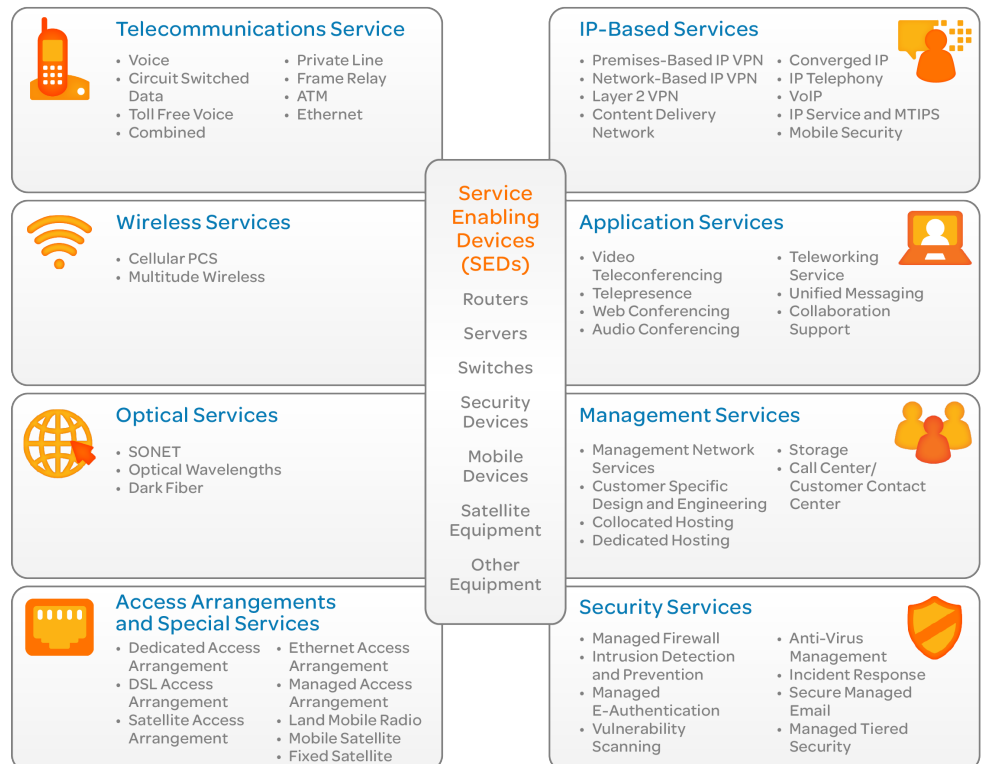


Networkx

Not your average telecom contract



The scope of the Networkx contracts (Universal and Enterprise) includes legacy voice and data services that were part of the FTS2001 contracts. By incorporating these legacy telecom services, Networkx provided agencies a smooth transition path to move comparable legacy telecom services from FTS2001 to Networkx. However, as shown in the chart to the right, the scope of services offered under Networkx was greatly expanded by GSA to include many more services, plus Service Enabling Devices (otherwise known as CPE). In addition, Networkx allows agencies to procure customized IT solutions through three key components available under Management Services: Dedicated Hosting Services (DHS), Managed Network Services (MNS) and Customer Specific Design and Engineering Services (CSDS).



Dedicated Hosting Services (DHS)

DHS is a key Networkx service that can be used by agencies to procure IT services. AT&T currently supports enterprise hosting through 38 global Internet Data Centers (IDCs). We help customers manage three IT domains: network, server, and application. Our broad-based offer is designed to meet the entire spectrum of hosting needs, and we provide extensive reporting and SLAs to help agencies manage their business. Listed below are the Networkx hosting requirements supported by the AT&T Enterprise Hosting service.

Infrastructure

- Space: provided in the form of racks and cages
- Power: redundant power at each rack
- Security: layered physical security to protect assets

Connectivity and Networking

- Front end connectivity: Connectivity to the Internet via an Ethernet connection
- Back end connectivity: Private network connectivity to an agency's private network
- Local and global load balancing

Server Hardware, Operating Systems

- Support for array of hardware and operating systems, such as Sun, Microsoft and Linux
- Equipment provided as Networkx Service Enabling Devices (SEDs)

Monitoring and Management

- Basic and advanced server monitoring
- Managed server solution
- Restoration service
- Remote hands service

Storage

- Storage Area Network (SAN)
- Direct Attached Storage Device (DASD)
- Tape Backup and Storage (TBS)

Features of DHS include:

- **Additional Hardware and Software Options:** Provides a variety of hardware, operating system, and software application choices to meet many needs. Infrastructure software includes operating systems and web servers.
- **Managed Database Service:** Provides database hardware, license, and operating system support for AT&T pre-certified databases, as well as management of independent database servers as a single system for higher availability, easier manageability, and greater scalability.
- **Server and Operating System Support:** AT&T monitors the AT&T certified reference Operating System and AT&T certified hardware. AT&T provides agencies with electronic notifications of alarms and/or events (e.g., a threshold has been exceeded) for monitored hardware and Operating System parameters.
- **Data Center Transformation:** A single-source solution for migrating a data/hosting center from one location to another. The services include project planning, preparation, management, hardware and software migration planning, network connectivity, migration planning, mover coordination, and multi-vendor management with single-sourced accountability.
- **Remote Hands:** An agency managing its own hosting service can order Remote Hands services if they require onsite IDC support from an on-site AT&T technician, serving as the “eyes, ears and fingers” of the agency.

