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

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

SOLICITATION, OFFER AND AWARD		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)	RATING	PAGE OF 313 1 PAGES
2. CONTRACT NO.	3. SOLICITATION NO. TQD-BA-99-1007	4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)	5. DATE ISSUED 9/17/99	6. REQUISITION/PURCHASE NO.
7. ISSUED BY GENERAL SERVICES ADMINISTRATION, FTS/TQD ATTN: ROBERT A. HAYHURST 7525 COLSHIRE DRIVE, MAIL STOP Z397 McLEAN, VA 22102-7400		8. ADDRESS OFFER TO (If other than Item 7)		

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

SOLICITATION

9. Sealed offer in original and * copies for furnishing the supplies or services in the schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in **Block 7** until **3:00 P.M.** local time **11/17/99**
 *See Section L.19 (Hour) (Date)

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

10. FOR INFORMATION CALL:	A. NAME Robert A. Hayhurst	B. TELEPHONE NO (Include area code) (NO COLLECT CALLS) (703) 610-2234
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(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
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X	A	SOLICITATION/CONTRACT FORM		X	I	CONTRACT CLAUSES	
X	B	SUPPLIES OR SERVICES AND PRICES/COSTS		PART III -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH			
X	C	DESCRIPTION/SPECS/WORK STATEMENT		X	J	LIST OF ATTACHMENTS	
X	D	PACKAGING AND MARKING		PART IV -- REPRESENTATIONS AND INSTRUCTIONS			
X	E	INSPECTION AND ACCEPTANCE		X	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	
X	F	DELIVERIES OR PERFORMANCE		X	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	
X	G	CONTRACT ADMINISTRATION DATA		X	M	EVALUATION FACTORS FOR AWARD	
X	H	SPECIAL CONTRACT REQUIREMENTS					

OFFER (Must be fully completed by offeror)

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

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

13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232-8)	10 CALENDAR DAYS %	20 CALENDAR DAYS %	30 CALENDAR DAYS %	CALENDAR DAYS %
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14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated)	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE
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15A. NAME AND ADDRESS OF OFFEROR	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)
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15 B. Telephone No. (Include area code)	15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE <input type="checkbox"/>	17. SIGNATURE	18. OFFER DATE
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AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION
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22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304 (c)() <input type="checkbox"/> 41 U.S.C 253 (c)()	23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)	ITEM
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24. ADMINISTERED BY (If other than Item 7) CODE	25. PAYMENT WILL BE MADE BY CODE
---	----------------------------------

26. NAME OF CONTRACTING OFFICER (Type or print)	27. UNITED STATES OF AMERICA (Signature of Contracting Officer)	28. AWARD DATE
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IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

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

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

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

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

68 **B.1.1 Provisions**

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

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

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

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

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

81 **B.1.2 Pricing of Orders**

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

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

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

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

109 **B.1.3 Prices**

110 MAA pricing is divided into three general categories:

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

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

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

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

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

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

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

145 (f) **Geographic Location**

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

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

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

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

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

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

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

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

182 (h) **Monthly Recurring Charge.** This price element includes fixed monthly charges for
 183 basic MAA services. The offeror may choose to charge only a flat monthly recurring

184 fee without any additional charges that are usage- or distance-based (i.e., flat rate
 185 pricing). The monthly recurring charge shall begin on the date the service is accepted
 186 by the customer and end on the effective service disconnect date requested by the
 187 customer. The monthly recurring charge shall be prorated according to the number of
 188 days service is available.

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

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

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

198 **B.1.4 Instructions for Pricing**

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

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

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

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

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

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

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

229 **B.2 Circuit Switched Services**

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

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

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

241

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

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

242

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

243

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

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

244

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

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

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

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

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

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

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

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

270 * The CSS local usage type ID numbers are listed in Table B.2.2-2.
 271

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

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

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

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

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

280 **B.3 Dedicated Transmission Service**

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

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

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

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

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

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

296
297 For pricing purposes, each DTS-Access-to-an-IXC-POP circuit will consist of one (1)
298 local loop component and one (1) IXC access component.

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

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

306

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

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

307

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

308

309

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

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

310

311 B.3.2 Dedicated Transmission Services Local Interoffice Channel

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

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

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

318

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

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

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

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

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

326 *The DTS type ID numbers are listed in Table B.3.1-2.
 327

328 **B.4 CSS Features**

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

332 Table B.4.1-1 provides the format for pricing CSS features. The CSS type ID numbers
 333 are listed in Table B.4.1-2. Cells in Table B.4.1-2 that contain “N/A” indicate that the
 334 particular feature does not apply to a specific service. There are no columns for CSS type
 335 001B in these tables because this CLIN has been changed to “Reserved” in Table B.2.1-2.

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

343

Table B.4.1-1. CSS Features Price Table

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

344

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

345

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

346

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

347

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

Table B.4.1-2. CSS Features Identification Numbers

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

Table B.4.1-2. CSS Features Identification Numbers

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

Table B.4.1-2. CSS Features Identification Numbers

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

348 **B.5 Additional Pricing Tables**

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

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

356 **Table B.5.1-1. Additional Local Loop Pricing**

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

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

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

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

361

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

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

362

Table B.5.2-2. Other Charges Price Table

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

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

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

370 **B.5.3 Revenue Discount Price Table**

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373

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

374

Table B.5.3-1. Revenue Discount Table

Volume Band [^]	Revenue Minimum [*]	Revenue Maximum	Basic Discount Amount ^{**}	Additional Discount Factor ^{***}

375

[^] There is no restriction on the number of Volume Bands (rows) the offeror defines in this table.

376

^{*} The Revenue Minimum shall equal the Revenue Maximum of the previous row, if any. For the first row, \$0 shall be entered for the Revenue Minimum.

377

378

379

^{**} The Basic Discount Amount is automatically computed to be the cumulative discount amount for all previous Volume Bands

380

381

^{***} The Additional Discount Factor shall be used to determine the discount applied to revenue in that band only.

382

383

384

The total discount is automatically computed using the following steps:

385

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

386

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

387

388

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

389

390

391

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

392

393

B.5.4 NPANXX Group Tables

394

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

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Table B.5.4-1. NPANXX Group Table

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

402

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

409 **B.5.5 Interexchange Carrier Point of Presence Location Table**

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

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

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

414

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

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

419

Table B.6-1. Service Cross Reference Table

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

420

Table B.6-2. Feature Cross Reference Table

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

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

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

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

CLIN	Feature	SOW Reference	SIC Price Table	Usage Price Table
03F	Non-ISDN Access to Existing Key Systems			
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
19	Caller ID	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
23	Data Line Privacy	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.3	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
47	E911-CAMA Trunk - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
48	E911-CAMA Trunk – Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03G	ISDN Access to Existing Key Systems			
02	Additional Directory Number, i.e., SPID	C.2.2.1.1.2	B.4.1-1	B.4.1-1
05	Authorization Codes	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
20	Calling Number Suppression	C.2.2.1.1.2	B.4.1-1	B.4.1-1
28	Directory Assistance	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
33	Foreign Exchange Service - Basic	C.2.2.1.1.2	B.4.1-1	B.4.1-1
34	Foreign Exchange Service - Per Mile	C.2.2.1.1.2	B.4.1-1	B.4.1-1
36	Number Portability	C.2.2.1.1.2	B.4.1-1	B.4.1-1
39	Pre-subscribed Interexchange Carrier Change	C.2.2.1.1.2	B.4.1-1	B.4.1-1
41	Six-Way Conference Calling	C.2.2.1.1.2.7	B.4.1-1	B.4.1-1
45	Vanity Number	C.2.2.1.1.2	B.4.1-1	B.4.1-1
03H	Non-ISDN Access to Existing PBX Systems			
09	Blocking Caller-Paid Information Phone Numbers	C.2.2.1.1.2	B.4.1-1	B.4.1-1
10	Blocking Dialed Carrier Identification Code	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1
15	Call Return	C.2.2.1.1.2	B.4.1-1	B.4.1-1
16	Call Screen	C.2.2.1.1.2	B.4.1-1	B.4.1-1
17	Call Trace	C.2.2.1.1.2.4	B.4.1-1	B.4.1-1

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

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

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

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

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

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B.7 Pricing for Additional Offerings

425

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

431 The offeror may also propose enhanced services (see Section C.2.1.2) and/or emerging
 432 services (see Section C.2.1.13) for possible incorporation, at Government option, into the
 433 initial MAA contract.
 434

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Figure C.2.1.5-1. MAA SDP Locations

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35 **Section C**36 **Descriptions/Specifications/Work Statement**37 **C.1 Background**

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

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

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

63 **C.1.1 MAA Program Objectives**

64 The MAA program's principal objectives are to:

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

72 C.1.2 MAA Contract Scope

73 C.1.2.1 Authorized Users

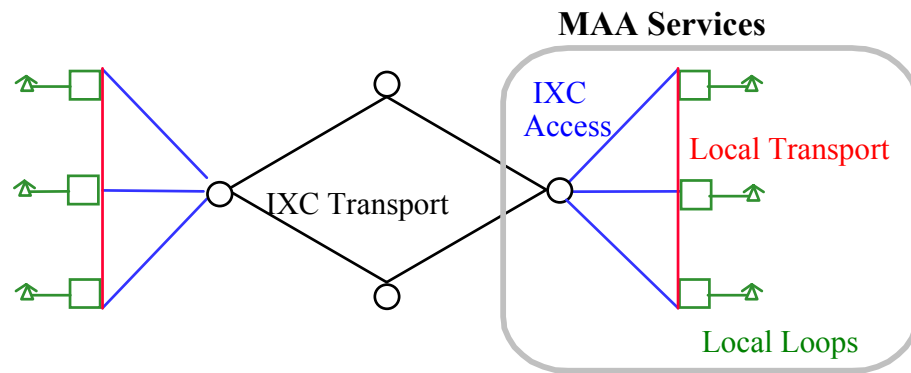
- 74 (a) This contract is for the use of all Federal agencies; authorized Federal contractors;
 75 agency-sponsored universities and laboratories; and as authorized by law or
 76 regulation, state, local, and tribal Governments, and other organizations. All
 77 organizations listed in GSA Order ADM 4800.2D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

83 C.1.2.2 Services Coverage

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

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

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



108

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

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

115 **C.1.2.3 Service Scope**

116 This RFP specifies two mandatory MAA technical services:

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

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

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

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

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

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

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

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

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

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

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

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

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

187 **C.1.2.4 Geographic Scope**

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

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

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

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

202 **C.2.1 General Requirements**

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

204 **C.2.1.1 Services**

205 The contractor shall provide local telecommunications service in the following two
206 categories:

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

210 (1) Local Voice Service (LVS)

211 (2) Circuit Switched Data Service (CSDS)

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

215 (1) Local DTS

216 (2) DTS access to an IXC POP

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

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

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

227 **C.2.1.2 Enhanced Services**

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

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

233 Customer organizations may require the following services¹:

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

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

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

240 Customer organizations may require the following CSDS features:

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

246 **C.2.1.2.2 Additional DTS Features**

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

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

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

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

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

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

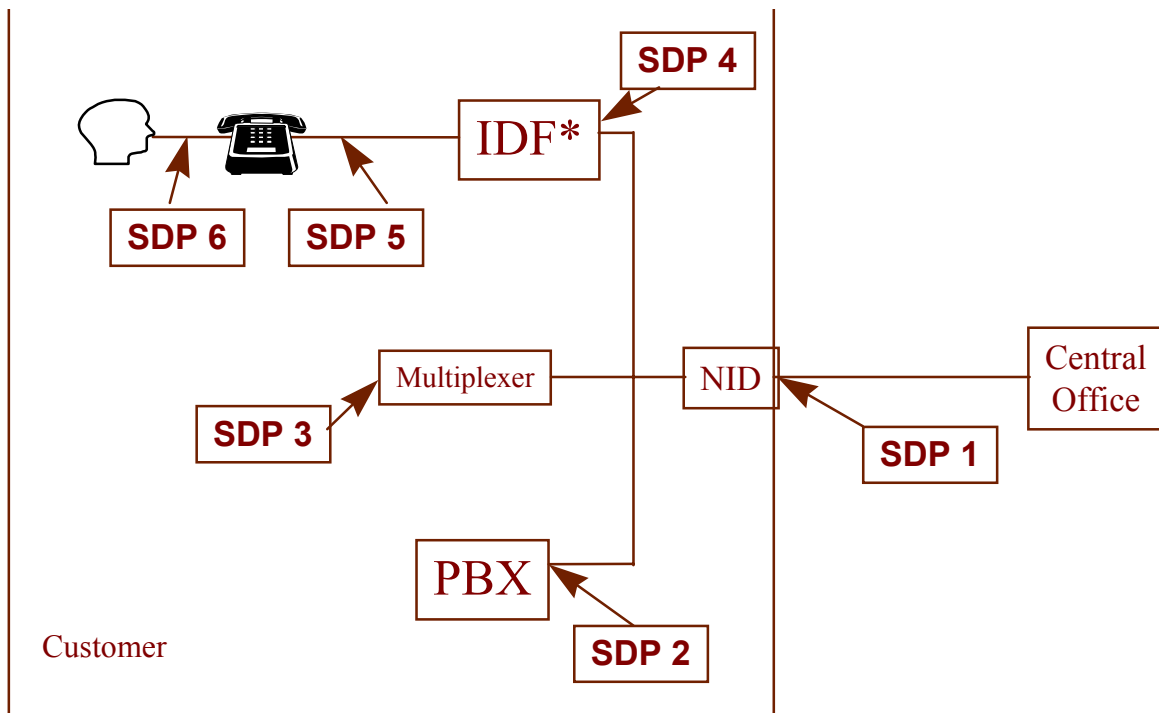
268 **C.2.1.4 Features**

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

276 **C.2.1.5 Service Delivery Points**

277 The SDP is the interface point for the physical delivery of a service, one of the points at
 278 which performance parameters are measured to determine compliance with the contract, and
 279 the point used by the contractor to identify the charges for services rendered. Each SDP is
 280 defined as the combined physical, electrical, and service interface between the contractor's
 281 network and the Government on-premises equipment, off-premises switching and
 282 transmission equipment, and other facilities (such as those provided by telephone central
 283 offices). Figure C.2.1.5-1 depicts the potential MAA SDP locations.

284
 285



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

290
 291
 292

Figure C.2.1.5-1. MAA SDP Locations

293
 294
 295

The Government's requirements are for services and features to the SDP. An SDP is the interface point at which a service is delivered by the contractor to the user. It is the point at

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

308

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

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

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

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

319 (b) IXC POP for IXC access service component

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

322 **C.2.1.6 Compatibility**

323 The contractor shall ensure that the local telecommunications services provided under
324 this contract are compatible with the Government's existing equipment to the extent that
325 commercial standard interfaces and implementation exist to support such compatibility. For
326 Baltimore, the contractor shall support the existing Government-owned telephone sets
327 described in Section J.2.1. This support may include substitution of contractor-provided
328 equipment of equal or greater quality and functionality at no additional cost to the
329 Government. The contractor shall identify the necessary operations, procedures, software,
330 and equipment to ensure service compatibility. The contractor shall provide identification of

331 incompatibilities between the required services and the existing Government equipment
332 within 15 business days after service order acknowledgment.

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

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

344 **C.2.1.7 Performance**

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

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

358 **C.2.1.8 Interoperability Requirements**

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

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

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

387 **C.2.1.10 Hardware and Software**

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

398 **C.2.1.11 Implementation**

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

- 402 (a) Replacement of existing GSA-provided services with MAA contract services
- 403 (b) Installation of new MAA contract services at locations currently served by GSA
- 404 (c) Installation of MAA contract services at locations not currently served by GSA

405 (d) Enhancements, changes, and additions to previously implemented MAA contract
406 services

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

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

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

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

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

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

446 **C.2.1.13 Emerging Services**

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

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

455 (a) CSS

456 (b) DTS

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

458 After the contract award, the contractor shall advise the Government of any new
459 technology, not in the MAA program, when it becomes commercially available. If the
460 contractor implements a new service for any of its customers, the contractor shall advise the
461 Government of the offerings. If there is sufficient interest within the Government, the
462 contractor shall propose the new technology to the Government for consideration to be
463 incorporated into the MAA program.

464 **C.2.1.14 Conformity to Standards**

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

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

476 case basis.

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

- 479 (a) Industry forums (e.g., Frame Relay Forum, NIUF, ATMf)
- 480 (b) American National Standards Institute (ANSI)
- 481 (c) Bellcore
- 482 (d) International Telecommunications Union-Telecommunications Service Sector (ITU-
483 TSS)

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

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

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

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

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

492 **C.2.2.1.1 Basic Configurations**

493 LVS shall support the following configurations:

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

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

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

512 **C.2.2.1.1.1 Basic Service Capabilities**

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

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

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

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

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

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

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

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

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

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

594 (t) Reserved

595 (u) Software Reconfiguration by Customer

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- 666 (a) Caller ID

667 **C.2.2.1.1.2 Features**

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

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

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

- 686 (j) Additional Directory Listings
- 687 (k) Alternate Call Directory Listings
- 688 (l) Operator Assistance - Busy Line Verification
- 689 (m) Operator Assistance - Busy Line Verification with Interrupt
- 690 (n) Voice Mail. Voice mail shall provide the following capabilities:
 - 691 (1) Be accessible to any station within the system that has a telephone equipped with
 692 a push-button tone pad
 - 693 (2) Automatically cue the recipient of message(s) in the voice mailbox. Message cue
 694 alerting should include, but not be limited to, message waiting visual signal or
 695 stutter dial tone.
 - 696 (3) Handle inside, as well as outside, calls on the system.
 - 697 (4) Store messages automatically and forward the message at specific times
 698 designated by users.
 - 699 (5) Deliver mass announcements to all or part of its users.

- 700 (6) Be accessible to any on-net or off-net station equipped with a push-button dial
701 pad in order for the mail box owner to retrieve or change messages.
- 702 (7) Provide automated attendant functions.
- 703 (8) Provide incoming message duration of 90 seconds. For the Baltimore MAA RFP,
704 the incoming message duration shall be increased to 120 seconds.
- 705 (9) When providing off-premises switch-based voice service, the contractor shall
706 supply and/or interface with and support a Station Message Desk Interface
707 (SMDI) data link to integrate a Government-owned voice mail system into its
708 switching system.
- 709 (10) Provide, at a minimum, thirty minute storage capability for all incoming
710 messages per individual voice mailbox.
- 711 (11) Provide Dial Zero for help, or Personal Assistance Capability.
- 712 (12) Provide Paging/Outcall Capability
- 713 (13) Provide a Names Directory or the ability to send messages to on-system end
714 users via a spell-by-name Directory
- 715 (14) Provide Facsimile Capability or the capability of sending facsimile messages to
716 an on-system mailbox.
- 717 (15) Provide system redundancy or system backup capability.
- 718

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

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

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

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

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

- 740 (a) Authorization Codes
- 741 (b) Billing Account Code – Verified
- 742 (c) Billing Account Code – Unverified
- 743 (d) Caller Identification (ID)
- 744 (e) Call Restriction
- 745 (f) Customized Group Dialing Plan
- 746 (g) Data Line Privacy
- 747 (h) Distinctive Call Waiting Tones
- 748 (i) Distinctive Ringing (SDP6 only)
- 749 (j) Dual Service

- 750 (k) Multiple Appearance Directory Numbers
- 751 (l) Privacy
- 752 (m) Attendant Multi-Line Hunt Group
- 753 (n) Blocking Dialed Carrier Identification Code (CIC)
- 754 (o) Bridging Service
- 755 (p) Call Forward Remote Access
- 756 (q) Call Trace
- 757 (r) Customized Intercept and Recorded Announcement
- 758 (s) Directed Call Pickup
- 759 (t) Six-Way Conference Calling

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

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

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

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

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

- 771 (a) DID. This feature shall allow incoming calls to a PBX to reach destination stations,
772 without attendant assistance, by routing calls by truncated station digits contained in
773 the incoming call signal.
- 774 (b) DOD. This feature shall allow PBX station users to gain access to the local Central
775 Office without attendant assistance, by dialing an access code and receiving a second
776 dial tone.
- 777 (c) DID/DOD Two Way. This feature shall allow a Central Office access trunk(s) to
778 have both DID and DOD capabilities.
- 779 (d) Tie Trunk. This feature shall allow trunk circuit between two PBXs.
- 780 (e) DID Number Block Assignment and Maintenance. Customer organizations shall be
781 provided the capability to request assignment and maintenance of DID number blocks
782 for a new DID-PBX installation.
- 783 (f) Caller Identification (ID)
- 784 (g) Blocking Dialed Carrier Identification Code (CIC)
- 785 (h) Call Trace
- 786 (i) E911-CAMA Trunk (TIA/EIA-689)

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

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

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

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

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

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

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

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

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

- 824 (a) Additional Directory Number, i.e., SPID
- 825 (b) Authorization Codes
- 826 (c) Blocking Dialed Carrier Identification Code (CIC)
- 827 (d) Six-way Conference Calling

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

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

- 831 (a) Backup of ISDN PRI Shared D Channel Capability
- 832 (b) Blocking Dialed Carrier Identification Code (CIC)
- 833 (c) DID
- 834 (d) DID/DOD Two Way
- 835 (e) DOD
- 836 (f) DID Number Block Assignment and Maintenance
- 837 (g) Tie Trunk
- 838 (h) Six-Way Conference Calling

839 **C.2.2.1.1.3 Performance**

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

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

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

850 (b) Grade of Service (GOS):

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

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

853 (3) Transport: P.01

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

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

856 C.2.2.1.1.4 Interfaces

857 C.2.2.1.1.4.1 User-to-Network Interface

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

860 (a) Analog Line, two-wire and four-wire, loop signaling, at 4 kHz bandwidth (300 to
 861 3300 Hz) (for Business Lines, off-premises switch-based voice service, and Key
 862 System Access configurations): Two-wire and four-wire loop access circuits
 863 (Standard: Bellcore's *BOC Notes on the LEC Networks* [SR-2275] for non-PBX
 864 services and ANSI EIA/TIA-464 for PBX trunk services)

865 (b) Digital Line (for Business Lines, off-premises switch-based voice service, and Key
 866 System Access configurations): ISDN BRI² (2B+D) [Standard: ANSI T1.607 and
 867 610]

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

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

873 (2) Signaling/supervision types:

874 (i) Immediate start

875 (ii) Ground start

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

- 876 (iii) Loop Start
 877 (iv) Wink start
 878 (v) Delay Dial
 879 (vi) E&M Types (Standard: Bellcore's *Notes on the LEC Network* [SR-2275])
 880 (d) Digital Trunk (for PBX System Access configuration: incoming/outgoing/two-way
 881 traffic; direct inward/outward dialing):
 882 (1) T1 (with Extended Super Frame [ESF] format) at line rate of 1.544 Megabits per
 883 second (Mb/s) and information-payload data rate of 1.536 Mb/s. (Standard:
 884 Bellcore's *BOC Notes on the LEC Networks* [SR-2275] and ANSI
 885 T1.102/107/403)
 886 (2) ISDN PRI at line rate of 1.544 Mb/s and information-payload data rate of 1.472
 887 Mb/s for (23B+D) and 1.536 Mb/s for (24B+0D)³. (Standard: ANSI T1.607 and
 888 610; National ISDN-1 [Bellcore Pub SR-NWT-1937], and National ISDN-2
 889 [Bellcore Pub SR-NWT-2120])

890 C.2.2.1.1.4.2 IXC Interface

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

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

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

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

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

905 **C.2.2.2.1 Basic Service Capabilities**

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

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

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

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

918 CSDS shall support the following categories of information-payload bandwidth for DS0:
919 56 kb/s and 64 kb/s data rates.

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

925 **C.2.2.2.2 Features**

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

930 **C.2.2.2.3 Performance**

931 The CSDS performance parameters shall meet the following:

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

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

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

938 **C.2.2.2.4 Interfaces**

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

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

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

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

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

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

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

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

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

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

954 **C.2.2.2.4.2 IXC Interface**

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

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

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

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

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

967 C.2.3 Dedicated Transmission Service (DTS)

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

970 C.2.3.1 Basic Service Capabilities

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

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

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

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

990 The following categories of DTS shall be supported:

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

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

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

999 **C.2.3.2 Performance**

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

1002 (a) Transmission Performance:

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

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

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

1012 **C.2.3.3 Interfaces**

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

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

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

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

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

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

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

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

1024 **C.2.3.3.2 IXC Interface**

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

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

1029 **C.3 Management and Operations**

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

- 1033 (a) Program Administration
- 1034 (b) Service Ordering
- 1035 (c) Operational Support
- 1036 (d) Billing
- 1037 (e) Trouble Handling
- 1038 (f) Customer Training

1039 **C.3.1 Program Administration**

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

1043 **C.3.2 Service Ordering**

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

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

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

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

1059 **C.3.3 Operational Support**

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

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

1070 **C.3.4 Billing**

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

- 1073 (a) Centralized: This option allows customers who place orders via GSA to be billed by
1074 GSA. The contractor bills GSA for the customers using centralized billing. GSA
1075 pays the contractor, bills the individual customer organizations, and collects payment
1076 from the customer organizations.
- 1077 (b) Direct: This option allows customers who are authorized by GSA to place orders
1078 directly with the contractor to be billed directly from the contractor. The contractor
1079 collects payment from the customer directly. After contract award, the contractor
1080 will be notified by GSA which customer organizations have been authorized to be
1081 directly billed by the contractor. The direct billing capability will be authorized by
1082 GSA when it is in the best interest of the Government.

1083 **C.3.5 Trouble Handling**

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

1087 **C.3.6 Customer Training**

1088 The contractor shall provide training for end-users and other designated system
1089 administrator personnel, such as Agency Designated Representatives (ADRs) and GSA
1090 Designated Representatives (GDRs), on all services and features provided

1091 under this contract. This training may vary, depending upon complexity of the subject
1092 material, from hands-on classroom training to video or computer-based training to printed
1093 materials. The contractor shall provide appropriate documentation for users to retain as a
1094 minimum requirement of all training.

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

1101 **C.3.6.1 Initial End User Training**

1102 The contractor shall provide initial end user training, including appropriate training
1103 materials and number of sessions to accommodate all users during their normal work hours
1104 at their normal work locations. The contractor shall provide initial end user training for the
1105 approximate number of users specified in Section J.2.2. The location of training sessions for
1106 customer locations with less than 20 users may be negotiated with the GDR/ADR on an
1107 individual case basis. Typical class sizes, and training methods for each service shall be
1108 included in the training plan. Initial training shall be conducted prior to cutover or
1109 implementation of initial services and features. The training shall include:

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

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

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

- 1122 (a) Place a service request to add, terminate, or change services
- 1123 (b) Obtain price quotes
- 1124 (c) Modify or cancel service orders
- 1125 (d) Obtain status reports from service order tracking system
- 1126 (e) Indicate service acceptance or rejection

- 1127 (f) Submit a notice of service order completion
- 1128 (g) Verify billing data
- 1129 (h) Initiate and track billing disputes
- 1130 (i) Obtain status of credit adjustments
- 1131 (j) Trouble reporting procedures
- 1132 (k) Access the status of trouble/complaint resolution progress
- 1133 (l) Trouble resolution escalation procedures
- 1134 (m) Fraud prevention, including customer premises safeguards
- 1135 (n) Obtain and analyze reports specified in Section G.6.1
- 1136 (o) **Software reconfiguration procedures**

1137 **C.3.6.3 Additional, Follow-up, and New Employee Training**

1138 The contractor shall provide new customer organizations with the same type of training
 1139 as was provided for initial training for each applicable service and feature. Follow-up
 1140 (remedial) and new employee training may be accomplished by contractor-trained
 1141 Government employee trainers or through the use of training videos or other methods as may
 1142 be included in the approved training plan.

1143 **C.4 Implementation**

1144 This section describes the Government's requirements for service implementation.

1145 **C.4.1 Implementation Strategy**

1146 The contractor shall be responsible for managing and facilitating the implementation of
 1147 services, to include cutover testing and execution planning, in order to:

- 1148 (a) Meet service delivery schedules required by the customer organizations
- 1149 (b) Assure the services, functions, and features provided at SDPs conform with
 1150 specifications and requirements defined in this contract
- 1151 (c) Maintain the continuity and quality of existing service to the customer organizations
 1152 until the implementation of service is completed successfully
- 1153 (d) Minimize disruptions
- 1154 (e) Ensure seamless operations to the customer organizations

1155 **The offeror shall describe the proposed technical approach for providing Baltimore**
 1156 **MAA-specific services. The offeror's proposal discussion of technology, network**
 1157 **architecture or routing techniques will not limit the offeror's ability to upgrade, expand, or**
 1158 **replace components or items at any time without a formal contract modification, provided**

1159 performance parameters are met in accordance with the awarded Baltimore MAA contract
1160 and there is no additional cost to the Government.

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

1163 (f) The overall network architecture, including the types and capacity of the transmission
1164 and switching media, the transmission facility(ies) configuration, the type of
1165 equipment used in the network, and how the network will be used to fulfill Baltimore
1166 MAA service requirements.

1167 (g) The anticipated local loop configuration to the NID for each location defined in
1168 Section J.2.2 (e.g., service category, User to Network Interface, trunk size) in
1169 sufficient detail for the Government to determine that performance parameters are
1170 satisfied.

1171 (h) The facilities that will be part of the proposed MAA network to include identification
1172 of ownership (e.g., offeror owned, subcontractor owned).

1173 **C.4.1.1 Management Strategy**

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

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

1178 The contractor shall submit a detailed, site-specific Management Plan to the COTR
 1179 within 30 business days after notice to proceed for each MAA contract. The Government
 1180 will approve the plan or will provide feedback to the contractor within ten business days
 1181 after the submission of the Management Plan.

1182 **C.4.1.2 Cutover Testing**

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

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

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

1196 **C.4.1.3 Execution Plans**

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

1205 (a) Network map to include each customer organization building location address and
 1206 SDPs by service type, estimated requirements of switched voice, data lines, and
 1207 dedicated facilities, identification of critical SDPs and circuits, identification of
 1208 feature class of service and network class of service for each SDP

1209 (b) Location map of each proposed voice/data switching system and other required POPs
 1210 which the contractor shall use to form the nucleus of its MAA network

1211 (c) Proposed approach and physical route to connect each building location to its core
 1212 MAA network to include identification of loops, trunks, cables, fiber, microwave or

- 1213 other transmission medium and ownership (contractor-owned or leased, Government-
 1214 owned or leased)
- 1215 (d) Site specific design plan to include:
- 1216 (1) Site preparation requirements for SDP
- 1217 (2) Interim and final configuration to include hardware (type, manufacturer, model),
 1218 software, special circuit arrangements, environmental and electrical requirements,
 1219 equipment room layouts (if applicable), MDF/riser cable diagrams (if needed),
 1220 and any unique or special design plans
- 1221 (3) Number plan with an explanation of the dialing scheme, including access codes
- 1222 (e) Interface equipment and interface arrangements for customer owned and operated
 1223 key systems and PBXs including identification and location of proprietary equipment
- 1224 (f) UNIs to be provided by SDP
- 1225 (g) Installation/service implementation schedule
- 1226 (h) Site-specific cutover test plan and schedule
- 1227 (i) Contingency activities to restore services.
- 1228 (j) Proposed points of interface to FTS2001, Department of Defense Networks, and
 1229 other relevant Government or commercial networks

1230 The contractor shall provide the Execution Plan within 30 business days after the ACO's
 1231 request for the plan, unless otherwise mutually negotiated. The ACO, upon coordination
 1232 with the COTR and customer organizations, will approve or provide feedback to the
 1233 contractor within 10 business days after the submission of the Execution Plan by the
 1234 contractor. If the Government requires longer than 10 business days to review and provide
 1235 feedback, or approve an Execution Plan, the Government will grant an automatic day-for-day
 1236 extension to the amount of time required for service availability as specified in Section
 1237 G.2.2.1.2.

1238 **C.4.1.4 Baltimore Transition Plan**

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

- 1241 (a) The proposed and/or existing overall network architecture including the types and
 1242 capacity of the transmission and switching media, the transmission facility(ies)
 1243 configuration, the type of equipment used in the network and other required POPs
 1244 which the contractor intends to use in providing the Baltimore service requirements
 1245 (Maps, diagrams, data matrixes are acceptable formats)

1246 (b) Each proposed location (identified in Engineering Data file, circuits.exe) to include:
 1247 type and capacity of distribution facility proposed (e.g., cooper cable, fibercable ,
 1248 microwave); serving network switch/node and status of distribution facilities (e.g.,
 1249 owned versus leased, existing or proposed) (Maps, diagrams, data matrixes are
 1250 acceptable formats)

1251 (c) Proposed points of interface to FTS2001, Department of Defense Networks, and
 1252 other relevant Government or commercial networks

1253 (d) Number plan with an explanation of the dialing scheme, including access codes

1254 (e) Installation/service implementation schedule

1255 (f) Contingency activities to restore services

1256 The transition of all initial Baltimore MAA locations shall be completed within nine
 1257 months after notice to proceed. The contractor shall provide a Final Baltimore MAA
 1258 Transition Plan within 45 business days after notice to proceed. The Final Baltimore
 1259 Transition Plan shall address the locations awarded to the contractor after completion of the
 1260 fair consideration process for the initial Baltimore MAA locations. The ACO, upon
 1261 coordination with the COTR and customer organizations, will approve or provide feedback
 1262 to the contractor within 10 business days after the submission of the Final Baltimore MAA
 1263 Transition Plan by the contractor. The Final Baltimore MAA Transition Plan shall contain
 1264 all information required for an Execution Plan as specified in Section C.4.1.3.

1265 **C.4.2 Implementation Requirements**

1266 For each service order, the contractor shall provide a single point of contact for
 1267 implementation of services. The point of contact shall be accessible by telephone or pager
 1268 during the time periods when service implementation activities are taking place. The
 1269 contractor shall coordinate with the COTR, customer organizations, subcontractors, and
 1270 other service providers during the service implementation. The contractor shall inform the
 1271 COTR and GDR/ADR when activities, including installation and all cutover testing, are
 1272 scheduled at a location.

1273 The contractor shall complete the implementation of each service order within the standard
 1274 service availability interval or negotiated service availability date (Section G.2.2.1.2).

1275 **C.5 National Security and Emergency Preparedness (NS/EP)**

1276 Telecommunications requirements for NS/EP are based on a set of telecommunications
1277 policies and procedures that exist to ensure critical Government and industry needs are met
1278 when an actual or potential emergency threatens the security or socio-economic structure of
1279 the U.S.

1280 **C.5.1 NS/EP Capabilities for Voice and Data Services**

1281 The contractor shall support the following NS/EP capabilities to provide services for
1282 critical users (key Government officials) during emergencies.

