Both	C.3.3.2.2.9	Will GSA confirm that the Contractor's obligation to "physically protect and prevent unauthorized access," is fulfilled if the contractor follows Federal Government-accepted security principles and practices per NIST SP 800-14?	The contractor's obligation to "physically protect and prevent unauthorized access" is met by complying as appropriate with all security requirements in the RFP which are aimed at protecting the integrity, availability, and confidentiality of Government information. NIST SP 800-14 describes the minimum set of security principles and practices that the contractor is required to adhere to, and will be the basis for determining whether the contractors security practices are adequate and reasonable. SP 800-53, Annex 1, provides the minimum set of security controls (including physical) that the contractors is required to meet to protect Government information in addition to any other security controls specified in the RFP.
453	Both	C.3.3.2.2.9	The RFP states that the contractor's obligation is to "physically protect and prevent unauthorized access." The contractor will follow Federal Government-accepted security principles and practices per NIST SP 800-14. Will GSA revise this clause to make it clear that the contractor is obligated to take steps to protect and prevent unauthorized access, but that the contractor cannot and is not contractually obligated to guarantee or ensure there will be no unauthorized access?	The Government recognizes that there are risks and that it is neither feasible nor commercially reasonable to mitigate all risks and provide one-hundred percent assurance that security will not be compromised. Compliance with all Government security requirements as stated in the RFP will provide the level of protection that the Government requires. See C.3.3.2.2.5, Step 5 – Information Assurance, ID # 7, where the Government requires that the contractor demonstrates that its security controls are implemented correctly, operating as intended, and produce the desired outcomes. As such, the RFP accurately reflects the Government requirement, and the Government will not amend the RFP.
454	Both	C.3.3.2.2.9	Please confirm that this only obligates the contractor to ensure there is offsite backup and storage.	The intent of this requirement is to ensure that any critical information required for restoration and continuity of services is not destroyed in the event of a disaster (e.g., fire) at the contractor's premises. The Government anticipates that this capability would be an integral part of the contractor's disaster recovery strategy, and that the contractor's Disaster Recovery Plan would address how off-site storage fits within their disaster recovery strategy.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
455	Both	C.3.3.3.2.3	Requires the contractor's disaster recovery liaison officer or a fully-qualified alternate to be on site at the PMO no later than four hours after receiving notice of a disaster. This statement assumes that travel will be possible or that the disaster will be associated with a single, specific site. Those assumptions may not always be accurate. Please consider revising the language to read: Provided that the disaster has not limited travel, that the disaster is only limited to one identifiable site, or that other comparable conditions do not arise, the contractor's disaster recovery liaison officer or a fully-qualified alternate will be on site at the PMO no later than four hours after receiving notice of a disaster.	Continuity of Government services in the event of a disaster is of utmost importance to the Government. The Government expects a good faith effort from the contractor to meet its contractual obligations under such event. At the same time, the Government understands there may be acceptable reasons the 4 hour requirement cannot be met, and the Government would make such a determination in each specific case. The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
456	Both	C.3.3.3.2.4	The contractor is required to explain how its Disaster Recovery Plan "will ensure that its disaster recovery plan is effective...." Please consider revising the language to reflect the fact that disaster recovery plans can ensure that the Disaster Recovery procedures and policies are followed in the event of a disaster.	The intent of this requirement is for the Government to mitigate the risks associated with the contractor having a Disaster Recovery Plan that is not viable, workable, executable, and/or becomes obsolete because of changes to the contractor's environment. The RFP requires that the contractor address in its Disaster Recovery Plan what steps and actions it will take to ensure that its Disaster Recovery plan is viable, workable, executable and it does not become obsolete. The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
457	Both	C.3.4.4.1.1.4	We recognize that the GSA needs to be able to manage its workload with regard to the administration of the contract. We request the deletion of the requirement that contractors provide an assessment of the probability of award.	The probability of award is an essential factor in GSA's revenue projection model. GSA will take appropriate measures to protect the confidentiality of proprietary and sensitive contractor information. The RFP reflects the Government's requirements and will not be amended.
458	Both	C.3.5.1.2.1.1	Which structure would UBI take for non-telecommunication service types, such as: Customer Specific Design and Engineering, Land Mobile Radio, Satellite, etc.?	There needs to be a Unique Identifier for every billed record. This can be defined by the vendor. Example: CDD number; Phone number; Satellite line number.
459	Both	C.3.5.1.2.4	Service acceptance in item 1 should be changed to service implementation. Once an order is installed, the vendor has incurred all the expenses associated with providing the service. Agencies should be required to issue a disconnect order and pay for the associated expenses of providing the service including any charges associated with the SED(s) associated with that order.	The RFP will not be amended. The cancellation order occurs before the order has been installed.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
460	Both	C.3.5.1.3.1.5.3	The RFP states "Service Scope -Authorization to order specified Networx service types." Please provide the architecture of the proposed Services Scope field	The Service scope applies to the Networx service types a DAR is authorized to order.
461	Both	C.3.6	The contractor will provide in the SOCN every CLIN for which it intends to bill, and all the data elements required to verify that the correct CLIN has been used. Additionally, all CLINs must be provided in the SOCN even when the price is zero or the item is not separately priced. The Government will verify that every CLIN which appears on the Detail Billing File is present on the SOCN. Does this mean that even zero priced transactions must appear on the invoice? For example, if the vendor does not intend to charge for a particular CLIN does the Government still want to see that zero rated billing transaction in the Government's invoice media.	The zero priced transactions must be in the SOCN for inventory purposes. The zero priced transactions are not required on the invoice.
462	Both	C.3.6	The Agency at the highest level of the hierarchy can have varying degrees of control over the Sub-Agencies within its hierarchy with respect to their billing choices. For example, it may impose direct or centralized billing on the entire hierarchy or may allow Sub-Agencies to choose Direct Billing or Centralized Billing. Does this imply that the highest level of the hierarchy can give permission for a lower level to choose their type of billing but the highest level still expects to be able to see reporting on this lower level?	Yes.
463	Both	C.3.6.1.2.3	The contractor shall bill the entire Billing of Non-recurring charges (NRC) and, if appropriate, indicate waived or discounted charges, on the invoice following acceptance by the Government for the installation of the service contained in the completed order. Is it the Government's intent to see the full charge amounts for all transactions on their invoice but designate that charge as waived or discounted and charge if waived or just charge the discounted amount?	The question is unclear.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
464	Both	C.3.6.1.2.3	The RFP reads "The Contractor shall comply with Government's billing period that runs from the 1st through the end of the month (or calendar month) for the Contractor's services." Due to the potential high volume of service being billed by a vendor, will the Government accept multiple billing cycles?	The RFP accurately reflects the Government requirement of a single billing cycle. The Government will not amend the RFP.
