2.3.9 Service Ordering [L.34.2.3.9], [C3.5.1.2.1], [C.3.5.1.2.1.3], [C.3.5.1.2.2], [C.3.5.1.2.2.1], [C.3.5.1.2.2.5], [C.3.5.1.2.2.6], [J12]

The General Services Administration (GSA) and the Agencies are fully supported with secure Networx ordering tools and processes that allow service orders to be easily submitted, tracked, and completed in a timely and accurate manner. These tools and processes are backed by a highly experienced staff of industry professionals dedicated to providing Networx customers with a high-quality service ordering experience.

The offeror shall describe in detail, its service ordering and tracking data, systems, and processes and how they will meet the needs of the various Government users, as described in Section C.3.5, Service Ordering and Attachment J.12, Ordering and Billing Data Elements. In addition, the offeror shall:
(a) Provide a Data Dictionary Package
(b) Describe its Provisioning Intervals and related terms and conditions
(c) Describe its methods of exchanging order-related information with Agencies

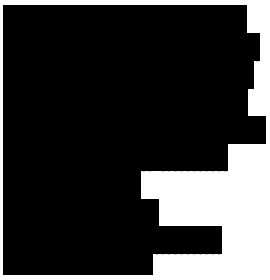
Overview

AT&T's service ordering philosophy, summarized in [redacted] is very simple:

[redacted]

The importance of issuing service orders correctly and on-time cannot be overstated. Accurate service orders confirm that Networx services and products are installed and/or delivered on time; they confirm accurate billing and positively impact many aspects of the customer's initial experience.

Significant resources have been dedicated over the past two decades to the successful operation of large Federal contracts, such as FTS2000 and FTS2001 Crossover. Although AT&T is recognized as a major provider of quality telecommunications to the U.S. Government, we cannot rest on that reputation. We continuously strive to enhance the service ordering process for Government customers by making the investments necessary to create easy-to-use, rule based tools and processes that improve the delivery of existing services, deliver entirely new services (e.g. Internet Protect[SM] and Level 2 VPN), and improve all service delivery performance and order quality metrics.



The Government can rely on AT&T as a stable provider in an unstable and dynamic industry. Major efforts are underway to simplify contracts, shorten provisioning times, improve billing accuracy, and provide electronic customer self-care with direct linkage into the ordering system.

[redacted] an award-winning, web-based portal, provides GSA Customers with a powerful set of secure service order management tools. [redacted] is a secure entry point for Government Networx users to perform electronic order related account servicing functions. Over 600,000 users perform an average of 2.6 million transactions daily across the [redacted] application portfolio. Government users can use the tools accessed through [redacted] to perform service ordering activities 24x7.

The Contractor shall establish an automated ordering capability. [L.34.2.3.9.] [C.3.5.1.2.1]

For the Networx contract, GSA and Agencies will have the ability to submit and track all orders through an automated ordering capability established to support their services and critical missions. This ordering experience begins with Government customers accessing eOrder applications through our [redacted]portal enhanced specifically for Networx.

In addition to providing Government customers eOrder capability, [redacted] [redacted]brings many benefits to the Government, including convenient and secure account management that saves time by minimizing the need to place telephone calls and waiting for callbacks. Productivity is improved by increasing automation, minimizing manual data entry, and redirecting headcount. This allows Government personnel to focus on their core missions.

[redacted] shows the first [redacted] screen that Government customers see when they initially access the portal.

[redacted]

Government customers can perform the service order functions listed in [redacted] by accessing the eOrdering tools within the [redacted] portal.

[redacted]

The first eOrder step begins when the GSA or Agency personnel request and obtain a unique user ID and password from AT&T. AT&T works with the Agency to establish an overall owner of the [redacted] ID process, called the “Agency Administrator” who establishes all subsequent Agency IDs. The Agency Administrator functions are described in detail starting on page

260 in the section titled “Security". After entering their ID and password, the user is presented with a customer home page, personalized for them. In addition, they are only granted access to the data associated with their permissions as defined in their profile.

The tools page accessed from the main customer home page is shown in [redacted]

[redacted]

Authorization of Orders

One of the most important aspects of the ordering process involves defining the authority of Government Networx users to place service orders. For example, ordering permissions can be set such that one user has permission to order data services only and another user has permission to order voice services only.

Permission management also includes restrictions to prevent unauthorized access to other Agencies' data. Filters associated with the company profile and eOrdering tool allows the Agency Administrator to further restrict access.