1283 **C.5.1.1 Priority Treatment**

1284 NS/EP origination and termination traffic shall receive priority treatment over normal
1285 traffic through the use of:

- 1286 (a) Control mechanisms, such as trunk queuing, trunk subgrouping, or trunk reservation
- 1287 (b) Exemption from restrictive network management controls that are used to reduce
1288 network congestion
- 1289 (c) Operator assistance to achieve preferential treatment, such as interrupting an ongoing
1290 call

1291 **C.5.1.2 Network Facility Augmentation and Restoration**

1292 The contractor shall describe the processes, procedures, and network capabilities it will
1293 employ to provide network facility augmentation and restoration during NS/EP events
1294 consistent with:

- 1295 (a) National Telecommunications Management Structure (NTMS) and
1296 Telecommunications Service Priority (TSP) System (See NCS-3-1-1 and NCS-3-1-2
1297 manuals) or any subsequent TSP replacement system for providing TSP restoration,
1298 TSP provisioning, and TSP level change.
- 1299 (b) Reserve emergency power per best commercial practices and use of
1300 Telecommunications Electric Service Priority (TESP) in all transmission, switching,
1301 signaling, and major facility nodes

1302 **C.5.1.2.1 Transmission Facilities**

1303 The contractor shall describe the processes, procedures, and network capabilities it will
1304 employ to provide transmission augmentation and restoration during NS/EP events
1305 consistent with:

- 1306 (a) Transmission augmentation using terrestrial, fiber optic, microwave, and
1307 transportable capabilities
- 1308 (b) Rapid restoration of network transmission facilities by deployment of such
1309 techniques as SONET self-healing architecture

1310 (c) Alternate local loop when specifically requested by a customer organization

1311 **C.5.1.2.2 Switching and Signaling Systems**

1312 The contractor shall follow best commercial practices to protect against the loss of services
1313 caused by the failure, blockage, or damage of a switching or signaling node.

1314 **C.5.2 Protection of Classified and Sensitive Information**

1315 The contractor shall describe the approach it will employ to follow best commercial
1316 practices to protect its NS/EP-related sensitive systems. These sensitive systems include:

1317 (a) Databases for classified information

1318 (b) Critical users' locations, identifications, authorization codes, and call records

1319 (c) Customer organization profiles

1320 (d) Computer systems that control or can control the network or services

1321 The contractor will be provided access to classify and sensitive materials required for
1322 NS/EP planning, management, and operations. That information will be in various forms,
1323 including hard copy and electronic media. The material will be identified as to its
1324 classification and must be protected by the contractor in accordance with applicable
1325 industrial security regulations (National Industrial Security Program Operating Manual
1326 [NISPOM] for Safeguarding Classified Information). The level of classification will be up
1327 to and including Top Secret, and as identified by the Government. The contractor shall
1328 protect unclassified sensitive information with the same level of protection required of "For
1329 Official Use Only" (FOUO) information as defined by industrial security regulations.

1330 **C.5.3 NS/EP Management**

1331 The contractor shall notify the COTR immediately when event(s) arise that may have
1332 major consequences on its network. This notification would be similar to the "abnormal
1333 report" currently furnished to the NCS. The COTR will set priorities; however, the contractor
1334 shall be solely responsible for network operations.

1335 The contractor shall provide an NS/EP plan. The contractor shall provide a final NS/EP
1336 plan to the COTR 30 business days after notice to proceed for each MAA contract. The
1337 contractor shall update and provide this plan to the Government annually after contract award,
1338 describing how its architecture, technical capabilities, and organizational capabilities

1339 will protect telecommunications services during emergency situations. The plan shall include
1340 examples of how these resources will be brought to bear during an emergency.

1341 **C.6 Reporting Requirements**

1342 GSA and customer organizations require timely status information on performance,
1343 technical, price, service ordering, billing, administrative, and contractual issues. Section G.6
1344 defines the reporting requirements. Table F.2-1 lists data elements required for each
1345 deliverable, including reports.

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

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

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

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

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

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

41 D.4 Equipment Removal

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

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16 **Section E**17 **Inspection and Acceptance**18 **E.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

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

<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
E.1.1	52.246-2	Inspection of Supplies – Fixed Price (AUG 1996)
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E.1.3	52.246-16	Responsibility for Supplies (APR 1984)

22 **E.2 Cutover and Acceptance Testing of Services and Systems**23 **E.2.1 Introduction**

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

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

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

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

43 **E.2.1.1 Cutover Test Plan**

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

54 **E.2.1.2 Cutover Testing**

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

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

70 **E.2.2 Acceptance Testing**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Section F**Deliveries Or Performance****F.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

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

<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
F.1.1	52.242-15	Stop Work Order (AUG 1989)
F.1.2	52.242-17	Government Delay of Work (APR 1984)
F.1.3	52.247-35	F.O.B. Destination with Consignees Premises (APR 1984)

F.2 Deliveries

This section identifies the items that the Contractor shall deliver to the Government and/or the Government's agent(s). In this section, the items the contractor delivers are called "deliverables".

The contractor shall provide the deliverables in the media specified by the Government and/or the Government's agent(s) where the Medium of Delivery column in Table F.2-1 contains options. Contractor deliverables provided in electronic media shall be provided in Microsoft Word, Microsoft Excel, or ASCII text. The deliverables include, but are not limited to, the items listed in Table F.2-1.

If there is a discrepancy between this section and Sections C, E, G, and H, Sections C, E, G, and H shall take precedence.

Table F.2-1 Contractor Deliverables

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.2.1.6	Incompatibility Report	As required	Contractor proposed electronic media approved by GSA	ACO	15 business days after service order acknowledgment	Description of incompatibility between the required services and the existing government equipment
C.2.1.12	Wiring Non-compliance Report	As required	Contractor proposed electronic media approved by GSA	ACO	15 business days after service order acknowledgment	Location and description of noncompliance to technical standards
C.3.6	Training Plan	N/A	N/A	N/A	RQS	Description of the following training formats and materials: <ul style="list-style-type: none"> • Initial End User Training • System Administrator (GDR/ADR) Training • Additional Training • Follow-up Training • New Employee Training

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

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

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
C.4.1.4	Final Baltimore MAA Transition Plan	2 copies	Contractor proposed electronic media approved by GSA	ACO	45 business days after notice to proceed	<ul style="list-style-type: none"> • Network Map • POP location map • Network design • Intermachine trunking • Site design plan(s) • Government interface requirements • Customer organization controlling Government equipment • UNIs by SDP • Installation/service implementation schedule • Cutover test schedule • Contingency activities to restore services
C.4.2	Point of Contact for Service Order Implementation	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Service Order Acknowledgment	<ul style="list-style-type: none"> • Name • Phone number • Pager number
C.5.3	NS/EP Plan	2 copies	Contractor proposed electronic media approved by GSA	COTR	RQS and 30 days after notice to proceed and annual updates	Description of architecture, technical capabilities and organizational capabilities used to protect services during emergencies
E.2.1	Cutover Test Final Report	As required	Contractor proposed electronic media approved by GSA	COTR	5 business days after test completion	<ul style="list-style-type: none"> • Parameters and test results • Results analysis

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.1.2	Lists of Contractor Points of Contact for Baltimore	N/A	N/A	ACO	BA MAA Proposal and 5 business days after list is changed	<ul style="list-style-type: none"> Name Phone Number Pager number
G.2.1	Initial Service Price Quote	Per request	Contractor proposed electronic media approved by GSA	GDR/ADR	5 business days after request or pre-proposal meeting	<ul style="list-style-type: none"> Identify recurring and non-recurring charges Service availability date Date when price quote will become non-binding Technical information describing the service
G.2.1	Final Service Price Quote	Per request	Mail or fax, with pen and ink changes to the initial proposal	GDR/ADR	3 business days after negotiation	Proposal reflecting results from the negotiation meeting
G.2.2.1	Order Acknowledgment	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Contractor Proposed	Contractor Proposed
G.2.2.1	Direct Order Notification	Per order	Contractor proposed electronic media approved by GSA	GSA-TBD	Contractor Proposed	Contractor Proposed
G.2.2.1.2	Standard Service Availability Intervals	As required	N/A	PCO	RQS	Contractor Proposed
G.2.2.1.2	Distribution of Standard Service Availability Intervals	As required	Contractor Proposed	GDR/ADR	30 business days after notice to proceed	Contractor Proposed

RQS Section	Deliverable Required in Sections C, E, G, or H	Quantity	Medium of Delivery	Where to Deliver	Submittal Date	Data Elements
G.2.2.2	Service Order Tracking	As required	Contractor proposed electronic media approved by GSA	COTR, GDR/ADR	On-going	Contractor Proposed
G.2.2.3	Order Completion Acknowledgment	Per order	Contractor proposed electronic media approved by GSA	GDR/ADR	Contractor Proposed	Contractor Proposed
G.2.2.3	Direct Order Completion Notification	Contractor Proposed	Contractor proposed electronic media approved by GSA	GSA-TBD	Contractor Proposed	Contractor Proposed
G.3.6	Security Plan	2 copies	N/A	PCO	RQS	<ul style="list-style-type: none"> Identify and quantify all risks Identify measures to ameliorate risks
G.3.7	Baltimore Marketing and Promotion Plan	N/A	N/A	N/A	45 business days after notice to proceed	<ul style="list-style-type: none"> Details of demonstration and briefings of MAA services Frequency of demonstrations and briefing Benefits of using MAA services
G.4.1	Invoices for Direct or Centralized Billing	As required	Contractor proposed electronic media approved by GSA	GDR/ADR	Monthly on the date to be agreed by GDR/ADR and the contractor after award	Contractor Proposed

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

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

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

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

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43 **Section G**

44 **Contract Administration Data**

45 **G.1 Contract Administration**

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

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

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

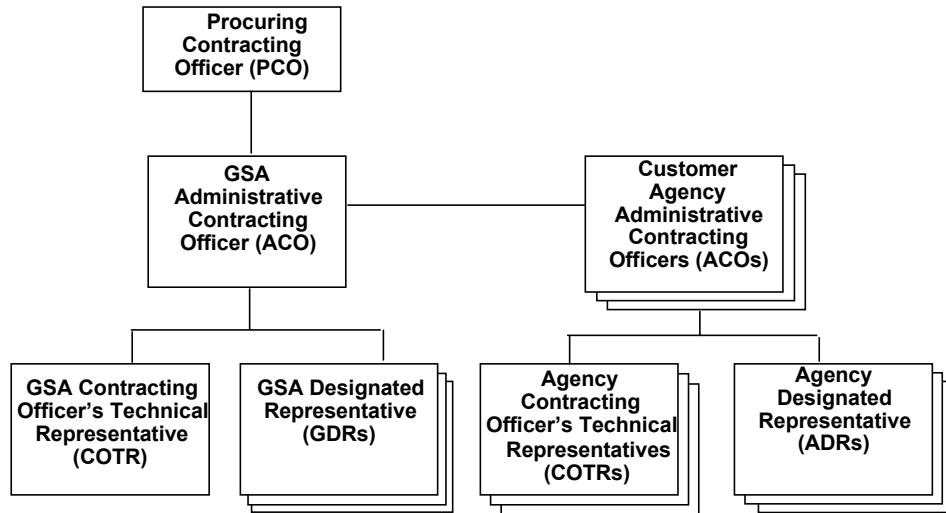
60 The GSA ACO may further delegate contract administration authority to customer
61 organization ACOs. The customer organization ACOs may delegate certain technical,
62 management, and operations authority to the customer organization COTR and to the
63 Agency Designated Representatives (ADRs). The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

66 **G.1.1.1 Procuring Contracting Officer**

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

70
71
72
73
74
75

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



76
77

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

G.1.1.2 Administrative Contracting Officer

78
79 ACOs are responsible for administration of the contract. The right to issue contract
80 revisions, change the terms and conditions of the basic contract, terminate the contract,
81 exercise option renewals, and approve subcontractors is delegated in writing to the GSA
82 ACO.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

147 **G.1.1.4 GSA Designated Representative**

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

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

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

160 **G.1.1.5 Agency Designated Representative**

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

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

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

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

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

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

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

194 G.1.3 Agent for the Government

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

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

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

210 G.1.4 Access to Management Data

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

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

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

222 **G.2 Service Ordering**

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

232 The service ordering process shall include the following activities:

- 233 (a) Service price quotes
- 234 (b) Service order processing

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

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

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

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

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

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

257 (2) Related analyses that aid the decision-making

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

260 (4) Other available information relevant to the decision

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

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

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

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

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

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

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

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

283 The GDR or ADR may issue service orders without the fair consideration process
284 whenever circumstances warrant the exercise of any exception set forth in 41 USC §253j. In
285 accordance with 41USC §253j, fair consideration does not apply to orders that are under
286 \$2,500 or to service orders above \$2,500 where the Contracting Officer determines that: (1)
287 the need for the services ordered is of such unusual urgency that providing such opportunity to
288 all contractors would result in unacceptable delays in fulfilling that need; (2) only one
289 contractor is capable of providing the services required at the level of quality required because
290 the services ordered are unique or highly-specialized; (3) the service order should be issued on
291 a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to
292 a service order already issued on a competitive basis; or (4) it is necessary to place the order
293 with a particular contractor to satisfy a minimum revenue guarantee.

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

296 **Table G.2-1. Examples of Fair Consideration Exceptions**

Exception Provided for by 41 USC §253j [abbreviated description]	Examples of Service Order Types that Qualify As Exceptions
Unusual urgency that would lead to unacceptable delays	<ul style="list-style-type: none"> • Natural disaster or other emergency needs • Military/mobilization needs • Immediate short-term need arising on short notice
Only one capable contractor	<ul style="list-style-type: none"> • Only one contractor offers the service • Only one contractor offers the service to the locations where the service is needed • Only one contractor can demonstrate that it is capable of providing service in the manner required by the user or to the required locations
Economy, efficiency and logical follow-on to an order already issued under fair consideration	<ul style="list-style-type: none"> • Service orders associated with any moves, additions, changes, or similar needs • Incremental service orders for the same or a new service to locations where service already exists or has been ordered • Service orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training network management, or other support systems • Service orders placed to maintain the engineering and operational integrity of, or to augment an established telecommunications capability within an organization
Meet a minimum revenue guarantee	<ul style="list-style-type: none"> • No examples provided.

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

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

308 Title: GSA Service Order Ombudsman

309 Address:

310 Telephone Number:

311

312 **G.2.1 Service Price Quotes**

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

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

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

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

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

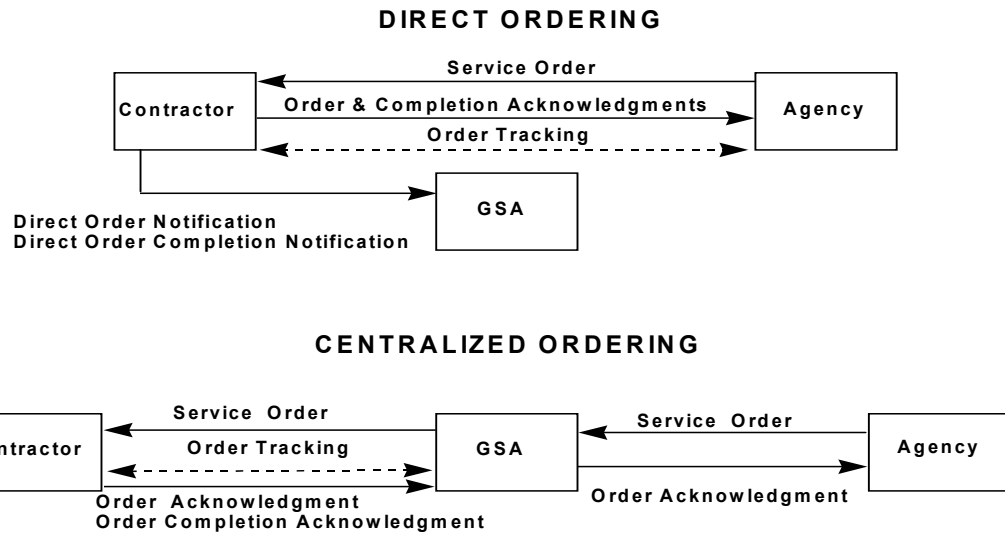
338 **G.2.2 Service Order Processing**

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

- 342 (a) Order Initiation
- 343 (b) Order Tracking
- 344 (c) Order Completion and Acknowledgment

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

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Figure G.2.2-1. MAA Service Order Processes

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G.2.2.1 Service Order Initiation

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

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As illustrated in Figure G.2.2-1, the contractor shall receive service orders from two sources:

357

358

(a) ADR (direct ordering)

359

(b) GDR, on behalf of a customer organization, (centralized ordering)

360

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

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

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

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

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

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

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

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

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

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

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

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

411 **G.2.2.1.1 Service Order Changes**

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

417 Service order change charges may be applied as follows:

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

427 **G.2.2.1.2 Service Availability Intervals**

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

429 (a) Standard Service Availability Interval

430 (b) Negotiated Service Availability Interval

431 The contractor shall specify a standard service availability interval for the services
432 specified in Section C.2. The contractor shall publish, and make available to all customers, a
433 schedule of the standard service availability intervals. The schedule of standard service
434 availability intervals shall specify the services and quantities of service that can be provided
435 in standard intervals. The standard intervals shall be consistent with the contractor's
436 offerings to commercial customers. Copies (paper or electronic format) shall be provided to
437 all GDRs and ADRs within 30 business days after notice to proceed for each MAA contract.
438 Updates to the standard service availability intervals shall be provided to all GDRs and
439 ADRs prior to the effective date of the updates.

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

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

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

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

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

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

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

456 **G.2.2.1.3 Service Termination Date**

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

G.2.2.2 Service Order Tracking

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

G.2.2.3 Service Order Completion and Acknowledgment

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

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

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

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

G.3 Operational Support

The following activities are considered as part of operational support:

- (a) Number inventory and administration
- (b) Moves, adds, and changes
- (c) Maintenance

- 493 (d) Inventory management
- 494 (e) Physical security and work area management
- 495 (f) Security services
- 496 (g) Marketing MAA services to customer organizations
- 497 (h) Telephone Directories

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

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

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

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

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

512 **G.3.3 Maintenance**

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

517 **G.3.4 Inventory Management**

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

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

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

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

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

540 **G.3.6 Security Services**

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

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

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

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

560 The contractor shall market and promote the services, system features, and capabilities
 561 provided through this contract to customer organizations as part of service provisioning. The
 562 contractor shall provide a service marketing and promotion plan for Baltimore MAA
 563 customer organizations. As part of the plan, the contractor shall detail how it will conduct
 564 demonstrations and briefings for existing and potential customer organizations in Baltimore
 565 that describe services and features, the frequency of such demonstrations and briefings, and
 566 how the services and features can be obtained and utilized to improve customer
 567 organizations' productivity and reduce costs.

568 **G.3.8 Telephone Directories**

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

576 **G.4 Billing Procedures**

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

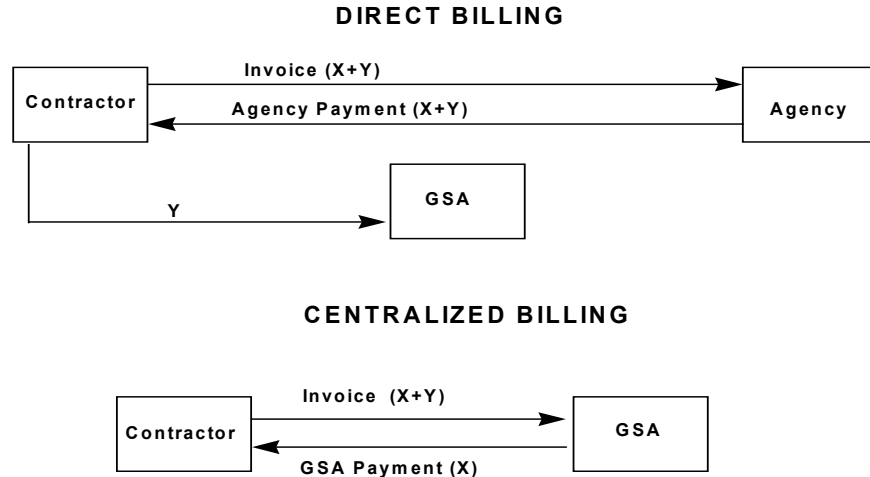
- 579 (a) Centralized Billing: The contractor shall provide a single consolidated invoice to
 580 GSA for all customer organizations using centralized ordering. GSA will validate
 581 and pay the centralized invoice (less the Contract Management Fee).
- 582 (b) Direct Billing: The contractor shall provide a single invoice to each customer
 583 organization using direct ordering. Each customer organization will validate and pay
 584 its invoice directly to the contractor.

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

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

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

595



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

596

597

Figure G.4-1. MAA Billing Processes

G.4.1 Invoice Requirements

598
 599 The contractor shall submit all centralized and direct billing invoices to the designated
 600 billing office(s) on the agreed date(s), to be determined by GDR/ADR and the contractor
 601 after award, of each month. The contractor shall deliver invoices and billing support data to
 602 GSA and customer organizations via paper or electronic format on a media to be determined
 603 by the Government and the contractor after a MAA contract award. Invoices shall be
 604 provided on one of the following electronic media options: magnetic tape, diskette, CD-
 605 ROM, write once read many (WORM) cartridge. Where available to commercial customers
 606 and requested by the Government, the contractor shall submit invoices in EDI format 811.

607 **G.4.1.1 Invoice Content**

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

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

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

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

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

627 **G.4.1.2 Invoice Preparation**

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

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

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

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

650 **G.4.1.3 Centralized Billing**

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

653 **DESIGNATED BILLING OFFICE ADDRESS**

654 **FOR CENTRALIZED BILLING CUSTOMER ORGANIZATIONS**

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

656 **G.4.1.4 Direct Billing**

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

659 **DESIGNATED BILLING OFFICE ADDRESSES**

660 **FOR DIRECT BILLING CUSTOMER ORGANIZATIONS**

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

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

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

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

G.4.1.6 Invoice Data Retention

670
671 All original paid invoices and other related records shall be maintained by the contractor
672 for the length of the contract plus three years after final payment is received. The contractor
673 shall make this data available to the Government auditors upon request within ten business
674 days notice.

G.4.1.7 Trouble or Service Outage Credits

675
676 The contractor shall propose, provide and implement a mechanism for uniquely
677 identifying service outages. The contractor shall credit the affected customer organization as
678 specified in Section H.11. Within three billing cycles after resolution of the service outage,
679 the service outage credit shall be processed through the contractor's billing system and
680 appear on the invoice.

G.4.2 Billing Disputes

681
682 The Government requires evidence that the service order has been completed and that
683 each associated charge has been priced correctly, or it may dispute the charge. The customer
684 organization and the contractor shall resolve their billing disputes directly, if possible. The
685 contractor shall provide and implement a mechanism for uniquely identifying each billing
686 dispute to permit the dispute initiator to track the status of a dispute. The contractor shall
687 provide a toll-free, single point of contact for billing dispute inquiries.

688 The contractor shall attempt to resolve billing disputes to the satisfaction of the customer
689 organization within 60 calendar days following official notification from either the GSA or
690 the customer organization. The contractor shall take a proactive lead in resolving disputes
691 promptly with the initiator of the dispute by establishing and maintaining meaningful
692 dialogue directed toward a fair and equitable resolution. In cases where a resolution is not
693 forthcoming, the contractor shall submit partial resolutions (less than the total amount in
694 dispute) to the dispute's initiator for acceptance or denial. The ACO or the dispute initiator
695 will respond within five business days with a proposed resolution. If either party wants to
696 escalate the dispute to the ACO (GSA ACO for centralized billing, and customer
697 organization ACO for direct billing) at any time, they may do so. Disputes that are not
698 resolved within 60 calendar days or the approved extension time must be escalated to the
699 ACO (GSA ACO for centralized billing, and customer organization ACO for direct billing).
700 Any disputes escalated to the ACO will be resolved in accordance with Federal Acquisition
701 Regulation (FAR) 52.233-1 (Alternate I) (Disputes).

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

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

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

709 **G.5 Trouble Handling**

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

- 712 (a) Centralized trouble reporting
- 713 (b) Determining the cause of and correcting troubles
- 714 (c) Working cooperatively with other contractors and Government designated
715 representatives to resolve problems
- 716 (d) Maintaining audit trails of trouble resolution activities
- 717 (e) Responding to customer organization's inquiries on trouble resolution status
- 718 (f) Providing trouble escalation for normal and emergency events
- 719 (g) Monitoring trouble report management and escalation procedures
- 720 (h) Providing trouble report and performance information to customer organizations

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

723 **G.5.1 Trouble Reporting**

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

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

730 **G.5.2 Escalation Procedures**

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

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

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

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

746 **G.5.2.1 Routine Restoration**

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

750 **G.5.2.2 Emergency Restoration**

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

- 755 (a) Catastrophic failure of single and/or multiple switching system(s)
- 756 (b) Catastrophic failure of single and/or multiple transmission facilities
- 757 (c) Switching locations isolated due to equipment and/or facilities failures
- 758 (d) Loss of system access to FTS2000/FTS2001
- 759 (e) Loss of system access to the Local Exchange Network
- 760 (f) Disruption of service to users and/or circuits designated as critical by the
 761 Government. Critical users and circuits will be identified in service orders or service
 762 order changes.
- 763 (g) Any situation under which service to a system, or 20 percent of station lines at a
 764 single location is disrupted for more than four hours including disruption caused by
 765 fire, flood, explosion, civil disturbance, work stoppage (strike) or other labor
 766 disputes, and backup power failure

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

773 **G.5.2.3 Priority Restoration**

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

778 **G.6 Reporting Requirements**

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

785 The date for reports will be determined after each MAA contract award. For monthly
 786 reports, the contractor shall provide the reports consistently on the same date of each month.
 787 For quarterly reports, the contractor shall provide the reports consistently on the same date of
 788 each quarter. The reports shall contain data for each service for every location, for every
 789 MAA customer organization.

790 **G.6.1 General Reporting Requirements**

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

- 793 (a) Service Order Status Summary (Section G.2.2.2)
- 794 (b) Service Trouble Status Summary (Section G.5)
- 795 (c) Service Outage Credit Summary (Section G.4.1.7)
- 796 (d) Summary Report of Billed Charges for All Customers (Section G.4.1.5)
- 797 (e) Monthly call detail records (CDRs) for each customer organization (centralized and
 798 direct ordering)

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

- 801 (f) Billing Dispute Status Summary
- 802 (g) Billing Adjustments Summary
- 803 (h) Contract Management Fee Summary

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

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

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

- 810 (j) Monthly Traffic Statistics by Service
- 811 (k) Monthly Service Performance Data
- 812 (l) Annual Traffic and Service Charge Forecast Report

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

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

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

828 **G.6.2 Future Reporting Requirements**

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

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

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

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

59 **H.2 Authorized Users**

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

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

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

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

72 (b) The maximum contract ceiling for all money paid to all contractor(s) that provide
73 telecommunications service for the Baltimore MAA is \$320 million.

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

76 The total cost of all telecommunication services provided to Baltimore under the MAA
77 Program by all eligible contractors will not exceed the \$320 million maximum contract
78 ceiling. Thus, the maximum contracting ceiling will be shared among all eligible contractors
79 providing services in the Baltimore MAA. The eligible contractors include the Baltimore
80 MAA contract awardee(s) and, after the one year forbearance period, eligible contractors
81 from another MAA city or FTS2001. Correspondingly, the maximum contract

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

84 **H.4 Disclosure of Information**

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

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

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

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

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

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

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

142 **H.6 Continuity of Services**

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

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

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

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

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

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

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

168 **H.7 Price Management Mechanism**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

285 In no event shall a single ADR or consolidation of ADRs continue beyond the expected
286 PMM date (i.e., no later than 90 days after notice to the contractor of the initiation of the
287 PMM). If the Government and the contractor are unable to resolve PMM disputes through
288 the ADR process under this section, the matter shall be considered as a dispute to be resolved
289 through the Dispute Clause (Section I, Clause I.1.48; FAR Clause 52.233.01, Disputes [DEC
290 1998]). In the case that the dispute is unresolved as of the expected PMM date, the
291 contractor may invoice at the unadjusted price, but the Government will withhold from
292 payment the disputed portion of that price adjustment. The Government will calculate the
293 potential price reduction based on the Government's demand traffic set and comparison
294 source. The contracting officer will issue a final decision reflecting the Government's
295 position on the changed price, and if necessary, instruct the contractor to file the changed
296 price to tariff and tariff options.

297 **H.8 Price Reductions**

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

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

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

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

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

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

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

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

328 **H.10 Protection of Contract Information**

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

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

335 **H.11.1 Performance**

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

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

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

346

Table H.11-1. Credit Allowance Computation

Type of Performance Requirement	For Each	Credit Equals
Availability¹	0.10 percent below the performance requirement	1.00% of the charge, for the affected users of the affected service, for the given month. Not to exceed 100% of the fixed monthly rate for each month.
Grade of Service²	1.00 percentage point degradation from the performance requirement	1.00% of the network-wide revenue for the affected service, for the given invoice period. Not to exceed 100% of the fixed monthly rate for each month.
Service Availability Interval	Failure to meet confirmed service availability interval (standard or negotiated)	100% of the service initiation charge for the affected service when the due date of an order is not met and where responsibility for not meeting the due date is solely with the contractor.

347

348

Table H.11-2. Performance Requirement Reference

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

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

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

349

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

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

350

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

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

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

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

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

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

H.12 Tariff Filing Requirements

- 362
- 363 (a) The contractor shall make all tariff filings that are required by law or regulation and
364 that are necessary for contract performance. The contractor shall provide the
365 Government with one hard copy and two electronic copies of all such tariffs on the
366 same day they are filed. The contractor shall certify that all terms, conditions, and
367 prices in the tariff are as stated in the contract, and that the tariff contains nothing
368 inconsistent with the contract. The electronic version shall be submitted on Compact
369 Disk-Read Only Memory (CD ROM) in Word 97 and/or Excel 97 (or the most
370 current versions) to the ACO and GDR.
- 371 (b) The contractor shall make the initial filing required to implement the contract within
372 30 calendar days after the date of contract award. If such filing is not permitted to
373 become effective by the State Public Service Commission or any other regulatory
374 agency or court of competent jurisdiction within 60 calendar days after the date of
375 contract award, or in extenuating circumstances a date approved by the ACO, the
376 Government will have the right partially or entirely to terminate the contract without
377 liability. This contract is a firm fixed price contract and all prices proposed by the
378 contractor are to be effective from the date of award irrespective of State Public
379 Service Commission approval.
- 380 (c) After contract award, except for the initial filing mentioned in paragraph (b) above,
381 the contractor shall provide to the Government advance copies of all revisions to
382 tariffs or new tariffs that specifically pertain to the contract or that may materially
383 affect the Government's rights under the contract. These shall be provided to the
384 ACO and GDR at least ten calendar days in advance of the intended filing date. The
385 contractor shall make no revisions to its tariffs that materially and adversely affect
386 the Government's rights under the contract (including the contract as modified),
387 without obtaining the Government's prior written consent.
- 388 (d) If any ruling, order or determination of the State Public Service Commission or any
389 other regulatory agency or court of competent jurisdiction shall materially and
390 adversely affect the contractor's ability to offer services under the terms and
391 conditions of this contract, the contractor shall immediately develop a proposal that
392 provides comparable service to the Government at rates equal to or less than those set
393 forth in the contract, and under terms and conditions identical to those set forth in the
394 contract, to the extent permissible under applicable legal and regulatory requirements.
395 Such service may be provided under other existing tariffs (if this can be done at such
396 tariffs' then effective rates without further revision) or under newly filed tariffs. If
397 the contractor is unwilling or unable to develop such a proposal within 10 days of any
398 such event, the Government will have the right partially or entirely to terminate the
399 contract without liability.

400 **H.13 New, Improved or Additional Services**

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

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

414 **H.13.1 Comparison of Publicly Available Services**

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

423 **H.13.2 Contractor Response to Request for Proposal for Enhancements**

424 The Government may issue to the contractor requests for proposals for enhancements.
425 The contractor shall respond with a meaningful proposal to each Government request for
426 proposals for items that are commercially available from the contractor. The Government
427 will set out the required schedule for response in each such request. The contractor is
428 encouraged to respond to Government requests for proposals for items that are not
429 commercially available from the contractor, but shall not be obligated to respond.

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

432 (a) A cover letter stating:

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

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

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

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

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

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

468 **H.15 State And Local Taxes**

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

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

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

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

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

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

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

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

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

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

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

524 **H.17 Contractor Performance Information**

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

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

533 **H.18 News Releases**

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

536 **H.19 Meetings/Conferences**

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

545 **H.20 Permits**

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

550 **H.21 Contractor-Provided Equipment**

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

557 **H.22 Fraud Prevention Management**

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

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

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

567 **H.22.1 Financial Responsibility for Fraud**

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

572 **H.22.2 Protection of Customer Systems**

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

579 **H.23 Contractor Liability Limitations**

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

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

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

593 **H.24 National Emergency**

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

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

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

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

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

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

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

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

643 **H.27 Other Direct Costs (ODC)**

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

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

656 **H.28 Reserved**

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

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

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

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

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

691 **H.31 Historic Buildings**

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

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

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

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

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

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

713 Name: (To be identified in service orders)

714

715 Location: (To be identified in service orders)

716

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

718 **H.31.2 Historic Buildings Reference Documents**

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

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

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

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

727 (1) *Preservation Tax Incentives for Historic Buildings*, Preservation Assistance
 728 Division, National Park Service, Order by Title, No Change, Telephone (202)
 729 606-8503.

730 (c) General Services Administration (GSA)

731 (1) *Maintenance, Repair and Alterations of Historic Buildings*, August 20, 1982,
 732 ADM 1020.1, Department of Commerce National Technical Information Service,
 733 \$21.95 plus \$3.00 handling fee, Telephone 1-800-553-6847.

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

736 **H.32 Notice to Proceed**

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

739 **H.33 Order of Precedence**

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

- 742 (a) The RFP Schedule (excluding the specifications).
- 743 (b) The RFP Representations and other instructions.
- 744 (c) The RFP Contract Clauses.
- 745 (d) Other Documents, exhibits, and attachments of the RFP.
- 746 (e) The RFP specifications.
- 747 (f) The RQS Schedule (excluding the specifications).
- 748 (g) The RQS Representations and other instructions.
- 749 (h) The RQS Contract Clauses.
- 750 (i) Other Documents, exhibits, and attachments of the RQS.
- 751 (j) The RQS specifications.