465	Universal	C.3.6.1.3.3.3.0.2	GSA requests Centralized Billing Invoice and Detail Billing Files be delivered to GSA in the following ways: a. Internet World Wide Web Secure Access b. Electronic File (e.g. spreadsheet, ASCII, PDF) c. CD ROM d. DVD ROM e. Tape Cartridge f. Internet File Transfer Protocol (FTP) Given the volume of data that GSA will receive, we believe that standardizing on CD ROM/DVD will facilitate the GSA audit and acceptance of the files. Will the GSA limit the deliverable media to CD and DVD?	The RFP accurately reflects the Government requirement. The Government will not amend the RFP. Any of the methods that are listed in the referenced section will satisfy the Government requirements.
466	Both	C.3.6.3.2.3	Text is missing from the referenced paragraph. (Paragraph C.3.6.3.2.3, ID #12.1)	GSA will add the missing information in an upcoming amendment.
467	Both	C.3.6.4.2.2	Please clarify when ID Numbers 2 and 8 apply. The vendor must render an invoice on the 15th business day after the billing cycle ends. The vendor needs more than a few days to adjust billing for these locations. If the Government changes the allocation formula on a monthly basis, the contractor should be exempted from meeting PKIs and SLAs for billing related issues.	The Government stands with the requirement as written in the RFP.
468	Both	C.3.6.4.2.2	C.3.6.4.2.2 ID #2& 4.1. The RFP states for all the shared non-ANI active channels GSA will provide to the contractor the percentage allocation file by the 15th calendar day of the month. The contractor shall validate the Shared Tenant Fixed Allocation Percentage File provided by GSA to ensure that the summation of the Percentage Allocation is value of all AHCs in a shared tenant arrangement must be equal to one hundred percent. If the file that GSA delivers to the contractor is incorrect, the contractor can potentially lose one or more days from its invoice processing schedule. By receiving the file on the 15th calendar day and requiring an invoice delivery of the 15th business day of the month, the contractor is limited to approximately 7 calendar days for its invoice processing, auditing, and file protection. And, if there are any file issues, the days to process could be even fewer. Would GSA agree to deliver this file to the contractor no later than the 5 calendar day of the month?	No, this represents the Government's requirement.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
469	Enterprise	C.3.8.4.1.1	User documentation for web-based access to Networx inventory is required at the time of contract award. Is it the Government's intention that the contractor provide this documentation to the Government? It is not a deliverable listed in Section F.2.	Documents that are "included at contract award" are to be part of the offeror's proposal. Then, if the offeror is awarded a contract, the document will be included in that contract. The user documentation for the Networx inventory is in Section F.2.; it is item number 79.
470	Universal	C.5	<p>In C.5.2.1 the Government defines 14 functional requirements and associates these with the general COTS services requested throughout C.2. It appears to be the Government's position that because standards have been approved and feasibility established, that these features have been or will be implemented. This is not the case. Many of the requirements exceed capabilities intrinsic to COTS services, for example priority treatment for NSEP traffic.</p> <p>Is it the Government's intent to force implementation of non-commercial capabilities on COTS products when NSEP-specific services such as GETS are available? If so, how is the vendor to identify what users of these services are NSEP versus those which is not?</p> <p>Is it GSA's intent to burden all COTS products with the significant costs associated with meeting the requirements in C.5.2?</p>	<p>"Is it the Government's intent to force implementation of non-commercial capabilities on COTS products when NSEP-specific services such as GETS are available?" No.</p> <p>"Is it GSA's intent to burden all COTS products with the significant costs associated with meeting the requirements in C.5.2?". No. These 14 functional requirements are guidelines. As described in RFP Section C.5.2.2, GSA requires an implementation plan to describe how best to implement these guidelines in a cost-effective manner.</p>
471	Both	C.7	The contractor shall provide [a technical] report in a media and with the frequency as appropriate to the customer. We are unsure what is meant by media in this statement and what is meant by a frequency as appropriate to the customer. MCI currently reports all information on web portals to allow customer easy of access to all the available reports 24x7. Is this degree of access acceptable to GSA?	Yes.
472	Both	F.1.3	Contractors should be permitted to charge customers for shipping costs associated with goods delivered. This provision should be changed in accordance with standard commercial practices. Will GSA remove this provision?	The RFP accurately reflects the Government requirement. As such, the GSA will not remove Clause F.1.3. It is left to the offeror's business judgment whether to factor shipping costs into the proposed prices and how to accomplish this if it chooses to do so. The Government will not permit the shipping costs to be separately invoiced.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
473	Both	G.2	This clause states that the Letter of Agency empowers the contractor to coordinate various activities at user locations. Will the incumbent be contractually obligated to cooperate? In the event of a delay, will the contractor be charged if the delay is due to the incumbent's failure to cooperate? What assurance can GSA give the contractor that it will not be held liable for any delays caused by the failure of incumbent contractors to cooperate? If the contractor receives an LOA, will GSA allow the contractor to negotiate costs associated with such coordination? Can these costs be billed back to GSA as an ODC? Will GSA consider adding a contract line item for coordination costs before contract award?	The incumbent contractor will be expected to treat the Agent for the Government in the same manner they would treat the Government. Should an incumbent contractor cause delay to the transition or removal activities the Government will take all measures necessary to ensure that transition or removal delivery dates are met. The Government will not amend the RFP to add a line item for coordination costs.
474	Both	G.4.2	Agencies will look to "Networx awardees." Can an Agency put out the same work order under both Universal and Enterprise contract vehicles at the same time?	Based on their requirements, Agencies will choose between Networx Universal and Networx Enterprise, selecting the acquisition that best meets those requirements. Agencies will then conduct the fair opportunity process choosing between the contractors in the particular acquisition that the Agency has previously selected.
475	Both	G.4.2	Agencies will "provide all contractors that offer the required services and coverage a fair opportunity to be considered for an order." Does this mean that, if an awardee under Universal and Enterprise can both meet an agency's needs, the agency cannot consider only Universal or only Enterprise awardees? Does this mean that the agency must consider all Networx Universal and Enterprise awardees who can meet the agency's needs?	Based on their requirements, Agencies will choose between Networx Universal and Networx Enterprise, selecting the acquisition that best meets those requirements. Agencies will then conduct the fair opportunity process choosing between the contractors in the particular acquisition that the Agency has previously selected.