The [redacted] platform allows GSA and Agency customers to fully control who can access information through the portal, and the level of access provided. Individual agency DARs and their Agency Administrators have direct control over who receives [redacted] logon IDs and what access privileges those IDs are granted. AT&T accepts orders from any user who has an [redacted] ID with access permissions allowing them to order services, as designated by the Agency itself. For example, an Agency can choose to allow full access to place orders, but can restrict those same users from access to billing information. [redacted] access administration functions are as follows;

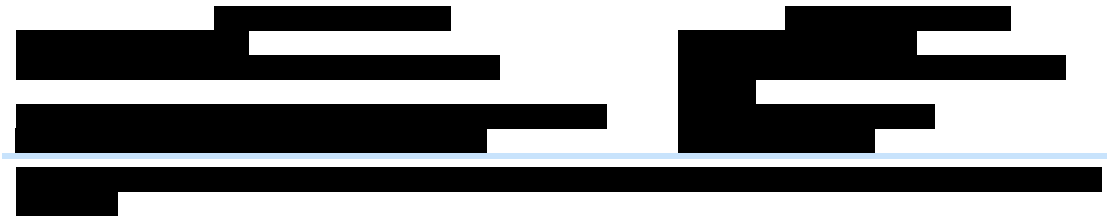
- Authorized User Management by Agency Administrator (adds/deletes)
- User profile Management (tools, add or delete)
- User access management (desktop certificates, user passwords)

The Agency Administrator is generally either the Contracting Officer (CO) or the DAR Administrator as defined in Section G.1, Roles and Responsibilities. The DAR Administrator within each Agency maintains the Government personnel who are authorized to place Networx orders and identifies each DAR. DAR administrator changes are provided by the Government (per requirements in the RFP Section G.1, Roles and Responsibilities).

For cases where Government customers choose not to submit and track orders through our automated capability, we have the Customer Support Office (CSO) and Contractor's Program Organization (CPO) professionals who are available to provide world-class customer service and support.

eOrder

Government users begin the process of eOrder submittal by selecting [redacted] from the [redacted] menu. [redacted] allows Networx customers to perform the functions in [redacted]

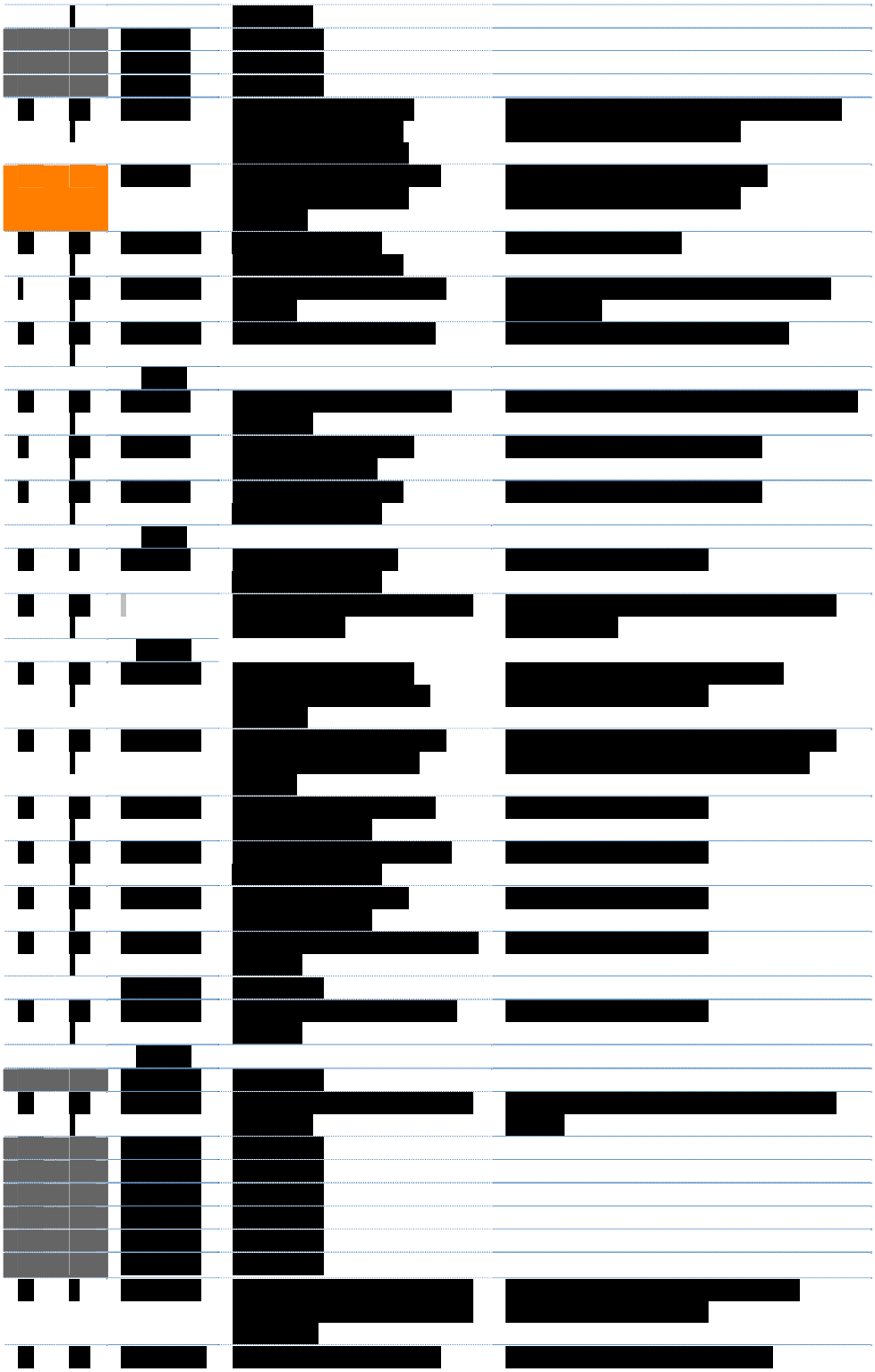


Once Government customers access the main [redacted] menu and selecting [redacted], Networx customers are provided access to a variety of ordering and tracking links based on their user authentication, through AT&T eOrder, [redacted].