752

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2 **Section I: Contract Clauses**

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23 **Section I**24 **Contract Clauses**25 **I.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

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

29	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
30	I.1.1	52.202-01	Definitions (OCT 1995)
31	I.1.2	52.203-03	Gratuities (APR 1984)
32	I.1.3	52.203-05	Covenant Against Contingent Fees 33 (APR 1984)
34	I.1.4	52.203-06	Restriction on Subcontractor Sales to the 35 Government (JUL 1995)
36	I.1.5	52.203-07	Anti-Kickback Procedures (JUL 1995)
37	I.1.6	52.203-10	Price or Fee Adjustment for Illegal 38 or Improper Activity (JAN 1997)
39	I.1.7	52.203-12	Limitation on Payments to Influence Certain 40 Federal Transactions (JUN 1997)
41	I.1.8	52.204-02	Security Requirements (AUG 1996)
42	I.1.9	52.204-04	Printing/Copying Double-Sided on Recycled Paper 43 (JUN 1996)
44	I.1.10	52.209-06	Protecting the Government's Interest When 45 Subcontracting with Contractors Debarred, 46 Suspended, or Proposed for Debarment (JUL 1995)
47	I.1.11	52.215-02	Audit and Records - Negotiation 48 (AUG 1996)
49	I.1.12	52.215-14	Integrity of Unit Prices (OCT 1997)

	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
50			
51	I.1.13	52.217-08	Option to Extend Services (AUG 1989)
52	I.1.14	52.219-08	Utilization of Small Business Concerns (JAN 1999)
53	I.1.15	52.219-09	Small Businesses Subcontracting Plan Alternate II
54			(JAN 1999)
55	I.1.16	52.219-16	Liquidated Damages - Subcontracting Plan
56			(JAN 1999)
57	I.1.17	52.222-01	Notice to the Government of Labor Disputes
58			(FEB 1997)
59	I.1.18	52.222-03	Convict Labor (AUG 1996)
60	I.1.19	52.222-04	Contract Work Hours and Safety Standards Act -
61			Overtime Compensation (JUL 1995)
62	I.1.20	52.222-26	Equal Opportunity (FEB 1999)
63	I.1.21	52.222-29	Notification of Visa Denial (FEB 1999)
64	I.1.22	52.222-36	Affirmative Action for Workers with Disabilities
65			(JUN 1998)
66	I.1.23	52.222-37	Employment Reports on Disabled Veterans and
67			Veterans of the Vietnam Era (JAN 1999)
68	I.1.24	52.223-02	Clean Air and Water (APR 1984)
69	I.1.25	52.223-06	Drug-Free Workplace (JAN 1997)
70	I.1.26	52.223-13	Certification of Toxic Chemical Release Reporting
71			(OCT 1996)
72	I.1.27	52.223-14	Toxic Chemical Release Reporting (OCT 1996)
73	I.1.28	52.224-01	Privacy Act Notification (APR 1984)
74	I.1.29	52.224-02	Privacy Act (APR 1984)
75	I.1.30	52.225-03	Buy American Act - Supplies (JAN 1994)
76	I.1.31	52.225-11	Restrictions on Certain Foreign Purchases
77			(AUG 1998)

78	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
79 80	I.1.32	52.225-14	Inconsistency Between English Version and Translation of Contract (AUG 1989)
81	I.1.33	52.227-01	Authorization and Consent (JUL 1995)
82 83	I.1.34	52.227-02	Notice and Assistance Regarding Patent and Copyright Infringement (AUG 1996)
84	I.1.35	52.227-03	Patent Indemnity (APR 1984)
85 86	I.1.36	52.227-14	Rights in Data - General (JUN 1987) Alternates II, III, and V
87 88 89 90 91 92 93 94			Add to paragraph (a) of the Limited Rights Notice set forth in Alternate II: (i) Use (except for manufacture) by support service contractors on the FTS program, including but not limited to non-Government evaluators, management, and operations support contractors. (Excludes other FTS contractors.)
95 96	I.1.37	52.228-05	Insurance - Work on a Government Installation (JAN 1997)
97 98	I.1.38	52.229-03	Federal, State, and Local Taxes (JAN 1991)
99	I.1.39	52.232-01	Payments (APR 1984)
100 101	I.1.40	52.232-07	Payments Under Time-and-Materials and Labor-Hour Contracts (FEB 1997)
102 103	I.1.41	52.232-08	Discounts for Prompt Payment (MAY 1997)
104 105	I.1.42	52.232-09	Limitation of Withholding of Payments (APR 1984)
106	I.1.43	52.232-11	Extras (APR 1984)
107	I.1.44	52.232-17	Interest (JUN 1996)
108	I.1.45	52.232-23	Assignment of Claims (JAN 1986)
109	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>

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

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

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

- 146 (a) If the Government receives information that a contractor or a person has engaged in
147 conduct constituting a violation of subsection (a), (b), (c), or (d) of section 27 of the
148 Office of Federal Procurement Policy Act (41 U.S.C. 423) (the Act), as amended by
149 section 4304 of the National Defense Authorization Act for Fiscal Year 1996 (Pub.
150 L. 104-106), the Government may--
- 151 (1) Cancel the solicitation, if the contract has not yet been awarded or issued; or
152 (2) Rescind the contract with respect to which--
- 153 (i) The Contractor or someone acting for the Contractor has been convicted for
154 an offense where the conduct constitutes a violation of subsection 27(a) or (b)
155 of the Act for the purpose of either--
- 156 (A) Exchanging the information covered by such subsections for anything of
157 value; or (B) Obtaining or giving anyone a competitive advantage in the
158 award of a Federal agency procurement contract; or
- 159 (ii) The head of the contracting activity has determined, based upon a
160 preponderance of the evidence, that the Contractor or someone acting for the
161 Contractor has engaged in conduct constituting an offense punishable under
162 subsection 27(e)(1) of the Act.
- 163 (b) If the Government rescinds the contract under paragraph (a) of this clause, the
164 Government is entitled to recover, in addition to any penalty prescribed by law, the
165 amount expended under the contract.
- 166 (c) The rights and remedies of the Government specified herein are not exclusive, and
167 are in addition to any other rights and remedies provided by law, regulation, or
168 under this contract.

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

- 170 (a) Any supplies and services to be furnished under this contract shall be ordered by
 171 issuance of delivery orders by the individuals or activities designated in the
 172 contract. Such orders may be issued from date of award through the life of this
 173 contract.
- 174 (b) All delivery orders are subject to the terms and conditions of this contract. In the
 175 event of conflict between a delivery order and this contract, the contract shall
 176 control.
- 177 (c) If mailed, a delivery order is considered "issued" when the Government deposits
 178 the order in the mail. Orders may be issued orally or through on-line
 179 telecommunications only if authorized in the contract.

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

- 181 (a) Minimum order. When the Government requires supplies or services covered by
 182 this contract in an amount of less than \$50.00, the Government is not obligated to
 183 purchase, nor is the contractor obligated to furnish, those supplies or services under
 184 the contract.
- 185 (b) Maximum order. The contractor is not obligated to honor-- (1) Any order for a
 186 single item in excess of \$250,000, (2) Any order for a combination of items in
 187 excess of \$2,000,000.00, or (3) A series of orders from the same ordering office
 188 within 30 days that together call for quantities exceeding the limitation in
 189 subparagraph (1) or (2) of this section.
- 190 (c) (c) If this is a requirements contract (i.e., includes the Requirements clause at
 191 subsection 52.216-21 of the FAR), the Government is not required to order a part of
 192 any one requirement from the contractor if that requirement exceeds the maximum-
 193 order limitations in paragraph (b) of this section.
- 194 (d) Notwithstanding paragraphs (b) and (c) of this section, the contractor shall honor
 195 any order exceeding the maximum order limitations in paragraph (b), unless that
 196 order (or orders) is returned to the ordering office within 7 days after issuance, with
 197 written notice stating the contractor's intent not to ship the item (or items) called for
 198 and the reasons. Upon receiving this notice, the Government may acquire the
 199 supplies or services from another source.

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

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

- 205 (b) Delivery or Performance shall be made only as authorized by orders issued in
 206 accordance with the ordering clause. The contractor shall furnish to the
 207 Government, when and if ordered, the supplies or services specified in the contract
 208 up to and including the quantity designated in the contract as the “maximum.” The
 209 Government is responsible only for the minimum dollar guarantee designated in the
 210 contract.
- 211 (c) Except for any limitations on quantities in the Order Limitations clause or in the
 212 Schedule, there is no limit on the number of orders that may be issued. The
 213 Government may issue orders requiring delivery to multiple destinations or
 214 performance at multiple locations.
- 215 (d) Any order issued during the effective period of this contract and not completed
 216 within that period shall be completed by the contractor within the time specified in
 217 the order. The contract shall govern the contractor’s and Government’s rights and
 218 obligations with respect to that order to the same extent as if the order were
 219 completed during the contract’s effective period; *provided*, that the contractor shall
 220 not be required to make any deliveries under this contract beyond twelve (12)
 221 months after the expiration of this contract.

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

- 224 (a) *Definitions. As used in this clause—*
- 225 “All employment openings” includes all positions except executive and top
 226 management, those positions that will be filled from within the contractor’s
 227 organization, and positions lasting 3 days or less. This term includes full-time
 228 employment, temporary employment of more than 3 days’ duration, and part-time
 229 employment.
- 230 “Appropriate office of the State employment service system,” means the local office
 231 of the Federal-State national system of public employment offices with assigned
 232 responsibility to serve the area where the employment opening is to be filled,
 233 including the District of Columbia, Guam, the Commonwealth of Puerto Rico, and
 234 the Virgin Islands.
- 235 “Positions that will be filled from within the Contractor’s organization, means
 236 employment openings for which no consideration will be given to persons outside the
 237 contractor’s organization (including any affiliates, subsidiaries, and the parent
 238 companies) and includes any openings that the contractor proposes to fill from
 239 regularly established “recall lists.” The exception does not apply to a particular
 240 opening once an employer decides to consider applicants outside of its organization.
- 241 “Veteran of the Vietnam Era” means a person who—

- 242 (1) Served on active duty for a period of more than 180 days, any part of which
 243 occurred between August 5, 1964 and May 7, 1975, and was discharged or
 244 released therefrom with other than a dishonorable discharge; or
- 245 (2) Was discharged or released from active duty for a service-connected disability if
 246 any part of such active duty was performed between August 5, 1964, and
 247 May 7, 1975.
- 248 (b) *General*
- 249 (1) Regarding any position for which the employee or applicant for employment is
 250 qualified, the contractor shall not discriminate against the individual because the
 251 individual is a disabled veteran or a veteran of the Vietnam Era. The contractor
 252 agrees to take affirmative action to employ, advance in employment, and
 253 otherwise treat qualified disabled veteran or a veteran of the Vietnam Era without
 254 discrimination based upon their disability or veterans' status in all employment
 255 practices such as—
- 256 (i) Employment;
 - 257 (ii) Upgrading;
 - 258 (iii) Demotion or transfer;
 - 259 (iv) Recruitment;
 - 260 (v) Advertising;
 - 261 (vi) Layoff or termination;
 - 262 (vii) Rates of pay or other forms of compensation; and
 - 263 (viii) Selection for training, including apprenticeship.
- 264 (2) The contractor agrees to comply with the rules, regulations, and relevant orders of
 265 the Secretary of Labor (Secretary) issued under the Vietnam Era Veterans'
 266 Readjustment Assistance Act of 1972 (the Act), as amended.
- 267 (c) *Listing openings*
- 268 (1) The contractor agrees to list all employment openings existing at contract award
 269 or occurring during contract performance, at an appropriate office of the State
 270 employment service system in the locality where the opening occurs. These
 271 openings include those occurring at any contractor facility, including one not
 272 connected with performing this contract. An independent corporate affiliate is
 273 exempt from this requirement.
- 274 (2) State and local Government agencies holding Federal contracts of \$10,000 or
 275 more shall also list all their openings with the appropriate office of the State
 276 employment service.

- 277 (3) The listing of employment openings with the State employment service system
 278 is required at least concurrently with using any other recruitment source or
 279 effort and involves the obligations of placing a bona fide job order, including
 280 accepting referrals of veterans and nonveterans. This listing does not require
 281 hiring any particular job applicant or hiring from any particular group of job
 282 applicants and is not intended to relieve the contractor from any requirements of
 283 Executive Orders or regulations concerning nondiscrimination in employment.
- 284 (4) Whenever the contractor becomes contractually bound to the listing terms of
 285 this clause, it shall advise the State employment service system, in each State
 286 where it has establishments, of the name and location of each hiring location in
 287 the State. As long as the contractor is contractually bound to these terms and
 288 has so advised the State system, it need not advise the State system of
 289 subsequent contracts. The contractor may advise the State system when it is no
 290 longer bound by the contract clause.
- 291 (d) *Applicability.* This clause does not apply to the listing of employment openings that
 292 occur and are filled outside the 50 States, the District of Columbia, the
 293 Commonwealth of Puerto Rico, Guam, and the Virgin Islands.
- 294 (e) *Postings*
- 295 (1) The contractor agrees to post employment notices stating (i) the contractor's
 296 obligation under the law to take affirmative action to employ and advance in
 297 employment qualified disabled veterans and veterans of the Vietnam Era, and
 298 (ii) the rights of applicants and employees.
- 299 (2) These notices shall be posted in conspicuous places that are available to
 300 employees and applicants for employment. They shall be in a form prescribed
 301 by the Deputy Assistant Secretary for Federal Contract Compliance Programs,
 302 Department of Labor (Deputy Assistant Secretary), and provided by or through
 303 the Contracting Officer (CO).
- 304 (3) The contractor shall notify each labor union or representative of workers with
 305 which it has a collective bargaining agreement or other contract under-standing,
 306 that the contractor is bound by the terms of the Act, and is committed to take
 307 affirmative action to employ, and advance in employment, qualified disabled
 308 veterans and veterans of the Vietnam Era.
- 309 (f) *Noncompliance.* If the contractor does not comply with the requirements of this
 310 clause, appropriate actions may be taken under the rules, regulations, and relevant
 311 orders of the Secretary issued pursuant to the Act.
- 312 (g) *Subcontracts.* The contractor shall include the terms of this clause in every
 313 subcontract or purchase order of \$10,000 or more unless exempted by rules,
 314 regulations, or orders of the Secretary. The contractor shall act as specified by the

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

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

319 (a) Definition.

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

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

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

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

333 (1) 52.222-26, Equal Opportunity (E.O. 11246);

334 (2) 52.222-35, Affirmative Action for Special Disabled and Vietnam Era Veterans
335 (38 U.S.C. 4212(a));

336 (3) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C. 793);
337 and

338 (4) 52.247-64, Preference for Privately-Owned U.S.-Flagged Commercial Vessels
339 (46 U.S.C. 1241) (flows down not required for subcontracts awarded beginning
340 May 1, 1996).

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

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

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

- 349 (b) Notwithstanding inspection and acceptance by the Government or any provision
 350 concerning the conclusiveness thereof, the contractor warrants that all services
 351 performed under this contract will, at the time of acceptance, be free from defects in
 352 workmanship and conform to the requirements of this contract. The ACO shall give
 353 written notice of any defect or nonconformance to the contractor within 30 days
 354 from the date of acceptance by the Government. This notice shall state either (1)
 355 that the contractor shall correct or reperform any defective or nonconforming
 356 services, or (2) that the Government does not require correction or reperformance.
- 357 (c) If the contractor is required to correct or reperform, it shall be at no cost to the
 358 Government, and any services corrected or reperformed by the contractor shall be
 359 subject to this clause to the same extent as work initially performed. If the
 360 contractor fails or refuses to correct or reperform, the ACO may, by contract or
 361 otherwise, correct or replace with similar services and charge to the contractor the
 362 cost occasioned to the Government thereby, or make an equitable adjustment in the
 363 contract price.
- 364 (d) If the Government does not require correction or reperformance, the ACO shall
 365 make an equitable adjustment in the contract price.

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

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

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

376 The contractor agrees that the Administrator of General Services or any duly authorized
 377 representatives shall, until the expiration of three (3) years after final payment under this
 378 contract, or of the time periods for the particular records specified in Subpart 4.7 of the FAR
 379 (48 Code of Federal Regulations (CFR) 4.7), whichever expires earlier, have access to and
 380 the right to examine any books, documents, papers, and records of the contractor involving
 381 transactions related to this contract or compliance with any clauses thereunder. The
 382 contractor further agrees to include in all its subcontracts hereunder a provision to the effect
 383 that the subcontractor agrees that the Administrator of General Services or any authorized
 384 representatives shall, until the expiration of three (3) years after final payment under the
 385 subcontract, or of the time periods for the particular records specified in Subpart 4.7 of the

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

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

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

402 **I.12 552.252-06 Authorized Deviations or Variations in Clauses (JUL**
 403 **1985) (DEVIATION FAR 52.252-6)**

- 404 (a) The use in this solicitation of any FAR (48 Chapter 1) clause with an authorized
 405 deviation or variation is indicated by the addition of “(DEVIATION)” or
 406 “(VARIATION)” after the date of the clause, if the clause is not published in the
 407 General Services Administration Acquisition Regulation (GSAR) (48 CFR
 408 Chapter 5). The use in this solicitation of any FAR clause with an authorized
 409 deviation or variation that is published in the GSAR is indicated by the addition of
 410 “(DEVIATION FAR clause no.)” after the date of the clause.
- 411 (b) The use in this solicitation of any GSAR clause with an authorized deviation or
 412 variation is indicated by the addition of “(DEVIATION)” or “(VARIATION)” after
 413 the date of the clause.
- 414 (c) Changes in wording of clauses that are prescribed for use on a “substantially the
 415 same as” basis are not considered deviations. Therefore, when such clauses are not
 416 worded exactly the same as the FAR or the GSAR clause, they are identified by the
 417 word “(VARIATION).”

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

- 420 (a) The Government may extend the term of this contract by written notice to the
421 contractor as provided for in Section H.1, Term of Contract, provided that the
422 Government will give the contractor a preliminary written notice of its intent to
423 extend at least 60 days before the contract expires. The preliminary notice does not
424 commit the Government to an extension.
- 425 (b) If the Government exercises the option, the extended contract shall be considered to
426 include this option provision.
- 427 (c) The total duration of this contract, including the exercise of any options under this
428 clause, shall not exceed 96 months.

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

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

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67 **Section J**68 **List of Attachments**69 **J.1 Geographical Coverage**

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

76 **J.1.1 Baltimore MAA Geographical Boundaries**

77 The Baltimore MAA originating and terminating service area includes the City and
78 County of Baltimore plus the area of Anne Arundel County (District 5) around the Baltimore
79 Washington International Airport.

80 **J.1.2 Baltimore MAA NPANXXs**

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

83 Local service shall be available between any pair of NPANXXs within a single location
84 type¹. The contractor shall support all NPANXXs that currently define coverage for the
85 Baltimore MAA service area.

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

Table J.1.2-1. Baltimore MAA NPANXX List

NPANXX	LOCATION	STATE	NPANXX	LOCATION	STATE
301878	BALTIMORE	MD	410328	BALTIMORE	MD
410204	ARBUTUS	MD	410329	COCKEYSVL	MD
410205	BALTIMORE	MD	410332	BALTIMORE	MD
410209	BALTIMORE	MD	410333	BALTIMORE	MD
410222	SEVERN	MD	410335	CHASE	MD
410223	BALTIMORE	MD	410337	TOWSON	MD
410225	BALTIMORE	MD	410338	BALTIMORE	MD
410229	COCKEYSVL	MD	410339	TOWSON	MD
410230	BALTIMORE	MD	410342	BALTIMORE	MD
410233	BALTIMORE	MD	410343	SPARKSGLNC	MD
410234	BALTIMORE	MD	410344	CHASE	MD
410235	BALTIMORE	MD	410345	PIKESVILLE	MD
410237	BALTIMORE	MD	410347	BALTIMORE	MD
410238	ESSEX	MD	410350	BALTIMORE	MD
410242	ARBUTUS	MD	410351	BALTIMORE	MD
410243	BALTIMORE	MD	410354	BALTIMORE	MD
410244	BALTIMORE	MD	410355	BALTIMORE	MD
410247	ARBUTUS	MD	410356	PIKESVILLE	MD
410248	PARKVILLE	MD	410357	PARKTON	MD
410252	TOWSON	MD	410358	BALTIMORE	MD
410254	BALTIMORE	MD	410361	BALTIMORE	MD
410256	PARKVILLE	MD	410362	BALTIMORE	MD
410261	BALTIMORE	MD	410363	PIKESVILLE	MD
410265	WOODLAWN	MD	410366	BALTIMORE	MD
410276	BALTIMORE	MD	410367	BALTIMORE	MD
410277	WOODLAWN	MD	410368	BALTIMORE	MD
410281	WOODLAWN	MD	410372	TOWSON	MD
410282	DUNDALK	MD	410377	TOWSON	MD
410284	DUNDALK	MD	410383	BALTIMORE	MD
410285	DUNDALK	MD	410385	BALTIMORE	MD
410288	DUNDALK	MD	410388	SPARROWSPT	MD
410291	BALTIMORE	MD	410391	ESSEX	MD
410296	TOWSON	MD	410393	BALTIMORE	MD
410298	WOODLAWN	MD	410396	BALTIMORE	MD
410307	TOWSON	MD	410405	FORK	MD
410308	TOWSON	MD	410415	PIKESVILLE	MD
410316	COCKEYSVL	MD	410424	GLENBURNIE	MD
410318	BALTIMORE	MD	410426	BALTIMORE	MD
410319	BALTIMORE	MD	410429	WORTHINGTN	MD
410321	TOWSON	MD	410433	BALTIMORE	MD
410323	BALTIMORE	MD	410435	BALTIMORE	MD
410324	TOWSON	MD	410444	BALTIMORE	MD
410325	BALTIMORE	MD	410448	BALTIMORE	MD
410327	BALTIMORE	MD	410450	BALTIMORE	MD

Table J.1.2-1. Baltimore MAA NPANXX List

NPANXX	LOCATION	STATE	NPANXX	LOCATION	STATE
410453	TOWSON	MD	410561	TOWSON	MD
410455	CATONSVL	MD	410563	BALTIMORE	MD
410462	BALTIMORE	MD	410566	BALTIMORE	MD
410464	BALTIMORE	MD	410574	ESSEX	MD
410466	BALTIMORE	MD	410576	BALTIMORE	MD
410467	BALTIMORE	MD	410578	BALTIMORE	MD
410468	BALTIMORE	MD	410580	PIKESVILLE	MD
410469	BALTIMORE	MD	410581	PIKESVILLE	MD
410472	SPARKSGLNC	MD	410582	GLENBURNIE	MD
410477	SPARROWSPT	MD	410583	TOWSON	MD
410481	BALTIMORE	MD	410584	COCKEYSVL	MD
410483	BALTIMORE	MD	410585	BALTIMORE	MD
410484	PIKESVILLE	MD	410587	ARBUTUS	MD
410485	BALTIMORE	MD	410590	GLENBURNIE	MD
410486	PIKESVILLE	MD	410592	FORK	MD
410488	BALTIMORE	MD	410593	FORK	MD
410494	TOWSON	MD	410594	WOODLAWN	MD
410496	RANDALLSTN	MD	410597	WOODLAWN	MD
410502	BALTIMORE	MD	410601	BALTIMORE	MD
410508	GLENBURNIE	MD	410602	PIKESVILLE	MD
410512	TOWSON	MD	410605	BALTIMORE	MD
410516	BALTIMORE	MD	410609	BRYNPKLNCM	MD
410517	REISTERSTN	MD	410613	BALTIMORE	MD
410521	RANDALLSTN	MD	410614	BALTIMORE	MD
410522	BALTIMORE	MD	410617	BALTIMORE	MD
410523	BALTIMORE	MD	410624	BALTIMORE	MD
410525	BALTIMORE	MD	410625	BALTIMORE	MD
410526	REISTERSTN	MD	410628	COCKEYSVL	MD
410527	COCKEYSVL	MD	410631	BALTIMORE	MD
410528	BALTIMORE	MD	410633	BALTIMORE	MD
410529	PARKVILLE	MD	410636	BRYNPKLNCM	MD
410532	BALTIMORE	MD	410637	BALTIMORE	MD
410534	BALTIMORE	MD	410642	PERRYVILLE	MD
410536	ARBUTUS	MD	410644	BALTIMORE	MD
410537	BALTIMORE	MD	410646	BALTIMORE	MD
410539	BALTIMORE	MD	410653	PIKESVILLE	MD
410542	BALTIMORE	MD	410654	PIKESVILLE	MD
410545	BALTIMORE	MD	410655	RANDALLSTN	MD
410547	BALTIMORE	MD	410659	BALTIMORE	MD
410550	BALTIMORE	MD	410661	PARKVILLE	MD
410553	GLENBURNIE	MD	410662	BALTIMORE	MD
410554	BALTIMORE	MD	410663	PARKVILLE	MD
410558	BALTIMORE	MD	410664	BALTIMORE	MD
410560	TOWSON	MD	410665	PARKVILLE	MD

Table J.1.2-1. Baltimore MAA NPANXX List

NPANXX	LOCATION	STATE	NPANXX	LOCATION	STATE
410666	COCKEYSVL	MD	410821	TOWSON	MD
410667	COCKEYSVL	MD	410823	TOWSON	MD
410668	PARKVILLE	MD	410825	TOWSON	MD
410669	BALTIMORE	MD	410828	TOWSON	MD
410675	BALTIMORE	MD	410830	TOWSON	MD
410682	ESSEX	MD	410832	TOWSON	MD
410683	COCKEYSVL	MD	410833	REISTERSTN	MD
410684	GLENBURNIE	MD	410837	BALTIMORE	MD
410685	BALTIMORE	MD	410844	BALTIMORE	MD
410686	ESSEX	MD	410847	TOWSON	MD
410687	ESSEX	MD	410850	GLENBURNIE	MD
410691	GLENBURNIE	MD	410853	TOWSON	MD
410694	GLENBURNIE	MD	410855	GLENBURNIE	MD
410706	BALTIMORE	MD	410859	GLENBURNIE	MD
410712	ELKRIDGE	MD	410861	WESTMINSTR	MD
410716	TOWSON	MD	410863	GLENBURNIE	MD
410719	CATONSVL	MD	410865	GLENBURNIE	MD
410727	BALTIMORE	MD	410866	ESSEX	MD
410728	BALTIMORE	MD	410869	CATONSVL	MD
410732	BALTIMORE	MD	410882	PARKVILLE	MD
410736	BALTIMORE	MD	410887	TOWSON	MD
410737	ARBUTUS	MD	410889	BALTIMORE	MD
410744	CATONSVL	MD	410892	GLENBURNIE	MD
410747	CATONSVL	MD	410895	BALTIMORE	MD
410752	BALTIMORE	MD	410902	PIKESVILLE	MD
410760	GLENBURNIE	MD	410906	BALTIMORE	MD
410761	GLENBURNIE	MD	410918	ESSEX	MD
410762	GLENBURNIE	MD	410922	RANDALLSTN	MD
410764	BALTIMORE	MD	410931	PARKVILLE	MD
410765	GLENBURNIE	MD	410933	PARKVILLE	MD
410766	GLENBURNIE	MD	410936	BALTIMORE	MD
410767	BALTIMORE	MD	410938	TOWSON	MD
410768	GLENBURNIE	MD	410944	WOODLAWN	MD
410769	TOWSON	MD	410945	BALTIMORE	MD
410771	COCKEYSVL	MD	410947	BALTIMORE	MD
410773	COCKEYSVL	MD	410954	BALTIMORE	MD
410780	ESSEX	MD	410955	BALTIMORE	MD
410783	BALTIMORE	MD	410962	BALTIMORE	MD
410785	COCKEYSVL	MD	410965	WOODLAWN	MD
410786	WOODLAWN	MD	410966	WOODLAWN	MD
410787	GLENBURNIE	MD	410969	SEVERN	MD
410788	CATONSVL	MD	410981	GLENBURNIE	MD
410789	BRYNPKLNCM	MD	410986	BALTIMORE	MD
410817	FORK	MD	410993	GLENBURNIE	MD

Table J.1.2-1. Baltimore MAA NPANXX List

NPANXX	LOCATION	STATE
410998	PIKESVILLE	MD
410999	BALTIMORE	MD
443327	BALTIMORE	MD
443378	BALTIMORE	MD
443394	PIKESVILLE	MD
443436	WOODLAWN	MD
443543	ARBUTUS	MD
443556	COCKEYSVL	MD
443572	GLENBURNIE	MD
443612	CATONSVL	MD
443868	ESSEX	MD
443885	BALTIMORE	MD
443923	BALTIMORE	MD

86 **J.2 Requirements**

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

96 The remainder of this section is organized as follows:

- 97 (a) Section J.2.1 summarizes the engineering data
- 98 (b) Section J.2.2 describes the detailed engineering data (i.e., existing traffic and systems
 99 currently used to provide local telecommunications service to GSA customers in the
 100 metropolitan area)
- 101 (c) Section J.2.3 is a summary of the detailed price evaluation quantities and includes the
 102 GSA point of contact for on-premises existing wiring and the known historical
 103 building sites for the Baltimore MAA.
- 104 (d) Section J.2.4 describes the detailed price evaluation quantities (i.e., the usage
 105 quantities that will be priced and evaluated as described in Section M)

106 The detailed engineering data and detailed price evaluation quantities are available in
 107 electronic form from GSA's MAA Web site.

108 **J.2.1 Engineering Data Summary**

109 This section summarizes the detailed engineering data described in Section J.2.2. Tables
 110 J.2.1-1, J.2.1-2, and J.2.1-3 identify probable service requirements to be transitioned under
 111 the Baltimore MAA contract. This information shall be the basis of the Baltimore MAA
 112 Transition Plan required in Section C.4.1.4.

113 **Table J.2.1-1. CSS Line Summary**

City	ST	Number of Telephone Sets
Baltimore	MD	6391

114 **Table J.2.1-2. DTS Local Circuit Summary**

Orig City	Orig State	Term City	Term State	Circuits
-----------	------------	-----------	------------	----------

BALTIMORE	MD	ANNAPOLIS	MD	1
BALTIMORE	MD	BALTIMORE	MD	101
BALTIMORE	MD	HANOVER	MD	2
BALTIMORE	MD	OWINGS MILLS	MD	2
PARKTON	MD	BALTIMORE	MD	16
REISTERSTOWN	MD	BALTIMORE	MD	1
WOODLAWN	MD	BALTIMORE	MD	2
WOODLAWN	MD	HUNT VALLEY	MD	1

115 The existing DTS IXC Access Circuits in Table J.2.1-3 are described with two types of
 116 data. The column titled "Circuits" is a summary of the existing DTS circuits. The column
 117 titled "Monthly IXC Voice Minutes" is a summary of existing IXC Switched Voice Service
 118 Access minutes and is independent of the DTS circuit data. These minutes of IXC Switched
 119 Voice Service represent additional requirements that can potentially be satisfied by MAA
 120 DTS IXC access circuits.

121

Table J.2.1-3. DTS IXC Access Circuit Summary

City	ST	Circuits	Monthly IXC Voice Minutes
BALTIMORE	MD	480	10,115,368
COCKEYSVILLE	MD	1	0
CURTIS BAY	MD	4	133,162
FT HOWARD	MD	3	51,525
GLEN BURNIE	MD	1	0
HANOVER	MD	3	0
HUNT VALLEY	MD	0	324,779
LINTHICUM	MD	28	355,217
OWINGS MILLS	MD	8	1,791
PERRY POINT	MD	1	0
PIKESVILLE	MD	14	0
RANDALLSTOWN	MD	1	0
TIMONIUM	MD	1	0
TOWSON	MD	4	0
WOODLAWN	MD	64	3,934,368

122

123 In addition to the locations identified in the circuit.exe file, other local services may be
 124 included as part of the Baltimore MAA in the future. These include, but are not limited to,
 125 the 26,000 local voice service lines of the Social Security Administration. However, the
 126 Government is not committed to include any potential sites or sites identified in the
 127 engineering data on any service order resulting from this contract.

128 Table J.2.1-4 identifies the location, type and quantity of existing Government-owned
 129 ISDN telephone sets. The Transition Plan and the proposed system architecture shall
 130 describe the solution used to accommodate the approximately 730 Lucent and 70 Fujitsu
 131 ISDN telephone sets.

132

Table J.2-1-4. Baltimore ISDN Telephone Sets

Location	Type	Quantity
Fallon Federal Building 31 Hopkins Plaza	Lucent 8510	475
Customs House 40 South Gay St.	Lucent 8510	91
Redwood Towers 217 East Redwood St.	Lucent 8510	110
Garmatz Federal Building 101 W. Lombard St.	Lucent 8510	3
100 South Charles St.	Lucent 8510	47
10 South Howard St.	Lucent 8510	5
Airport Square Building 10 881 Elkridge Landing Road Linthicum, MD 21090	Fujitsu F796V Fujitsu F760V	64
Airport Square Building 11 911 Elkridge Landing Road Linthicum, MD 21090	Fujitsu F796V Fujitsu F760V	8

133

134 **J.2.2 Engineering Data**

135 This section describes the detailed engineering data for the local telecommunications
 136 services currently used by GSA customers in the metropolitan area. The engineering data is
 137 contained in the file circuits.exe available on the MAA Web site. The following tables
 138 describe the format and content of the engineering data.

139 The engineering data describes the architecture supporting approximately 6,800 users
 140 [including approximately 50 GSA Designated Representatives (GDRs) and Agency
 141 Designated Representatives (ADRs)] at 58 sites. These users and locations constitute the
 142 training requirements for the Baltimore MAA RFP.

143 Table J.2.2-1 describes the format of the Circuit Switched Service (CSS) data. For each

144 location (i.e., street address, city, state), central office NPANXX type of service, system
 145 type, and the number of telephone sets are identified.

146 **Table J.2.2-1. CSS Data Column Headers**

Street Address	City	State	NPANXX	Service Type	System Type	Number of Telephone Sets

147

148 Table J.2.2-2 describes the format of the Dedicated Transmission Service (DTS) local
 149 circuit count data. The addresses and the central office NPANXX of each end location, the
 150 service type and the number of circuits are provided.

151 **Table J.2.2-2. DTS Local Circuit Count Column Headings**

From Address				To Address				Service Type	Number of Circuits
Street	City	State	NPANXX	Street	City	State	NPANXX		

152

153 Table J.2.2-3 describes the format of the DTS IXC access circuit count data. For each
 154 IXC access location, the central office NPANXX, service type, quantity, and unit type are
 155 identified.

156 **Table J.2.2-3. DTS IXC Access Circuit Count Column Headings**

Street Address	City	State	NPANXX	Service Type	Quantity	Units

157

158 **J.2.3 Summary of Price Evaluation Quantities**

159 Evaluation quantities are provided for each price table as defined in Section B. These
 160 reflect estimated representative quantities over the 8-year maximum life of the contract.
 161 These quantities are based on current requirements and incorporate possible changes that
 162 might occur over that period. These changes include anticipated growth in users'
 163 participation using the approved MAA rates, growth in some services, and declining
 164 requirements in other services. Changes in volume are not meant to predict future
 165 requirements, but rather to provide the broadest possible evaluation of each offeror's price
 166 tables. The price evaluation quantities are provided in detail as described in Section J.2.3,
 167 and are summarized below.