476	Both	G.4.2	The Government "reserves the right to modify this process and will notify the contractor of any such modifications in advance of any orders being placed using the modified process without additional cost to the Government." If the Government institutes an unilateral change in the Fair Opportunity Process which does result in additional costs to the contractors, why wouldn't the contractors be permitted to file for an equitable adjustment for any such unilateral changes to the contract?	The Government will not institute any changes in the Fair Opportunity Process that will result in additional costs to the contractor(s).

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
477	Both	G.4.3	In the discussion of exceptions to the Fair Opportunity Process, there is a discussion of "economy, efficiency and logical follow-on to an order already issued under Fair Consideration." All of the cited examples would have the effect of permitting agencies to stay with incumbent suppliers and thus undermine the ability of new entrants to win Government business. This is a very real problem for new entrants. To remedy this, please delete the discussion of economy, efficiency and logical follow-ons to orders issued under Fair Consideration, or in the alternative, place more stringent conditions when such considerations may apply. For instance, these should perhaps be subject to a set monetary limitation to ensure that Agencies with large orders cannot avoid task order competition.	The Government will not amend the RFP. The "economy, efficiency and logical follow-on" exception applies to follow-on orders after the initial contractor selection is made through a fair opportunity process. The "logical follow-on" exception does not apply to the initial fair opportunity process.
478	Both	G.4.4	Re: the Order Ombudsman. This section clearly states that the Order Ombudsman does not have "the authority to overturn ordering decisions or to adjudicate formal contract disputes." What authority does the Order Ombudsman have?	The Ombudsman has authority to review complaints from contractors and ensure they were afforded a fair opportunity to be considered.
479	Both	G.5.3	Please define the supporting documents and their specific data elements to be requested by the Government when reporting/paying the GMS fee.	Reference the data fields in C.3.6.2.4.1.2 4 - GMS fee Reconciliation report.
480	Both	G.6.2	It is made clear what will happen if the Contracting Officer issues a decision under the Contract Disputes Act in favor of the Government. What, however, will happen if the Contracting Officer issues a decision under the Contract Disputes Act which favors the contractor?	Depending on the circumstances, the claim or disputed invoice amount, if any, would be paid.
481	Both	H.17	This clause states that when other contractors are acting in their official capacity as agents for the government, the contractor shall provide full cooperation. When such cooperation will cause the contractor to incur costs, will GSA allow for a method for the contractor to recoup such incurred costs? In some instances, a significant investment of resources is required for a contractor to cooperate with GSA's other contractor(s).	Administration of the Contract, including dealing with GSA representatives and contractors is considered to be part of the normal cost of doing business and will not be separately priced.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
482	Both	H.24	The last paragraph in this section states that government personnel shall conform to the contractor's Acceptable Use Policy (AUP) in effect at the specified contractor facility, except where the AUP conflicts with agency regulations, the provisions of the Networx Contract, or other government executive orders, regulations or laws. Will an agency be required to notify the contractor if it is unable to comply with the contractor AUP? If the agency fails to notify the contractor of violations of the AUP, will the contractor have any remedy to suspend and/or terminate the service?	It will be incumbent on the Agencies to notify the Contractor and the GSA Adminstrating Contracting Officer if adhering to the Contractor's AUP would conflict with agency regulation, the provisions of the contract, other Government Executive Orders, regulations or laws.
483	Both	H.26	The Year 2000 Warranty has been rendered moot by the passage of time and the efforts made by industry members prior to Year 2000. Will GSA remove this warranty from the solicitation?	The Government will not amend the RFP. FAR Section 39.106 requires information technology acquired by the Government to be Year 2000 compliant. This requirement will not be removed.
484	Both	H.6	Paragraph (b) of this clause states that GSA will require the contractor to furnish phase-in and phase-out services for up to 365 days after contract expiration or contract termination. This 365-day period for phase-in/phase-out services greatly exceeds the 90 days in FAR Clause 52.237-3, Continuity of Services. Will GSA consider a phase-in/phase-out period that complies with the 90 days in FAR Clause 52.237-3?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
485	Both	H.7	This clause should be deleted as it is flawed, burdensome and unnecessary to protect the Government's interests. Through the competitive process of this procurement and the "Fair Opportunity" process for task orders, the Government will be assured of receiving competitive prices. Moreover, if the Government wants further assurance, the clause should be replaced by one that says that an Enterprise contractor will provide the Government prices no higher than similarly situated customers. The clause doesn't take into account that the "comparison contracts" that the Government would use may be of a longer length, larger commitment levels, contain severe penalties if the contract is terminated early, and have other terms that are inconsistent with the terms and conditions of Networx. These terms will generally lead to lower prices those offered for contracts with no commitments. The clause is even further flawed because it arbitrarily averages the two lowest "comparison" contracts to determine a reasonable price. Moreover, the clause could lead an awardee being required to provide service for a price less than cost, which may violate reg	The RFP accurately reflects the Government requirement and as such, will not be amended. The Government believes that the clause is fair and necessary. The Government will not release proprietary information related to the comparison contracts. However, the Government does not consider PMM calculation results to be proprietary unless they reveal comparison contract unit prices.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
			In addition to having to undergo burdensome information gathering and analysis every two years, the information requested is extraneous (e.g., requiring access line prices with rate affecting terms for each of the contract submissions) and this clause doesn't protect the contractor from release of proprietary information (Government will only treat as proprietary unit price information, thereby apparently releasing the rest of the awardee's "comparison" contract information).	
486	Both	H.14	In Sections H.14 and J.13.4.3, Government specifies it is entitled to receive credit on future monthly invoices for Contractor's failure to meet Service Level Agreements (SLAs). Will Government agree to restrict such credits solely to payments associated with service pricing CLINs unrelated to the DMRC SED(s) so that DMRC SED payment streams, which may or may not be subject to an assignment of claims, are not disrupted?	The Government will endeavor to not restrict payments made under the Assignment of Claims, Clause I.1.63 (FAR 52.232-23) provided there are other invoiced charges upon which to off-set the credits. However, FAR Subsection 32.804(2)(iii) does permit the reduction in the amount assigned for "amounts that may be collected or withheld from the contractor under, or for failure to comply with, the terms of the contract."
487	Both	H.19	What are the NAICS codes for the service offerings to define the small business size classifications for each product /service offering?	NAICS Code 517110, Size Standard 1,500 employees.