[redacted]

Within the [redacted]eOrder applications, Agency specific information (Address, Agency Hierarchy Code (AHC), Master Customer Number (MCN)) are pre-populated, whenever possible, to avoid the need for users to reenter data that is common to every order. Users can also save partially entered orders and restart their ordering session as they left it.

When the DAR places an eOrder it flows through the ordering applications and is managed from receipt through completion by the Oakton Virginia Service Ordering organization. The provisioning workcenters and the maintenance workcenters differ depending upon the service type. [redacted] [redacted] lists these provisioning and maintenance workcenters. [redacted] defines the relationship between all Networx services, and the associated provisioning and maintenance workcenters.



Electronic ordering processing means that Government orders for many voice and data services are completed faster and the risk of input/format errors is greatly reduced. Built-in logic eliminates certain kinds of common errors, by validating addresses and filtering for valid CLINs. These up-front edits eliminate time-consuming order corrections, confirming service installation for the Government is accomplished on-time and without errors.

eOrder

When a Government customer issues orders through eOrder, built-in logic is used for more frequently ordered services providing immediate feedback on certain kinds of errors, such as data entries outside the range of expected

values. Additionally, if changes or disconnect orders need to be issued, the existing inventory for that service type may be retrieved. Several online fields are pre-populated with the customer's data, including name, address, contact information, service, circuit identifier, etc. This eliminates the need for Networx customers to re-key information that is common to that order.

The Government is provided with a tracking/order status function within e-Order, allowing them to securely access the status of Networx orders they are authorized to view. Users can query on a number of order-specific fields to easily access orders for which they require a status. The benefits of using Government eOrder are described below in [redacted]

The contractor shall provide users access to a secure, online, internet-accessible electronic ordering system that meets the performance requirements of Section C.3.9, Operational Support Systems. [C.3.5.1.2.1.3]

Government Networx customers are able to access ordering applications that reside within [redacted]. This highly available, highly scaled, secure, online, Internet-accessible suite of advanced electronic servicing tools allows Government personnel to productively and cost-efficiently manage their Networx orders and all order-related data. [redacted] is available on a 7x24 basis with [redacted] availability measured as the ratio of time

available to users to the total time in a given month less maintenance time. User response times are on par with best commercial practices. The [redacted] online, internet-accessible electronic ordering system meets the performance requirements of Section C.3.9, Operational Support Systems. [redacted] currently supports 2.6 million transactions daily and is used by many large commercial customers. [redacted] shows notionally how users securely perform online access to [redacted]

[redacted]

The contractor shall provide an ordering system that provides users with a web-based means of obtaining price quotes for simple price quotes. [C.3.5.1.2.1.3]

GSA and the Agencies can access pricing information through the Networx Pricing Tool, available through [redacted] With [redacted] percent availability and worldwide accessibility, Agencies can enter a request for a

simple price quote, and then order service if desired as a separate action. Complex price quotes are available on an individual case basis through the Government Solution's Customer Care Center. Price quotes are provided via the contract line item number (CLIN).

The price quotes provided by the contractor shall allow users to rely on them when executing the Fair Opportunity process or when verifying an invoice. [C.3.5.1.2.1.3]

The price quotes are based on fixed pricing provided by the Networx contract and remain constant, based on the year and service that is being requested. Agencies are able to access the online pricing tool and save pricing information for later comparison. Using the pricing tool places no obligation on GSA and its Agencies to purchase services from the Networx contract. A sales force representative is available to answer any questions or pricing requests that GSA and its Agencies have during the Fair Opportunity Process. The pricing obtained via the Networx price quote tool can be used by the Agency to verify an invoice.

For price quotes that contain dedicated access, the contractor's price quote shall be based on the SWC as determined by the procedures in Section C.3.2.2.10, Step 11: Networx Inventory Codes.[C.3.5.1.2.1.3]

When GSA and its Agencies obtain price quotes from Networx Pricing Tool for dedicated access, AT&T's quote will be based upon the service wire center (SWC) as determined by the procedures in C.3.2.2.10 Step –11 Network Inventory Codes (NICs). The NIC is used for ordering, billing, inventory management, service management and reporting. AT&T will subscribe to GSA's designated vendor/system for the generation of NICs and Network Site Codes with the NIC being defined by the Network Site Code.

The contractor shall provide an ordering system that allows Agencies to place change orders, correct orders, cancel orders, order expedited processing, place multiple orders simultaneously, place disconnect orders, and track orders. [C.3.5.1.2.1.3]

Supplement/change orders: Customers can supplement (change) an order at any time, up until the Service Order Completion Notice (SOCN). When customers place a change order in [redacted], inventory information, by location, is

displayed on the screen for many frequently ordered Networx services. Customers can then point and click to place orders. This results in a much lower defect rate as numbers/addresses, circuit IDs, etc., are pre-populated whenever possible. Some order types require circuit identifiers or other identifying information in order for the change order to be processed. Supplementing nodal voice services (voice services delivered over a high speed circuit) may also be performed. If an order is supplemented the installation interval may be reset.