168 **Table J.2.3-1. CSS Local Loop Summary**

Services	Estimated Lines by Contract Year							
	1	2	3	4	5	6	7	8
Analog Business Line	75	83	91	100	110	121	133	146
Digital ISDN BRI Business Line	30	36	43	52	62	75	90	107
Analog Off-premises Switch-based Voice Service Line	3,843	4,227	4,650	5,115	5,627	6,189	6,808	7,489
Digital ISDN BRI Business Off-premises Switch-based Voice Service Line	968	1,162	1,394	1,673	2,007	2,409	2,890	3,469
Analog Key System Access Line	202	222	244	269	296	325	358	394
Digital ISDN BRI Key System Access Line	59	71	85	102	122	147	176	211
Analog PBX System Access Line	114	125	138	152	167	184	202	222
Digital ISDN PRI PBX System Access Line	16	19	23	28	33	40	48	57

169

170

Table J.2.3-2. CSS Usage Summary

Services	Total Minutes by Contract Year							
	1	2	3	4	5	6	7	8
Switched Analog Off-Net Termination	1,294,200	1,423,620	1,565,982	1,722,580	1,894,838	2,084,322	2,292,754	2,522,030
Switched DS0 (56/64 kb/s) On-Net Termination	51,768	56,945	62,639	68,903	75,794	83,373	91,710	100,881
Switched DS0 (56/64 kb/s) Off-Net Termination	12,942	14,236	15,660	17,226	18,948	20,843	22,928	25,220

171

Table J.2.3-3. DTS Local Interoffice Channel Summary

Services	Estimated Circuits by Contract Year							
	1	2	3	4	5	6	7	8
Analog	10	10	10	10	10	10	10	10
Subrate DS0 @ 4.8 kb/s	1	1	1	1	1	1	1	1
Subrate DS0 @ 9.6 kb/s	1	1	1	1	1	1	1	1
Subrate DS0 @ 19.2 kb/s	1	1	1	1	1	1	1	1
DS0	15	22	22	22	22	22	22	22
T1	17	28	28	28	28	28	28	28

172

173

Table J.2.3-4. DTS IXC Access Channel Summary

Services	Estimated Channels by Contract Year							
	1	2	3	4	5	6	7	8
Analog	58	94	94	94	91	91	91	91
Subrate DS0 @ 4.8 kb/s	1	1	1	1	1	1	1	1
Subrate DS0 @ 9.6 kb/s	20	19	15	14	14	14	14	14
Subrate DS0 @ 19.2 kb/s	1	1	1	1	1	1	1	1
DS0	43	67	67	67	67	67	67	67
T1	278	318	321	326	334	340	349	355

174

175 **J.2.3.4 Baltimore On-Premises Wiring Point of Contact**

176 The Government point of contact for on-premises wiring for the Baltimore MAA will be
177 Grace Ferguson, GSA, at (410) 962-5344.

178 **J.2.3.5 Baltimore MAA Historical Building Sites**

179 The following historical sites have been identified for the Baltimore MAA:

- 180 (1) 40 South Gay Street
- 181 (2) 103 South Gay Street

182 **J.2.4 Detailed Price Evaluation Quantities**

183 This section describes the estimated Government evaluation quantities that will be used
184 to evaluate each offeror's price proposal. The price evaluation quantity estimates provided
185 do not imply any intent to define or restrict future purchases. They are instead intended to
186 provide a fair and unbiased basis for evaluation of offeror price proposals. The service
187 quantities represent federal agency local telecommunications requirements over the 8-year
188 maximum life of the contract.

189 The price evaluation quantities describes a set of telecommunications service
190 requirements for an average month for each contract year that are to be priced under each
191 offeror's price tables. The price evaluation quantities are described at levels that may exist
192 during the contract term. Each set of quantities shall be priced and evaluated as described in
193 Section M.

194 **J.2.4.1 Workbooks**

195 The MAA Web site includes eight Microsoft Excel 97 for Windows workbooks that
196 contain the estimated Government quantities for each of the eight contract years. There is a
197 workbook for each contract year. Workbooks are named QuantX.xls where the letter "X"
198 indicates the applicable contract year (1-8). All workbooks are compressed into a self-
199 extracting file. Move the file to a desired directory and execute to extract the .xls files.

200 **J.2.4.2 Price Evaluation Quantities Workbook Format**

201 The formats of the eight workbooks are identical. Each workbook contains worksheets
202 containing the price evaluation quantities estimates as follows:

- 203 (a) Proposal Identification (ID)
- 204 (b) CSS Local Loop (CLL)
- 205 (c) CSS Local Usage (CLU)

- 206 (d) DTS Local Loop (DLL)
- 207 (e) DTS Local Interoffice Channel (DLIO)
- 208 (f) DTS IXC Access (DIXC)
- 209 (g) Features (FEAT)
- 210 (h) Additional Local Loop (ADDLL)
- 211 (i) Move and Reconfiguration Charges (M&R)
- 212 (j) Other Charges (OTHER)
- 213 (k) CSS Local Loop Totals(CLLtots)
- 214 (l) DTS Local Loop Totals (DLLtots)

215 Each worksheet name is identified by the acronyms in the above list. The format of each
 216 worksheet is described in the following tables.

217 **Table J.2.4.2-1 Proposal Identification (ID)**

City	
RFP Release Number (Quantities Set)	

218 **Table J.2.4.2-2. CSS Local Loop Evaluation Quantities Column Headings (CLL)**

Local Loop NPANXX	CSS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Line Charges per Month

219 **Table J.2.4.2-3. CSS Usage Evaluation Quantities Column Headings (CLU)**

CSS Orig NPANXX	CSS Term NPANXX	CSS Local Usage Type ID No	Average Number of NBD Initial Minutes per Month	Average Number of NBD Additional Minutes per Month	Average Number of ONBD Initial Minutes per Month	Average Number of ONBD Additional Minutes per Month

220 **Table J.2.4.2-4. DTS Local Loop Evaluation Quantities Column Headings (DLL)**

Local Loop NPANXX	DTS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Loop Charges per Month

221 **Table J.2.4.2-5. DTS Local Interoffice Channel Evaluation Quantities Column Headings (DLIO)**
222

DTS Type ID No	Average Number of Interoffice Channels per Month	Average Number of Additional Miles per Month

223 **Table J.2.4.2-6. DTS IXC Access Evaluation Quantities Column Headings (DIXC)**

DTS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of IXC POP Terminations per Month	Average Number of Additional Miles per Month

224

Table J.2.4.2-7. CSS Features Evaluation Quantities Column Headings (FEAT)

Feature	Id#	Charging Mechanism	Charging Unit	001A Number of SICs at Service Initiation per Month	001C Number of SICs at Service Initiation per Month	001D Number of SICs at Service Initiation per Month	001E Number of SICs at Service Initiation per Month

225

226

001F Number of SICs at Service Initiation per Month	001G Number of SICs at Service Initiation per Month	001H Number of SICs at Service Initiation per Month	001I Number of SICs at Service Initiation per Month	001A Number of SICs after Service Initiation per Month	001C Number of SICs after Service Initiation per Month	001D Number of SICs after Service Initiation per Month

227

228

001E Number of SICs after Service Initiation per Month	001F Number of SICs after Service Initiation per Month	001G Number of SICs after Service Initiation per Month	001H Number of SICs after Service Initiation per Month	001I Number of SICs after Service Initiation per Month	001A Number of Usage Charges per Month	001C Number of Usage Charges per Month

229

230

001D Number of Usage Charges per Month	001E Number of Usage Charges per Month	001F Number of Usage Charges per Month	001G Number of Usage Charges per Month	001H Number of Usage Charges per Month	001I Number of Usage Charges per Month

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Table J.2.4.2-8. Additional Local Loop Evaluation Quantities Column Headings (ADDLL)

SDP Location ID	Service Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Connections per Month

235

236
237

Table J.2.4.2-9. Move and Reconfiguration Evaluation Quantities Column Headings (M&R)

Charge Type	Item Number	Charging Unit	Average Number of Charges per Month

238

239

Table J.2.4.2-10. Other Charges Evaluation Quantities Column Headings (OTHER)

Charge Type	Item Number	Charging Unit	Average Number of Charges per Month

240

241

Table J.2.4.2-11. CSS Local Loop Totals Column Headings (CLLtots)

Local Loop NPANXX	CSS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Line Charges per Month
	001A Total			
	001C Total			
	001D Total			
	001E Total			
	001F Total			
	001G Total			
	001H Total			
	001I Total			
	Grand Total			

242

Table J.2.4.2-12. DTS Local Loop Totals Column Headings (DLLtots)

Local Loop NPANXX	DTS Type ID No	Average Number of Transition SICs per Month	Average Number of Installation SICs per Month	Average Number of Loop Charges per Month
	002A Total			
	002B Total			
	002C Total			
	002D Total			
	002E Total			
	002F Total			
	Grand Total			

243

244

245 **J.3 Development of FTS Program Guiding Principles**

246 Prior to the release of this RFP, extensive exchanges of information and views took place
247 among Congress, Executive Branch agencies, and industry. These exchanges included
248 formal Congressional hearings, open public meetings, letters and other written materials, and
249 private meetings arranged under the auspices of Congressional oversight committees.

250 **J.3.1 Statements of Principles Released FEB 18, 1997 and APR 4, 1997**

251 A set of general principles intended to broadly guide the development and
252 implementation of the FTS telecommunications program emerged from these exchanges.
253 These principles are intended to convey the consensus that emerged between the Legislative
254 and Executive branches. Tables J.3.1-1 and J.3.1-2 reproduce the two documents that
255 encapsulate these principles. These tables are provided for information purposes only.

256 Certain terms used in Tables J.3.1-1 and J.3.1-2 vary from terms used elsewhere in this
257 RFP. Specifically, the term “local loop” in the tables includes both the local loop, local
258 switching, and associated features. The term “local access” in the tables is referred to as
259 “IXC access” in the RFP. The term “network transport” in the tables is referred to as “IXC
260 transport” in the RFP. Where any conflict in terms occurs between the tables and the RFP,
261 the RFP terms shall take precedence.

262 The Government expects that agencies acquiring local service for non-MAA locations
263 below the threshold (referred to in Principle 15.8 of Table J.3.1-2) will follow established
264 contracting principles and examine all options, including FTS2001 contractors, MAA
265 contractors, and other potential providers, including their Local Exchange Carriers (LECs).

266 **J.3.2 Forbearance Period**

267 Following the release of the documents represented in the above attachments, further
268 discussions resulted in the emergence of one further point of consensus, as follows. No
269 contract modifications for optional local services in an MAA area will be executed to an
270 FTS2001 contract or an MAA contract before one year after the relevant MAA award. In
271 addition, no contract modifications for optional local services in a non-MAA area will be
272 executed to an FTS2001 contract or an MAA contract before one year after any competitive
273 award of such services. Similarly, the Government will not execute contract modifications
274 to an MAA contract for optional long-distance services before one year after the initial
275 FTS2001 award.

276

Table J.3.1-1. Statement of Principles Released February 18, 1997

**Federal Telecommunications Service Program
Statement of Principles
Page 1 of 2**

FTS Program Goals

1. Ensure the best service and price for the Government
2. Maximize competition

Program Strategy

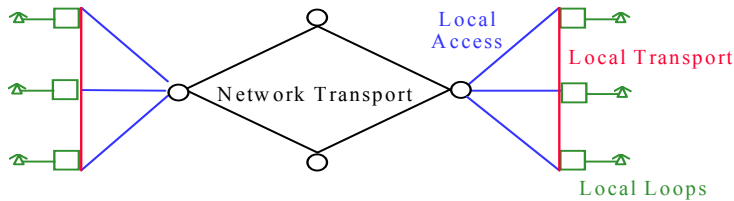
In general, the Government's goals will be met by:

- Multiple, overlapping, staggered contracts
- Comprehensive and niche contracts
- Awarding minimum revenue guarantees (e.g., \$1B in FTS2001) to vendors that compete and win
- Leveraging the Government's large traffic volumes
- Aggressively pursuing Metropolitan Area Acquisitions (MAA) and other opportunities to maximize competition

Specifically, the Government will:

- Award multiple contracts for FTS2001
- Award MAA contracts in multiple areas, multiple contracts may be awarded in any particular area at the option of the Government
- Award niche contracts (e.g., wireless) to focus competition where and when needed
- Later, award multiple FTS-TS contracts for required end-to-end services, timing of award is at the discretion of the Government

Required and Optional Services



- FTS2001 Contracts
- Required services
 - Network transport
 - Local access
 - Optional services
 - Local transport
 - Local loops

- MAA Contracts
- Required services
 - Local loops
 - Local transport
 - Optional services
 - Local access
 - Network transport

277

278

Table J.3.1-1. Statement of Principles Released February 18, 1997 (Concluded)

Federal Telecommunications Service Program
Statement of Principles
 Page 2 of 2

For FTS2001 and MAA Contracts

1. Vendors must bid required services.
2. Vendors must meet all requirements specified in the appropriate RFP (e.g., technical specifications and price structures).
3. The vendor may choose to offer services from owned facilities or as a reseller. The Government's evaluation of services offered will be facility-neutral.
4. Compliance with the RFP requirements for the required services and evaluation of the unbundled prices for the required services, using the traffic models provided by the Government, will serve as the sole basis of the contract awards.
5. The Government's sole obligation under any contract will be to meet the minimum revenue guarantees' (e.g., the Government does not plan to manage a revenue or traffic distribution among the contracts).
6. Contractors (i.e., vendors who have won either an FTS2001 or an MAA contract) may offer optional services. Contractors determine which specific optional services to offer. Contractors determine when (i.e., at time of submission of proposals or anytime during the contract life) and where to offer optional services.
7. Optional services must meet all requirements as specified in the appropriate RFP (e.g., optional local transport service offered by an FTS2001 contractor must meet the technical specification for local transport in the MAA RFP).
8. Prices, whether offered for required or optional services, must comply with the price structures contained in Section B of the appropriate RFP (e.g., optional local transport service offered by an FTS2001 contractor must comply with the price structure for local transport in the MAA RFP, optional network transport service offered by an MAA contractor must comply with the price structure for network transport in the FTS2001 RFP).
9. Individual price elements (i.e., unbundled prices) are required for all required and optional services.
10. Contractors may also offer bundled prices. The price structure will allow fixed discounts for optional bundles offered by the contractor. (This is structurally similar to the scenario based discounts used in the FTS2000 Year 7 Price Redetermination.) However, the sole basis of contract award is per item 4 above.
11. MAA contractors may elect to offer any MAA-required service, on an optional basis, outside of the awarded MAA area.
12. MAA contractors may offer in-region network transport services (and submit technical and price information) on a contingent basis for ordering immediately upon regulatory approval.

279

280 Note: Principle 12 above was deleted and replaced by a new Principle 12 in the document
 281 released on April 4, 1997 (Table J.3.1-2).

Table J.3.1-2. Statement of Principles Released April 4, 1997

The following principles supplement the 12 Principles issued on 18 February 1997.

Original Principle 12 is hereby deleted and replaced with the following new Principle 12:

12. The contract duration of the FTS2001 and MAA will be the same. Specifically, the contract duration for the FTS2001 and MAA contracts will be 4 base years and 4 one year options.
13. No work will be contracted for under any FTS contracts that is prohibited by any federal or state laws.
14. There are no minimum revenue guarantees (MRGs) for optional services.
15. Award process for MAA contracts:
 - 15.1. The Government will issue a request for qualification statements to which interested vendors may respond. The Government will use the standard RFP structure to enumerate its requirements. Specific price information will not be requested by the Government as part of the qualification process. Vendors may submit qualification statements at any time. However, the Government will specify a due date for qualification statements for each specific MAA. The Government reserves the right to re-examine its requirements or require re-qualification.
 - 15.2. The qualification statements will be required to address, in appropriate detail, the Government's requirements. The qualification statements must state the specific NPAs and NXXs in which the vendor is seeking to be qualified.
 - 15.3. The Government will evaluate the qualification statements. Vendors who are qualified will be placed on an MAA Qualified Vendor List.
 - 15.4. The Government will conduct competitions for each of the designated MAAs. The Government will specify the MAA-specific requirements, as well as the traffic model for that MAA, in an RFP issued for each MAA.
 - 15.5. Vendors on the MAA Qualified Vendor List may respond to the MAA RFP. Proposals shall include a price proposal based on the traffic model, an MAA-specific transition plan, and a proposal responsive to any other requirements unique to the specific MAA.
 - 15.6. Based on an evaluation of the MAA-specific proposals, the Government will award a contract(s) and an MRG(s) for that MAA.
 - 15.7. In areas designated as MAA areas, agencies will typically participate in the MAA-specific competition to be conducted. However, an individual agency may elect to compete its requirements prior to the conduct of the MAA.

Table J.3.1-2. Statement of Principles Released April 4, 1997 (Concluded)

- 15.8 In areas not designated as MAA areas, the Government will conduct a competition for services in that area and will accept proposals from any firm on the MAA Qualified Vendor List. The Government may elect not to conduct such competitions for requirements below a specified dollar threshold. This threshold will be determined at a later date by the GSA with input from the IMC and will be set to ensure that the Government's cost do not exceed the possible savings.
16. Optional services (i.e., for long distance services or for local services in other areas) may be offered under the following conditions:
- 16.1 Only contractors (i.e., those companies with either an FTS2001 or an MAA contract) may offer optional services.
- 16.2 Optional services may be added to the contract as modifications within the scope of the FTS2001 and MAA contracts.
- 16.3 The Government will not require service or geographic ubiquity on any optional services.
- 16.4 MAA contractors seeking to offer long distance services will submit prices, as well as a technical/management response based on the FTS2001 RFP, which will be evaluated in the contract modification process.
- 16.5 MAA contractors seeking to offer local services (i.e., in areas other than their awarded MAA area) will submit prices, which will be evaluated in the contract modification process.
- 16.6 FTS2001 contractors seeking to offer local services will submit prices, as well as a qualification statement based on the MAA request for qualification statements, which will be evaluated in the contract modification process.
- 16.7 Any contractor may offer optional services in an area after the competition is completed for that area.

286 **J.4 Glossary of Terms**

911 service	An emergency reporting system whereby a caller dials a common number—911—for all emergency service.
E911-CAMA trunk	A dedicated one-way trunk for handling outgoing 911 calls from a non-ISDN key system or PBX. It uses loop reverse-battery call supervision and in-band multi-frequency signalling for address and Caller Emergency Service Identification (e.g., directory number of the calling telephone) transmission as part of call set up.
Access circuit	The access facilities provided between the Service Delivery Point (SDP) and the local telephone service provider's central office or the inter-exchange carrier's point of presence.
Account code	A code that identifies the caller so that the cost of the call can be billed to the appropriate party.
Accounting control transaction number	A specific number assigned to each contract award winner authorizing the invoicing of services.
Additional directory listings	A feature that provides multiple numbers within a single, main directory listing.
Additional directory number	A second phone number can be obtained on the same line when ordering an ISDN service.
Agency	A term used to identify all federal agencies, authorized federal contractors, agency-sponsored universities and laboratories, and, when authorized by law or regulation, state, local, and tribal Governments.
Agency billing code	A Government-provided code that identifies a specific billing account for an agency allowed to order MAA services and that elects to use centralized billing.

Agency billing identification	An agency or contractor-provided code that identifies a specific billing account for an agency allowed to order MAA services and that elects to use direct billing.
Agency hierarchy code	An agency-provided code that identifies how billing data shall be grouped; e.g., by GSA, customer agency, customer - agency defined subhierarchies, such as department and office, service, telephone number, and accounting code. Each level of the hierarchy shall contain the aggregate information pertaining to the lower levels.
Alphanumeric	Pertaining to a character set that contains letters, digits, and sometimes other characters, such as punctuation marks.
Alphanumeric dialing	A feature that enhances data terminal dialing by allowing a data terminal user to place a data call by entering an alphanumeric name instead of dialing a long string of numbers.
Alternate call directory listings	A feature that allows alternate numbers to be indicated under a directory listing.
American National Standard Institute (ANSI)	A standard-setting, non-governmental organization, which develops and publishes standard for “voluntary” use in the United States.
Analog	In telephone transmission, the signal being transmitted—voice, video, or image – is “similar to” the original. In telecommunications, analog means telephone transmission and/or switch which is not digital.
Analog data	Data represented by a physical quantity that is considered to be continuously variable and whose magnitude is made directly proportional to the data or to a suitable function of the data.
Attendant multi-line hunt group	A feature that allows the creation of a group in which a designated member of the group can change call forward for other members of the group.

Audit trail	A chronological record of system activities that is sufficient to enable the reconstruction, reviewing, and examination of the sequence of environments and activities surrounding or leading to an operation, a procedure, or an event in a transaction from its inception to final results.
Authorization codes	A code that, once entered, can permit the user to gain access to a system or service.
Automatic call distributor (ACD)	This feature provides equitable distribution of large volumes of incoming calls to available call answering positions of the customer. The ACD can also provide an optional data stream of call events to a compatible computer where the customer can use the information to prepare management information reports.
Automatic number identification (ANI)	A service feature that provides the automatic identification of the calling station billing number.
Automatic route selection (ARS)	The ability of a switch to automatically choose the least cost route for a long distance call.
Availability	The ratio of the total time a functional unit is capable of being used during a given interval to the length of the interval; e.g., if the unit is capable of being used for 100 hours in a week, the availability is 100/168. For purposes of this RFP, the length of the interval is the applicable month.
Backup of ISDN PRI shared D channel capability	For PRI(s) with 24B+0D, shared-D channel backup/redundancy can be supported when the associated (i.e., primary) PRI with 23B+D is down/inoperative.
Bandwidth	(a) The bandwidth of a device is the difference between the limiting frequencies within which performance with respect to some characteristic falls. (b) The difference between the limiting frequencies of a continuous frequency band.
Base price	The price for providing service with no features.

Basic rate	The transmission speed supported by the basic interface structure of an ISDN system that is composed of 2 B (64 kb/s) and 1 D (16 kb/s) channel, as defined in CCITT I-412.
Bell operating company (BOC)	One of the 22 operating telephone companies that were divested from the AT&T Company under the terms of the 1982 antitrust suit settlement agreement. <i>Note:</i> Cincinnati Bell Telephone Co. and Southern New England Bell Telephone Co. are not included.
Billing accounting codes - unverified	The capability to enter a billing account code to be used in billing.
Billing accounting codes - verified	The capability to enter a billing account code to be used in billing and to block the call if the code cannot be verified.
Billing/billed	The process of creating an invoice or a bill.
Binary digit (bit)	In binary notation either of the characters 0 or 1.
Blocking	Denying access to, or use of, a facility, system, or component.
Blocking caller-paid information phone numbers	The capability to block caller-paid calls from a station.
Blocking dialed carrier identification code (CIC)	The capability to block the change from the pre-subscribed carrier on a per call basis.
Blocking of selected numbers	The capability to block calls incoming from pre-determined selected numbers.
Bridging service	Bridging service feature is the capability to have an incoming call ring at two locations when a primary number is dialed. Bridging Service is normally used for locations within a building and is accomplished via software change.

Business line	This service provides a business customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. This service also provides connection of business customer-single station sets or facsimile machines to the public switched telecommunications network.
Byte	A sequence of 8 adjacent binary digits usually treated as a unit.
Cable	Any communications channel having a bandwidth greater than a voice-grade telecommunications channel, sometimes used synonymously with wideband.
Call	Any demand to set up a connection. A unit of traffic measurement.
Call back/camp on	The capability to allow a user to place a call back on a busy line. When the called station goes on-hook, the originating station is rung and, when answered, the original call is automatically placed.
Call block	The capability to block a user-specified predesignated number(s) from completing incoming calls to the user.
Call blocking	The capability to block outgoing calls from a user(s) to specific numbers, NXXs, NPAs, or country codes.
Call consultation	A feature that allows a user to alternate between a party on hold and an existing conversation.
Call detail record	A record generated by customer traffic later used to bill the customer for service. At a minimum, call detail records include the number used to make the call, date the call is made, number called (local or long distance), time the call started, and call duration. Other information such as the circuit used to make the call (WATS, MCI, etc.) or purpose of the call (e.g., client, project) is also typically provided as part of the call detail records.

Call forward - busy line	A feature that permits calls attempting to terminate to a busy station line to be redirected to a predetermined line when the called station is in use.
Call forward - don't answer	A feature that provides for forwarding of incoming calls to a predetermined line when the called station line does not answer within a prescribed time.
Call forward - remote access	A feature that lets a user turn on or turn off call forward variable features from a telephone other than their own. From a remote location, a user dials a remote access directory number and through a series of prompts enters their own telephone number and a personal identification number.
Call forward - variable	A feature that allows a user to choose to reroute incoming calls to another specified telephone number.
Call forwarding	A feature that allows all calls destined for a station to be routed to another station (or to the attendant), designated during activation, regardless of the busy or idle state of the called station. This feature can be activated or canceled by the station user or by the attendant.
Call hold	A feature that allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call. If the controlling station user does not dial any additional digits after the "hold" code, muting of the station set and removal of dial tone will occur after a time-out period. The call will remain on hold until the controlling station user either hangs up, causing the station to ring with the held call, or flashes and redials the "hold" code to return to the original call. Only 1 call per station line may be held at a time. The held call cannot be added to the other call.
Call hunting	See hunting.

Call park	The capability to allow a call to be parked at a directory number for retrieval by another line or trunk.
Call pickup	A feature that allows a station user to answer any calls directed to another station line within his own preset pickup group by dialing a pickup code from an idle or busy station. If more than 1 station line in the pickup group is ringing, the individual call to be answered will be selected by the system. Multiple call pickup groups can be defined within a single Centrex service group.
Call restriction	A feature that allows the system to restrict certain types of calls being made from stations.
Call return	A feature that allows a telephone user to dial the last caller, even if he/she did not answer the phone.
Call screen	A feature that allows a telephone user to keep a list of telephone numbers to be screened out so that his/her phone will not ring from those numbers until the feature is turned off.
Call trace	<p>A user activated feature that allows the user to identify the last call received by entering a code into the DTMF pad (e.g., *57, *69).</p> <p>In addition, call trace may involve system-level equipment and procedures for determining equipment and procedures for determining the source of incoming calls. This call identification data is held by the phone company for later use.</p>
Call transfer	A feature that allows a station user to transfer any call in progress to another station without the assistance of the attendant.

Call waiting	A feature that allows a call to a busy station line to be held waiting while a tone signal is directed towards the busy station user. (Only the called station user hears this tone.) The called station user may connect to this waiting call by hanging up, whereby the station will be rung and will be connected to the call upon answer. Alternatively, the station user may flash and dial an answer-hold code to hold the original call and answer the waiting code.
Caller identification (ID)	A feature that provides the capability of passing the calling number to the terminating station.
Caller, calling party, call	A person, program, or equipment that originates a call.
Calling number suppression	A feature that provides the capability to block the originating phone number from being passed to the terminating station on an all call basis.
Cancel	A service order is canceled if the action is taken prior to acceptance.
Central office based service	A service with functions and features similar to those provided by a PBX system, often referred to as centrex services, that are provided by the telephone company's central office.
Centrex	A service that provides, from the telephone company central office, functions and features comparable to those provided by a PBX or a PABX.
Centrex service group	A group of affiliated users within a common Centrex configuration.

Channel	(a) A connection between initiating and terminating nodes of a circuit. (b) A single path provided from a transmission medium either by physical separation; e.g., multiplier cable, or by electrical separation; e.g., frequency- or time-division multiplexing. (c) A single unidirectional or bi-directional path for transmitting or receiving, or both, of electrical or electromagnetic signals. (d) A path along which signals can be sent; e.g., data channel, output channel.
Class of service (COS)	A designation assigned to describe the service treatment and privileges given to a particular terminal.
Class of service display	This feature provides attendants with an alphabetic or numeric code display representing the class of service of the calling PBX station line seeking attendant assistance.
Clear channel	A full 64 kb/s channel for transferring user information. Signaling is communicated over a separate channel.
Clear channel capability	A channel able to support full 64 kb/s for user information transfer.
Client	One that uses telecommunications service.
Commercially available	As applied to a telecommunications service in a geographic area, that service, or service related feature, that is, for a consideration, currently legally provided by 1 or more entities who are generally considered to be providers of telecommunications service(s) to 1 or more other entities, independent from the service provider, for their own legal commercial business purposes.
Compatibility	A property of systems that allows the exchange of necessary information directly and in usable form. <i>Note:</i> Implies use of identical or compatible protocols.

Conference calling	A feature that allows a station user to establish a multiparty conference connection (of up to 6 conferees including himself), either without attendant assistance at all, or with attendant assistance only for adding trunks.
Confidentiality	The concept of holding sensitive data in confidence, limited to an appropriate set of individuals or organizations.
Customer	One that purchases service.
Contract line item (CLIN)	A telecommunications-related service that can be ordered by item number under an MAA contract. Examples of MAA CLINs are Analog Centrex Line, Analog Centrex Voice Mail and T-1 line.
Customer premises equipment (CPE)	Equipment owned, leased or under the control of the Government and physically located at the Government's premises or at the premises of another contractor.
Customized group dialing plan	A feature that provides the capability to customize the dialing plan for a defined group of stations within the system.
Customized intercept and recorded announcement	This feature provides a recorded message, as specified by the customer, to an intercepted call indicating why the call cannot be completed.
Cutover	The physical changing of circuits or lines at a telecommunications location from 1 configuration to another.
Data	Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic means.

Data call setup	Provides three methods to set up a data call: <ul style="list-style-type: none">• Data terminal (keyboard) dialing (which also includes alphanumeric dialing and default dialing)• Voice terminal dialing• Dedicated voice terminal for data calls.
Data hot line	Provides for automatic nondial placement of a data call to an endpoint when the originator goes off-hook.
Data line privacy	Protects analog data calls from being interrupted by any of the system's overriding or ringing features. When activated by the user, it denies the system the ability to gain access to, or superimpose tones onto, the protected data call.
Data terminal equipment (DTE)	Equipment consisting of digital end instruments that converts the user information into data signals for transmission or reconverts the received data signals into user information.
Dedicated transmission service (DTS)	The private-line transmission of voice or data.
Default dialing	Enhances data terminal (keyboard) dialing by allowing a data terminal user to place a data call to a preadministered destination by simply entering a carriage return at the "Dial" prompt.
Delay	The interval of time between origination and receipt of a signal.
Demarcation point	The point where the phone company brings in the wiring that connects to the subscriber's phone system and where the subscriber assumes responsibility for the service.
Dial access code	The digit or digits entered by a user utilizing a switching vehicle to gain access to MAA services.

Dial pulse	A direct current pulse produced by a telephone instrument interrupting a steady current at a sequence and rate determined by an operator-selected digit and the operating characteristic of the instrument.
Dial zero	As a feature of Voice Mail, Dial Zero, also called “Personal Assistance” capability, allows a caller to transfer the call to another extension or human operator via a “dial zero” or comparable option.
DID number block assignment and maintenance	A feature provided by the telephone carrier to offer a range of consecutive telephone numbers in a new DID-PBX installation and to maintain the inventory of these phone numbers.
DID/DOD two way	This feature allows a central office access trunk to have both DID and DOD capabilities.
Digit display	A feature that provides the capability of displaying digits on the station’s LCD display.
Digital data	Data represented by discrete values or conditions, as opposed to analog data.
Digital form	A discrete representation of a quantized value of a variable.
Digital format	Voice or data signals represented by discrete values or conditions.
Digital signal 0 (DS0)	A digital signal rate of 64 kb/s. The world wide standard speed for digitizing one voice conversion using pulse code modulation.
Digital signal 1 (DS1)	A digital signal rate of 1.544 Mb/s.
Direct inward dialing (DID)	The capability of dialing a call from an external party directly to a station without the assistance of an attendant.

Direct outward dialing (DOD)	The capability allowing an internal user to place a call to an outside party without the assistance of an attendant.
Directed call pickup	A feature that allows a station user to answer any calls directed to another station line dialing a pickup code from an idle or busy station.
Directory assistance	This service is provided by the local telephone company. It allows the subscriber to call for information about phone numbers and/or addresses.
Disconnect	A service order is disconnected if the action is taken after the service has been accepted.
Disks/diskettes	A memory system based on rotating disks coated with a magnetic recording medium.
Distinctive call waiting tones	A feature providing the capability of distinguishing between internal, intercom, or DID calls based on the call waiting tones.
Distinctive ringing	A feature providing the capability of distinguishing between internal, intercom, or DID calls based on the station ringing pattern.
Diversity routing	The capability to allow routing over diverse pathways to include physically separate loop exit points from the customer's site, separate cable right-of-way, and separate switching offices.
Dual service	Dual service is the capability to have an incoming call ring at two locations when a primary number is dialed. One location is assigned with a primary number, and the other with a secondary number (e.g., a different extension). The two locations are normally between buildings.
Dual-tone multifrequency (DTMF) signaling	A telephone signaling method employing standard combinations of 2 specific voice band frequencies, 1 from a group of 4 low frequencies and the other from a group of 4 higher frequencies.

E&M signaling	An arrangement whereby communication between a portion of a circuit and a separate signaling unit is accomplished over 2 leads: the “E” or (“Ear”) lead which receives open or ground signals from the signaling unit, and the “M” (or “Mouth”) lead which transmits battery or ground signals to the signaling units.
Electronic access	The capability to access information via on-line access (dedicated or dial-up), E-mail, or facsimile.
Electronics Industries Associations (EIA)	A Washington, D.C. trade organization of manufactures which sets standards for use of its member companies, conducts educational programs and lobbies for members’ collectives prosperity.
Encrypt	To convert plain text into an unintelligible form by means of a cryptosystem.
End-to-end	Telecommunications service from the originating user’s terminal to the destination user’s terminal.
Erlang	A measurement of telephone traffic intensity. For example, one Erlang is equal to 1 full hour of use, or $60 \times 60 = 3600$ seconds of phone conversation. Traffic measured in 1 hundred call seconds (CCS) can be converted into Erlangs by multiplying by 100 and then dividing by 3600.
Erlang B	A probability distribution to estimate the number of telephone trunks needed to carry a given amount of traffic. Erlang B assumes that, when a call arriving at random finds all trunks busy, it vanishes (the blocked calls cleared condition).
EUCL charge	End User Common Line Charge, also known as Subscriber Line Charge. This charge is for the use of an End User Common Line to obtain local telephone exchange service, but does not include the provision of a telephone number, detail billing, directory listing, or intercept arrangements.

Extended local calling	The local phone company sometimes offers rate plans to cover an area wider than the local calling area. The rate plans are usually more expensive than the local calling plan, but less than the long distance plans.
Extended superframe format (ESF)	A T1 framing standard used in Wide Area Networks (WAN). With this format, 24 frames—instead of 12—are grouped together.
Facsimile capability	As a feature of Voice Mail, this provides the ability to create a class of service for facsimile mailbox applications. The system should permit callers to send a facsimile to a subscriber's mailbox on the system.
Feature	A service capability that is made available in addition to the basic capabilities associated with a service.
Feature group D	Also referred to as “equal access,” Feature Group D provides trunkside CLTA access, affording call supervision to an Interexchange Carrier, a uniform access code (10XXX), optional calling-party identification, recording of access-charge billing details, and presubscription to a customer-specified Interexchange Carrier as defined in paragraphs 12.20 through 12.77, Section 6 of the <i>Notes on the BOC Intra-CLTA Networks (SR-2275)</i> .
Federal Communications Commission (FCC)	The FCC is a Federal regulatory agency that was created by the Communications Act of 1934. It regulated the provision of interstate telecommunications services within the United States.
Fiber optics	A technology that uses light as a digital information carrier.
Flexible disconnect, both/either party	The capability to disconnect a call when either or both parties hang up.
Foreign exchange (FX) service	Enables a subscriber to receive local telephone calls from a central office that is outside the subscriber's exchange area.