488	Both	I	Because GSA will be acquiring commercial services, we recommend that GSA delete all of Section I as currently drafted, adhere to the provisions of FAR Part 12, and incorporate FAR 52-212.4. Incorporation of this clause for these commercial services would be consistent with government practices in other contracts, including some GSA schedule contracts for communications services. This requested revision would adhere to the FAR provisioning that governs commercial acquisitions. Will GSA consider removing Section I clauses and incorporating additional FAR clauses?	No. The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
489	Both	I.1.18	Since Networx will be a fixed price contract for commercial services, the cost or pricing data requirements are wholly inapplicable. When acquiring fixed price, commercial services, the right to conduct audit of a contractor's costs would be inappropriate. Will GSA remove these two clauses?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
490	Both	I.1.22	Since Networx will procure largely commercial services on a firm fixed price basis, this provision governing unit prices is inapplicable and should be deleted. This provision contains an exclusion that does not obligate a prime contractor to flow this clause down to subcontractors from whom the prime contractor procures commercial services. The subsection confirms the inapplicability of this provision to the procurement of commercial services. Deletion of this provision would recognize that GSA will be acquiring commercial services. Will GSA remove this clause?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
491	Both	I.1.26	Standard commercial practices generally obligate parties to be responsible for actual direct damages incurred. Liquidated damages are not an appropriate remedy. Will GSA remove this provision?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
492	Both	I.2	Since we are providing commercial services under a fixed price contract, a change in ownership will not necessarily impact delivery of goods or contractual obligations. We request deletion of this provision and propose, instead, that contractors be obligated to provide notice of a change in control if and when that change in control materially or adversely impacts delivery of service or when a contract must be notated. Will GSA remove this provision?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
493	Both	I.3	Since Networx will be a fixed price contract for commercial services, the cost or pricing data requirements are wholly inapplicable. When acquiring fixed price, commercial services, the right to conduct audit of a contractor's costs would be inappropriate. Will GSA remove this provision?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
494	Both	J	Does the Government require a proposal reference in the J Tables for requirements to which the offeror complies? Does the Government require a written response within the J Tables (i.e., in the "Exception/Deviation" column) for requirements that the offeror deems to be exceptions or deviations?	The Government does not require a proposal reference in the Attachment J Tables for stipulated requirements to which the offeror complies. An offeror need only to indicate compliance by filling in the comply column with a Y (yes). For narrative requirements contained in Attachment J Tables, a proposal reference is required to indicate where the narrative response is located in the offeror's proposal. For any exceptions or deviations, a written response is not required in the J Tables "Exception/Deviation" column but offerors should indicate with a proposal reference where the rationale for the exception or deviation is located in the offeror's proposal.
495	Enterprise	J.4	Background: Section J.4 establishes GUIDELINES FOR MODIFICATIONS TO NETWORKX PROGRAM CONTRACTS. This section impacts several unique situations for wireless SEDs: * Wireless SED pricing changes frequently. For example, new price plans regularly become available for existing SEDs which would reduce the Government's cost. Under J.4, this would require a contract modification to Section B Pricing. * Also, Wireless SED Models change frequently, due to supply and demand, replacement by the manufacturer of a wireless phone with a new model, technology improvements, etc. This would require a contract mod to Section B, since Model#s and possibly pricing would change. Comment: Suggest that "interim" products and price schedules be established for wireless SEDs that allow the Government to receive the best price and products. These price schedules would be issued by the wireless contractor, and GSA and other Government agencies can order these wireless SEDs under the Networx contract.	Items can be ordered from a Networx contract only if their unit prices have been incorporated into the contract, which cannot happen until the prices have been determined to be fair and reasonable by a Contracting Officer. "Interim" price schedules created, issued, and maintained by a wireless contractor "outside" of its Networx contract will not be permitted.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
496	Both	J.5	The RFP does not provide any definition for SEDs related to TeleWorking Services. There is a broad range of equipment that can meet the current, generic descriptions. . Because it would be helpful to meet requirements and customers' needs by identifying some minimum requirements for the SEDs, and would also facilitate GSA's evaluation of offerors' proposals, will GSA define minimum requirements for the SEDs listed in Section C.2.12.1.1.4, paragraph 5?	No change to the RFP is required since most SEDs for Telework are SEDs required for other services and access arrangements.
497	Universal	J.9	For each of these referenced paragraphs, the cited C requirement number is incorrect. (Table J.9.1.2.2(a), ID #195–203) Will GSA change the RFP Section Number cited to C.3.3.2.2.13?	In Table J.9.1.2.2(a), for ID #s 195 thru 203, the RFP Section reference will be amended to C.3.3.2.2.13.
498	Universal	J.9	(Table J.9.1.2.2(a), ID #340, 341, 343, and 344) These referenced paragraphs cite duplicate requirements text. Will GSA correct this error?	There are no errors. In Table J.9.1.2.2(a), ID #s 340 and 341 apply to ID #s 1 and 2 in the C.3.4.4.3.1.1.4 Record Elements - New/Prospective Business Information List. In Table J.9.1.2.2(a), ID #s 343 and 344 apply to ID #s 1 and 2 in the C.3.4.4.3.1.2.4 Record Elements - New Orders Information List.
499	Universal	J.9	(Table J.9.1.2.2(a), ID #730). The referenced paragraph requests contractors to "...maintain copies of all orders for ten years after contract termination or expiration." The cross-referenced G.4.1 requirement requests contractors to "...maintain copies of all service orders for the period ending three years after the last Government payment made under this contract."	In Table J.9.1.2.2(a), for ID #730, the requirement will be amended to be the same as that in Section G.4.1.
500	Universal	J.9	(Table J.9.1.2.2(a), ID #764) The text in this referenced paragraph conflicts with corresponding text in the second paragraph of RFP H.7.2, page H-6.	Yes. In Table J.9.1.2.2(a), for ID #764, the requirement text will be amended to be the same as Section H.7.2, second paragraph ("Government contracts that ... commercial contracts for that service.").