Correct orders: Customers have the opportunity to correct orders at all times while the order is in the customer's shopping cart. Initially, if an order is

rejected, the DAR receives notification from the ordering representative that the order has been rejected. The customer then has the right to correct and resubmit the order using the same Agency service request number (ASRN) used in the original submittal. The ASRN is communicated in the Purchase Order Number field.

Cancel Orders: Government customers who wish to cancel an order may do so at any time following existing business rules for service specific cancels or until a SOCN is issued (access penalties could apply per Section C.3.5.1.2.4, Step 4). After the SOCN a disconnect order is required. Customers may not be able to cancel certain services on-line through [redacted].

Disconnect Orders: Disconnect orders can be submitted at any time by Networx customers after a SOCN is issued. Disconnect orders are worked on time, and charges associated with the service cease once the Disconnect order has been processed.

Order expedited processing: When an Agency requests an expedited order, AT&T leverages its relationship with other service providers or subcontractors to have the Government's service delivered as quickly as possible. A specialized expedite team within the CSO closely monitors the order status of any expedited service request to confirm critical dates are met for expedited Networx orders.

Place multiple orders simultaneously: Multiple orders can be input and saved, or submitted to be provisioned immediately. The CSO is always available to assist customers on any order, large or small, if the customer chooses. Large ordering projects can be input via the shopping cart capability and later reviewed before submittal for accuracy or tracking purposes.

Track Orders: There is tight linkage between the ordering and inventory applications and databases. The Agencies are able to track all of their

Networx orders (whether submitted online or via another method) by accessing the [redacted] Within this secure application, Agencies can query, view and download the notices for any orders they have placed. Additionally, within the Order Business Services application, Agencies can click on the link for "Networx Tracking" to generate an order status report unique to their Agency.

Support for Critical Services: To meet the Government's requirements for critical services, a dedicated Critical Services Team in the CSO has been

established. This team has access to the necessary internal tools, processes, and other organizations to confirm that critical services are expedited and delivered to the Government. Unique service arrangements can be required to activate critical services; part of this team's charter is to understand each request individually and bring the necessary resources together to install and maintain the service to Government specifications. The GSA and Agencies can rely on this team to confirm that critical service deliverables, measurements, and milestones are met (service order intervals, special mean time to repair commitments, and pulling and compiling SLA data).

Pages 253-255 intentionally left blank.

The contractor shall provide an ordering system that stores all acknowledgement information online and allows individual users to download acknowledgement information related to their ordering activities. [C.3.5.1.2.1.3]

Service Order Acknowledgements and Confirmations

Acknowledgment and confirmation data is an important component of the ordering lifecycle that provides Networx customers with written confirmation regarding the completion of critical ordering milestones. AT&T will provide Acknowledgement Data Elements, as specified in Attachment J.12.2, to the proper Agency personnel, as mutually agreed upon with the ordering Agency. Government customers receive ordering acknowledgement/confirmation notices throughout the ordering lifecycle even for those orders that are entered by the CSO. In addition, the Networx e-Status tool stores, for display and/or downloading, at least three months of historical information that can be retrieved by searching on order-specific data, such as the order number, Agency Service

Request Number (ASRN), line number, or circuit ID. Users access all acknowledgement and ordering information on-line through [redacted] This Networx Services Inventory system will keep all acknowledgement and ordering information throughout the life of the contract. If GSA or an Agency requires acknowledgement or confirmation data that is older than 3 months, and has been archived, it is provided within 5 business days after contacting the CSO to make the request or placing a request on-line to obtain the archived information. **Figure 2.3.9-5** shows the confirmation/acknowledgement flow.