Four-wire circuit	A transmission circuit consists of 2 pairs of 2-wire circuits. One pair is used to transmit and the other to receive. A 4-wire circuit costs more than a 2-wire circuit but provides better reception. All long distance trunks are 4-wire circuits. Subscribers can request and pay a little more to get a 4-wire local loop circuit.
Frame relay	A data communications transmission protocol, similar to packet switching, that is optimized for reliable transport facilities (such as fiber optic transport) that transmit at a low bit-error rate.
Full-duplex operation	A mode of operation in which simultaneous communication in both directions may occur between 2 terminals. Contrast with half duplex or simplex operation in which communications occur in only 1 direction at a time.
Grade of service (GOS)	The probability of a call being blocked during a call attempt, expressed as a decimal fraction, during the busy hour.
Ground start	A supervisory signal from a terminal to a switch in which 1 side of the line is temporarily grounded.
Group intercom	A feature allowing intercom groups to be defined. Each station within a group can reach any other station in that group by dialing a one or two digit number.
Hard copy	In telecommunications systems, a permanent reproduction of any part of the data transmitted through the system. The reproduction may be generated by equipment such as teletypewriter pages, continuous printed taped, facsimile pages, computer printouts, or radiophoto prints.

Hunting	Serial hunting: The capability to route incoming calls through a series of stations. If the first station is busy, the calls will be routed to the second station in the series, and so on. Circular hunting: The capability to route incoming calls through a series of stations. If the first station is busy, the calls will be routed to the second station in the series, and so on. If the last station in the circular hunt group is busy the call will be routed to the first station in the group. UCD hunting: the capability of distributing calls uniformly across a series of stations.
Identification	The process that enables recognition of an entity by a system, generally by the use of unique machine-readable user names.
Immediate start	A trunk signaling where pulsing is required to be received about 120 milliseconds after receipt of the connected signal.
Implementation	The process of adding new services or changing existing services at user locations provisioned under the MAA program.
In writing	the term “in writing” refers to a printed, hard copy form or as electronically-accessible via on-line messaging and/or database. Verbal communication alone is not to be considered “in writing”.
Inadequate wiring	Wiring or equipment that does not support service from the NID to the SDP at the performance level specified in the RFP.
Inside move charge	A charge for a change in SDP location (not SDP type) within the same customer premises.
Integrated services digital network (ISDN)	A network that provides end-to-end digital connectivity to support a wide range of services, including voice and nonvoice services, to which users have access by a limited set of standard multipurpose user network interfaces, as defined in the CCITT I series. See Basic Rate and Primary Rate.
Integrity	Assurance that the received data has not been altered in an unauthorized manner from the original transmission.

Intercept	Calls which cannot reach their destination may be intercepted and diverted to a station attendant or a recording.
Intercom dial	The capability to reach another station within an intercom group by dialing one or two digits.
Interconnection	The linking together of systems which are not necessarily interoperable.
Interexchange carrier (IXC)	Any service provider offering inter-CLTA telecommunications services.
Intermediate distribution frame (IDF)	A metal rack designed to connect cables, usually located in an equipment room or closet. Proves the connection between inter-building cabling and the intra-building cabling, i.e., between the main distribution frame (MDF) and individual phone wiring.
International telephone and telegraph consultative committee (CCITT)	An international organization, part of the International Telecommunications Union, that issues recommendations that are frequently adopted as standards by the telecommunications community.
Internetworking	The process of interconnecting a number of individual networks to provide a path from a terminal or a host on 1 network to a terminal or a host on another network. The networks involved may be of the same type, or they may be of different types. However, each network is distinct, with its own addresses, internal protocols, access methods, and administration.
Interoperability	The ability of each service provider to effectively and efficiently transfer all information and control data within its own network and between its network and those of other service providers so that a given service offering operates transparently and without performance degradation for users.
Invoice	A due and payable itemized list of goods or services from a contractor which states quantities, prices, charges, and other data.

Invoicing	The process of preparing and forwarding a list of charges to the Government for services rendered by the contractor.
IXC POP termination charge	A charge that may be imposed when a DTS circuit terminates at an IXC POP.
Key telephone system	In a customer environment, terminals and equipment that provides user terminals with access to a variety of telephone services without attendant assistance.
Kilobyte (kB)	1000 bytes.
Last number redial	The capability of redialing the last number dialed by pressing a feature code or button.
Line hunting	See Hunting.
Local access and transport area (LATA)	Under the terms of the Modified Final Judgment (MFJ), the geographical area within which a BOC is permitted to provide telecommunications services after divestiture by AT&T.
Local area network (LAN)	A data communications system that (a) lies within a limited spatial area, (b) has a specific user group, (c) has a specific topology, and (d) is not a public switched telecommunications network, but may be connected to 1. <i>Note 1:</i> LANs are usually restricted to relatively small areas, such as rooms, building, ships, and aircraft. <i>Note 2:</i> An interconnection of LANs within a limited geographical area, such as a military base, is commonly referred to as a campus area network. An interconnection of LANs over a city-wide geographical area is commonly called a MAN. An interconnection of LANs over large geographical areas is commonly called a WAN. <i>Note 3:</i> LANs are not subject to public telecommunications regulations.
Local interoffice channel charge	A charge based on the direct airline distance measured between the two serving wire centers in the local calling area.

Local loop	The service provided from the subscriber's service demarcation point to and including the telephone company's central office. It also includes any service provided by the company's central office as part of the monthly port service.
Logon	The procedure that is followed by a user in beginning a period of on-line terminal operation.
Loop start	A supervisory signal given by a telephone or PBX after the loop path to the central office is completed.
Mail system redundancy	As a feature of Voice Mail, this provides physical backup capability (e.g., through a dual disk drive) to prevent the loss of messages in the event of a system equipment failure.
Megabyte (MB)	1,000,000 bytes.
Message waiting indication	A visual or aural indication at a station that a message is waiting.
Microwave	A term applied to radio frequency wavelengths less than 30 centimeters long, corresponding to a frequency of 1 GHz or greater.
Mileage	The distance in miles between the 2 end points of a circuit.
Modem	Acronym for MOdulator-DEModulator. A device that modulates and demodulates signals. <i>Note:</i> Modems are primarily used for converting digital signals into quasi-analog signals for transmission over analog communication channels and for reconverting the quasi-analog signals into digital signals.
Multi-appearance preselection and preference	Provides multi-line appearance voice terminal users with options for placing or answering calls on selected appearance.

Multiple appearance directory numbers	A generic feature which allows a directory number to be assigned more than once to one or more telephone sets. This feature may also be referred to as shared call appearances, etc.
Multiplexing	The division of a transmission facility into 2 or more channels either by splitting the frequency band transmitted by the channel into narrower bands, each of which constitutes a distinct channel (frequency-division multiplexing), or by allotting this common channel to several different information channels, 1 at a time (time-division multiplexing).
Names directory	As a feature of Voice Mail, this provides callers with the ability to send message to end users on the system via a spell-by-name directory.
Narrowband	As in a narrowband data, narrowband switched services, or narrowband signal. A data stream whose digital signal representation has an essential spectral content that is limited to that which can be contained within a voice channel of nominal 4-kHz bandwidth.
National security emergency preparedness (NS/EP) requirements	As used in this document, National Security Emergency Preparedness (NS/EP) requirements are intended to maintain a state of readiness or respond to and manage an event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the security posture of the United States.
NBD initial price	The valid initial units of usage-sensitive calls during Normal Business Day (NBD is defined in Section B.1.3) are 1 minute for CSS.
Network	(a) An interconnection of 3 or more communicating entities and (usually) 3 or more nodes. (b) A combination of passive or active electronic components that serves a given purpose.

Network interface device (NID)	The demarcation point between the customer's equipment and the network as defined by the Federal Communications Commission (FCC) and the Public Utility Commission (PUC).
Normal business day (NBD) additional price	The valid increments of usage-sensitive calls during Normal Business Day (NBD is defined in Section B.1.3) are 1 minute for CSS.
North American numbering plan (NANP)	A numbering plan that allows all stations conforming to the 10-digit dialing pattern of the PSN to be accessed. The pattern is of the form NPA-NXX-XXXX where NPA equals Numbering Plan Area (Area Code); N = 2-9; P = 0-9; A = 0-9; and X = 0-9.
NPANXX	NPA is the Numbering Plan Area, also known as the area code, and NXX is the first 3 digits in a seven-digit local telephone number which identifies the central office that serves the phone number. When specified alone, originating NPANXX is implied.
NPANXX group	A group of NPANXXs, determined by the offeror, that have the same MAA service rates.
Number portability	Number portability is the ability of a user of telecommunications services to retain, at the same location or at other locations within the same rate center, existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.
Off-hook time out	The capability of a switch to detect and react to an off-hook condition over a period of time before reception of dialing information or after call disconnect.
Off-net call	A call that originates from an SDP on an MAA contractor's network and terminates on an SDP on a different contractor's network, but is within the MAA service area (e.g., contractor 1 network to contractor 2, 3, etc. network).

Off-premises switch-based voice service	Off-premises switch-based voice services refer to voice services for a large number of users that can be provided via various solutions. Off-premises switch-based voice service is a set of capabilities and features that are commonly provided by Centrex-like or PBX-like services and features. Off-premises switched-based voice service is not located in Government facilities except at locations with existing on-premises PBX.
On-line	Electronic availability on demand from a computer-based system without mounting removable media such as magnetic tape or disks.
On-net call	A call that originates from an SDP on an MAA contractor's network and terminates on an SDP on the same MAA contractor's network (e.g., contractor 1 network to contractor 1 network).
Operator assistance	Calls completed or billed with the live or mechanical assistance by the telephone company's operator center.
Operator assistance-busy line verification	A feature that allows an operator to determine whether a busy line is in use.
Operator assistance-busy line verification with interrupt	A feature that allows an operator to break into an existing conversation and converse with one or both parties.
Originating NPANXX group	The area that includes the group of NPANXXs where a service originates. See Section J.1.1 for the list of valid originating NPANXXs.
Other direct costs (ODC)	Costs associated with services that are within the scope of the contract but are not priced under the pricing structures provided in Section B.
Outage	A telecommunication service condition wherein a user is deprived of service because of a malfunction of the communication system.

Outside move charge	A charge for a change in SDP location (not SDP type) to a different customer premises.
Outside normal business day (ONBD) additional price	The valid increments of usage-sensitive calls during Outside Normal Business Day (ONBD is defined in Section B.1.3) are 1 minute for CSS.
Outside normal business day (ONBD) initial price	The valid increments of usage-sensitive calls during Outside Normal Business Day (ONBD is defined in Section B.1.3) are 1 minute for CSS.
Packet switching	A system in which messages are broken down into smaller units called packets, which are then individually addressed and routed through the network.
Packet switching network	A network designed to carry data in the form of packets. The packet format, internal to the network, may require conversion at a gateway.
Paging/outcall capability	As a feature of Voice Mail, this is the ability to create a class of service that can notify a subscriber of a new message via either a page or telephone call.
Password	A word, alphanumeric character, or combination that permits access to otherwise inaccessible data, information, or facilities.
Personalized ringing	Allows users of certain voice terminals to uniquely identify their own calls. Each user can choose one of a number of possible ringing patterns.
Point of presence (POP)	An Interexchange Carrier's point of interface with a Local Exchange Carrier.
Pre-subscribed interexchange carrier (PIC) change	The capability for a telephone user to change to another interexchange carrier that is to be used with 1+ dialing.

Price	The charge for the associated price element.
Price element	<p>An individual cell in a price table. A price element cannot be ordered from the contract. A price element captures the following dimensions of the MAA pricing structure into a single value:</p> <ul style="list-style-type: none"> (a) Year (Time dimension) (b) Price component for a Particular CLIN (Service dimension) (c) NPANXX Groups (Geographic dimension where applicable) <p>Examples of a price element are:</p> <ul style="list-style-type: none"> (a) Year 1 Monthly Recurring Charge for a CSS Analog Business Line for NPANXX Group 2 (b) Year 3 Service Initiation Charge for CSS Analog Centrex for NPANXX Group 1 (c) Year 5 Monthly Recurring Charge for CSS Analog Centrex Voice Mail Feature (d) Year 7 One-time charge for moving an analog business line
Price per mile	The unit price per each mile specified in the mileage field.
Primary directory listing	A primary directory listing is listed in the telephone directory published by the dominant exchange service provider in the customer's exchange area of the station number which is designated as the customer's main billing number. It contains the name of the customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the customer.
Primary rate	The transmission rate supported by the ISDN primary rate interface, defined on CCITT I.412 as 1536 kb/s and composed of 23 B (64 kb/s) and 1 D (64 kb/s) channels.
Privacy	A feature that provides the capability for a user to prevent others from entering into a connection on a multi-appearance line.

Private branch exchange (PBX)	<p>Simply, a communications switching system serving an organization and normally located on the organization's premises.</p> <p>Specifically, communications switching equipment conforming to the EIA Standards RS-464 and RS-464-1, published in December 1977 and August 1982, and meeting FCC registration requirements for interconnection to the Public Switched Network.</p>
Provisioning	<p>The act of supplying telecommunications service to a user, including all associated transmission, switching, equipment, software, wiring, implementation services, and support systems.</p>
Public switched network (PSN)	<p>Any common carrier network that provides circuit switching among public users. <i>Note:</i> The term is usually applied to the Public Switched Telephone Network, but it could be applied more generally to other switched networks, e.g., public data networks and public packet-switched data networks.</p>
Reconfiguration charges	<p>Charges that apply to reconfiguration that cannot be accomplished using software reconfiguration by customer.</p>
Replaced date	<p>Date on which a quoted price is replaced.</p>
Robbed-bit signaling	<p>A DSI or T1 signaling mechanism. Bit robbing is the technique to steal bits from the speech path for in-band signaling and use the rest of the bits to create the original electrical analog signal i.e., the original sound.</p>

Service delivery point (SDP)	The point at which a service is delivered by the contractor to the user. It is defined in terms of location, contractor facilities, interface, and user facilities. The SDP is the interface point for the physical or logical delivery of a service, is 1 of the points at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the charges for services rendered. Each SDP is defined as the combined physical, electrical, and service interface between the serviced network and Government premises equipment, off-premises switching and transmission equipment (including but not limited to, those provided by Centrex and telephone central offices), and other facilities, as well as the POP of the MAA contractor's transport network service provider in the future. SDPs may be located on or off Government premises.
Service initiation charge (SIC)	Those fees established by the contractor that enable new subscribers to access the service or existing subscribers to add a new feature. These are by definition one-time fees for physical and logical connection establishment within the network.
Service profile identification and directory (SPID)	Is a service profile identification used for ISDN BRI which allows automatic assignment of terminal identification attached to BRI.
Service-based approach	In a service-based approach, the Government delegates responsibility for transmission, switching, or support service functions to a telecommunications service provider. In a facilities-based approach, the Government retains ownership of some of the required network assets or "facilities."
Signal system number 7	Signal system No. 7 is a digital channel signaling for out-of-band signaling for call control, e.g., ISDN calls.
Signaling	The information exchange concerning establishment and control of a connection and management of the network, in contrast to user information transfer.

Six-way conference calling	See conference calling.
Software reconfiguration by customer	The capability allowing a customer organization to manage line and feature arrangements without going through service-order procedures. Typical customer initiated tasks would include adding, deleting, and changing station features; rearranging or swapping existing stations; verifying status of change orders; and reviewing current status of line and station configurations.
Specification	A document intended primarily for use in a procurement that clearly and accurately describes the essential technical requirements for items, materials, or services, including the procedure by which it will be determined that the requirements have been met.
Speed calling	A feature that allows a station user to reach any of a preselected group of phone number by dialing one or more digits.
Start date	Date on which a quoted price becomes effective.
Station	A data terminal or voice terminal used to access a network.
Station message desk interface (SDMI)	The interface between a voice mail system and an external local exchange carrier office.
Station-to-station dialing	A feature that allows a station user to directly dial other stations within the same system without the assistance of the attendant. The number of digits required depends on the numbering plan engineered for the customer.
Stop date	Date on which a quoted price is no longer effective.
Supervised 700 ms disconnect	This feature provides the capability to extend disconnect supervision timing to 700 ms on loop start lines.

Synchronous transmission	Digital transmission in which the time interval between any 2 similar significant instants in the overall bit stream is always an integral number of unit intervals. <i>Note:</i> “ <i>Isochronous</i> ” and “ <i>anisochronous</i> ” are characteristics, while “ <i>synchronous</i> ” and “ <i>asynchronous</i> ” are relationships.
T1	Digital services that provide transmission between 2 stations at an aggregate data rate of 1.544 Mb/s.
T3	Digital services that provide transmission between 2 stations at an aggregate data rate of 44.736 Mb/s.
Tandem switch	A switch that is capable of interconnecting PBX’s or end offices. In the North American telephone network prior to divestiture, tandem switches were also known as Class 4 switches, whereas central offices or serving offices were known as Class 5 switches.
Telecommunications	Any process that permits the passage of information from a sender to 1 or more receivers in any usable form by means of any electromagnetic system.
Telecommunications industry association (TIA)	Washington lobby and trade association providing communications and information technology products, materials, systems, distribution services, and professional services.
Teleconferencing	A conference between persons remote from 1 another but linked by a telecommunications system. <i>Note:</i> A teleconference is supported by audio and/or video communication equipment that enables the live exchange of information among remotely located persons and machines.
Terminating NPANXX group	The area that includes the group of NPANXXs where a service terminates. See Section J.1.2 for the list of valid terminating NPANXXs.
Three-way conference calling	See conference calling.

Tie trunk	A dedicated circuit linking two PBXs
Traffic	(a) The information moved over a communications channel. (b) A quantitative measurement of the total messages and their length, expressed in calls, erlangs, 1 hundred call seconds (CCSs), or other units, during a specified period of time.
Transmission facility	The physical wires, amplifiers, and other equipment used to transmit an electrical signal.
TSP level change	Change level to another of five TSP levels.
TSP provisioning	Priority installation of a new circuit.
TSP restoration	Establishes and maintains a restoration priority for a circuit.
Two-wire circuit	A transmission circuit composed of 2 wires - signal and ground - used to both send and receive information. Local loop circuits are generally 2-wire circuits.
Unit price	A unit price is constructed from the price elements associated with a CLIN. For example, a CSS line incurs the following costs: one-time service initiation charge, monthly recurring line charge, EUCL charge.
Value-added service	A service that extends the basic service, such as electronic mail service over a Packet Switched Service or voice mail service over a Switched Voice Service.
Vanity number	A directory number that can be dialed using a meaningful alphanumeric representation.
Virtual circuit	A communication arrangement in which data from a source user may be passed to a destination user over various real circuit configurations during a single period of communication.
Voice mail	A voice messaging system.

Wink start Short duration off hook signal.

X.25 ITU recommendation that specifies the interface between user data terminal equipment and packet-switching data circuit-terminating equipment.

288 **J.5 Small, Small Disadvantaged, And Women-Owned Small Business**
289 **Subcontracting Plan Outline**

290
291 GENERAL SERVICES ADMINISTRATION (GSA)
292 SMALL, SMALL DISADVANTAGED, AND WOMEN-OWNED SMALL BUSINESS
293 SUBCONTRACTING PCLN OUTLINE
294 (MODEL)

295 *The following outline meets the minimum requirements of Section 8(d) and the Federal*
296 *Acquisition Regulation (FAR) Subparts 19.7. It is intended to be used as a guideline. It is*
297 *not intended to replace any existing corporate plan which may be more extensive. If*
298 *assistance is needed to locate small business sources, contact (name of organization and*
299 *phone number).*

300 Identification Data: _____
301 Company Name: _____
302 Address: _____
303 Date Prepared: _____ Solicitation Number: _____
304 Item/Service: _____
305

306 1. TYPE OF PCLN: (Check only 1).

307 INDIVIDUAL PCLN: *In this type of plan all elements are developed*
308 *specifically for this contract and are applicable for the full term of this contract.*

309 MASTER PCLN: *In this type of plan, goals are developed for this contract;*
310 *all other elements are standard. The master plan must be approved once every 3 years. Once*
311 *incorporated into a contract with specific goals, it is valid for the life of the contract.*

312 COMMERCIAL PRODUCTS PCLN: *This type of plan is used when the*
313 *contractor sells large quantities of off-the-shelf commodities to many Government agencies.*
314 *Plans/goals are negotiated with the initial agency on a company-wide basis rather than for*
315 *individual contracts. The plan is effective only during year approved. The contractor must*
316 *provide a copy of the initial agency approval, AND MUST SUBMIT AN ANNUAL SF 295*
317 *TO WITH A BREAKOUT OF SUBCONTRACTING PRORATED FOR*

318 2. GOALS: *State separate dollar and percentage goals for small business, small*
319 *disadvantaged business, and women-owned small business in the following format.*

320 A. Estimated dollar value of all planned subcontracting, i.e., to all types of business

321 concerns under this contract is:

ESTIMATED DOLCLR VALUE OF ALL PCLNND SUBCONTRACTING				
BASE	1 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH OPTION
\$	\$	\$	\$	\$

322 B. Estimated dollar value and percentage of planned subcontracting with large
 323 businesses (all business concerns classified as other than small) is:

SUBCONTRACTING TO CLRGE BUSINESS CONCERNS				
BASE	1 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

324 C. Estimated dollar value and percentage of planned subcontracting to small business
 325 concerns is:

326 (Include Small Disadvantaged and Women-owned Small Business)

SUBCONTRACTING TO SMALL BUSINESS CONCERNS				
BASE	1 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

327 D. Estimated dollar value and percentage of planned subcontracting to small
 328 disadvantaged business concerns is:

329

SUBCONTRACTING TO SMALL DISADVANTAGED BUSINESS CONCERNS				
BASE	1 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

330 E. Estimated dollar value and percentage of planned subcontracting to women-owned
 331 small business concerns is:

SUBCONTRACTING TO WOMEN-OWNED SMALL BUSINESS CONCERNS				
BASE	1 ST OPTION	2 ND OPTION	3 RD OPTION	4 TH OPTION
\$	\$	\$	\$	\$
%	%	%	%	%

332 F. Products and/or services to be subcontracted under this contract, and the types of
 333 businesses supplying them, are:

334 (Check all that apply).

BUSINESS CATEGORY OR SIZE					
PRODUCT SERVICE	STANDARD INDUS. CODE (SIC)	CLRGE	SMALL BUS.	SDB	WOSB

335 (Attach additional sheets if necessary.)

336 F.1 Explain the methods used to develop the subcontracting goals for small, small
 337 disadvantaged, and women-owned small business concerns.

338 F.2 Explain how the product and service areas to be subcontracted were established, how
 339 the areas to be subcontracted to small, small disadvantaged and women-owned small
 340 businesses were determined.

341 F.3 How the capabilities of small, small disadvantaged and women-owned small

342 businesses were determined.

343 F.4 Identify all source lists used in the determination process.

344 _____

345 _____

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351 G. Indirect and overhead costs _ HAVE BEEN or _ HAVE NOT BEEN included in the
352 dollar and percentage subcontracting goals stated above. (Check 1.)

353 H. If indirect and overhead costs HAVE BEEN included, explain the method used to
354 determine the proportionate share of such costs to be allocated as subcontracts to small,
355 small disadvantaged and women-owned business concerns.

356 _____

357 _____

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360 3. PROGRAM ADMINISTRATOR:

361 FAR 19.704(a)(2) requires *information about the company employee who will administer*
362 *the subcontracting program. Please provide the name, title, address, phone number,*
363 *position within the corporate structure and the duties of that employee.*

364 Name: _____

365 Title: _____

366 Address: _____

367 Telephone: _____

368 Position: _____

369
370 Duties: The Program Administrator shall have general overall responsibility for the
371 Contractors subcontracting program, i.e., developing, preparing, and executing individual
372 subcontracting plans and monitoring performance relative to this particular plan. These
373 duties included but are not limited to, the following activities.

374 A. Developing and promoting company/division policy statements that demonstrate the
375 company's/division's support for awarding contracts and subcontracts to small, small
376 disadvantaged, and women-owned small business concerns.

- 377 B. Developing and maintaining bidders' lists of small, small disadvantaged, and
378 women-owned small business concerns from all possible sources.
- 379 C. Ensuring periodic rotation of potential subcontractors on bidders' lists.
- 380 D. Assuring that small, small disadvantaged, and women-owned small businesses are
381 included on the bidders' list for every subcontract solicitation for products and services they
382 are capable of providing.
- 383 E. Ensuring that subcontract procurement "packages" are designed to permit the
384 maximum possible participation of small, small disadvantaged, and women-owned small
385 businesses.
- 386 F. Reviewing subcontract solicitations to remove statements, clauses, etc., which might
387 tend to restrict or prohibit small, small disadvantaged, and women-owned small business
388 participation.
- 389 G. Ensuring that the subcontract bid proposal review board documents its reasons for not
390 selecting any low bids submitted by small, small disadvantaged, and women-owned small
391 business concerns.
- 392 H. Overseeing the establishment and maintenance of contract and subcontract award
393 records.
- 394 I. Attending or arranging for the attendance of company counselors at Business
395 Opportunity Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.
- 396 J. Directly or indirectly counseling small, small disadvantaged and women-owned small
397 business concerns on subcontracting opportunities and how to prepare bids to the company.
- 398 K. Providing notice to subcontractors concerning penalties for misrepresentations of
399 business status as small, small disadvantaged, or women-owned small business for the
400 purpose of obtaining a subcontract that is to be included as part or all of a goal contained in
401 the contractor's subcontracting plan.
- 402 L. Conducting or arranging training for purchasing personnel regarding the intent and
403 impact of Section 8(d) of the Small Business Act on purchasing procedures.
- 404 M. Developing and maintaining an incentive program for buyers which supports the
405 subcontracting program.
- 406 N. Monitoring the company's performance and making any adjustments necessary to
407 achieve the subcontract plan goals.
- 408 O. Preparing and submitting timely reports.
- 409 P. Coordinating the company's activities during compliance reviews by Federal
410 agencies.

411 4. EQUITABLE OPPORTUNITY

412 *FAR 19.704(a)(3) requires a description of the efforts the contractor will make to ensure*
413 *that small, small disadvantaged, and women-owned small business concerns will have an*
414 *equitable opportunity to compete for subcontracts. These efforts include, but are not limited*
415 *to, the following activities:*

416 A. Outreach efforts to obtain sources:

417 ___ Contacting minority and small business trade associations

418 ___ Contacting business development organizations

419 ___ Requesting sources from the Small Business Administration's Procurement
420 Automated Source System(PASS)

421 ___ Attending small, minority, and women-owned business procurement conferences and
422 trade fair

423 B. Internal efforts to guide and encourage purchasing personnel:

424 ___ Presenting workshops, seminars and training programs

425 ___ Establishing, maintaining and using small, small disadvantaged and women-owned
426 business source lists, guides and other data for soliciting subcontracts

427 ___ Monitoring activities to evaluate compliance with the subcontracting plan

428 C. Additional efforts: (Please describe.)

429 _____
430 _____
431 _____

432 5. CLAUSE INCLUSION AND FLOW DOWN

433 *FAR 19.704(a)(4) requires that your company include FAR 52.2198, "Utilization of*
434 *Small, Small Disadvantaged, Women-owned Small Business Concerns", in all subcontracts*
435 *that offer further subcontracting opportunities. Your company must require all*
436 *subcontractors, except small business concerns, that receive subcontracts in excess of*
437 *\$500,000 (\$1,000,000 for construction) to adopt and comply with a plan similar to the plan*
438 *required by FAR 52.219-9, "Small, Small Disadvantaged, and Women-Owned Small*
439 *Business and Business Subcontracting Plan."*

440 Your company agrees that the clause will be included and that the plans will be reviewed
441 against the minimum requirements for such plans. The acceptability of percentage goals for
442 small, small disadvantaged, and women-owned small business concerns must be determined
443 on a case-by-case basis depending on the supplies and services involved, the availability of
444 potential small, small disadvantaged, and women-owned small business subcontractors and
445 prior experience. Once the plans are negotiated, approved, and implemented, the plans must
446 be monitored through the submission of periodic reports, including Standard Form (SF) 294
447 and SF 295 reports.

448 In accordance with policy letters published by the Office of Federal Procurement Policy,
449 such assurance shall describe the offer's procedures for the review, approval and monitoring
450 for compliance with such subcontracting plans.

451 6. REPORTING AND COOPERATION

452 *FAR 19.704(a)(5) requires that your company (1) cooperate in any studies or surveys as*
453 *may be required, (2) submit periodic reports which show compliance with the subcontracting*
454 *plan; (3) submit Standard Form (SF) 294, "Subcontracting Reports for Individual*
455 *Contracts," and SF 295, "Summary Subcontract*

456 *Report," in accordance with the instructions on the forms; and (4) ensure that*
457 *subcontractors agree to submit SF 294 and SF 295.*

458 *Both the Director, Office of Small and Disadvantaged Business Utilization and the Small*
459 *Business Specialist must receive the report(s) within 30 days after the close of each calendar*
460 *period. That is:*

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<u>Calendar Period</u>	<u>Report Due</u>	<u>Date Due</u>	<u>Send Report To</u>
10/01-03/31	SF 294	04/30	Contracting Officer/Small Business Technical Advisor
04/01- 09/30	SF 294	10/30	Contracting Officer/Small Business Technical Advisor
10/01-09/30	SF 295	10/30	Director, Office of Small and Disadvantaged Utilization (OSDBU)

*SF 295 Shall also be submitted to the SBA Commercial Market Representative

*Small Business Technical Advisor's address is: (To Be Completed by Contracting Officer)	*Director, Office of Small and disadvantaged Business Utilization is: (To be completed by Contracting Officer)
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7. RECORDKEEPING

FAR 19.704(a)(6) requires a list of the types of records your company will maintain to demonstrate the procedures adopted to comply with the requirements and goals in the subcontracting plan. These records will include, but not be limited to, the following:

A. Small, small disadvantaged, and women-owned small business concern source lists, guides, and other data identifying such vendors.

B. Organizations contacted for small, small disadvantaged, and women-owned small business sources.

C. On a contract-by-contract basis, records on all subcontract solicitations over \$100,000 which indicate for each solicitation (1) whether small business concerns were solicited, and if not, why not; (2) whether small disadvantaged business concerns were solicited, and if not, why not; (3) whether women-owned small business concerns were solicited, and if not, why

494 not; and (4) reasons for the failure of solicited small, small disadvantaged, and
495 women-owned small business concerns to receive the subcontract award.

496 D. Records to support other outreach efforts, e.g., contacts with minority and small
497 business trade associations, attendance at small, minority, and women-owned small business
498 procurement conference and trade fairs.

499 E. Records to support internal activities to (1) guide and encourage purchasing
500 personnel, e.g., workshops, seminars, training programs, incentive awards; and (2) monitor
501 activities to evaluate compliance.

502 F. On a contract-by-contract basis, records to support subcontract award data including
503 the name, address and business size of each subcontractor. (This item is not required for
504 company or division-wide commercial products plans).

505 G. Other records to support your compliance with the subcontracting plan: (Please
506 describe)

507 _____
508 _____
509 _____
510 _____

511 8. TIMELY PAYMENTS TO SUBCONTRACTORS

512 *FAR 19.702 requires your company to establish and use procedures to ensure the timely*
513 *payment of amounts due pursuant to the terms of your subcontracts with small, small*
514 *disadvantaged, and women-owned small business concerns.*

515 Your company has established and uses such procedures:

516 9. DESCRIPTION OF GOOD FAITH EFFORT

517 *Maximum practicable utilization of small, small disadvantaged, and women-owned small*
518 *business concerns as subcontractors in Government contracts is a matter of national interest*
519 *with both social and economic benefits. When a contractor fails to make a good faith effort*
520 *to comply with a subcontracting plan, these objectives are not achieved, and 15 U.S.C.*
521 *637(d)(4J(F) directs that liquidated damages shall be paid by the contractor.*

522 In order to demonstrate your compliance with a good faith effort to achieve the small,
523 small disadvantaged, and women-owned small business subcontracting goals, outline the
524 steps your company plans to take. These steps will be negotiated with the contracting officer
525 prior to approval of the plan.

526 _____

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529

530 The contractor is advised that this subcontracting plan will be made a material part of the
531 contract and that the submission of the SF294 and SF295 will be made a line item
532 deliverable in the contract.

533 10. SIGNATURES REQUIRED

534 This subcontracting plan was SUBMITTED by:

535
536

Signature:

537
538 Typed Name:

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Title:

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Date:

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This subcontracting plan was REVIEWED by:

545
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Signature:

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Title: Small Business Specialist:

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Typed Name:

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Date:

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554 This subcontracting plan was REVIEWED by:

555

556 _____
Signature:

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558 _____
Title: Small Business Administration Representative (PCR)

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560 _____
Typed Name:

561

562 _____
Date:

563

564 This subcontracting plan was CONCURRED by:

565

566

567 _____
Signature:

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569 _____
Title: Director, Office of Small and Disadvantaged Business Utilization:

570

571 _____
Typed Name:

572

573 _____
Date:

574

575

576 This subcontracting plan was ACCEPTED by:

577

578 _____
Signature:

579

580 _____
Title: Contracting Officer:

581

582 _____
Typed Name:

583

584 _____
Date:

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588 **J.6 Requirements Matrixes**

589 Tables J.6-1a, J.6-1b, J.6-2a and J.6-2b comprise the Baltimore technical and
590 management requirements checklists referred to in Section L.22, *Detailed Proposal*
591 *Instructions*. These tables list all management and technical requirements provided in the
592 Baltimore MAA RFP Sections B, C, G, and J.

593 For each technical and management requirement in Tables J.6.1a and J.6-2a, a narrative
594 response is required. The last column in this table will be used by Government proposal
595 evaluators to document whether or not the proposal is in compliance and whether any
596 exceptions are noted.

597 For each requirement in Tables J.6-1b and J.6-2b, offerors must stipulate compliance or
598 conformance. Tables J.6-1b and J.6-2b must be signed by an authorized corporate officer
599 indicating agreement and commitment to full compliance and contract performance.

600 Tables J.6-3a and J.6-3b comprise the Baltimore price requirements. For each
601 requirement in Table J.6-3a, a narrative response is required. For each requirement in Table
602 J.6-3b, offerors must stipulate compliance or conformance. Table J.6-3b must be signed by
603 an authorized corporate officer indicating agreement and commitment to full compliance and
604 contract performance.

605 Tables J.6-4 through J.6-7 are the Technical and Management, Price, and Business
606 Proposal Conformance Checklists that will be used by the Government to evaluate offeror's
607 conformance with the proposal instructions in Section L. Offerors shall complete the
608 proposal reference section in each checklist.