501	Universal	J.9	(Table J.9.1.2.2(a), ID #806). The text in this referenced paragraph does not appear in the cross-referenced RFP H.26 section, page H-21	In Table J.9.1.2.2(a), for ID # 806, the RFP will be amended to delete the current requirements text and add "If the contract requires that products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those products as a system." This amendment will make the requirement consistent with Section H.26.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
502	Universal	J.9	(Table J.9.1.2.2(b), ID #115 and 116). The requirement text in the table does not exist in the cross-referenced requirement J.13.3.19. Will GSA correct this conflict?	<p>In Table J.9.1.2.2(b), the RFP will be amended to change the requirements text as follows: for ID # 115 to "1. For routine and Class B expedited orders, the time between the completion date and the service order confirmation date in calendar days shall be less than or equal to the provisioning interval in Table J.12.3-1, Service Provisioning Intervals Table. 2. For orders for which a provisioning interval is not defined in Table J.12.3-1, the completion date shall be less than or equal to the firm order commitment date."; for ID #116 to "3. In cases where the contractor elects to provision services from a another service provider or vendor in order to deliver the end-to-end service to the Government, the provisioning interval shall include all of the time required to deliver the complete end-to-end service ordered, including any portion for which the contractor uses another service provider or vendor."; and for ID #117 to "4.</p> <p>There may be no credit for orders that do not meet the performance objective due to documented delays caused by the customer. The contractor shall list such orders in the monthly Order Processing Performance Report specified in Section C.3.5, Service Ordering."; to be consistent with Attachment J.13.3.19.</p>
503	Enterprise	J.9.1	The RFP states "The following are the only pages that shall not be included in computing the Maximum Number of Pages: All plans as required in Sections L.34.1.3 Specific Plans and Descriptions Associated with the Technical Proposal, L.34.2.1 Management, and L.34.2.2 Transition." It appears that the correct references should be L.34.2.3 Management and L.34.2.4 Transition. Please clarify.	You are correct. The references are in error and will be corrected in an upcoming amendment.
504	Enterprise	J.9.1	<p>The RFP states "The proposal shall include the offeror's response to the requirements contained in the Technical, Management, Past Performance, Business, and Price Cross-Reference Tables as provided in Section J.9 and summarized in Table L.34-1:</p> <p>J.9.1.1 Technical Volume Cross-Reference Tables J.9.2.1 Management Volume Cross-Reference Tables J.9.3.1 Past Performance Volume Cross-Reference Tables J.9.4.1 Business Volume Cross-Reference Tables J.9.5.1 Price Volume Cross-Reference Tables"</p> <p>It appears that the correct Table numbers for the Management, Past Performance, Business and Price Volumes should be J.9.1.2 Management, J.9.1.3 Past Performance, J.9.1.4 Business and J.9.1.5 Price. Please clarify.</p>	You are correct. The entries in Table L.34-1 will be amended.

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
505	Enterprise	J.9.1.2.2	RFP Section C.3.2.4.1.3.3.2 does not exist.,. Offeror believes this should read: C.3.3.2.4.1.3.3.2. Please clarify.	The RFP Section reference on page J1481 for ID #209 in the J.9.1.2.2 (A) table should be C.3.3.2.4.1.3.3.2 vice C.3.2.4.1.3.3.2 and will be changed in a forthcoming amendment.
506	Universal	J.12	The field names and descriptions are missing for the following fields: - The field in between "Invoice Number" and "Billing Period" - The field in between "Orig. Country" and "Term. Add." - The field in between "Term. Country" and "Install Date" Please clarify.	In J.12.4.2, Billing Elements, the 'missing' elements were deleted from the table. The Xs that indicated the services using the element were inadvertently left in. The Government will amend the RFP. The entire line, including these Xs will be removed from the table.
507	Both	L.1.7	In light of the fact that the government is seeking commercial items under this solicitation, or will almost certainly receive two or more offers sufficient to establish adequate price competition, why is this clause included in the solicitation? See FAR 15.403-1(b)(3) which bars the submission of cost or pricing data when acquiring commercial items. See also FAR 15.403-1(b)(1) which bars the submission of cost or pricing data when adequate price competition exists. Furthermore, inclusion of this clause seems to be inconsistent with Clause L.4(a) which states that cost or pricing data is not required. Please delete this clause.	The Networx Universal and Networx Enterprise acquisitions are being conducted as FAR Part 15 acquisition and not FAR Part 12 acquisitions for commercial items. While there is the expectation that adequate price competition will exist, it cannot be determined prior to the submission of proposals. The Government reserves the right to require the submission of cost or pricing data should the need arise.
508	Both	L.33	Do fold-out pages count as one page?	Yes.
509	Both	L.33	According to these requirements, the total left margin would be 1.63 inches (1.13" left and .5" gutter). Please confirm that this is correct and is what the Government desires.	This requirement is correct.
510	Both	L.33	Can the offeror use 8 point Arial font (rather than the 12 point Arial font) for the J Tables? Can the offeror include them in "landscape" format if necessary to save space?	The J Tables are currently in 10 point font. As long as the requirement ID number is preserved, the use of 8 point font and landscape format would be acceptable. Please use the same format for all submitted J tables.

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
511	Both	L.33	<p>A number of questions arise from the following specifications:</p> <p>(a) Page. ...The following are the only pages that shall not be included in computing the "Maximum Number of Pages: "</p> <p>(10) All plans...</p> <p>(11) Appendices...</p> <p>(c) Page Margin. Each page shall have the following margin...</p> <p>(d) Font. The font used in the offeror's proposal shall be 12 point Arial with no reduction. However, figures and charts may be reduced as long as text on the figures or charts is at least 66 percent of full size (i.e., 12 point). The RFP requirements which are to be embedded in the proposal may be as small as 8 point font, with no reduction."</p> <p>(e) Spacing. The Business, Past Performance, Management, Technical, and Price Proposals shall have line spacing of one-and-one-half.</p> <p>a. Given that various components of Plans and technical appendices (which are not subject under L.33(a) to page limitations) are preprinted material, are these exempt from the formatting requirements set forth in RFP L.33(c), (d), and (e)? Preprinted documents are likely not conform to these formatting requirements, and softcopy versions may not be available that can be revised acc</p> <p>b. As the plans required with the proposal, as well as those required later, will be moved forward through final versions and amended versions, should these be formatted in accordance with RFP L.33(c), (d), and (e)? These will serve as "technical manuals" after award and will be used by network technicians, security and transition specialists, and training specialists within GSA, the Agencies, and by us, if we are awarded a Networx contract. (We recommend that they be presented in the format that bidders believe will most effectively present and convey the information. This would be another criterion GSA could use to determine a bidder's ability to develop high quality plan documents.)</p> <p>c. Does the term "with no reduction" refer to character spacing (such as condensed by .3 pt.) or font size (such as 11.5 instead of 12 point)?</p> <p>d. Does the font size restriction and font (Arial) stipulation only apply to the body text of a proposal, or does it also apply to headings, table of contents, lists of exhibits and tables, and list of acronyms and abbreviations? For purposes of improving clarity and readability, can larger font sizes and perhaps a different typeface be used for headings?</p> <p>e. Can a smaller font size (such as 9.5 or 10 point) be used in tables? (This will also greatly improve text clarity.)</p> <p>f. Should bidders assume that the "RFP requirements" text being referred to is only the text in the J.9 tables or is this requirement suggesting that bidders should include the RFP text (such as in Section C) that is being addressed within the body of their proposal responses?</p> <p>g. If RFP requirement text is to be included in the body of the proposal, does GSA have a preferred method of doing so?</p> <p>h. If bidders are being requested to include RFP text in the body of their responses, is the space required for this text not included when calculating the proposal's mandated page count?</p>	<p>a. The Government does not expect to see marketing materials or corporate brochures as attachments to the technical and management volumes. If preprinted documents are necessary components to plans or other appendices such as described in L.33.3, these components to not have to meet the format requirements of L.33 (C), (d), and (e).</p> <p>b. Same response as (a) above.</p> <p>c. Font size.</p> <p>d. Smaller font sizes may be used for footnotes and tables. Larger sizes may be used for headings or other circumstances listed in the question where readability is improved.</p> <p>e. 10 point font may be used in tables.</p> <p>f. The J.9 tables summarize all RFP requirements relevant to the five proposal volumes. RFP text may be repeated verbatim in the body of the proposal only where the offeror deems it necessary for the clarity or accuracy of its response.</p> <p>g. Same response as (f) above.</p> <p>h. See (f) above. If RFP text is used in the body of the proposal it is included in the mandated page count.</p>

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
512	Both	L.33	States: All resumes as required in Section L.34.4.6 Corporate Structure and Personnel Qualifications Researching the paragraph finds the following; L.34.4.6 is titled Small Business Subcontracting Plan and L.34.4.7.1 is titled Corporate Structure and Personnel Qualifications. Would the GSA please correct the cross references?	In an upcoming amendment, the reference will be corrected to be: Section L.34.4.7 Corporate Structure, Personnel Qualifications, and Subcontractor Identification.