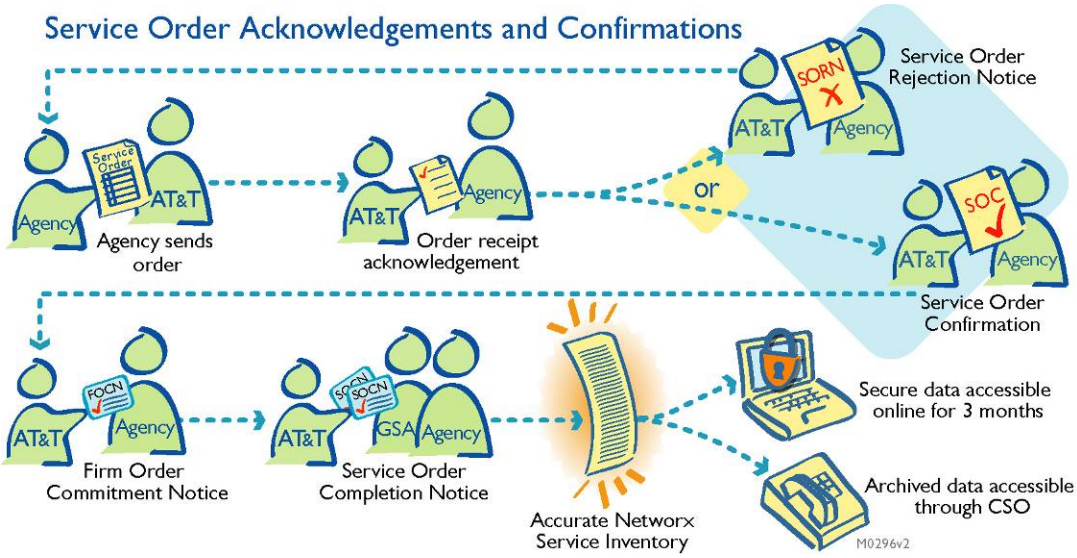


Figure 2.3.9-5: Acknowledgement and Confirmation Notices. *When critical ordering events have been completed, Government Networx customers are provided with fully compliant acknowledgement and confirmation notices.*

The contractor shall provide an ordering system that provides security requirements consistent with Sections C.3.9, Operational Support Systems, and C.3.3.2, Security Management and the following additional user access controls:

Security

AT&T is committed to the protection of data and systems through physical security (access to buildings and space), data security (access to machines and applications), and information security measures. **Figure 2.3.9-6** shows

the various methods used to protect vital Government ordering information. See Sections C.3.3.2 and C.3.9 for a complete description.

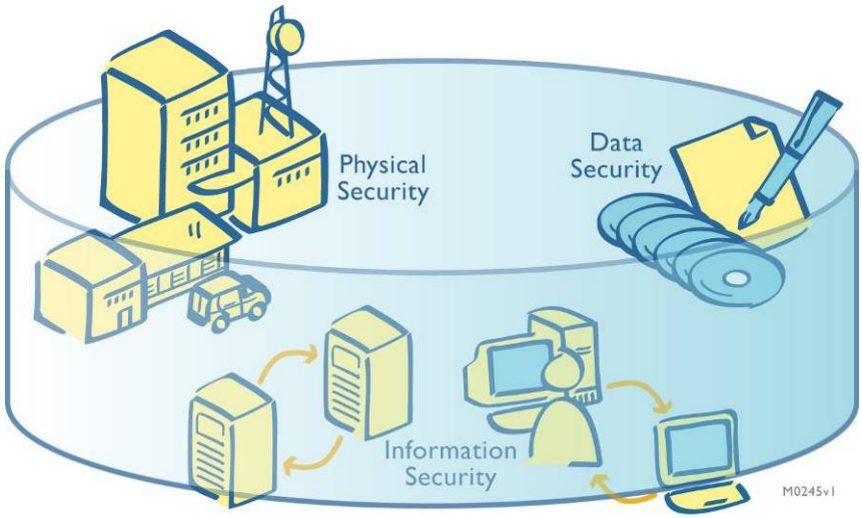


Figure 2.3.9-6: Government's Networx Security Requirements. *AT&T provides complete AT&T Security Plan, as detailed in our response to Sections C.3.3.2 and C.3.9.*

1. Access controls that prohibit access to the system by any unauthorized user.

Only Government personnel who have been authorized by their DAR administrator and have IDs established by the [redacted] are able to place, view, or track Networx service orders. [redacted] has user ID and password protections; based on account hierarchy code (AHC), implemented via account data to validate and confirm that only authorized personnel can access the ordering tools residing within the portal. One Agency is not able to view another Agency's ordering data and an Agency administrator can quickly remove permissions when Agency personnel no longer require access.

2. Access controls that will allow individual users only to access portions of system functionality to which they are authorized and that relate to their specific ordering activities.

[redacted] is based on unique individual user passwords and IDs, defining the services a customer is allowed to order and restricting them from performing activities for which they are not authorized. This is predetermined

by specific criteria submitted by a DAR/Agency Administrator to the Networx Ordering Center. The user's access privileges may also be controlled by the Agency Administrator using management features in the [redacted]

[redacted]. These access controls prohibit access to the system by any unauthorized user. AT&T maintains access controls within [redacted] prohibiting access to the system by any unauthorized user.

3. Access Controls that provide Agency "X" users with access only to portions of system functionality that relate to Agency "X's" activities. [C.3.5.1.2.1.3]

Through the security controls in place within [redacted] Government personnel only have access to those portions of the platform that have been granted by the Agency Administrator. These controls are based on AHCs (with some systems using account information), along with user ID/password profiles. Government customers are able to access the Hierarchy Manager tool (within the [redacted] portfolio) to easily understand the relationship between their AHC and internal accounting indicators, such as the Master Customer Number (MCN). Access Controls that provide Agency "X" users with access only to portions of system functionality that relate to Agency "X's" activities. The access controls within [redacted] only let a user access those portions of system functionality that relate to their Agencies' activities. For example, Agency X can not log-in and view information for Agency Y. Furthermore, filters associated with the company profile allow the Agency Administrator to further restrict access to only show sub-agency detail within an Agency account for a specific user ID.