Table J.6-1a. Baltimore Technical Requirements – Narrative Response Required

#	RFP Section	Statement of Requirement	Proposal Reference	Comply
1.	B.2.2	The offeror shall address in its RFP proposal its intention to provide on-net calling between MAA contractor’s networks and the projected time frame when this capability can be implemented (i.e., at award, or a period shortly after award).		
2.	C.4.1	The offeror shall describe the proposed technical approach for providing Baltimore MAA-specific services.		
3.	C.4.1	The offeror shall describe the proposed system architecture for the Baltimore MAA reflecting the engineering data provided with this solicitation: (f) The overall network architecture, including the types and capacity of the transmission and switching media, the transmission facility(ies) configuration, the type of equipment used in the network, and how the network will be used to fulfill Baltimore MAA service requirements. (g) The anticipated local loop configuration to the NID for each location defined in Section J.2.2 (e.g., service category, User to Network Interface, trunk size) in sufficient detail for the Government to determine that performance parameters are satisfied. (h) The facilities that will be part of the proposed MAA network to include identification of ownership (e.g., offeror owned, subcontractor owned).		
4.	C.2.1.6	For Baltimore, the contractor shall support the existing Government-owned telephone sets described in Section J.2.1. The contractor shall identify the necessary operations, procedures, software, and equipment to ensure service compatibility		
5.	J.1.2	The Transition Plan and the proposed system architecture shall describe the solution used to accommodate the approximately 730 Lucent and 70 Fujitsu ISDN telephone sets.		

Table J.6-1b. Baltimore Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
1.	C.2.1.6	The contractor shall continue to use the existing telephone numbers assigned to MAA stations when these stations are transitioned from existing Government networks/systems to the contractor's network.
2.	C.2.2.1.1.1 (a)	The contractor shall incorporate any changes in the NANP in both routing and automatic route selections (ARS) tables as necessary.
3.	C.2.2.1.1.1.2 (t-u)	For non-ISDN off-premises switch-based voice basic service, the contractor shall provide: (t) Reserved (u) Software Reconfiguration by Customer.
4.	C.2.2.1.1.1.5 (a-g)	In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capabilities for ISDN business line basic service: (a) Caller Identification (ID) (b) Data Call Setup (c) Data Hot Line (d) Data Line Privacy (e) Default Dialing (SDP 6 only) (f) Personalized Ringing (SDP 6 only) (g) Three-way Conference Calling.
5.	C.2.2.1.1.1.6 (a-ee)	In addition to the common basic capabilities specified in Section C.2.2.1.1.1 and C.2.2.1.1.2, the contractor shall provide the following capabilities for ISDN off-premises switch-based voice basic service: (a) Call Back/Camp On (b) Call Consultation (c) Call Forward - Busy (d) Call Forward - Don't Answer (e) Call Forward - Variable (f) Call Hold (g) Call Hunting (h) Call Park (i) Call Pick-Up (j) Call Transfer (k) Call Waiting (l) DID (m) DOD (n) Last Number Redial (o) Message Waiting Indication (p) Speed Calling (q) Three-Way Conference Calling (r) Blocking of Selected Numbers (s) Class of Service (as specified in Section C.2.2.1.1.1.2) (t) Software Reconfiguration by Customer

Table J.6-1b. Baltimore Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		<ul style="list-style-type: none"> (u) Caller ID (v) Customized Group Dialing Plan (w) Data Call Setup (x) Data Hot Line (y) Data Line Privacy (z) Default Dialing (SDP 6 only) (aa) Distinctive Ringing (SDP 6 only) (bb) Intercom Dial (cc) Multi-Appearance Preselection and Preference (SDP6) (dd) Multiple Appearance Directory Number (ee) Personalized Ringing (SDP 6 only).
6.	C.2.2.1.1.1.7 (a-c)	<p>In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capabilities for ISDN access to existing key systems:</p> <ul style="list-style-type: none"> (a) Line Hunting (b) Caller ID (c) Three-way Conference Calling.
7.	C.2.2.1.1.1.8 (a)	<p>In addition to the common basic capabilities specified in Section C.2.2.1.1.1, the contractor shall provide the following capability for ISDN access to existing PBX systems basic service:</p> <ul style="list-style-type: none"> (a) Caller ID.
8.	C.2.2.1.1.2 (f-i)	<p>For all non-ISDN and ISDN business lines, off-premises switch-based voice service, access to existing key systems, and access to existing PBX systems, the contractor shall provide the following features:</p> <ul style="list-style-type: none"> (f) Call Return (e.g., *69) (g) Call Screen (h) Foreign Exchange Service (i) Number Portability. The contractor shall retain all existing telephone line numbers at a Government location. Remote call forwarding is not a compliant solution for number portability.
9.	C.2.2.1.1.2 (n) (8) (n) (10-15)	<p>For all business lines and off-premises switch-based voice service, the contractor shall provide voice mail with the following features:</p> <ul style="list-style-type: none"> (8) For the Baltimore MAA RFP, the incoming message duration shall be increased to 120 seconds. (10) Provide, at a minimum, thirty minute storage capability for all incoming messages per individual voice mailbox. (11) Provide Dial Zero for help, or Personal Assistance Capability. (12) Provide Paging/Outcall Capability (13) Provide a Names Directory or the ability to send messages to on-system end users via a spell-by-name Directory (14) Provide Facsimile Capability or the capability of sending facsimile messages to an on-system mailbox.

Table J.6-1b. Baltimore Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		(15) Provide system redundancy or system backup capability.
10.	C.2.2.1.1.2.1 (j-n)	For non-ISDN business line service, the contractor shall provide the following features: (j) Bridging Service (k) Call Trace (l) Customized Intercept and Recorded Announcement (m) Dual Service (n) Six-Way Conference Calling.
11.	C.2.2.1.1.2.2 (m-t)	For non-ISDN off-premises switch-based voice service, the contractor shall provide the following features: (m) Attendant Multi-Line Hunt Group (n) Blocking Dialed Carrier Identification Code (CIC) (o) Bridging Service (p) Call Forward Remote Access (q) Call Trace (r) Customized Intercept and Recorded Announcement (s) Directed Call Pickup (t) Six-Way Conference Calling.
12.	C.2.2.1.1.2.3 (c-e)	For non-ISDN access to existing key systems, the contractor shall provide the following features: (c) Blocking Dialed Carrier Identification Code (CIC) (d) Call Trace (e) E911-Centralized Automatic Message Accounting (CAMA) Trunk (TIA/EIA-689)
13.	C.2.2.1.1.2.4 (g-i)	For non-ISDN access to existing PBX systems, the contractor shall provide the following features: (g) Blocking Dialed Carrier Identification Code (CIC) (h) Call Trace (i) E911-CAMA Trunk (TIA/EIA-689).
14.	C.2.2.1.1.2.5 (a-l)	In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN business line service:: (a) Additional Directory Number, i.e., Service Profile Identifier and Directory (SPID) (b) Authorization Codes (c) Billing Account Code – Verified (d) Billing Account Code – Unverified (e) Blocking Dialed Carrier Identification Code (CIC) (f) Bridging Service (g) Call Forwarding (h) Call Trace (e.g., *57) (i) Call Waiting

Table J.6-1b. Baltimore Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		<ul style="list-style-type: none"> (j) Customized Intercept and Recorded Announcement) (k) Six-way Conference Calling (l) Speed Calling.
15.	C.2.2.1.1.2.6 (a-o)	<p>In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN off-premises switch-based voice service:</p> <ul style="list-style-type: none"> (a) Additional Directory Number, i.e., SPID (b) Attendant Multi-Line Hunt Group (c) Authorization Codes (d) Billing Account Code –Verified (e) Billing Account Code – Unverified (f) Blocking Dialed Carrier Identification Code (CIC) (g) Bridging Service (h) Call Forward Remote Access (i) Call Restriction (j) Call Trace (e.g., *57) (k) Customized Intercept and Recorded Announcement (l) Directed Call Pickup (m) Distinctive Call Waiting Tones (n) Privacy (o) Six-way Conference Calling.
16.	C.2.2.1.1.2.7 (a-d)	<p>In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN Access to Existing Key Systems:</p> <ul style="list-style-type: none"> (a) Additional Directory Number, i.e., SPID (b) Authorization Codes (c) Blocking Dialed Carrier Identification Code (CIC) (d) Six-way Conference Calling.
17.	C.2.2.1.1.2.8 (a-h)	<p>In addition to the features specified in Section C.2.2.1.1.2, the contractor shall provide the following features for ISDN Access to Existing PBX Systems:</p> <ul style="list-style-type: none"> (a) Backup of ISDN PRI Shared D Channel Capability (b) Blocking Dialed Carrier Identification Code (CIC) (c) DID (d) DID/DOD Two Way (e) DOD (f) DID Number Block Assignment and Maintenance (g) Tie Trunk (h) Six-Way Conference Calling.
18.	C.4.1.2 E.2.1.1	The contractor shall submit a detailed, service-specific Cutover Test Plan, specifically tailored for Baltimore, to the COTR within 30 business days after notice to proceed.
19.	C.4.1.3 (j)	In addition to the requirements identified in the RQS, the Execution Plan shall include:

Table J.6-1b. Baltimore Stipulated Technical Requirements

#	RFP Section	Statement of Requirement
		(j) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks.
20.	C.4.1.4 (a-f)	<p>The Baltimore MAA Transition Plan shall include, but not be limited to, the following site specific information and activity descriptions:</p> <ul style="list-style-type: none"> (a) The proposed and/or existing overall network architecture including the types and capacity of the transmission and switching media, the transmission facility(ies) configuration, the type of equipment used in the network and other required POPs which the contractor intends to use in providing the Baltimore service requirements (Maps, diagrams, data matrixes are acceptable formats) (b) Each proposed location (identified in Engineering Data, file circuits.EXE) to include: type and capacity of distribution facility proposed (e.g., cooper cable, fibercable , microwave); serving network switch/node and status of distribution facilities (e.g., owned versus leased, existing or proposed) (Maps, diagrams, data matrixes are acceptable formats) (c) Proposed points of interface to FTS2001, Department of Defense Networks, and other relevant Government or commercial networks (d) Number plan with an explanation of the dialing scheme, including access codes (e) Installation/service implementation schedule (f) Contingency activities to restore services.
21.	C.4.1.4	The transition of all initial Baltimore MAA locations shall be completed within nine months after notice to proceed.
22.	C.4.1.4	The contractor shall provide a Final Baltimore MAA Transition Plan within 45 business days after notice to proceed.
23.	C.4.1.4	The Final Baltimore Transition Plan shall address the locations awarded to the contractor after completion of the fair consideration process for the initial Baltimore MAA locations.
24.	C.4.1.4	The Final Baltimore MAA Transition Plan shall contain all information required for an Execution Plan as specified in Section C.4.1.3.
25.	J.1.2	Local service shall be available between any pair of NPANXXs within a single location type.
26.	J.1.2	The contractor shall support all NPANXXs that currently define the coverage for the Baltimore MAA service area as identified in Table J.1.2-1.

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Technical Requirements Stipulation

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Table J.6-1b. Baltimore Stipulated Technical Requirements

615 _____ agrees to comply with all requirements, terms
616 (Company Name)
617 and conditions cited above. All requirements, terms and conditions cited above
618 remain unchanged and are in full force and effect.

619 _____

620 _____

621 Name and Title of Signer (Type or Print)

622 _____

623 Signature

_____ Date

624

625

Table J.6-2a. Baltimore Management Requirements – Narrative Response Required

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#	RFP Section	Statement of Requirement	Proposal Reference	Comply
1.	G.1.2	The Contractor shall provide an organizational structure for the management and administration of the Baltimore Metropolitan Area Acquisition (MAA) contract.		
2.	G.1.2	The contractor shall identify a Program Manager and a Project Manager for the Baltimore MAA.		
3.	G.1.2	A list of all points of contact for the Baltimore MAA shall be provided including telephone and pager numbers.		
4.	G.5	The contractor shall provide the list of trouble handling points of contacts, including names and phone number for the Baltimore MAA.		
5.	G.6	The contractor shall provide a sample of all reports not submitted in the RQS proposal, described in this section specifically to be used in Baltimore, as part of the RFP proposal.		
6.	C.4.1.1	The offeror shall illustrate its proposed approach to managing and controlling the operations of each proposed subcontractor.		

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Table J.6-2b. Baltimore Stipulated Management Requirements

#	RFP Section	Statement of Requirement
1.	C.3.6.1	The contractor shall provide initial end user training for the approximate number of users specified in Section J.2.2.
2.	C.3.6.2	The contractor shall provide system administrator training for the approximate number of GDRs and ADRs specified in Section J.2.2.
3.	G.1.2 (g-i)	In addition to the requirements set forth in the RQS, the organization structure shall include personnel to perform the following functions: (g) Serve as the point of contact to interface with the Government (GSA and customer organizations) on issues related to trouble reporting and trouble report resolution. (h) Provide copies of trouble reports when requested by the Government (GSA and customer organizations) (i) Report to the COTR within four hours upon notice of an NS/EP event.
4.	G.3.1	The contractor shall provide number portability.
5.	G.3.2	At Government request and when available, the contractor shall provide the means necessary to allow customer organizations the ability to make internal software reconfigurations and software changes. All changes shall be processed within 5 minutes on average.
6.	G.3.7	The contractor shall provide a service marketing and promotion plan for Baltimore MAA customer organizations. As part of the plan, the contractor shall detail how it will conduct demonstrations and briefings for existing and potential customer organizations in Baltimore that describe services and features, the frequency of such demonstrations and briefings, and how the services and features can be obtained and utilized to improve customer organizations' productivity and reduce costs.
7.	G.3.8	The contractor shall provide updated local telephone directories (i.e., telephone books) on an annual basis incorporating all publicly listed residential and business lines for the Baltimore metropolitan area.
8.	G.3.8	The telephone directories shall be the same as those provided to the public by the Regional Bell Operating companies (i.e., include white, blue, green, and yellow pages).
9.	G.3.8	The Government blue pages shall be consistent with the new blue page format as developed by GSA's Blue Page Project (http://www.bp.fed.gov).
10.	G.3.8	The directories shall be delivered in bulk at one location at each customer site.
11.	C.3.6.2	For Baltimore, system administrator training shall also include: (o) Software reconfiguration procedures.

Table J.6-2b. Baltimore Stipulated Management Requirements

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Stipulated Management Requirements

_____ agrees to comply with all requirements, terms
(Company Name)
and conditions cited above. All requirements, terms and conditions cited above
remain unchanged and are in full force and effect.

Name and Title of Signer (Type or Print)

Signature

Date

Table J.6-3a. Baltimore Pricing Requirements –Narrative Response Required

#	RFP Section	Statement of Requirement	Proposal Reference	Comply
1.	B.1	The offeror shall provide all prices in the format and structure defined herein.		
2.	B.1.2	The offeror shall provide in its proposal a separate itemized list of these taxes that would be included in its monthly invoices at the time of the proposal submission, including the name of the tax, jurisdiction by name, reference to the statutory source for the tax, and applicable tax rate.		
3.	B.1.3 B.5.4	The offeror shall group the NPANXXs comprising the MAA service area into not more than 5 NPANXX groups, identified by consecutive integers starting with 1, for originating and terminating CSS locations and for DTS local loop transmission facility locations.		
4.	B.1.3	Where the price for service provided to, from, or between NPANXXs is sensitive to location, the NPANXX group shall be used in lieu of specific NPANXXs.		
5.	B.1.4	Where charges do not vary by usage or distance, per minute or mileage price entries shall be set to zero.		
6.	B.1.4	The offeror shall provide a document, entitled "Instructions for Pricing," that provides detailed procedures for applying the offeror's price tables. Several levels of pricing procedures shall be provided.		
7.	B.4.1	Prices and descriptions for additional features proposed by the offeror are provided separately.		

Table J.6-3b. Stipulated Baltimore Pricing Requirements

#	RFP Section	Statement of Requirement
1.	B.1.1	The contractor's Final Revised Price Proposal, dated _____, including the Contract Line Item Prices contained herein, and all amendments thereto, are hereby incorporated by reference into this contract.
2.	B.1.1	The contractor's Final Revised Technical Proposal, _____, and all amendments thereto, are hereby incorporated by reference into this contract.
3.	B.1.1	Section K (Representations, Certifications, and Other Statements of Offerors), as signed by the contractor on _____, is hereby incorporated by reference into this contract.
4.	B.1.1	The contractor's Small Business and Small Disadvantaged Business Subcontracting Plan, dated _____, and all amendments thereto, are hereby incorporated by reference into this contract.
5.	B.1.2	The offeror shall propose fixed price schedules for all specified services and related features identified in Section C including the management and operations requirements in Section G for each applicable year of an eight year period.
6.	B.1.2	The unit prices for services (as defined in the Section B price tables) shall not include federal, state, or local taxes and duties in effect on the contract date that the taxing authority is imposing and collecting on the transactions or property covered by this contract.
7.	B.1.2	Excepted taxes, as defined in Federal Acquisition Regulation (FAR) 52.229-4, shall be included in the contract price, but not itemized on the monthly invoices.
8.	B.1.2	If the contract is awarded between October 1 and March 31 of a given fiscal year, price tables for contract pricing year one shall be effective through September 30 of that year.
9.	B.1.2	If the contract is awarded between April 1 and September 30 of a given year, price tables for contract pricing year one shall be effective through September 30 of the following year.
10.	B.1.2	Price tables for years two through eight shall be on a Government fiscal year basis.
11.	B.1.2	Prices provided in the proposal shall not change within a fiscal year.
12.	B.1.2	Prices shall be entered in spreadsheets provided with this solicitation. Eight workbooks are provided each named QuantX.xls where the X indicates the applicable contract year (1-8).
13.	B.1.3	The basic service prices shall include management and operations; transition and migration, and implementation; and reporting functions unless specified otherwise within this contract. Basic service prices shall exclude any taxes and End User Common Line (EUCL) charges that may apply.
14.	B.1.3	Charges for a call that spans the two time periods shall be split, with the appropriate rates applied to each portion of the call.
15.	B.1.3	All distance measurements shall be based on the airline distance between the locations involved.

Table J.6-3b. Stipulated Baltimore Pricing Requirements

#	RFP Section	Statement of Requirement
16.	B.1.4	The price items that are not separately priced and are included as part of the basic service capabilities shall be noted as "NSP."
17.	B.1.4	Where a price element is not appropriate, the price entry shall be noted as "N/A."
18.	B.2.2	All on-net switched voice terminations shall be free of usage charges.
19.	B.3.1	No local loop charges shall apply where the SDP occurs on the network side of the contractor-provided switch.
20.	B.5.4	All NPANXXs within the MAA calling area shall be included.
21.	B.5.5	The contractor shall add and/or delete appropriate IXC POPs as necessary throughout the life of the contract.
22.	B.7	Any MAA contractor who proposes pricing for services, features, functions, or other offerings extending beyond the MAA calling areas shall conform to the appropriate pricing specifications and structures defined under the FTS2001 contracts or appropriate MAA contracts.
23.	B.5.4	The contractor shall be responsible for maintaining the list of originating and terminating NPANXXs in Table B.5.4-1 for the life of the contract.
24.	L.20.5	Where the proposed prices quoted are under an existing tariff, the prices are footnoted to indicate the applicable tariff and pages.
25.	L.20.5	Price proposals and/or tariffs do not contain termination or cancellation liabilities.
26.	B.1.4	The offeror shall not use its Instructions for Pricing or any price proposal narrative to place caveats, clarifications, modifications, or restrictions on any RFP or RQS technical, management, or price requirement. Any such language that is deemed necessary shall be identified by the offeror as exceptions, deviations, or clarifications in a separate section of the proposal (Section L.20.1.4).
27.	B.1.2	For those service orders that span more than one fiscal year, the invoice shall reflect the price tables in effect for the period in which services are provided

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Table J.6-3b. Stipulated Baltimore Pricing Requirements

648

Stipulated Pricing Requirements

649

650 _____ agrees to comply with all requirements, terms
651 (Company Name)

652 **and conditions cited above. All requirements, terms and conditions cited above**

653 **remain unchanged and are in full force and effect.**

654

655

656

Name and Title of Signer (Type or Print)

657

658

Signature

Date

Table J.6-4. Baltimore General Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
1.	L.19	The proposal consists of the following volumes: IA RQS Technical and Management (non-qualified offerors) IIA RQS Technical Literature (non-qualified offerors) IB Baltimore MAA RFP Technical and Management IIB Baltimore MAA RFP Technical Literature III Baltimore MAA Price Proposal IV. Baltimore MAA Business Proposal	N/A	
2.	L.19	The Baltimore MAA RFP Technical and Management volume does not exceed 75 pages, excluding the requirements checklist and the MAA planning documents and reports.	N/A	
3.	L.19	The Baltimore MAA Business Proposal volume does not exceed 75 pages, excluding the requirements checklist and the MAA planning documents and reports.	N/A	
4.	L.19	The pages of volumes I, III, and IV are numbered using the volume and page number.	N/A	
5.	L.19	One copy of the electronic version of the text, figures, and tables of Volumes IB, III, and IV shall be submitted on a compact disk.	N/A	
6.	L.19	The electronic versions shall use, as appropriate, Microsoft Word 97 and Microsoft Excel 97 formats, or the most current versions as directed by the PCO.	N/A	
7.	L.19	The original of the documentation specified in Section L.19 are submitted and have been signed and dated as required.	N/A	

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Table J.6-5. Baltimore Technical and Management Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
1	L.20	Includes a cover page with the solicitation name and number, name of responding organization, and name of volume.	N/A	
2	L.20	Includes a Table of Contents.	N/A	
3	L.20.1	If the offeror was previously qualified to participate in the MAA Program, the offeror includes guarantee that the qualification statement is current and accurate for incorporation into the Baltimore MAA RFP Technical and Management Proposal.		
4	L.20.1	Includes a narrative response for each technical requirement in Table J.6-1a.		
5	L.20.1	Includes a narrative response for each management requirement in Table J.6-2a.		
6	L.20.1	Includes: (a) Table J.6-1b Stipulated Technical Requirements (b) Table J.6-2b Stipulated Management Requirements		
7	L.20.1	Includes exceptions and deviations.		
8	L.19	Includes written guarantee, with name and version of the virus software used, that the electronic version is virus free.		
9	L.19	Includes written guarantee that all document revisions shall be accepted prior to submission to the Government.		
10	L.19	Includes written guarantee that the text of any hard copy version (i.e., SF-33, stipulated requirements, Section K, etc.) agrees exactly with the electronic version.		
11	L.20.1	Includes corporate qualifications.		

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Table J.6-6. Baltimore Price Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
1.	L.19	An electronic copy of the completed Baltimore MAA Price Evaluation Tool and all yearly and summary outputs are submitted on a compact disk.	N/A	
2.	L.20	Includes a cover page with the solicitation name and number, name of responding organization, and name of volume.	N/A	
3.	L.20	Includes a Table of Contents.	N/A	
4.	L.20.3	Includes a statement of the total offered price that presents the offeror's contract price for the base term and all options and that is calculated using the Baltimore MAA Price Evaluation Tool.		
5.	L.20.3	Includes a narrative response for each pricing requirement in Table J.6-3a.		
6.	L.20.3	Includes Table J.6-3b, Stipulated Pricing Requirements.		
7.	L.20.3	Includes instructions for pricing.		
8.	L.20.3	Includes price tables in the exact format and layout as specified on the MAA Web site.	N/A	
9.	L.20.3	Includes tariff information.		

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Table J.6-7. Baltimore Business Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
1.	L.20	Includes a cover page with the solicitation name and number, name of responding organization, and name of volume.	N/A	
2.	L.20	Includes a Table of Contents.	N/A	
3.	L.20.4	Includes Standard Form (SF) 33, Solicitation, Offer and Award, completed and signed by the offeror that , constitutes the offeror's acceptance of the terms and conditions of this solicitation.		
4.	L.20.4	All Representations and Certifications included in the Baltimore MAA RFP are completed and signed by an official authorized to bind the offeror.		
5.	L.20.4	The last page of Section K contains the offeror's name, title, date, and signature lines.		
6.	L.20.4.3 (a)	Includes completed GSA Form 527. (See Section J.9).		
7.	L.20.4.3 (b)	Includes a description of the accounting system and controls employed by the offeror.		
8.	L.20.4.3 (c)	Includes a description of the offeror's facilities and support systems that are essential to accomplishing the tasks outlined in this solicitation.		
9.	L.20.4.3 (d)	Includes a demonstration of adequate financial resources, or the ability to obtain such resources as required during performance of the contract.		
10.	L.20.4.3 (e)	Includes a demonstration of the offeror's ability to comply with the required or proposed delivery schedule.		
11.	L.20.4.3 (f)	Includes a demonstration of the offeror's satisfactory record of integrity and business ethics.		
12.	L.20.4.3 (g)	Includes a demonstration of the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them.		
13.	L.20.4.3 (h)	Includes a demonstration of the necessary production, construction, and technical equipment and facilities, or the ability to obtain them.		
14.	L.20.4.3 (i)	Includes a demonstration that the offeror is otherwise qualified and eligible to receive an award under applicable laws and regulations.		

Table J.6-7. Baltimore Business Proposal Conformance Appraisal Checklist

#	RFP Section	Statement of Requirement	Proposal Reference	Conform
15.	L.20.4.3 (j)	Includes an acknowledgment of all Amendments to the RQS TQD-RH-97-0000 and the Baltimore MAA RFP.		
16.	L.20.4.3 (k)	Includes a statement of the total offered price that presents the offeror's contract price for the base term and all options.		
17.	L.20.4	Includes a copy of the offeror's most recent annual report.		
18.	L.20.4	Includes copies of the most recent annual reports for all proposed major subcontractors.		
19.	L.20.4	Includes a subcontracting plan, if the proposed contract exceeds a total estimated cost of \$500,000 for the entire period of performance.		

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672 **J.7 SF-294--Subcontracting Report Form for Individual Contracts**

673 [Upon the offeror's request, the Contracting Officer will supply SF-294]

674 **J.8 SF-295--Summary Form for Quarterly Subcontract Reports**

675 [Upon the offeror's request, the Contracting Officer will supply SF-295]

676 **J.9 GSA Form 527--Contractor's Qualifications and Financial**
677 **Information**

678 [Upon the offeror's request, the Contracting Officer will supply GSA Form 527]

679

680 **J.10 Abbreviations and Acronyms**

681	ABC	Account Billing Code
682	ACD	Automatic Call Distributor
683	ACO	Administrative Contracting Officer
684	ACT	Accounting Control Transaction
685	ADR	Agency Designated Representative
686	ADR	Alternate Disputes Resolution
687	AHC	Agency Hierarchy Code
688	ANI	Automatic Number Identification
689	ANSI	American National Standards Institute
690	ARS	Automatic Route Selection
691	ASCII	American Standard Code of Information Interchange
692	ATIS	Alliance for Technology Information Standards
693	ATM	Asynchronous Transfer Mode
694	ATMF	Asynchronous Transfer Mode Forum
695	bit (b)	Binary digit
696	B	Byte
697	BAC	Billing Account Code

698	BAFO	Best and Final Offer
699	BICSI	Building Industry Consulting Services International
700	BRI	Basic Rate Interface
701	BOC	Bell Operating Company
702	b/s	Bits per second
703	BSC	Binary Synchronous Communications
704	CAMA	Centralized Automatic Message Accounting
705	CAS	Cost Accounting Standards
706	CD	Compact Disk
707	CDR	Call Detail Record
708	CD-ROM	Compact Disc-Read Only Memory
709	CFR	Code of Federal Regulations
710	CIC	Carrier Identification Code
711	CLIN	Contract Line Item Number
712	CO	Contracting Officer
713	ComPAS	Comparison of Publicly Available Service
714	COS	Class of Service
715	COTR	Contracting Officer's Technical Representative
716	COTS	Commercial Off The Shelf

717	CPE	Customer Premises Equipment
718	CSDS	Circuit Switched Data Service
719	CSS	Circuit Switched Services
720	CSU	Channel Service Unit
721	DAT	Digital Audio Tape
722	DID	Direct Inward Dial
723	DOD	Direct Outward Dial
724	DP	Dial Pulse
725	DS0	Digital Signal Level 0
726	DS1	Digital Signal Level 1
727	DS3	Digital Signal Level 3
728	DSU	Digital Service Units
729	DTE	Data Terminal Equipment
730	DTMF	Dual-Tone Multi-Frequency
731	DTS	Dedicated Transmission Service
732	ECSA	Exchange Carrier Standards Association
733	EFT	Electronic Funds Transfer
734	EIA	Electronic Industries Association
735	EDI	Electronic Data Interchange

736	EPA	Environmental Protection Agency
737	EPCRA	Emergency Planning and Community Right-to-Know Act
738	ES	Emerging Service
739	ESF	Extended Super Frame
740	ETF	Electronic Funds Transfer
741	EUCL	End User Common Line
742	FAR	Federal Acquisition Regulation
743	FCC	Federal Communications Commission
744	FED-STD	Federal Standard
745	FIPS	Federal Information Processing Standards
746	FLSA	Fair Labor Standards Act
747	FPR	Final Proposal Revision
748	FR	Frame Relay
749	FTS	Federal Technology Service
750	FX	Foreign Exchange
751	G&A	General and Administrative
752	GAO	General Accounting Office
753	GDR	GSA Designated Representative
754	GOS	Grade of Service

755	GSA	General Services Administration
756	GSAR	General Services Administration Acquisition Regulation
757	GSII	Government Services Information Infrastructure
758	GUI	Graphical User Interface
759	IC/INC	Interexchange Carrier/International Carrier
760	ID	Identification number
761	IDDD	International Direct Distance Dialing
762	IDF	Intermediate Distribution Frame
763	IEEE	Institute Electrical and Electronics Engineers
764	IETF	Internet Engineering Task Force
765	ILEC	Incumbent Local Exchange Carrier
766	IMC	Interagency Management Council
767	IP	Internet Protocol
768	I.R.C.	Internal Revenue Code
769	IRS	Internal Revenue Service
770	ISDN	Integrated Services Digital Network
771	ITU	International Telecommunications Union
772	IXC	Interexchange Carrier
773	kB	Kilobyte

774	kHz	Kilohertz
775	kb/s	Kilobits per second
776	CLN	Local Area Network
777	CLPB	Link Access Procedure Balanced
778	CLTA	Local Access and Transport Area
779	LEC	Local Exchange Carrier
780	LVS	Local Voice Services
781	MAA	Metropolitan Area Acquisition
782	MB	Megabyte
783	Mb/s	Megabits per second
784	MDF	Main Distribution Frame
785	MFJ	Modified Final Judgment
786	MOU	Memorandum of Understanding
787	MUX	Multiplexer
788	NA	Not Available
789	NANP	North American Numbering Plan
790	NBD	Normal Business Day
791	NCS	National Communications System
792	NECA	National Exchange Carrier Association

793	NFPA	National Fire Protection Association
794	NID	Network Interface Device
795	NII	National Information Infrastructure (NII)
796	NISPOM	National Industry Security Program Operating Manual
797	NIUF	North American ISDN Users Forum
798	NPA	Numbering Plan Area
799	NPR	National Performance Review
800	NS/EP	National Security and Emergency Preparedness
801	NSP	Not Separately Priced
802	NTMS	National Telecommunications Management Structure
803	OCD	Operational Capability Demonstration
804	ODC	Other Direct Costs
805	OMB	Office of Management and Budget
806	ONBD	Outside Normal Business Day
807	OSHA	Occupational Safety and Health Administration
808	PBS	Public Building Service
809	PBX	Private Branch Exchange
810	PC	Personal Computer
811	PCB	Polychlorinated Biphenyl

812	PCO	Procuring Contracting Officer
813	PDU	Protocol Data Unit
814	PIC	Pre-subscribed Interexchange Carrier
815	PICC	Pre-subscribed Interexchange Carrier Charges
816	PMM	Price Management Mechanism
817	POP	Point of Presence
818	PPA	Pollution Prevention Act
819	PPSN	Public Packet Switched Network
820	PRI	Primary Rate Interface
821	PSTN	Public Switched Telephone Network
822	PSS	Packet Switched Service
823	PUC	Public Utilities Commission
824	QS	Qualification Statement
825	RFC	Request for Comments
826	RFP	Request for Proposal
827	RMBCS	Rocky Mountain BankCard Systems, Inc.
828	RQS	Request For Qualification Statement
829	SBU	Sensitive But Unclassified
830	SDB	Small Disadvantaged Business

831	SDP	Service Delivery Point
832	SDPID	Service Delivery Point Identification
833	SDS	Switched Data Service
834	SF	Standard Form
835	SIC	Service Initiation Charge
836	SMDS	Switched Multi-megabit Data Service
837	SMTP	Simple Mail Transfer Protocol
838	SNA	System Network Architecture
839	SONET	Synchronous Optical NETwork
840	SOW	Statements of Work
841	SPID	Service Profile Identifier and Directory
842	SS7	Signaling System 7
843	SVS	Switched Voice Service
844	TBD	To Be Determined
845	TCIF	Telecommunications Industry Forum
846	TCP	Transmission Control Protocol
847	TESP	Telecommunications Electric Service Priority
848	TIA	Telecommunications Industries Association
849	TIN	Taxpayer Identification Number

850	TSP	Telecommunications Service Priority
851	TSS	Telecommunications Services Sector
852	UCD	Uniform Call Distribution
853	UNI	User-to-Network Interface
854	U.S.C.	United States Code
855	USF	Universal Service Fund
856	V & H	Vertical and Horizontal
857	VTs	Video Teleconferencing Service
858	WORM	Write Once Read Many
859	WOSB	Women-Owned Small Business

860 **J.11 Past Performance Cover Letter and Questionnaire**

861 **Cover Letter**

862

863

(Offeror name)

864

(Offeror title)

865

(Offeror Organization)

866

(Offeror Address)

867

868

_____ (Customer name)

869

_____ (Customer title)

870

_____ (Customer Organization)

871

_____ (Customer Address)

872

873

874

Dear _____,

875

We are requesting your assistance in an evaluation effort concerning a government local telecommunications services acquisition for the Baltimore metropolitan area. Attached please find a Past Performance Questionnaire related to your experience with services provided by _____. Your cooperation in completing this survey will greatly aid in the evaluation of the contractor listed above who has named you as a reference. Upon completion of the questionnaire, please mail it to:

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Robert A. Hayhurst, PCO
7525 Colshire Drive, Mail Stop Z397
McLean, VA 22102-7400

882

883

884

Please note that, as your responses to the survey will become an integral part of the evaluation process, they will be held in the strictest confidence. For proper consideration, it is important that questionnaires are received on or before ____ (Date) ____. Should you have any questions regarding the content of the questionnaire, please don't hesitate to contact me during normal working hours at (703) 610-2234.

885

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891

(Offeror name)

892

(Offeror title)

893

894

Past Performance Questionnaire

895

I. Contract Identification

896

A. Contractor Name _____

897

B. Contract Identification No. _____

898

C. Contract Type _____

899

D. Period of Performance _____ to _____

900

E. Initial Estimated Total Contract Cost _____

901

F. Current Estimated (or Actual, if completed) Total Contract Cost _____

902

G. Description of Services/Products Provided _____

903

904

905

II. Customer organization (or Company) Identification

906

A. Organization Name _____

907

B. Organization Description _____

908

C. Geographic Distribution of Services Acquired _____

909

D. Number of Users Served _____

910

E. Name and Title of Respondent _____

911

F. Telephone Number _____

912

III. List of Major Subcontractors

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925 **IV. Contractor Evaluation**

926 **A. Contract Performance**

927 1. Did the contractor adhere to the contract delivery schedule(s)?