513	Both	L.33.1..1	Is it necessary to save the Government-provided graphics from the RFP in native formats as part of the proposal submission (since the requirements are required to be in the documents)?	The offeror should provide a proposal that is clear, concise, accurate and that best presents its case for receiving an award. Government-provided graphics may be referenced in the proposal without repeating if this makes a clear presentation. Alternatively, the graphics may be saved in the proposal volume in native formats or pasted as a picture, as long as the proposal is consistent with instructions stated in Section L.33.
514	Enterprise	L.33.1.4	Does the 50-page maximum file/document breakout requirement pertain to the J Tables or can the J Tables be included as complete but separate files?	As stated in L.33 (a) (6), the J Tables (Cross-Reference Tables) do not count against the maximum page count. The J Tables can be attached to the appropriate proposal volumes as an attachment or appendix.
515	Universal	L.34	Section L.34, paragraph 2, contains a reference to "Table L.34-1." However, the table directly below this paragraph is designated, "Table L.33.3-1." There does not appear to be a table entitled, "Table 34-1." Is the designation "Table L.33.3-1" a typographical error, and the reference in Section L.34, paragraph 2, to this table?	Yes. The designation "Table L.33.3-1" on page L-7 is a typographical error. The Government will change the label to "Table L.34-1" to match the reference in Section L.34, paragraph 2.
516	Both	L.34.1.2	Can the J Tables be included as appendices with links from Section L.34.1.2 to the appendices, rather than including the actual tables within the body of Section L.34.1.2 of the Technical Proposal?	Yes.
517	Both	L.34.1.2	Is it the Government's intent for offerors to include the entire J.9.1.1.2 (b) table or only those sections relevant to the proposed optional services?	Table J.9.1.1.2 (b) contains the requirements for all optional services. The offeror should include only the requirements that are relevant to its set of offered optional services.

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
518	Both	L.34.1.2	Please confirm that the RFP requirement identified in the column titled "RFP Section" within the J.9 tables takes precedence over the stated requirement within the J.9 tables.	It is intended that the requirements stated in the Attachment J.9 Tables mirror the requirements in the RFP text. However, in the case of conflicts or omissions, the RFP text (exclusive of the Attachment J.9 Tables) takes precedence over the stated requirement in the J.9 tables. This will be confirmed in an upcoming amendment.
519	Both	L.34.1.4.1	The RFP states "For each mandatory service identified in Figure C.2-1a [for Networx Enterprise Figure C.2-1 for Networx Universal] for Transport/IP/Optical Services, the offeror shall: (d) Describe the synchronization network architecture to support the offeror's access and transport networks." Please explain what the synchronization network architecture response should include.	The vendor should describe the generic architecture of the network synchronization, its performance goals, its timing distribution design and the strategy and directions for the duration of Networx. The vendor should include the aspects of their Network synchronization plan as per Telcordia GR-436 and GR-378 as well as commercial practices.
520	Enterprise	L.34.1.8	Tables L.34.1-9, L.34.1-10, and L.34.1-11 appear to be on the Networx Hosting Center and incorrectly referenced. Are the tables on the Networx Hosting Center (reference L.34.1-5, L.34.1-5.1, L.34.1-5.2, L.34.1-6, L.34.1-6.1, L.34.1-6.2) intended to be these tables? If so, does the Government want the tables completed on the Networx Hosting Center, in the Technical Volume, or both?	These references have been corrected in RFP Amendment No.1.
521	Universal	L.34.2.4	Mentions a "transition" proposal in last paragraph. There is no reference in the F and C volumes on a transition proposal. Was the intent to refer to the Transition proposal in L.34.2?	Yes, the intent is to refer to the transition proposal in L.34.2.
522	Enterprise	L.34.5	In section L.34.5 IP Services Price Volume, it states that '...no other price elements beyond those defined in Section B Pricing are permitted.' Vendor recommends incorporating a methodology to add CLINs for the purposes of pricing additional commercially available products and features and to permit alternate price structures for existing services.	The Government has defined its desired pricing structure based on Agency requirements. The Government will not amend the RFP. Any additional products and features proposed by the offeror will not be evaluated and will have no bearing on the award decision. The Government has included a contract modification process, described in Section G.3 and Attachment J.4, which will allow contractors to propose additional offerings within the scope of the contract after contract award.

Questions and Answers for the Network Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
523	Both	L.34.5.6	The RFP states, "The offeror shall also complete and submit all tables defined in Section B.4 that are associated with SEDs pricing, but that do not contain CLINs for specific priceable SED items, for example, the tables for Cost of Money and AOW factors." This requirement is unclear. The beginning of the sentence asks for pricing in the tables, but the next part appears to say to only price tables without CLINs. Will the Government please clarify this requirement?	Section L.34.5.6 states that "The offeror shall complete and submit all price tables defined in Section B.4 for those priceable SED items offered in response to the requirement sets in Section J.5...." These are the CLIN-related price tables found in Section B.4.9. The sentence quoted in the question follows the above sentence and refers to the non-CLIN related tables that are not in Section B.4.9, but that are needed for SEDs pricing, specifically Tables B.4.8.2-1 and B.4.8.7-1.