The contractor shall provide specific users with access only to portions of system functionality that relate to their specific activities (e.g., ordering Voice Service), as determined by information in the user's profile. [C.3.5.1.2.1.3]

[redacted] allows GSA and the Agencies to fully control not only who can place Networx orders, but also what type of orders can be placed. The key authorization mechanism that determines user capability is the MCN or Service. The Agency Administrator can control user ordering capabilities within their Agency and which services can be ordered. The Agency

Administrator is responsible for performing the administrative functions related to [redacted], so that only authorized Agency personnel can access Networx data. When a user is provisioned for the eOrdering tool, the Agency Administrator establishes a profile, selecting all the account IDs (AHC or MCNs) the user can use. The list of valid account IDs is specified when the Agency profile is first set up by [redacted]work center. Subsequent users can get the full set or a sub-set of those account IDs. The Agency Administrator can also select the specific services the user is allowed to order. These Agency created access controls allow individual users only to access portions of system functionality to which they are authorized and that relate to their specific ordering activities. A users' [redacted]ID restricts that user to only access those portions of system functionality to which they are authorized and that relate to their specific ordering activities.

The contractor shall allow authorized users to query the system for data elements pertaining to orders and acknowledgements and download the query results.. [C.3.5.1.2.1.3]

The GSA and Agency authorized users are allowed a full array of customized reports of orders and acknowledgement data available through [redacted] Electronic ordering provides extensive reporting capabilities that include the ability to filter by the following variables: Master Customer Number/Bill Group Code (MCN/GRC – a unique AT&T account identifier), service, date the order was placed, and project number/shopping cart. All acknowledgement data elements can be specified for downloading for reporting purposes.

Authorized Networx users may query order data (orders and notices), and download order query and acknowledgement data element information by using [redacted] web portal. To query order data, users select the Order Business Services link and then choose Submit and Track Orders. From that screen they select the "Networx Tracking" link on the left-hand box to generate a status report. To view their notices, users select the View and Analyze Inventory and Notices link from [redacted] home page. Each notice can then be chosen for viewing and downloaded and saved to the users desktop by selecting the "download" button.

Users are also able to receive reports of orders and acknowledgement data in any of the formats described in table C.3.5.1.3.4.2.3 Media/Transport/Format – Acknowledgements. The user is able to choose the desired format for acknowledgements and notices at order placement.

The contractor shall provide a system that provides users with direct and immediate access to ordering information provided by the system that they are authorized to access. [C.3.5.1.2.1.3]

The Government's eOrder application is accessible through the [redacted] platform and allows authorized Government users to view and download 3 months worth of ordering information. This includes data on pending/completed orders and acknowledgement/confirmation information.

The Agency administrator manages user profiles to control the ability of Agency personnel to access tools within the [redacted] web portal.

Access permissions for specific applications are based on Agency account IDs like MCNs and Service Manager IDs.

The contractor shall provide a system that stores all ordering data elements for the length of the contract. . [C.3.5.1.2.1.3]

The ordering data elements and notices are stored in the Networx Services Inventory system for the length of the contract. When an agency makes a query in this system to see data that has been archived, an option will appear on the screen to allow the user to request and obtain the archived data. If the agency clicks “yes”, the data will be downloaded to the server and available for the agency to view within 5 business days. The requestor will get an email stating that their data is now available.

The contractor shall make ordering data available to the Government within 5 business days after the contractor receives a formal request. [C.3.5.1.2.1.3]

Government Networx users have direct and immediate, online access to at least 3 months of ordering information by accessing the Government eOrder within the [redacted] platform. This includes data on pending/completed orders, acknowledgements/ confirmation notices, and the ability to create ad hoc reports related to Networx ordering. For ordering information older than 3 months that has been archived, Government users can contact the Networx CSO or make an on-line request. This information is provided in a media type and format that is acceptable to the Government within 5 business days of receiving the initial request that complies with C.3.5.1.4.1.1.3.2 Media/Transport/Format – Order Processing Performance Reports. Networx records and documentation compliance will be maintained according to the requirements described in **Table 2.3.9-7, Networx Records and Documentation Compliance**.

The contractor shall maintain and retain for ten years from contract termination or expiration copies of all data, letters, electronic mail, memorandums, adjustment data and other data pertaining to the ordering of contract services as specified in Section G.4, Ordering. [C.3.5.1.2.1.3]

The protection and retention of ordering information is a very important issue to GSA customers. All Networx service ordering data is maintained and retained in a secure environment throughout the life of the contract and for a period of 10 years after the termination or expiration of the Networx contract. This includes general data, letters, electronic mail, memorandums, adjustment data, and all other data pertaining to the ordering of contract services, in full compliance with the requirements specified in Section G.4, Ordering.

Networx records and documentation compliance will be maintained according to the requirements described in **Table 2.3.9-7 Networx Records and Documentation Compliance**.

NETWORX RECORDS AND DOCUMENTATION COMPLIANCE

1. Location

1.1 Networx Records Management has approved all locations for paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage (Networx archive).
1.2 Buildings chosen for Networx records storage are entirely weatherproof.
1.3 Storage areas have good drainage and are above the 100 year flood plane.
1.4 Storage areas are dedicated to paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage.
1.5 Storage areas are intruder resistant and access controlled.