928 Yes () No ()

929 If No, please comment:

930 _____
931 _____
932 _____

933 2. Were the contractor's reports and documentation accurate, complete and timely?

934 Yes () No ()

935 If No, please comment:

936 _____
937 _____
938 _____

939 3. Did the contractor commit adequate resources in a timely fashion to meet contract
940 requirements and successfully solve problems?

941 Yes () No ()

942 If No, please comment:

943 _____
944 _____

945 4. Did the contractor respond positively and promptly to technical direction, contract
946 change orders, etc.?

947 Yes () No ()

948 If No, please comment:

949 _____
950 _____
951 _____

952 **B. Termination History**

953 1. Has the contractor been terminated for default under this contract?

954 Yes () No ()

955 If yes, please explain reasons for termination (e.g., inability to meet performance
956 requirements):

957 _____
958 _____
959 _____

960 2. Are there any pending default termination actions?

961 Yes () No ()

962 If yes, please explain reasons and describe the status of the action: _____

963 _____
964 _____
965 _____

966 **C. Technical Performance**

967 1. Did the contractor meet performance targets (e.g., grade of service or call completion
968 rate) for the telecommunications services provided?

969 Yes () No ()

970 If No, please comment:

971 _____
972 _____

973 2. Did the contractor furnish adequate customer support to allow users to make effective
974 use of the services and features?

975 Yes () No ()

976 If No, please comment:

977 _____
978 _____
979 _____

980 **D. Management Performance**

981 1. Has the contractor been effective in managing its subcontractors?

982 Yes () No ()

983 If No, please comment:

984 _____
985 _____
986 _____

987 2. Apart from technical requirements, has the contractor fulfilled all contract terms and
988 conditions?

989 Yes () No ()

990 If No, please comment:

991 _____
992 _____
993 _____

994 **E. Price/Cost Management**

995 1. Did the contractor manage its cost elements as proposed in the awarded contract?

996 Yes () No ()

997 If No, please provide an explanation if the contract has required additional funding due to
998 cost overruns.:

999 _____
1000 _____
1001 _____

1002 **F. Customer Satisfaction**

1003 1. Were end users in your organization satisfied with the contractor's services?

1004 Yes () No ()

1005 If No, please comment:

1006 _____
1007 _____
1008 _____

1009 2. How would you rate the contractor's overall performance?

1010 Satisfactory () Unsatisfactory ()

1011 If Unsatisfactory, please comment:

1012 _____

1013 _____

1014 _____

1015

1016

1017 **Information recorded by:** _____

1018 Interviewer Name Signature Date

1 **Table of Contents**

2 **Section K: Representations, Certifications, and Other Statements of Offerors**

3	Section	Page
4		
5	K.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)	K-1
6	K.2 52.203-02 Certificate of Independent Price Determination (APR 1985)	K-1
7	K.3 52.204-03 Taxpayer Identification (OCT 1998)	K-2
8	K.4 52.204-05 Women-Owned Business (MAY 1999)	K-4
9	K.5 52.209-05 Certification Regarding Debarment, Suspension, Proposed	
10	Debarment, and Other Responsibility Matters (MAR 1996)	K-4
11	K.6 52.215-06 Place of Performance (OCT 1977)	K-5
12	K.7 52.219-01 Small Business Program Representation (MAY 1999)	K-6
13	K.8 52.222-22 Previous Contract and Compliance Reports (FEB 1999)	K-8
14	K.9 52.222-25 Affirmative Action Compliance (APR 1984)	K-8
15	K.10 52.223-01 Clean Air and Water Certification (APR 1984)	K-8
16	K.11 52.223-13 Certification of Toxic Chemical Release	
17	Reporting (OCT 1996)	K-8
18	K.12 52.225-01 Buy American Certificate (DEC 1989)	K-10
19	K.13 52.227-06 Royalty Information (APR 1984)	K-10

20 **Section K**21 **Representations, Certifications and Other Statements of**
22 **Offerors**23 **K.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

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

27	<u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
28	K.1.1	52.203-11	Certification and Disclosure
29			Regarding Payments to Influence
30			Certain Federal Transactions
31			(APR 1991)
32	K.1.2	52.222-21	Prohibition of segregated Facilities
33			(FEB 1999)

34 **K.2 52.203-02 Certificate of Independent Price Determination (APR**
35 **1985)**

36 (a) The offeror certifies that—

- 37 (1) The prices in this offer have been arrived at independently without, for the
38 purpose of restricting competition, any consultation, communication, or
39 agreement with any other offeror or competitor relating to (i) those prices,
40 (ii) the intention to submit an offer, or (iii) the methods or factors used to
41 calculate the prices offered;
- 42 (2) The prices in this offer have not been and will not be knowingly disclosed by
43 the offeror, directly or indirectly, to any other offeror or competitor before bid
44 opening (in the case of sealed bid solicitation) or contract award (in the case
45 of a negotiated solicitation) unless otherwise required by law; and
- 46 (3) No attempt has been made or will be made by the offeror to induce any other
47 concern to submit or not to submit an offer for the purpose of restricting
48 competition.

49 (b) Each signature on the offer is considered to be a certification by the signatory that
50 the signatory—

- 51 (1) Is the person in the offeror's organization responsible for determining the
 52 prices being offered in the bid or proposal, and that the signatory has not
 53 participated and will not participate in any action contrary to subparagraphs
 54 (a)(1) through (a)(3) of this provision; or
- 55 (2) (i) Has been authorized, in writing, to act as an agent for the following
 56 principals in certifying that those principals have not participated, and will
 57 not participate in any action contrary to subparagraphs (a)(1) through
 58 (a)(3) of this provision _____ *[insert*
 59 *full name of person(s) in the offeror's organization responsible for*
 60 *determining the prices offered in this bid or proposal, and the title of his*
 61 *or her position in the offeror's organization]*;
- 62 (ii) As an authorized agent, does certify that the principals named in
 63 subdivision (b)(2)(i) above have not participated, and will not participate,
 64 in any action contrary to subparagraphs (a)(1) through (a)(3) of this
 65 provision; and
- 66 (iii) As an agent, has not personally participated, and will not participate, in
 67 any action contrary to subparagraphs (a)(1) through (a)(3) of this
 68 provision.
- 69 (c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must
 70 furnish with its offer a signed statement setting forth in detail the circumstances
 71 of the disclosure.

72 **K.3 52.204-03 Taxpayer Identification (OCT 1998)**

73 (a) *Definitions.*

74 "Common parent," as used in this solicitation provision, means that corporate
 75 entity that owns or controls an affiliated group of corporations that files its
 76 Federal income tax returns on a consolidated basis, and of which the offeror is a
 77 member.

78 "Taxpayer Identification Number (TIN)," as used in this provision, means the
 79 number required by the IRS to be used by the offeror in reporting income tax and
 80 other returns. The TIN maybe either a Social Security Number or an Employee
 81 Identification Number.

- 82 (b) All offerors must submit the information required in paragraphs (d) through (f) of
 83 this provision to comply with debt collection requirements of 31 U.S.C. 7701(c)
 84 and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and
 85 implementing regulations issued by the Internal Revenue Service (IRS). If the
 86 resulting contract is subject to the payment reporting requirements described in
 87 Federal Acquisition Regulation (FAR) 4.904, the failure or refusal by the offeror

- 88 to furnish the information may result in a 31 percent reduction of payments
 89 otherwise due under the contract.
- 90 (c) The TIN may be used by the Government to collect and report on any delinquent
 91 amounts arising out of the offeror's relationship with the Government (31 U.S.C.
 92 7701(c)(3)). If the resulting contract is subject to the payment reporting
 93 requirements described in FAR 4.904, the TIN provided hereunder may be
 94 matched with IRS records to verify the accuracy of the offeror's TIN.
- 95 (d) *Taxpayer Identification Number (TIN)*.
- 96 TIN: _____.
- 97 TIN has been applied for.
- 98 TIN is not required because:
- 99 Offeror is a nonresident alien, foreign corporation, or foreign
 100 partnership that does not have income effectively connected with the
 101 conduct of a trade or business in the U.S. and does not have an office or
 102 place of business or a fiscal paying agent in the U.S.;
- 103 Offeror is an agency or instrumentality of a foreign Government;
- 104 Offeror is an agency or instrumentality of the Federal, Government;
- 105 (e) *Type of Organization*.
- 106 Sole proprietorship;
- 107 Partnership;
- 108 Corporate entity (not tax-exempt);
- 109 Corporate entity (tax-exempt);
- 110 Government entity (Federal, State, or local);
- 111 Foreign government;
- 112 International organization per 26 CFR 1.6049-4;
- 113 Other _____.

- 114 (f) *Common Parent.*
 115 Offeror is not owned or controlled by a common parent as defined in
 116 paragraph (a) of this provision.
 117 Name and TIN of common parent:
 118 Name _____
 119 TIN _____

120 **K.4 52.204-05 Women-Owned Business (MAY 1999)**

- 121 (a) *Definition.* “Women-owned business concern,” as used in this provision means a
 122 concern that is at least 51 percent owned by one or more women; or in the case of
 123 any publicly owned business, at least 51 percent of the stock of which is owned
 124 by one or more women; and whose management and daily business operations are
 125 controlled by one or more women.
 126 (b) *Representation.* [Complete only if the offeror is a women-owned business
 127 concern and has not represented itself as a small business concern in paragraph
 128 (b)(1) of FAR 52.219.1, Small Business Program Representations, of this
 129 solicitation.] This offeror represents that it is a women-owned business
 130 concern.

131 **K.5 52.209-05 Certification Regarding Debarment, Suspension,**
 132 **Proposed Debarment, and Other Responsibility Matters (MAR 1996)**

- 133 (a) (1) The offeror certifies, to the best of its knowledge and belief, that—
 134 (i) The offeror and/or any of its principals—
 135 (A) Are are not presently debarred, suspended, proposed for
 136 debarment or declared ineligible for the award of contract by any
 137 Federal agency;
 138 (B) Have have not , within a 3-year period preceding this offer, been
 139 convicted of, or had a civil judgment rendered against them for:
 140 commission of a fraud or a criminal offense in connection with
 141 obtaining, attempting to obtain, or performing a public (Federal, state
 142 or local) contract or subcontract; violation of Federal or state antitrust
 143 statutes relating to the submission of offers; or commission of
 144 embezzlement, theft, forgery, bribery, falsification or destruction of
 145 records, making false statements, tax evasion, or receiving stolen
 146 property; and

- 147 (C) Are are not presently indicted for, or otherwise criminally or
 148 civilly charged by a Governmental entity with, commission of any of
 149 the offenses enumerated in subdivision (a)(1)(i)(B) of this provision.
- 150 (ii) The offeror has has not , within a 3-year period preceding this
 151 offer, had one or more contracts terminated for default by any Federal
 152 agency.
- 153 (2) "Principals," for the purposes of this certification, means officers; directors;
 154 owners; partners; and, persons having primary management or supervisory
 155 responsibilities within a business entity (e.g., general manager; plant manager;
 156 head of a subsidiary, division, or business segment, and similar positions).
- 157 THIS CERTIFICATION CONCERNS A MATTER WITHIN THE
 158 JURISDICTION OF AN AGENCY OF THE UNITED STATES AND THE
 159 MAKING OF A FALSE, FICTITIOUS, OR FRAUDULENT
 160 CERTIFICATION MAY RENDER THE MAKER SUBJECT TO
 161 PROSECUTION UNDER SECTION 1001, TITLE 18, U.S.C.
- 162 (b) The offeror shall provide immediate written notice to the CO if, at any time
 163 prior to contract award, the offeror learns that its certification was erroneous
 164 when submitted or has become erroneous by reason of change of
 165 circumstances.
- 166 (c) A certification that any of the items in paragraph (a) of this provision exist
 167 will not necessarily result in withholding of an award under this solicitation.
 168 However, the certification will be considered in connection with a
 169 determination of the offeror's responsibility. Failure of the offeror to furnish
 170 a certification or provide such additional information as requested by the CO
 171 may render the offeror non responsible.
- 172 (d) Nothing contained in the foregoing shall be construed to require establishment
 173 of a system of records in order to render, in good faith, the certification
 174 required by paragraph (a) of this provision. The knowledge and information
 175 of an offeror is not required to exceed that which is normally possessed by a
 176 prudent person in the ordinary course of business dealings.
- 177 (e) The certification in paragraph (a) of this provision is a material representation
 178 of fact upon which reliance was placed when making award. If it is later
 179 determined that the offeror knowingly rendered an erroneous certification, in
 180 addition to other remedies available to the Government, the CO may
 181 terminate the contract resulting from this solicitation for default.

182 **K.6 52.215-06 Place of Performance (OCT 1977)**

- 183 (a) The offeror or quoter, in the performance of any contract resulting from this
 184 solicitation, intends, does not intend (check applicable block) to use one or

185 more plants or facilities located at a different address from the address of the
 186 offeror or quoter as indicated in the proposal or quotation.

187 (b) If the offeror or quoter checks "intends" in paragraph (a) above, it shall insert in
 188 the spaces provided below the required information:

189 Place of Performance 190 (Street, Address, City 191 County, State, Zip Code) 192 _____ 193 _____ 194 _____ 195 _____	Name and Address of Owner and Operator of the Plant or Facility if Other than Offeror or Quoter _____ _____ _____ _____
--	--

196 **K.7 52.219-01 Small Business Program Representation (MAY 1999)**

- 197 (a) (1) The Standard Industrial Classification Code for this acquisition is 4813.
 198 (2) The small business size standard is 1,500 employees.
 199 (3) The small business size standard for a concern which submits an offer in its
 200 own name, other than on construction or service contract, but which proposes
 201 to furnish a product which it did not itself manufacture, is 500 employees.

202 (b) *Representations*

- 203 (1) The offeror represents and certifies as part of its offer that it is, is not a
 204 small business concern.
 205 (2) (Complete only if offeror represented itself as a small business concern in
 206 block (b)(1) of this section.) The offeror represents as part of its offer that it
 207 is, is not a small disadvantaged business concern.
 208 (3) (Complete only if offeror represented itself as a small business concern in
 209 block (b)(1) of this section.) The offeror represents as part of its offer that it
 210 is, is not a women-owned small business concern.

211 (c) *Definitions.*

212 "Joint venture," for purposes of a small disadvantaged business (SDB) set-aside
 213 or price evaluation preference (as prescribed at 13 CFR 124.321), is a concern
 214 that is owned and controlled by one or more socially and economically
 215 disadvantaged individuals entering into a joint venture agreement with one or
 216 more business concerns and is considered to be affiliated for size purposes with
 217 such other concern(s). The combined annual receipts or employees of the
 218 concerns entering into the joint venture must meet the applicable size standard
 219 corresponding to the Standard Industrial Classification Code designated for the
 220 contract. The majority of the venture's earnings must accrue directly to the

221 socially and economically disadvantaged individuals in the SDB concern(s) in
 222 the joint venture. The percentage of the ownership involvement in a joint venture
 223 by disadvantaged individuals must be at least 51 percent.

224 “Small business concern,” as used in this provision, means a concern, including
 225 its affiliates, that is independently owned and operated, not dominant in the field
 226 of operation in which it is bidding on Government contracts, and qualified as a
 227 small business under the criteria in 13 CFR Par 121 and the size standard in
 228 paragraph (a) of this provision.

229 “Small disadvantaged business concern,” as used in this provision, means a small
 230 business concern that (1) is at least 51 percent unconditionally owned by one or
 231 more individuals who are both socially and economically disadvantaged, or a
 232 publicly owned business having at least 51 percent of its stock unconditionally
 233 owned by one or more socially and economically disadvantaged individuals, and
 234 (2) has its management and daily business controlled by one or more such
 235 individuals. This term also means a small business concern that is at least
 236 51 percent unconditionally owned by an economically disadvantaged Indian tribe
 237 or Native Hawaiian Organization, or a publicly owned business having at least
 238 51 percent of its stock unconditionally owned by one or more of these entities,
 239 which has its management and daily business controlled by members of an
 240 economically disadvantaged Indian tribe or Native Hawaiian Organization, and
 241 which meets the requirements of 13 CFR Part 124.

242 “Women-owned small business concern,” as used in this provision, means a small
 243 business concern—

- 244 (1) Which is at least 51 percent owned by one or more women or, in the case of
- 245 any publicly owned business, at least 51 percent of the stock of which is
- 246 owned by one or more women; and
- 247 (2) Whose management and daily business operations are controlled by one or
- 248 more women.

249 (d) *Notice*

250 (1) If this solicitation is for supplies and has been set aside, in whole or in part,
 251 for small business concerns, then the clause in this solicitation providing
 252 notice of the set-aside contains restrictions on the source of the end items to
 253 be furnished.

254 (2) Under 15 U.S.C. 645(d), any person who misrepresents a firm’s status as a
 255 small or small disadvantaged business concern in order to obtain a contract to
 256 be awarded under the preference programs established pursuant to sections
 257 8(a) 8(d), 9, or 15 of the Small Business Act or any other provision of Federal
 258 law that specifically references section 8(d) for a definition of program
 259 eligibility, shall—

- 260 (i) Be punished by imposition of fine, imprisonment, or both;
 261 (ii) Be subject to administrative remedies, including suspension and
 262 debarment; and
 263 (iii) Be ineligible for participation in programs conducted under the authority
 264 of the Act.

265 **K.8 52.222-22 Previous Contract and Compliance Reports (FEB 1999)**

266 The offeror represents that:

- 267 (a) It has, has not, participated in a previous contract or subcontract subject to
 268 the Equal Opportunity clause of this solicitation.
 269 (b) It has, has not, filed all required compliance reports; and
 270 (c) Representations indicating submission of required compliance reports, signed by
 271 proposed subcontractors, will be obtained before subcontract awards.

272 **K.9 52.222-25 Affirmative Action Compliance (APR 1984)**

273 The offeror represents that (a) it has developed and has on file, has not developed
 274 and does not have on file, at each establishment, affirmative action programs required by the
 275 rules and regulations of the Secretary of Labor (41 CFR 60-1 and 60-2) or, (b) it has not
 276 previously had contracts subject to the written affirmative action programs requirement of
 277 the rules and regulations of the Secretary of Labor.

278 **K.10 52.223-01 Clean Air and Water Certification (APR 1984)**

279 The offeror certifies that—

- 280 (a) Any facility to be used in the performance of this proposed contract is , is not
 281 listed on the Environmental Protection Agency (EPA) List of Violating Facilities;
 282 (b) The offeror will immediately notify the Contracting Officer, before award, of the
 283 receipt of any communication from the Administrator, or a designee, of the EPA,
 284 indicating that any facility that the offeror proposed to use for the performance of
 285 the contract is under consideration to be listed on the EPA list of Violating
 286 Facilities; and
 287 (c) The offeror will include a certification substantially the same as this certification
 288 including this paragraph (c) in every nonexempt subcontract.

289 **K.11 52.223-13 Certification of Toxic Chemical Release Reporting (OCT
 290 1996)**

- 291 (a) The offeror, by signing this offer, certifies that—
 292 (NOTE: The offeror must check the appropriate box(es).)

- 293 (1) To the best of its knowledge and belief, it is not subject to the filing and
 294 reporting requirements described in Emergency Planning and
 295 Community Right-to-Know act of 1986 (EPCRA) sections 313(a) and
 296 (g) and Pollution Prevention Act of 1990 (PPA) section 6607 because
 297 none of its owned or operated facilities to be used in the performance of
 298 this contract currently—
- 299 (i) Manufacture, process or otherwise use any toxic chemicals listed
 300 under section 313(c) of EPCRA, 42 U.S.C. 11023 (c).
- 301 (ii) Have 10 or more full-time employees as specified in
 302 section 313(b)(1)(A) of EPCRA, 42 U.S.C. 11023(b)(1)(A).
- 303 (iii) Meet the reporting thresholds of toxic chemicals established
 304 under section 313(f) of EPCRA, 42 U.S.C. 11023(f) (including
 305 the alternate thresholds at 40 CFR 372.27, provided an
 306 appropriate certification form has been filed with EPA).
- 307 (iv) Fall within Standard Industrial Classification Code designations
 308 20 through 39 as set forth in FAR section 19.102.
- 309 (2) If awarded a contract resulting from this solicitation, its owned or
 310 operated facilities to be used in the performance of this contract, unless
 311 otherwise exempt, will file and continue to file for the life of the
 312 contract the Toxic Chemical Release Inventory Form (Form R) as
 313 described in EPCRA sections 313(a) and (g) and PPA section 6607 (42
 314 U.S.C. 13106).
- 315 (b) Submission of this certification is a prerequisite for making or
 316 entering into this contract imposed by Executive Order 12969,
 317 August 8, 1995 (60 FR 40989-40992).

318 **K.12 52.225-01 Buy American Certificate (DEC 1989)**

319 The offeror certifies that each end product, except those listed below, is a domestic end
 320 product (as defined in the clause entitled “Buy American Act - Supplies”), and that
 321 components of unknown origin are considered to have been mined, produced, or
 322 manufactured outside the United States.

<i>Country of Origin</i>	<i>Excluded End Products</i>
_____	_____
_____	_____
_____	_____

(List as necessary)

328 Offerors may obtain from the Contracting Officer lists of articles, materials, and supplies
 329 excepted from the Buy American Act.

330 **K.13 52.227-06 Royalty Information (APR 1984)**

331 (a) *Cost or charges for royalties.* When the response to the solicitation contains
 332 costs or charges for royalties totaling more than \$250, the following information
 333 shall be included in the response relating to each separate item of royalty or
 334 license fee:

- 335 (1) Name and address of licensor.
- 336 (2) Date of license agreement.
- 337 (3) Patent numbers, patent applications serial numbers, or other basis on which
 338 the royalty is payable.
- 339 (4) Brief description, including any part or model numbers of each contract item
 340 or component on which the royalty is payable.
- 341 (5) Percentage or dollar rate of royalty per unit.
- 342 (6) Unit price of contract item.
- 343 (7) Number of units.
- 344 (8) Total dollar amount of royalties.

345 (b) *Copies of current licenses.* In addition, if specifically requested by the
 346 Contracting Officer before execution of the contract, the offeror shall furnish a
 347 copy of the current license agreement and an identification of applicable claims or
 348 specific patents.

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42 **Section L**43 **Instructions, Conditions and Notices to Offerors**44 **L.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

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

48 <u>Clause No.</u>	<u>FAR Clause No.</u>	<u>Title and Date</u>
49 L.1.1	52.214-34	Submission of Offers in the English 50 Language (APR 1991)
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56 L.1.5	52.216-27	Single or Multiple Awards (OCT 1995)

57 **L.2 52.233-2 Service of Protest (AUG 1996)**

58 (a) Protests, as defined in Section 33.101 of the Federal Acquisition Regulation (FAR),
 59 that are filed directly with an agency, and copies of any protests that are filed with the
 60 General Accounting Office (GAO), shall be served on the Contracting Officer by
 61 obtaining a written and dated acknowledgment of receipt from the Contracting
 62 Officer at the address listed in Block 7 on Standard Form 33.

63 (b) The copy of any protest shall be received in the office designated above within one
 64 day of filing a protest with the GAO.

65 **L.3 552.219-72 Notice to Offerors of Subcontracting Plan Requirements**
66 **(MAR 1999)**

67 The General Services Administration (GSA) is committed to assuring that maximum
 68 practicable opportunity is provided to small, HUBZONE small, small disadvantaged, and
 69 women-owned small business concerns to participate in the performance of this contract
 70 consistent with its efficient performance. GSA expects any subcontracting plan submitted
 71 pursuant to FAR 52.219-9, Small, HUBZONE Small, Small Disadvantaged and Women

72 Owned Small Business Subcontracting Plan, to reflect this commitment. Consequently, an
 73 offeror, other than a small business concern, before being awarded a contract exceeding
 74 \$500,000, (\$1,000,000 for construction), must demonstrate that its subcontracting plan
 75 represents a creative and innovative program for involving small, HUBZONE small, small
 76 disadvantaged, and women-owned small business concerns as subcontractors in the
 77 performance of this contract.

78 **L.4 552.219-73 Preparation, Submission, and Negotiation of**
 79 **Subcontracting Plans (MAR 1999)**

- 80 (a) An offeror, other than a small business concern, submitting an offer that exceeds
 81 \$500,000 (\$1,000,000 for construction) shall submit a subcontracting plan with its
 82 initial offer. The subcontracting plan will be negotiated concurrently with price and
 83 any required technical and management proposals, unless the offeror submits a
 84 previously approved commercial product plan.
- 85 (b) Maximum practicable utilization of small, HUBZONE small, small disadvantaged,
 86 and women-owned small business concerns as subcontractors is a matter of national
 87 interest with both social and economic benefits. It is the GSA's expectation that an
 88 offeror's subcontracting plan will reflect a commitment to assuring that small,
 89 HUBZONE small, small disadvantaged, and women-owned small business concerns
 90 are provided the maximum practicable opportunity, consistent with efficient contract
 91 performance, to participate as subcontractors in the performance of the resulting
 92 contract. An offeror submitting a commercial products plan can reflect this
 93 commitment through subcontracting opportunities it provides that relate to the
 94 offeror's production generally; i.e., for both its commercial and Government
 95 business.
- 96 (c) GSA believes that this potential contract provides significant opportunities for the use
 97 of small, HUBZONE small, small disadvantaged and women-owned small business
 98 concerns as subcontractors. Consequently, in addressing the eleven elements
 99 described at FAR 52.219-9(d) of the clause in the contract entitled Small, Small
 100 Disadvantaged and Women-Owned Small Business Subcontracting Plan, the offeror
 101 shall:
- 102 (1) Demonstrate that its subcontracting plan represents a creative and innovative
 103 program for involving small, HUBZONE small, small disadvantaged, and
 104 women-owned small business concerns in performing the contract.
- 105 (2) Include a description of the offeror's subcontracting strategies used in any
 106 previous contracts, significant achievements, and how this plan will build upon
 107 those earlier achievements.

- 108 (3) Demonstrate through its plan that it understands the small business subcontracting
 109 program's objectives, GSA's expectations, and is committed to taking those
 110 actions necessary to meet these goals or objectives.
- 111 (d) In determining the acceptability of any subcontracting plan, the Contracting Officer
 112 will-
- 113 (1) Review the plan to verify that the offeror demonstrates an understanding of the
 114 small business subcontracting program's objectives and GSA's expectations with
 115 respect to the program and has included all the information, goals, and assurances
 116 required by FAR 52.219-9.
- 117 (2) Consider previous goals and achievements of contractors in the same industry.
- 118 (3) Consider information and potential sources obtained from agencies administering
 119 national and local preference programs and other advocacy groups in evaluating
 120 whether the goals stated in the plan adequately reflect the anticipated potential for
 121 subcontracting to small, HUBZONE small, small disadvantaged, and women-
 122 owned small business concerns; and
- 123 (4) Review the offeror's description of its strategies, historical performance and
 124 significant achievements in placing subcontracts for the same or similar products
 125 or services with small, HUBZONE small, small disadvantaged, and women-
 126 owned small business concerns. The offeror's description can apply to
 127 commercial as well as previous Government contracts.
- 128 (e) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a
 129 plan within the time specified by the Contracting Officer shall make the offeror
 130 ineligible for award.

131 **L.5 Solicitation Copies and Enclosures**

132 An electronic version of this solicitation is available on the MAA Website
 133 (<http://www.gsa.gov/maa>).

134 **L.6 Point of Contact for Information**

135 The contact responsible for supplying additional information and answering inquiries is
 136 the Procuring Contracting Officer (PCO).

- 137 (a) Formal communications, such as requests for clarification and/or information
 138 concerning this solicitation, shall be submitted in writing to the following:
- 139 General Services Administration
 140 Attention: **Robert A. Hayhurst**, Procuring Contracting Officer
 141 Mail Stop Z397

142 7525 Colshire Drive
143 McLean, VA 22102-7400

- 144 (b) Questions/comments may also be submitted electronically to GSA's Internet mail
145 address at *robert.hayhurst@gsa.gov*. Electronic mail attachments, if included, must
146 be viewable by Microsoft Word 97. The address of the Internet home page is:
147 *http://www.gsa.gov/maa*.
- 148 (c) Information concerning this solicitation or requests for clarification will not be
149 provided in response to offeror-initiated telephone calls. All such requests shall be
150 made in writing and submitted to one of the above addresses. Questions shall identify
151 the specific area of the solicitation in which clarification is desired. All questions and
152 answers shall be provided to all prospective offerors. Sources of questions will not
153 be identified.
- 154 (d) Prospective offerors are cautioned against discussing the preparation of their
155 proposals or technical questions with Government technical personnel. The
156 circumstances of such a contact, when verified may result in non-consideration of the
157 offeror's proposals. Discussions with Government technical personnel concerning
158 the specifications, the documents incorporated by reference, pricing, or any other
159 technical matters are strictly forbidden. Accordingly, all communications prior to
160 award shall be directed to the PCO at the following telephone number:
161 **Robert A. Hayhurst**, Procuring Contracting Officer
162 **(703) 610-2234**
- 163 (e) Inquiries are to be submitted in writing no later than stated in the cover letter to the
164 offerors. Inquiries may be submitted by facsimile to the following:
165 Attn.: **Robert A. Hayhurst**, Procuring Contracting Officer
166 Facsimile Number: (703) 610-1642

Contact with any other Government official except the PCO concerning this solicitation may result in disqualification of the offeror from consideration for award.

167 **L.7 Interpretation of RFP Requirements**

168 No interpretation of any provision of this RFP, including applicable contract
169 specifications, shall be binding on the Government unless furnished or agreed to in writing
170 by the PCO.

171 **L.8 Identification of Restricted Rights in Computer Software**

172 The offeror's attention is called to the requirement that any restrictions on the
173 Government concerning use or disclosure of computer software that was developed at private
174 expense and is to be delivered under the contract must be set forth in an agreement to be

175 negotiated prior to award and made a part of the contract. Therefore, the offeror shall
176 identify in its proposal, to the extent feasible, any such computer software that was
177 developed at private expense and upon which it desires to negotiate restrictions, and shall
178 state the nature of the proposed restrictions. A listing of such software shall be attached to
179 and be included as part of the Technical and Management Proposal. If no such computer
180 software is identified in the proposal, it will be assumed by the Government that it has
181 unlimited rights.

182 **L.9 Incurring Costs**

183 Costs shall not be incurred in the anticipation of receiving reimbursement from the
184 Government without the written authorization of the Administrative Contracting Officer
185 (ACO).

186 **L.10 Amendments to the Proposal**

187 All proposal revisions/updates must meet the following criteria:

- 188 (a) Submit changes in the same hard copy and electronic copy quantities as required for
189 the initial proposal submission.
- 190 (b) At the Government's discretion, offerors may be required to use differently colored
191 paper for hard copies of modified pages.
- 192 (c) Submit hard copy changes as complete change pages. Changes shall be indicated by
193 change bars (vertical lines adjacent to the change in the right margin) generated by
194 the word processing software to indicate any change that has been made.
- 195 (d) Include the date of the modification in the lower right hand corner at the bottom of
196 the respective page. For inserted pages, number each page using an alphanumeric
197 designator (e.g., 1, 1a, 1b, 2, 3, if two pages are inserted between pages 1 and 2).
- 198 (e) Modifications of a proposal are subject to FAR Clause 52.215-10, *Late Submissions,*
199 *Modifications, and Withdrawals of Proposals.*

200 **L.11 Prime Contractor Responsibilities**

201 Offerors are strongly encouraged to include in their proposals other sources of supply
202 when such inclusions provide the Government a lower overall cost. However, the offeror
203 shall be the prime contractor for procurement of the services offered. The offeror alone shall
204 be held responsible by the Government for performance of all contractor obligations under
205 any contract resulting from its proposal. The Government, in turn, shall render payment of
206 any and all charges solely to the prime contractor.

207 The offeror is reminded that any resultant contract will not create any contractual
208 relationship between the Government and any eventual subcontractors.

209 **L.12 Security Requirements**

210 Performance under the contemplated contract may require the contractor to have access
 211 to information classified “Top Secret.” Therefore, upon award, the successful offeror may be
 212 required to obtain the appropriate personnel and facility clearances to have access to such
 213 information. The customer organization shall initiate and coordinate the clearance request.
 214 If the contractor is not granted “Top Secret” clearance within a reasonable period of time, the
 215 Government may terminate the contract.

216 Information about obtaining the security clearances set forth herein may be obtained from
 217 the following organization:

218 Defense Investigative Service Clearance Office
 219 P.O. Box 2499
 220 Columbus, OH 43216-5006
 221 (614) 692-3176

222 **L.13 Alternate Proposals**

223 **L.13.1 Multiple Proposals**

224 Offerors may submit more than one proposal in response to this solicitation provided that
 225 each proposal addresses and meets all requirements specified herein. If alternate proposals
 226 are submitted, each proposal must be clearly labeled and identified on the cover page of each
 227 separate document, and the reason for each alternate and its comparative benefits shall be
 228 explained. Each page of each proposal shall identify the proposal to which it belongs. Each
 229 proposal must be a complete offer in and of itself. Each proposal submitted will be evaluated
 230 on its own merits. The Government will not accept or evaluate proposals for other than
 231 requirements identified in this Request for Proposal (RFP).

232 **L.13.2 Focused Alternatives**

233 Alternate proposals aimed at satisfying specific elements of the Government’s overall
 234 requirements in a unique or alternative manner will be permitted if accompanied by and fully
 235 cross-referenced to a fully compliant proposal. Each alternate proposal will be evaluated on
 236 its focused proposed solutions and the common solutions of the fully compliant proposal that
 237 accompanies it.

238 **L.14 Delivery of Proposal**

239 (a) **Markings.** It is important that the outer envelope or wrapping of each offer be
 240 addressed as shown below. Failure to properly address the outer cover could cause
 241 an offer to be misdirected.

242 (1) Offeror's Return Address

243 (2) Contracting Officer's Address:

244 General Services Administration

245 Attn: Robert A. Hayhurst, MAA Procuring Contracting Officer

246 Mail Stop Z397

247 Solicitation Number: TQD-BA-99-1007

248 7525 Colshire Drive

249 McLean, VA 22102-7400

250 (3) **DO NOT OPEN IN MAIL ROOM**

251 (4) **TO BE OPENED BY PROCURING CONTRACTING OFFICER ONLY**

252 **L.15 Disposition of Unclassified Drawings and Specifications**

253 Any drawings, specifications, and other material furnished by the Government in
254 connection with this solicitation need not be returned to the Government, except as noted.

255 **L.16 Proposal Preparation Costs**

256 This RFP does not commit the Government to pay any cost for the preparation and
257 submission of a proposal(s) in response to this RFP. The PCO is the only individual who can
258 legally commit the Government to the expenditure of public funds in connection with this
259 procurement.

260 **L.17 Disposition of Proposals**

261 GSA will retain at least one copy of each proposal and the remainder will be destroyed.
262 No destruction certificate will be issued.