524	Enterprise	M.1.1	Why is the Government counting price twice in its evaluation - once by giving weight to the TEDC and second in its price adjectival rating? Please explain why the Government in its price adjectival rating considers geographic coverage, which is a non-price factor?	The TEDC and Price Adjectival ratings address different aspects of the Government's evaluation of offered prices, as described in Sections M.5.1 and M.5.2. Geographic coverage is expressed as the number of serving wire centers for which access pricing is offered, and is therefore an appropriate factor in the Price Adjectival rating.
525	Enterprise	M.1.1	This section describes relative weights that will be given to technical, management, Eligible Optional Services, adjectival price and past performance. However, the section also says that the SSA will not assign numerical values to these factors. Please explain how the SSA will give these factors relative weights consistent with the RFP if he/she will not have any numerical values to use? Will the TEDC be assigned a numerical value for internal Government evaluation purposes?	Section M describes the evaluation method for this acquisition. The Government will not elaborate on its internal source selection plan.
526	Both	M.1.1	Will a Network Universal awardee be eligible for an award under the Network Enterprise procurement?	Yes.
527	Enterprise	M.1.1	Why is the Government precluding offerors from adding optional services, if not awarded at the time of initial contract for a 24 month period after contract award? This seems to unnecessarily limit competition. Please eliminate this requirement.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
528	Enterprise	M.1.1	If the Enterprise contract was developed to encourage alternate offerors of IP services, why does the Government require offerors to significantly exceed the mandatory serving wire centers to receive an outstanding or highly acceptable adjectival rating?	The RFP accurately reflects the Government requirement. Section M describes the evaluation method for this contract. The Government will not elaborate on its internal source selection plan.
529	Enterprise	M.1.2.2	The last sentence of this section provides "FPRs with technical, management or past performance volumes that are rated "Not Acceptable" may receive no further consideration." Please clarify whether in such a circumstance that the Government will not further consider the proposal or whether it has the discretion to further consider the proposal.	The Government has the discretion to further consider the proposal in accordance with Sections M.1.2.2(a) (1) and (2).

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
530	Both	M.1.2.2	<p>In this section of the RFP - Release of Networx Universal Awarded Evaluated Costs and Call for Price FPRs for Mandatory and Optional Service - the Government intends to request Networx Enterprise Price FPRs after release of redacted first-year Networx Universal selected prices, and to use awarded prices from its Networx Universal contracts as a source of reference prices in its determination of fair, reasonable and realistic prices described in Section M.5.1, Price Analysis. Redacted, first year price information from the awarded Networx Universal contract(s) will be released publicly after award of the Universal contracts. The redacted first-year Universal prices will consist of selected mandatory and optional services CLIN prices averaged across the awarded Universal contract(s)." The Government testified to Congress and stated in numerous public forums that the Networx procurements would be held simultaneously – this sentence appears to contradict that key principle of the Networx program? Please explain the proposed schedule for awarding the Universal and Enterprise contracts?</p> <p>Does the Government intend to award the Networx Enterprise contract prior to allowing agencies to hold competitions and acquire services? If not, the Government appears to be placing serious constraints on post award competition.</p> <p>Considering the expected difference in value between the Universal and Enterprise contracts, as reflected in the order of magnitude difference in the total MRGs between the two contracts, please explain why the prices on the Enterprise contracts should not be higher than those offered on the Networx Universal contracts.</p> <p>How does the Government intend to select which prices are published?</p> <p>How will the Universal prices be averaged? Does the Government intend to release the redacted first year prices of the successful Universal bidders or only the average price?</p> <p>Also, please delete the reference to using Networx Universal prices as the basis for price realism in the Enterprise Contract. The Universal contract will have a different mix of services and larger Government minimum revenue guarantees, which should allow for economies of scale, larger discounts and a greater base against which to apply fixed costs. As such, it would be inappropriate to use Universal as a baseline for Enterprise and would, for pricing purposes, effectively treat two separate, dissimilar procurements as one.</p>	<p>The Government intends to award Enterprise within a short time interval following the award of Universal for near simultaneous acquisitions. The Government's intent is to award Enterprise prior to initiating any competitions for Networx services. The Government expects prices on Enterprise to be very competitive with Universal prices. Enterprise focuses on meeting the needs of Agencies that require access to competitively priced new technologies and/or nationwide service providers who cannot yet offer the full range of services to the nationwide and international locations mandated by Networx Universal.</p> <p>Once the entry criteria requirements are met, Enterprise offerors, unlike Universal offerors, can decide which services to propose and need not meet the broad geographic coverage requirements for Universal. As a result, Enterprise offerors can target their offered services and need not offer services they believe will not be competitive. To assist Enterprise offerors in making this determination, the Government will release Networx Universal first year average Unit CLIN prices after Universal is awarded. Please refer to Networx Universal RFP Section H.33 and Networx Enterprise RFP Section M.1.2.2(b).</p> <p>Section M.5.1.1 for Networx Enterprise states that "prices will be compared with: (1) all offered prices, (2) current market prices, (3) awarded Networx Universal and current similar Government and commercial contracts, (4) independent Government cost estimate(s), and (5) prices set by law and regulation. Offerors are advised that the Government will view unfavorably offerings whose prices are higher than Networx Universal prices for the same services." After careful review, the Government will not amend Section M.5.1.1.</p>

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
531	Enterprise	M.2 M.2.1 M.2.2	Wireless, Special, and Access services are optional services for the "Mandatory IP-Services" bidders, but do not appear in the technical evaluation for that bid. At the same time, there are no Special Services or Access services that are mandatory for the "Mandatory Wireless Service", but these are the only options that appear in the technical evaluation for that bid. Please explain.	The Sections are correct as written. The Technical Evaluation referenced in Section M.2 addresses only those services that are mandatory for a Mandatory IP Services offer (Section M.2.1) or a Mandatory Wireless Services offer (Section M.2.2). Optional services offered will be evaluated in accordance with Section M.6. Figure C.2.1(a) indicates that all services under the Special, Wireless and Access Services headings are optional for a Mandatory IP Services offer, while Figure C.2.1(b) indicates that Cellular/PCS service under the Wireless Services heading is mandatory for a Mandatory Wireless Services offer. The corresponding elements in the table in Section M.2 are correct for both cases.