2. Environmental Control

2.1 All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records are kept in a stable environment, within the range of 15° to 27°C and 30% to 60% relative humidity.
2.2 All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records of GSA or Agency are transferred quarterly to environmentally controlled storage.
2.3 All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage areas exclude all direct sunlight.
2.4 The air in paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage areas circulates freely and there is an intake of fresh air.
2.5 Storage areas for magnetic media (electronic files, electronic mail, and magnetic tape) are protected from magnetic fields.

3. Shelving and Packaging

3.1 Shelving and handling equipment is clean, in good condition and appropriate to the format and retention period of Networx all paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records.
3.2 Item containers are clean, in good condition and appropriate to the format and retention period of all Networx paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records.
3.3 Records storage facilities, shelving and equipment meet occupational health and safety requirements.

4. Protection From Disaster

4.1 Risk management exercises include examination of all paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage areas.
4.2 Fire prevention and suppression measures include heat/smoke detection, fire alarms and extinguishers.
4.3 All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage areas have sprinklers installed.

4.4 Current disaster reaction and recovery plans are in place which covers each Networx Archive location.
4.5 Staff are assigned responsibilities in the paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records disaster management process and are trained to meet them.
4.6 After recovery from a disaster, the root cause is identified, managed, and the plan reviewed and updated

5. Maintenance

5.1 Networx Archive areas and buildings are regularly maintained and monitored as part of an on-going post termination 10 year program.
5.2 Repairs Networx Archive areas and buildings are carried out promptly after identification.
5.3 Mold or pest infestation is treated promptly and appropriately.
5.4 Appropriate conservation action is undertaken as required and repairs to Networx Archive area and buildings do not damage the records further.
5.5 All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records will be moved into the Networx archive on a quarterly basis and are made available as required during contract life and on an on-going basis for the post termination period of 10 years.
5.6 All electronic files and electronic mail files will be stored in a minimum RAID-1 configuration that is quarterly tested for accessibility. Any required repairs will be performed to keep all electronic files and electronic mail files in a minimum RAID-1 configuration.
5.7 All paper, magnetic tape, CD ROM and DVD ROM files will be clearly labeled by date.

6. Careful Handling

6.1 Guidelines for the handling and use of record formats are defined and communicated to all staff.
6.2 Guidelines for the safe transport of record formats are defined and communicated to all staff and contractors.
6.3 Policies and procedures are implemented to ensure that all paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records are handled with care for the post termination 10 year period.
6.4 All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records are handled carefully in the conversion process to the Networx Archive and converted according to recognized standards if necessary.

7. Accessibility

7.1 The location of Networx Archive areas and records facilitates prompt retrieval.
7.2 There are standards for documentation and controls that enable all paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records to be identified and retrieved quickly and easily.
7.3 The technology for reading, printing, and otherwise transferring documents electronically from compact disks or other electronic media is kept current for a period of 10 years from contract termination.

Table 2.3.9-7: Networx Records and Documentation Compliance. *All Networx Service ordering documentation is maintained and kept secure for the life of the contact and for 10 years after contract expiration.*

The contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government within 5 business days after receiving the Government's request for ten years from contract termination or expiration. [C.3.5.1.2.1.3]

Secure, easy access to historical Networx ordering data and reports is critical to GSA customers. Many billing problems can be traced back to the original orders that installed the service; so securely storing and accessing these records is vital to resolving billing issues quickly. Responses to requests for archived ordering data and/or reports is provided to the Government within 5 business days of the request in a format that is acceptable to GSA or a

particular Agency. Secure retention of ordering related data is performed for a period of 10 years from termination or expiration of the Networx contract.

The contractor shall provide in the SOCN, for each CLIN, all the data elements that are required by Section B, Pricing to accurately verify the price of the service. [C.3.5.1.2.2.6]

The SOCNs that are provided to the Government include CLINs for each billable data element associated with the Networx service order to allow Networx customers to cross-check or verify the pricing for each ordered component. CLINs that are zero-rated are displayed to simplify the verification process. A prototype of SOCN that is provided to Networx private line customers is provided in **Table 2.3.9-8**.

NETWORX SERVICE ORDER COMPLETION NOTICE
AT&T ORDER NUMBER: N1234-5678 SEPTEMBER 8, 2006 / 8:00AM

Field Name	*Description*
Contract Number	**TQC-JTB-05-0001**
Contractor Name	**AT&T**
DAR Name	**Jane Doe**
Networx Inventory Code(s)	**OKTNVAAT113**
ASRN (Agency Service Request Number)	**20050704-12345**
Jurisdiction IDs	**N/A**
Receipt Date	**07/01/2006**
Agency Hierarchy Code(s) (AHC)	**17991710000000000000000000**
Customer Want Date (CWD)	**09/08/2006**
Order Type	**C**
Transition Order	**Y**
Shared Tenant Order	**N**
Unique Billing Identifier (UBI)	**BBDWEP919191001AT13CRCID**
Circuit ID	**DWEP.919191.001.ATI**
Service	**PL**
Access Type(s)	**On-Net / Dedicated**
Access Provisioning	**C**
Service Enabling Devices (SEDs) Description	**Kendrox Model 72656 Single Port DSU/CSU.**
Bandwidth	**1.544 Mbps**
Feature Type(s)	**N/A**
CLIN(s)	**0130009 0911101 0130109 0139104 0911201 0911301 0760111 0890073**
Quantity(ies)	**8**
Routine or Critical Service Level	**R**
Service Order Number	**N1234-5678**
Firm Order Commitment Date	**08/25/2006**
Additional Instructions	**Includes SED equipment on each end of circuit**
Unit Price	**85.00**
Description	**Private Line Circuit**
Directed to number	**N/A**
Originating -Serving Wire Center	**OKTNVANN**
Terminating -Serving Wire Center	**LOSACANN**
Completion Date	**09/07/2006**
Contractor Customer Account Number	**MD AA99000 100**
Expedite (Y/N)	**Y**
Telecommunication Service Priority	**N/A**