Managed Network Services (MNS)

MNS lets agencies obtain a full range of custom lifecycle IT services for their networks that includes design and engineering, implementation, management, and maintenance services for their networks. Under the MNS offering, the contractor is the agency’s single point of accountability for all networks managed under this service. The contractor provides real-time proactive network monitoring, rapid troubleshooting and service restoration, as well as administration activities. The following MNS capabilities can be obtained by agencies:

- **Design and Engineering Services:** Design and engineering services include a review of the current network traffic, performance, transport, hardware and software components; and an overall evaluation of network topology, configuration, addressing, bandwidth, availability, scalability, reliability and disaster recovery requirements. The design may include the integration of a security package or individual Networx security services.
- **Implementation, Management and Maintenance:**
 - Access solutions that use a combination of different services, such as wireline and wireless access, as well as satellite access at particular locations to meet an agency’s performance metrics for availability and disaster recovery
 - Transport solutions that distribute traffic over multiple contractor backbone networks to provide redundancy and carrier diversity, and vary the traffic allocation dynamically based on agency-specified performance requirements

- Customer-premises solutions that provide agency-specific interfaces, software, and equipment
- Security solutions
- Management of the agency’s network in real-time on a 24x7 basis.
- Remote management capabilities for equipment configuration, testing, monitoring, troubleshooting, fault/problem resolution, and maintenance.
- Proactively monitoring utilization and packet loss and errors
- **Service Enabling Devices (SEDs):** SEDs include the supply and management of hardware, firmware, and related software required by an agency to support services offered under the Networx contract. Components include, but are not limited to, routers and switches, ATM devices, CSUs/DSUs, hubs, ISDN adapters, and modems.

Features of MNS include:

- **Government Furnished Property (GFP) Maintenance:** Contractor-provided maintenance and repair of Government Furnished Property, if not maintained under a SED monthly maintenance charge.
- **Agency-Specific Network Operations Center (NOC):** Contractor-provided help desk services and shared or dedicated Network Operations Centers (NOCs).
- **Network Testing:** Contractor-provided development services to test an agency’s equipment, software and applications on the contractor’s network prior to purchase and deployment. Testing covers voice, data, and video technologies including, but not be limited to, ATM, Frame Relay, IP VPN, ISDN, Voice over Frame (VoFR), and Voice over Internet Protocol (VoIP).

Customer Specific Design and Engineering Services (CSDS)

CSDS provides a range of IT technical support offerings directly related to services within the scope of the Networx contract. These services may include:

- Network architecture design and implementation
- Network design validation
- Evaluation of network technology alternatives
- Simulation and testing on test bed facilities
- Equipment and applications testing on the contractor’s live network
- Engineering support

The only functions specifically excluded from CSDS are network operations and maintenance, which are services that may be procured under the MNS category.

A Flexible Contract Scope to Procure IT Solutions

By combining the IT professional services skill sets available under CSDS with the flexible scope of services and features offered under DHS and MNS, agencies can address many of their network-related IT solutions under the Networx contracts.

For agencies that have already competed and awarded core network services under Networkx, a new network-related IT solution requirement may be a **logical follow-on** to the prior task order. A service may constitute a logical follow-on as long as it falls within the scope of the original task order award. For example, a requirement for a unified communications solution, or a consulting project for an IPv6 transition plan, could be a logical follow-on to a network-based IP VPN task order. Examples of possible IT solutions that can be procured under Networkx as a new task order award, or in some cases as a logical follow-on IT solution (to a prior award for network services), are shown in the table below.

| Network Services | IT Solution Examples |
|--|--|
| • Network-Based IP VPN | • IP Telephony • Unified Communications |
| • Network-Based IP VPN | • Telework Study • Telework Solutions |
| • Network-Based IP VPN • Land Mobile Radio Service | • Radio Tower Implementation |
| • Network-Based IP VPN | • IPv6 Transition Plan |
| • Network-Based IP VPN • Dedicated Hosting Service • Managed Network Service | • Private Cloud |
| • Network-Based IP VPN • Dedicated Hosting Service | • Application Hosting |
| • Network-Based IP VPN | • Custom Managed Security Services |
| • Network-Based IP VPN • Dedicated Hosting Service | • Virtual Desktop Services |
| • Managed Network Services | • NOC • SOC |
| • Co-Located Hosting Service | • Data Center Consolidation |
| • Managed Trusted IP Service (MTIPS) | • Mobile Security |

An Evolving and Expanding Contract

While the scope of the Networkx contract was extensive from the very start, there has been, and continues to be, an ongoing contract modification process to further expand the service elements and provide customization of existing services/features to more fully meet unique agency requirements. Examples of key contract modifications to the Networkx contracts include Unified Communications solutions, Telepresence solutions, and Managed Trusted IP Services (MTIPS), which is a Trusted Internet Connections (TIC) compliant solution. In summary, the flexible scope boundaries of the Networkx contracts provide the opportunity to address current and future agency IT solution requirements.

About AT&T Government Solutions

Every day, thousands of experienced AT&T Government Solutions professionals seek to go beyond their customers' expectations and deploy visionary solutions that serve our citizens, defend our nation and prepare for the future.

We serve as a trusted provider to the federal government, backed by a proven performance record in integrating our network expertise with IT professional services and an expertly managed service portfolio, which includes: traditional and IP-based voice; Wi-Fi; high-speed Internet; data transport; cyber security; unified communications; cloud-based services; and mobility devices, services and applications. Our broad array of advanced technologies, dynamic service management tools, and experienced staff help us to address core government needs – reduce expenses, modernize operations to increase workforce productivity, and protect information, infrastructure and people. AT&T solutions enable agencies to focus on their mission and performance goals.

Fusing our core capabilities with innovation from AT&T Labs and the AT&T Foundry, we are driven to meet today's demanding agency requirements, while establishing a path to emerging technologies. Underpinning every solution we build and deliver are the global resources and assets of AT&T, one of the world's largest communications services providers, connecting people, infrastructure and information with speed, security and reliability.

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