263 **L.18 52.211-3 Availability of Specifications Not Listed in the GSA Index of** 264 **Federal Specifications, Standards and Commercial Item Descriptions** 265 **(JUN 1988)**

266 The specifications cited in this solicitation may be obtained from the PCO. The requester
267 should identify the solicitation number and the specification requested by date, title, and
268 number, as cited in the solicitation.

269 **L.19 General Proposal Instructions**

270 This section specifies the general requirements for the contents of proposals. The
271 proposal shall be presented as shown in Table L.19-1.

272

Table L.19-1. Contents of Proposal Volumes

Volume Number	Qualified Offerors	Nonqualified Offerors	Maximum Pages
IA		RQS Technical and Management	300
IIA		RQS Technical Literature	Unlimited
IB	Baltimore MAA RFP Technical and Management	Baltimore MAA RFP Technical and Management	75
IIB	Baltimore MAA RFP Technical Literature	Baltimore MAA RFP Technical Literature	Unlimited
III	Baltimore MAA Price Proposal	Baltimore MAA Price Proposal	Unlimited
IV	Baltimore MAA Business Proposal	Baltimore MAA Business Proposal	75

273

274 Proposals shall be prepared using a 12-point font, single-spaced, that can be reproduced
 275 on U.S. letter size (8 ½" x 11") paper, and legible in all required copies. Foldout pages are
 276 allowed for figures and tables, but the use of foldouts for the body of the text is prohibited.
 277 The maximum page limit indicated in Table L.19-1 does not include the requirement
 278 checklists, example plans, or report samples required for Volume IB. The pages of the
 279 technical and management volume shall be numbered using the volume and page number.

280 One copy of the electronic version of the text, figures, and tables of Volumes IB, III, and
 281 IV shall be submitted on a compact disk. The electronic versions shall use, as appropriate,
 282 Microsoft Word 97 and Microsoft Excel 97 formats, or the most current versions as directed
 283 by the PCO. An electronic copy of the completed Baltimore MAA Price Evaluation Tool
 284 and all yearly and summary outputs shall be submitted. One copy of Volume IIB may be
 285 submitted in either hard copy or electronic format.

286 The original of the following, signed, and dated shall be submitted:

- 287 (a) Standard Form 33
- 288 (b) Table J.6-1b Stipulated Technical Requirements
- 289 (c) Table J.6-2b Stipulated Management Requirements
- 290 (d) Table J.6-3b Stipulated Price Requirements
- 291 (e) Section K, Representations, Certifications, and Other Statements of Offerors

292 (f) Small, Small Disadvantaged, and Women Owned Small Business Subcontracting
293 Plan.

294 (g) GSA Form 527

295 The offeror shall guarantee, in writing, that the electronic version is virus free. The
296 offeror shall identify the name and version of the virus software used. All document
297 revisions shall be accepted prior to submission to the Government.

298 In the event of a conflict between the contents of any hard copy version of the proposals
299 and the contents of the electronic version, the electronic version shall prevail. The offeror
300 shall provide a written guarantee that the hard copy version of the proposal agrees exactly
301 with the electronic version.

302 Offerors who have not responded previously to the RQS are required to submit **separate**
303 proposals in response to the RQS requirement and the Baltimore MAA RFP requirements.
304 Offerors responding to the RQS should refer to the RQS solicitation for proposal preparation
305 instructions. The instructions for the RQS Technical and Management Proposal and RQS
306 Technical Literature are contained in Sections L.20.1 and L.20.2, respectively, in Solicitation
307 TQD-RH-97-0000 and its subsequent amendment(s).

308 Offerors which have submitted RQS proposals or have been previously qualified by the
309 Government are not required to resubmit the RQS Technical and Management and Technical
310 Literature Volumes. However, these offerors are required to stipulate that their qualification
311 statement is current and accurate for incorporation into their Baltimore MAA proposal.

312 Each proposal submitted in response to this RFP shall be in the format and content
313 specified in Section L.20.

314 **L.20 Detailed Proposal Instructions**

315 This section provides detailed instructions for preparing the proposal volumes. Each
316 volume shall include the following components:

- 317 (a) **Cover Page:** Each volume's cover page shall include the solicitation name and
318 number, name of responding organization, and name of volume.
- 319 (b) **Table of Contents:** Each volume shall have a table of contents.
- 320 (c) **Information Requested:** Instructions regarding the information to be contained in
321 each RFP proposal volume are provided in the following sections:
 - 322 i. L.20.1 - Baltimore MAA Technical and Management Proposal
 - 323 ii. L.20.2 - Baltimore MAA RFP Technical Literature
 - 324 iii. L.20.3 - Baltimore MAA Price Proposal
 - 325 iv. L.20.4 - Baltimore MAA Business Proposal

326 **L.20.1 Baltimore Technical and Management Proposal (Volume IB)**

327 The Baltimore Technical and Management Proposal shall describe in detail the offeror's
328 technical resources, technical and management approach, and experience and background
329 that enable the offeror to fulfill the RFP requirements. The offeror's proposal shall not
330 contain prices and shall not address any aspect of pricing. The Technical and Management
331 Proposal shall contain the following sections.

332 **L.20.1.1 Section 1 - Pre-Qualified Offeror Stipulation**

333 If the offeror was previously qualified to participate in the MAA Program or has already
334 submitted a pre-qualification proposal, the offeror shall stipulate that the qualification
335 statement is current and accurate for incorporation into the Baltimore MAA RFP Technical
336 and Management Proposal. The offeror shall identify any changes or additions to the
337 offeror's pre-qualified RQS proposal. The offeror shall acknowledge all Amendments to the
338 RQS, Solicitation TQD-RH-97-0000.

339 **L.20.1.2 Section 2 - Narrative Responses**

340 The offeror shall provide a complete and detailed response to each technical requirement
341 contained in Table J.6-1a. In responding to the technical requirements in Table J.6-1a, the
342 offeror shall demonstrate the following:

343 (a) Soundness of technical approach for providing the Baltimore MAA-specific services
344 described in Sections C and J.2.2.

345 (b) Quality of transmission service and telecommunications facilities contained in the
346 Baltimore system architecture to support the provision of services.

347 The offeror shall provide a complete and detailed response to each management
348 requirement contained in Table J.6-2a. In responding to the management requirements in
349 Table J.6-2a, the offeror shall demonstrate the following:

350 (a) Ability to implement service ordering, billing, dispute management, trouble handling,
351 and reporting requirements

352 (b) Soundness of management approach

353 (c) Ability to support MAA customers

354 (d) Ability to manage and facilitate implementation

355 Each response shall be numbered consistent with the tables.

356 **L.20.1.3 Section 3 – Stipulated Requirements**

357 The offeror shall complete the stipulated technical requirements and management
358 requirements provided in Tables J.6-1b and J.6-2b. The offeror is not required to prepare
359 written responses describing how it will meet these requirements. Instead, the offeror is
360 required to consent (stipulate) that it will fulfill all requirements. An authorized corporate
361 officer indicating agreement and commitment to full compliance and contract performance
362 shall sign these checklists.

363 **L.20.1.4 Section 4 - Exceptions and Deviations**

364 The offeror shall identify and explain any exceptions or deviations taken or conditional
365 assumptions made in the offeror's proposal versus the requirements of the RFP.

366 **L.20.1.5 Section 5 – Conformance Appraisal Checklists**

367 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-4,
368 Baltimore General Proposal Conformance Appraisal Checklist, and Table J.6-5, Baltimore
369 Technical and Management Proposal Conformance Appraisal Checklist.

370 **L.20.1.6 Section 6 - Guarantees**

371 The offeror shall provide the following written guarantees:

- 372 (a) The electronic version is virus free, including the name and version of the virus
373 software used
- 374 (b) All document revisions have been accepted
- 375 (c) The text of any hard copy version of the RFP as required in Section L.19, agrees
376 exactly with the electronic version (i.e., SF-33, stipulated requirements, Section K,
377 etc.).

378 **L.20.1.7 Section 7 - Corporate Qualifications**

379 The offeror shall provide the information below as part of the description of corporate
380 qualifications.

381 **L.20.1.7.1 Corporate Resources.** The offeror shall describe the corporate resources
382 that will be available to support the proposed MAA services and features in Baltimore.
383 Corporate resources include network infrastructure and staffing. The offeror shall describe
384 how corporate resources will be deployed to provide MAA services as required in Section C.

385 **L.20.1.7.2 Subcontractor Management.** The offeror shall illustrate its proposed
386 approach to managing and controlling the operations of each proposed subcontractor. The
387 offeror shall describe the facilities that it owns that will be part of the proposed MAA
388 network and those that are owned by subcontractors. The offeror shall describe the controls
389 proposed to manage MAA subcontractors, monitor and control service quality, and ensure
390 the services comply with the contractor's standards and the requirements of the contract.

391 **L.20.1.7.3 Corporate Structure.** The offeror shall provide documentation describing
 392 the offeror's corporate organization for the Baltimore MAA contract. This documentation
 393 shall include but not be limited to the following information:

- 394 (a) The contractor, the contractor's subsidiaries, and the contractor's major
 395 subcontractors' organization charts and descriptive text clearly depicting the areas of
 396 responsibility and flow of authority within each organization. These charts shall
 397 show the functional relationships among organizational elements.
- 398 (b) Organization charts and plans that clearly depict the areas of responsibility and flow
 399 of authority between the contractor and its subsidiaries and/or major subcontractors.
- 400 (c) Charts and descriptive text indicating the contractual, technical, and administrative
 401 interfaces between the Government and the contractor, the contractor's subsidiaries,
 402 and major subcontractors.
- 403 (d) A description of the contractor's, the contractor's subsidiaries', and the major
 404 subcontractors' management systems, including the controls and scheduling
 405 techniques to be used for ensuring task accomplishment and procedures for ensuring
 406 complete coordination of all activities, as well as escalation procedures to be used to
 407 ensure task accomplishment.
- 408 (e) A description of the relationship of the contractor's, the contractor's subsidiaries',
 409 and major subcontractors' organizations, which are responsible for managing both the
 410 project and individual activities of the project, to the corporate or "home" office
 411 during transition, migration, implementation, and operation. This description shall
 412 include a clear definition of the level of authority delegated to the manager of the
 413 local organization(s). A description of any corporate or "home" office resources,
 414 including manpower, computers, software, shop, service engineering or service
 415 development organization, applied research laboratory, etc., to be committed to this
 416 contract on an as-needed basis, and the procedures for using these resources, shall be
 417 included.

418 **L.20.1.7.4 Past Performance Questionnaires.** The offeror shall have at least four of its
 419 present or past local telecommunications customers complete and submit a Past Performance
 420 Questionnaire (Section J-11). These references should be capable of documenting the
 421 following:

- 422 (a) Two references documenting the offeror's ability to manage a multi-supplier project of
 423 complexity comparable to this acquisition
- 424 (b) Two references documenting the offeror's operation and management of services that
 425 are comparable in size and scope to this acquisition

426 The Past Performance Questionnaires shall be distributed with instructions (sample cover
 427 letter included in Section J-11) that the completed questionnaire is to be mailed by the
 428 respondent directly to the MAA PCO specified in RFP Section G.1.1.1.

429 The offeror shall complete section I, Contract Identification, and fill in the blanks on the
430 instruction letter that accompanies the Past Performance Questionnaire prior to mailing a
431 questionnaire to a respondent.

432 Questionnaires shall be submitted on or before the Baltimore RFP closing date.

433 **L.20.2 Technical Literature (Volume IIB)**

434 In Volume IIB, the offeror may include descriptive materials such as service guides,
435 quick-reference user cards, and/or user guides that supplement sections of Volume IB,
436 Technical and Management Proposal. The technical literature may be reviewed by the
437 Government for information only and will not be evaluated or used to qualify offerors. Only
438 information that supports the offeror's ability to satisfy the requirements of Sections C and G
439 of this RFP and supplements the information required in Volume IB should be included.
440 Volume IB shall include the appropriate references to this literature and shall identify the
441 page(s) and paragraph(s) of the reference in Volume IIB to which it applies.

442 **L.20.3 Baltimore MAA Price Proposal (Volume III)**

443 The Price Proposal, shall address the requirements of Section B of this solicitation. All
444 information regarding prices, including that contained on electronic media, for the proposed
445 services shall be logically enclosed in this volume.

446 **L.20.3.1 Section 1 - Statement of Total Offered Price**

447 The Price Proposal shall provide a statement of the total offered price. This total shall
448 represent the offeror's contract price for the base term and all options.

449 The total offered price shall be calculated using the Baltimore MAA Price Evaluation
450 Tool, provided on the MAA Web site. The MAA Price Evaluation Tool requires Windows
451 95 and Microsoft Excel 97 to operate. The Baltimore MAA Price Evaluation Tool multiplies
452 the offeror's proposed prices by the appropriate summary price evaluation traffic for each
453 service and each contract year and sums the total costs for each service and contract year.
454 Instructions for using the MAA Price Evaluation Tool are contained in the file titled
455 "Instructions" provided on the MAA Web site.

456 **L.20.3.2 Section 2 – Narrative Responses**

457 The offeror shall provide a complete and detailed response to each price requirement
458 contained in Table J.6-3a. Each response shall be numbered consistent with the table.

459 **L.20.3.3 Section 3 - Stipulated Requirements**

460 The offeror shall complete the stipulated price requirements provided in Table J.6-3b.
461 The offeror is not required to prepare written responses describing how it will meet these
462 requirements. Instead, the offeror is required to consent (stipulate) that it will fulfill all

463 requirements. This checklists shall be signed by an authorized corporate officer indicating
464 agreement and commitment to full compliance and contract performance.

465 **L.20.3.4 Section 4 - Instructions for Pricing**

466 The offeror shall provide detailed procedures for applying the proposed price tables.
467 Where the offeror has applied discretion in the application of the price tables, the choices
468 made by the offeror shall be clearly stated in this section.

469 **L.20.3.5 Section 5 - Price Tables**

470 The offeror shall provide a price for each price element as specified in Section B. The
471 price tables are in Microsoft Excel 97 format and are available on the MAA Web site. The
472 offeror shall use and submit prices in the exact format and layout of the electronic price
473 tables provided. The offeror shall not modify the format or layout of any price table.

474 All price elements shall be priced and all cells in the spreadsheets shall be populated.
475 Price elements that are not separately priced and are included as part of the basic service
476 capabilities shall be noted as "NSP". Where a price element is not appropriate, the price
477 entry shall be noted as "N/A."

478 **L.20.3.6 Section 6 - Conformance Appraisal Checklists**

479 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-6,
480 Baltimore Price Proposal Conformance Appraisal Checklist.

481 **L.20.3.7 Section 7 - Tariff Information**

482 The offeror shall indicate whether Baltimore MAA services will be provided under an
483 existing tariff or an anticipated tariff filing with the Federal Communications Commission or
484 state public utilities commission or equivalent authority. Where the prices quoted in Section
485 B are under an existing tariff, these prices must be footnoted to indicate the applicable tariff
486 and pages. Section H.12 of this RFP, and its subsequent amendment(s), address additional
487 tariff filing requirements.

488 **L.20.3.8 Section 8 - Termination/Cancellation Liability**

489 Price proposals and/or tariffs containing termination or cancellation liabilities shall not be
490 submitted.

491 **L.20.4 Baltimore MAA Business Proposal (Volume IV)**

492 The Baltimore MAA Business Proposal shall contain the following sections.

493 **L.20.4.1 Section 1 - Standard Form 33**

494 Standard Form (SF) 33, *Solicitation, Offer and Award*, completed and signed by the
495 offeror, constitutes the offeror's acceptance of the terms and conditions of this solicitation.
496 Block 16 of the SF33 (page 1 of this solicitation) shall be signed by an official authorized to
497 commit the offeror to contractual obligations. The proposal shall be submitted in the required
498 number of copies, to the specified address, by the closing date and time, and marked as
499 indicated in Blocks 8 and 9 of the SF33.

500 This form shall be submitted in lieu of the Optional Form (OF) 308 provided at issuance
501 of the RQS. The offeror is required to acknowledge all amendments to the RQS TQD-RH-
502 97-0000 and this RFP on this form.

503 **L.20.4.2 Section 2 - Representations and Certifications**

504 The Representations and Certifications included as Section K of this RFP, shall be
505 completed and signed by an official authorized to bind the offeror. The offeror shall sign on
506 the last page of Section K by adding name, title, date, and signature lines.

507 **L.20.4.3 Section 3 - Offeror Responsibility**

508 In order for an offeror to receive a contract, the PCO must first make an affirmative
509 determination that the prospective contractor is responsible in accordance with the provisions
510 of Subpart 9.1 of the FAR. To assist the PCO in this regard, the offeror shall include the
511 following information in the business volume:

- 512 (a) A statement of financial condition of the offeror in the form of a completed GSA
513 Form 527 (See Section J.9). This form may be appended with the offeror's most
514 recent financial statements. However, all appropriate blocks of the form must be
515 completed and the form must contain an authorized signature.
- 516 (b) A description of the accounting system and controls employed by the offeror.
- 517 (c) A description of the offeror's facilities and support systems that are essential to
518 accomplishing the tasks outlined in this solicitation. This description may be the
519 same as the corporate resources description required in Volume IB, Baltimore MAA
520 RFP Technical and Management Proposal.

- 521 (d) Demonstration of adequate financial resources, or the ability to obtain such resources
522 as required during performance of the contract.
- 523 (e) Demonstration of the ability to comply with the required or proposed delivery
524 schedule, taking into consideration all existing business commitments, both
525 commercial and Government.
- 526 (f) Demonstration of a satisfactory record of integrity and business ethics.
- 527 (g) Demonstration of the necessary organization, experience, accounting and operational
528 controls, and technical skills, or the ability to obtain them.
- 529 (h) Demonstration of the necessary production, construction, and technical equipment
530 and facilities, or the ability to obtain them.
- 531 (i) Demonstration that the offeror is otherwise qualified and eligible to receive an award
532 under applicable laws and regulations.
- 533 (j) Acknowledgment of all Amendments to the RQS TQD-RH-97-0000 and the
534 Baltimore MAA RFP.
- 535 (k) A statement of the total offered price. This total shall represent the offeror's contract
536 value for the base term and all options.

537 **L.20.4.4 Section 4 - Annual Report**

538 A copy of the organization's most recent annual report shall be submitted as part of the
539 business proposal. Annual reports shall also be submitted for all proposed major
540 subcontractors.

541 **L.20.4.5 Section 5 - Small Business Subcontracting Plan**

542 If the proposed contract exceeds a total estimated cost of \$500,000 for the entire period
543 of performance, the offeror is required to submit a subcontracting plan, specific to the MAA
544 procurement in accordance with Clause I.1.14. This provision does not apply to small
545 business concerns.

546 **L.20.4.6 Section 6 - Conformance Appraisal Checklists**

547 The offeror shall complete the proposal reference blocks, as appropriate, in Table J.6-7,
548 Baltimore Business Proposal Conformance Appraisal Checklist.

549 **L.21 Operational Capability Demonstration**

550 At the option of the Government, offerors shall be required to perform an Operational
551 Capability Demonstration (OCD) of its local telecommunications services capabilities,
552 pursuant to Section C. If the Government requires an OCD, it will occur after the receipt of
553 proposals and prior to qualification and/or contract award. At the request of the Government,
554 the offerors shall provide an OCD plan.

555 The offeror's OCD plan shall describe what will be demonstrated, how the demonstration
 556 will be executed, and what will be required of the Government. The following shall be
 557 considered, at a minimum, in developing this OCD plan:

558 (a) **Services and Features.** The offeror shall demonstrate the availability of the services
 559 and features specified in Section C.

560 (b) **Management and Operations.** The offeror shall demonstrate its management and
 561 operations capabilities in the following areas:

562 (1) Service Ordering System. The offeror shall demonstrate how orders for service
 563 are entered, processed, tracked, and managed. The offeror shall provide samples
 564 documentation and reports generated by its service ordering system for customer
 565 use.

566 (2) Billing System. The offeror shall demonstrate its billing system. In particular,
 567 the offeror shall demonstrate how billing is initiated and supported on an ongoing
 568 basis and procedures for handling billing disputes and trouble and service outage
 569 credits. The offeror shall provide samples of invoices, documentation, and
 570 reports generated by its billing system for customer use.

571 (3) Trouble Handling System. The offeror shall demonstrate how trouble reports are
 572 received, logged in, referred for trouble isolation and clearance, isolated and
 573 cleared, tracked, escalated, and closed out. The offeror shall provide samples of
 574 the types of data and report that are generated by the trouble handling system for
 575 customer use.

576 (4) Customer Training. The offeror shall demonstrate its approach to training the
 577 customer's staff.

578 **L.22 Oral Presentations**

579 The Government reserves the right to require an oral presentation by the offeror to the
 580 proposal evaluation team(s). The Government may elect to videotape an offeror's oral
 581 presentation. The offeror will receive a minimum of fourteen (14) calendar days notice prior
 582 to the requested time for presentation. The presentation shall include but need not be limited
 583 to:

584 (a) Pricing

585 (b) Technical Response to Requirements

586 (c) Management Services

587 (d) Technical Plans and Procedures

588 (e) Transition

- 589 (f)
- 590 (g) Migration
- 591 (h) Interoperability
- 592 (h) Security
- 593 (i) Marketing and Promotion Plan
- 594 The Government reserves the right to require that personnel proposed by the offeror
- 595 attend the oral presentation.

596 **L.23 Government Estimated Requirements**

597 The quantities shown in Section J.2 are estimates, based upon the best information
598 available to GSA. Such estimates are being furnished for computation of price totals.

599 They are provided for evaluation purposes only. However, the contractor is required to
600 furnish all services that may be ordered during the term of the contract in accordance with
601 the contract.

602 **L.24 Preaward Audit Requirements**

603 In accordance with Part 15.404 of the FAR, offerors are advised that an audit review by
604 the cognizant contract audit activity may be conducted on price proposals submitted in
605 response to this solicitation. Offerors shall make available to the auditor(s) all books and
606 financial records considered by the auditor(s) to be essential in the discharge of their duties
607 under Part 15.8 of the FAR whenever the audit is conducted.

608 **L.25 Minimum Acceptance Period**

609 Offerors allowing less than 365 calendar days in the “offer” portion of SF 33 for acceptance
610 by the Government may be rejected as unacceptable.
611

1 **Table of Contents**

2 **Section M: Evaluation Factors for Award**

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17 **Section M**18 **Evaluation Factors for Qualification and Contract Award**

19 The Government intends to conduct the Metropolitan Area Acquisition (MAA) in two
20 phases:

- 21 (a) **Initial Qualification Phase:** In this initial qualification phase, the Government
22 issued a Request for Qualification Statements (RQS) on November 26, 1997 and
23 amended it on January 22, 1998, May 28, 1998, and July 16, 1999. The RQS
24 specifies factors considered to be fundamental MAA technical and management
25 requirements and pre-qualifies offerors.
- 26 (b) **Metropolitan Area-Specific Requests for Proposals (RFPs) Phase:** RFPs for the
27 designated metropolitan areas are released that define metropolitan area-specific
28 technical, management, and pricing requirements.

29 **M.1 Qualification Process Continuation**

30 The qualification process is intended to accelerate the acquisition of MAA services in
31 multiple cities by pre-qualifying offerors, who meet MAA technical and management
32 requirements. Pre-qualification is a continuing process throughout the MAA Program:

- 33 (a) Offerors may be considered for pre-qualification by responding to the RQS at any
34 time for the duration of the MAA Program.
- 35 (b) Offerors who are determined to be technically unacceptable in the initial qualification
36 phase will be permitted to resubmit their qualification statement anytime for the
37 duration of the MAA Program.
- 38 (c) Offerors may pre-qualify by responding at this Baltimore MAA RFP. The offeror
39 will be required to prepare proposals responding to both the RQS and the
40 metropolitan area-specific RFP. Offerors who meet all RQS technical and
41 management requirements, but do not win the Baltimore MAA contract, will be pre-
42 qualified for other MAA RFPs.
- 43 (d) Offerors may pre-qualify by responding to future metropolitan area-specific RFPs.
44 The offeror will be required to prepare proposals responding to both the RQS and the
45 metropolitan area-specific RFP.

46 **M.2 General Qualification Considerations**

47 **M.2.1 Evaluation Basis**

48 The offeror's technical and management proposal will be evaluated in accordance with
49 Pass/Fail decision rules applied to each item in the technical and management requirements
50 checklists in Section J.6. Based on this evaluation, and upon consideration of the assessment
51 of potential risks, each proposal will be given an adjectival rating as follows:

52 (a) Acceptable - The proposal meets the Government's technical and management
53 requirements and does not present unacceptable risks.

54 (b) Unacceptable - The proposal fails to meet the Government's technical and
55 management requirements and/or presents unacceptable risks.

56 Proposals are to be prepared in accordance with the instructions in Section L. For a
57 proposal to be acceptable, the offeror must agree to all terms and conditions of this RFP.

58 **M.2.2 Unrealistic Proposals**

59 Offerors are hereby notified that any proposals that are unrealistic in terms of technical
60 and management commitment will be deemed reflective of an inherent lack of management
61 and technical competence or indicative of failure to comprehend the complexity and risk of
62 the contract requirements. This may be grounds for rejection of the proposal.

63 **M.2.3 Qualification Without Discussion**

64 The Government may qualify offerors based on initial proposals received without
65 discussion of such offers. Accordingly, each initial proposal should be submitted on the
66 most favorable technical and management terms that the offeror can submit.

67 **M.2.4 Evaluation Support**

68 Offerors are hereby notified that GSA intends to use a private organization to assist in the
69 evaluation of proposals. That organization will have access to any and all information
70 contained in the offerors' proposals and will be subject to appropriate conflict of interest,
71 standards of conduct, and confidentiality restrictions.

72 **M.3 Qualification Statement Evaluation**

73 The offeror's technical and management qualifications statement will be evaluated in
74 accordance with Pass/Fail decision rules as described in Sections M.2 and M.4 of the RQS,
75 Solicitation TDQ-RH-97-0000, and its subsequent amendments. Offerors who have not yet
76 submitted a pre-qualified proposal for the MAA Program should refer to the RQS solicitation
77 for details regarding the qualification statement evaluation.

78 **M.4 Baltimore MAA Proposal Evaluation**

79 Proposals will be evaluated with respect to the technical, management, and past
80 performance factors identified in Sections M.4.2.1, M.4.2.2, and M.4.2.3; business
81 considerations as described in Section M.4.3; and price as described in Section M.4.4.

82 The steps comprising the evaluation process are as follows:

- 83 (a) **Conformance Appraisal.** Offeror submissions will be reviewed to verify
84 conformance with instructions in Section L using the checklists in Tables J.6-4
85 through J.6-7. Offerors will be given the opportunity to remedy minor irregularities
86 in their submissions.
- 87 (b) **Initial Baltimore MAA Proposal Compliance Appraisal.** Offeror proposals will
88 be reviewed to determine their compliance with the Baltimore MAA RFP
89 requirements in Section J.6. Offerors will be given the opportunity to remedy minor
90 informalities, irregularities, or apparent clerical mistakes in their submissions.
- 91 (c) **Past Performance Appraisal.** The offeror will be evaluated with respect to its past
92 performance in accordance with Section M.4.2.3.
- 93 (d) **Economic Evaluation.** Price proposals will be evaluated in accordance with Section
94 M.4.4.
- 95 (e) **Competitive Range Determination.** A competitive range will be established to
96 identify those offerors with whom written and/or oral discussions may be conducted.
97 The competitive range will be established based on the proposed cost or price, the
98 technical and management proposals, and the past performance evaluation.
- 99 (f) **Discussions and Negotiations.** The Contracting Officer will conduct written and/or
100 oral discussions with all offerors who submit proposals determined to be within the
101 competitive range. All offerors within the competitive range will be given the
102 opportunity to submit revised proposals after the conclusion of discussions and
103 negotiations.
- 104 (g) **Revised Baltimore MAA Final Proposal Revision (FPR) Proposal Compliance**
105 **Appraisal.** After any discussion and the receipt of any revised proposals, the
106 Government will evaluate the revised proposal.
- 107 (h) **Review Revised Price Proposals.** Revised price proposals received as a result of
108 discussions will be evaluated in accordance with Section M.4.4 and this section.
109 Offerors whose price proposals are not fair and reasonable may receive no further
110 consideration.
- 111 (i) **Final Proposal Revision Evaluation.** The FPR evaluation process steps are as
112 follows:

- 113 (1) **FPR Price Evaluation.** FPR price proposals will be evaluated in accordance with
 114 Section M.4.4 and this section.
- 115 (2) **Determine Price Reasonableness.** The results of the FPR price evaluation will
 116 be used to determine price reasonableness. Depending upon the results of these
 117 comparisons, either of the following two actions may be taken:
- 118 (i) If none of the FPR price proposals are fair and reasonable the Government will
 119 either:
- 120 - Request offerors to revise and resubmit their FPR price proposals, and
 - 121 continue the evaluation process with step (i)(1) above, or
 - 122 - Terminate the acquisition process.
- 123 (ii) If one or more of the FPR price proposals is fair and reasonable, the evaluation
 124 process will continue with step (j) below.
- 125 (j) **Make Award(s).** A Baltimore MAA contract with a minimum revenue guarantee as
 126 specified in Section H.3 will be awarded following the criteria in Section M.4.1. If
 127 the Government determines that any remaining proposals meet the criteria in Section
 128 M.4.1, then additional contract(s) may be awarded at the same time, and such
 129 contracts shall have minimum revenue guarantee(s) as specified in Section H.3.

130 **M.4.1 Award Basis**

131 The Government intends to make multiple awards to multiple offerors for MAA
 132 telecommunications services in the Baltimore metropolitan area defined in this RFP. One
 133 award will be made to the responsible, technically-acceptable offeror with the lowest total
 134 offered price. Subsequent award(s) will be considered for other responsible, technically-
 135 acceptable offeror(s) provided:

- 136 (a) The offeror's prices for all services are fair and reasonable, and
 137 (b) The offeror has the next-lowest total offered price (as compared to the previous
 138 awardee(s)).

139 **M.4.2 Technical and Management Proposal Evaluation**

140 The offeror's Baltimore Technical and Management Proposal will be evaluated in
 141 accordance with Pass/Fail decision rules applied to each technical and management
 142 requirement in the Baltimore RFP. Qualified offerors from the initial qualification phase
 143 must certify that their qualification statement is current and accurate for incorporation into
 144 their RFP proposal.

145 **M.4.2.1 Baltimore MAA RFP Technical Requirements Compliance Appraisal**

146 The offeror's proposal will be evaluated for compliance with the technical requirements
147 in Tables J.6-1a and J.6-1b of the Baltimore MAA RFP on a Pass/Fail basis.

148 **M.4.2.2 Baltimore MAA RFP Management Compliance Appraisal**

149 The offeror's proposal will be evaluated for compliance with the management
150 requirements in Tables J.6-2a and J.6-2b of the Baltimore MAA RFP on a Pass/Fail basis.

151 **M.4.2.3 Past Performance Assessment**

152 The offeror will be evaluated with respect to its past performance. This assessment will
153 reflect the consideration of all relevant information that is readily available to the
154 Government, including both the information received from the offeror (in accordance with
155 Section L.20.1.7.4) and information obtained from other sources. Other sources of
156 information may include, but not necessarily be limited to, past and present customers
157 (including federal, state, local, and tribal governments), past and present subcontractors, past
158 and present employees, commercial sources of information, and publicly available
159 information.

160 Offerors will be evaluated on the basis of the following factors. The Government may
161 reject any offer from an offeror whose demonstrated quality of past performance is
162 unacceptable.

- 163 (a) Contract performance on other Government and commercial contracts
- 164 (1) Adherence to the contract schedules
- 165 (2) Accurate, complete, and timely fulfillment of contract reporting requirements
- 166 (3) Commitment of adequate resources in a timely fashion to meet contract
167 requirements
- 168 (4) Compliance with technical direction and other contractual responsibilities
- 169 (b) Termination history of other Government and commercial contracts
- 170 (1) Any history of contract terminations for default
- 171 (2) Any pending default termination actions
- 172 (c) Technical performance on other Government and commercial contracts
- 173 (1) Provisioning of telecommunications services that consistently meet performance
174 requirements (e.g., grade of service or call completion rates)
- 175 (2) Delivery of adequate customer support that allows users to make effective use of
176 the available services and features
- 177 (d) Management performance on other Government and commercial contracts
- 178 (1) Effectiveness in managing subcontractors and related management functions
- 179 (2) Apart from technical requirements, fulfilling all contract terms and conditions

- 180 (e) Price/Cost Management
- 181 (1) Maintaining a competitive pricing structure for the contractor's services and
- 182 features
- 183 (2) Meeting its proposed cost estimates
- 184 (f) Customer satisfaction with services delivered on other Government and commercial
- 185 contracts
- 186 (1) Satisfaction of end users with delivered telecommunications services
- 187 (2) Satisfaction of end users with overall performance, including customer support
- 188 and related functions (e.g., operational support)

189 **M.4.3 Business Proposal Evaluation**

190 The offeror's Baltimore Business Proposal will be evaluated for compliance with the

191 requirements, terms, and conditions in the RFP.

192 **M.4.4 Price Proposal Evaluation**

193 A price evaluation will be conducted for each Baltimore Price Proposal.

194 **M.4.4.1 Scope of Price Evaluation**

195 The offeror's price proposal will be evaluated for compliance with the requirements in

196 Tables J.6-3a and J.6-3b in the Baltimore MAA RFP on a Pass/Fail basis.

197 The offeror's price proposal will be evaluated with respect to prices projected over the

198 base period and all option periods covered by the proposal. In order to ensure that the prices

199 are acceptably and materially and mathematically balanced, each offeror's unit prices, as

200 defined in Section J.4, may be compared with one or more of the following:

- 201 (a) All offered prices
- 202 (b) Market prices
- 203 (c) Government price targets
- 204 (d) Other Government and publicly available contracts

205 **M.4.4.2 Errors in Pricing**

206 Any variance between total price submitted by the offeror and the total offered price

207 computed by the Government will be corrected on the basis of the prices provided in the

208 offeror's price tables, multiplied by the Government's estimated quantity as defined in

209 Section J.2. The Government reserves the right to adjust any and all totals on that basis.

210 Overall price evaluation will be based on corrected total prices.

211 **M.4.4.3 Total Offered Price**

212 The total offered price for an offer will be based upon the value of the aggregated prices
213 for all years in the base period and all option periods. Service, feature, and Service Initiation
214 Charge (SIC) costs will be computed using the prices provided by the Offeror in the Section
215 B price tables multiplied by the quantities in the Government's estimated requirements
216 (Section J.2).

217 **M.4.4.4 Unbalanced Pricing**

218 The Government may reject any offer that is materially unbalanced, according to the
219 FAR 15.814(b) definition of materially unbalanced.

220 **M.4.4.5 Evaluation for Additional Offerings**

221 Additional offerings as described in Section C.1.2 may be proposed by the offeror and
222 will be evaluated independently by the Government. However, such services or features will
223 have no bearing on the acceptability of an offer, and the prices will not be included in the
224 total offered price.
225