532	Enterprise	M.2.1.2	What does the term 'Satisfaction' mean in completing the evaluation?	The Government will evaluate the information submitted by the offeror in accordance with the corresponding instruction with the same title in Section L. For instance, for sub-factor M.2.1.2(c), "Satisfaction of Transport/IP/Optical Performance Requirements," the corresponding instruction is found in Section L.34.1.4.2.
533	Enterprise	M.2.1.5	Please clarify that this section only applies to SEDs offered for mandatory (not, as apparently stated, optional) services and that SEDs offered for optional services will be treated in accordance with M.6 (Optional Service Evaluation).	Agree, this section applies only to SEDs offered for mandatory services. The Government will amend the RFP and remove from Networx Enterprise RFP Section M2.1.5 the words "and optional".
534	Enterprise	M.4	Please delete the references to past and present subcontractors and employees as they are not relevant to the Government's five evaluation factors stated in this section.	The references are relevant to the Other Available Information factor (see M.4(e) and Section M.4.5) and will not be deleted.
535	Enterprise	M.4.5	This section needs to be deleted as it is inconsistent with "Publicly Available Information" (see Section M.4(e)) and will lead to unstated evaluation criteria being applied.	There is no conflict between M.4(e) and M.4.5, as both refer to the Government's intent to use other available information obtained from other sources (see first paragraph of Section M.4) to evaluate offerors' past performance. The RFP will be modified to clarify this.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
536	Enterprise	M.6.1	<p>In the first paragraph of this section, there is the following sentence "The Government may, at its discretion, accept any or all optional services proposed by an awardee." If an optional service is rated "Acceptable" by the Government, please explain the Government's criteria for not accepting such services.</p> <p>With respect to the last paragraph of this Section, will all optional services, which were proposed by an awardee, remain within scope or just "Eligible Optional Services"? How will an awardee know whether an optional service it proposed (but not awarded) was "unacceptable" or just not accepted by the Government, but remains part of the contract?</p> <p>Why are offerors precluded to modify their contracts with optional services not awarded to them at the time of the initial award for 24 months? This seems to unnecessarily preclude competition.</p>	<p>If an optional service is found "Acceptable" in accordance with Section M.6.1, it will be included in the set of Eligible Optional Services that will be further evaluated in accordance with Section M.6.2. The Eligible Optional Services adjectival rating will be part of the final contract award decision. If a contract is awarded, it will include all of the Eligible Optional Services. Although it is the Government's intent to include "Not Acceptable" optional service findings during discussions, an offeror will know if an optional service is unacceptable when the contract is awarded.</p> <p>With respect to the question regarding services not initially awarded being not considered for contract modification until 24 months after initial contract award, the Government believes that this approach provides an incentive to ensure a strong initial competition on Networx services leading to best value. All optional services not awarded to a contractor, including those not initially offered as well as those found Not Acceptable by the Government, will remain within the scope of the awarded contract.</p>
537	Enterprise	M.6.2	<p>If an offeror cannot initially bid optional services, this section states that the offeror will receive an Optional Services rating of Minimally Acceptable. This appears to be inconsistent with the stated principles for this procurement and negatively impacts the evaluation criteria. Also, this section is entitled Eligible Optional Services Evaluation but if a bidder proposes no optional services, why would there be an evaluation or rating at all?</p>	<p>Section M describes the evaluation method for this contract. The Government will not elaborate on its internal source selection plan.</p>
538	Enterprise	M.6.2.3	<p>Under Section (b) if the Government rated an offeror's geographic coverage for transport/IP/Optical Services as "Outstanding", but its wireless coverage as "Not Acceptable", how would the Government determine the overall rating for geographic coverage? Would there be an averaging of the ratings?</p>	<p>Section M describes the evaluation method for this contract. The Government will not elaborate on its internal source selection plan.</p>

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
539	Both	N/A	A Proposal is composed of five Volumes (Technical, Management, Past Performance, Business, and Price) and Appendices. But, what is the desired structure of a Management Volume?	<p>Listed below is a logical checklist of the required contents of a Management Volume. The list of logical components is provided as a checklist, not as a required volume outline, and applies to both Networx Universal and Networx Enterprise. The Management Volume will have the following general components (lower level details vary slightly with Universal, Enterprise-IP or Enterprise-Wireless submissions) as defined in L.34 / L.35. Table structures and formats are contained in Section J.9.</p> <p>Management Volume Checklist:</p> <ol style="list-style-type: none"> 1. Executive Summary 2. Table of Contents, List of Figures, and List of Tables 3. Compliance with RFP Requirements <ol style="list-style-type: none"> a. Completed Management Volume Conformance to Instructions Table b. Completed Management Stipulated General Requirements Compliance Table c. Completed Management Stipulated Service-Specific Requirements Compliance Table d. Signed Management Volume Requirements Stipulation Form e. Completed Management Narrative General Requirements Compliance Table f. Completed Management Narrative Service-Specific Requirements Compliance Table

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
				<p>4. Response to Section L Program Management requirements statements</p> <p>5. Response to Section L Network Management requirements statements</p> <p>6. Response to Section L Security Management requirements statements</p> <p>7. Response to Section L Disaster Recovery requirements statements</p> <p>8. Response to Section L Customer Support requirements statements</p> <p>9. Response to Section L Trouble and Complaint Handling requirements statements</p> <p>10 Response to Section L Business Relationship Management requirements statements</p> <p>11. Response to Section L Service Optimization requirements statements</p> <p>12. Response to Section L Service Ordering requirements statements</p> <p>13. Response to Section L Billing requirements statements</p> <p>14. Response to Section L Training requirements statements</p> <p>15. Response to Section L Inventory Management requirements statements</p> <p>16. Response to Section L Operational Support Systems requirements statements</p> <p>17. Response to Section L Transition requirements statements</p>

Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
				<p>18. Exceptions/Deviations to any Management RFP Requirements</p> <p>a. Management Conformance Exception/Deviation Rationale</p> <p>b. Management Stipulated General Requirement Exception/Deviation Rationale</p> <p>c. Management Narrative General Requirement Exception/Deviation Rationale</p> <p>d. Management Stipulated Service-Specific Requirement Exception/Deviation Rationale</p> <p>e. Management Narrative Service-Specific Requirement Exception/Deviation Rationale</p> <p>19. RFP Management Narrative to Amplify Management Narrative Tables (see 3.e and 3.f above).</p>