Table 2.3.9-8: SOCN Listing Each CLIN and All Data Elements. *Government Networx customers are provided with a SOCN so that pricing (as required by Section B) can be easily verified.*

(a) Provide a Data Dictionary Package

2.3.9.1 Data Dictionary Package [L.34.2.3.9.1] [C.3.5.1.2.1.1]

The offeror shall provide the Data Dictionary Package–including the data dictionaries, mapping specification, required files with sample data, and instructions– as described in Section C.3.5.1.2.1.1, Step 1.1 -- Contractor Provides Data Dictionary Package for Ordering for the Government's logical files as follows:
(a) Order
(b) Order Receipt Acknowledgement
(c) Order Rejection Notice
(d) Service Order Confirmation
(e) Firm Order Commitment Notice
(f) Service Order Completion Notice.

AT&T will provide the Data Dictionary Package – including the data dictionaries, mapping specification, required files with sample data, and instructions – as described in Section C.3.5.1.2.1.1 for all of the Government's logical files as described in that section.

The contractor shall provide a Data Dictionary Package for Ordering, including any changes required by the Government, and update thereafter as changes occur. [C.3.5.1.2.1.1]

Government Networx Agencies and GSA are provided with ordering data dictionaries, and sample data, that allow them to easily interpret and process all required Networx ordering information (including both service orders and all acknowledgement/confirmation data). The importance of having accurate Networx ordering information that is clearly defined and conducive to easy internal processing cannot be understated. AT&T will provide a Data Dictionary Package for Ordering (see Appendix M), including any changes required by the Government, and update it thereafter as changes occur. All Service Ordering Data Dictionaries for the Government's logical files are found in Appendix M.

The contractor shall define a specific data element or data elements to create a UBI that uniquely identifies the combination of the following: [1] service type; [2] service location; and [3] Agency to which the service belongs. [C.3.5.1.2.1.1]

Specific data elements are defined for each Networx service type to create a Unique Billing Identifier (UBI). The UBI allows Government Agencies to uniquely identify services. The Government is provided with a mapping of how UBIs are designed for each Networx service type and each UBI uniquely identifies the service type, location, and Agency to which the services belong.

The contractor shall include the same UBI in both the Service Order Completion Notice (SOCN) and the Detail Billing File(s). [C.3.5.1.2.1.1]

The same UBI values are resident within both the Service Order Completion Notice and the Detail Billing File(s). Individual records are provided for each Unique Billing Identifier (UBI) and CLIN associated with a Networx service order (e.g., A private line circuit may have only one UBI, but contain local loop, IOC, CPE, and feature components each with different CLINs). Each CLIN and corresponding charge elements shall be identified on separate records.

Based on the response provided to the Networx RFP questions, GSA referred the offeror to the introductory Sections of C.3.5, Service Ordering, and C.3.6,

Billing. These indicate that AT&T is allowed to determine the form of the UBI for each service, which is different from the UBI requirements listed above. AT&T has created a UBI structure for each section (**Table 2.3.9.1-1**).

NETWORX SERVICE TYPE	UBI VALUE DEFINED BY AT&T	EXAMPLE
	Telecommunications Services	
Voice Services	Calling Card Number (CCN), Billed Number, Circuit ID	7036915000, 732-267-1234, DHEM127124 ATI
Circuit-Switched Data Services	Circuit ID, Billed Number, Calling Card Number (CCN)	DHEM127124 ATI, 732-995-0701,703-691-5000
Toll-Free Service	Billed Number, Circuit ID, Case Number/CLIN	800-555-9999, DHEM371357 ATI, 070501ABCD/0039028
Combined Services	Billed Number, Circuit ID, Case Number/CLIN	562-499-3310, DHEC391518 ATI, 070501ABCD/0184021
Private Line Service	Circuit ID, NIC, Case Number/CLIN	DHEM371357 ATI, ELZBNJ09CT4, 070501ABCD/0130524
Frame Relay Service	Port ID, PVC ID, Circuit ID, Case Number/CLIN, Account/ User ID	171717,5174207, DHEC391518 ATI, 070501ABCD/ 0047102, GBP12345/JohnGov1
Asynchronous Transfer Mode Service	Port ID, PVC ID, Circuit ID, Case Number/CLIN	912345,5174207, DHEC391518 ATI, 070501ABCD/0059002
Ethernet Service	Port ID, Circuit ID, Case Number/CLIN	993321E, DHEC39150, 060501ABCD/0199004
Premises-Based Internet Protocol VPN Services	Account Site ID, Case Number/CLIN	ARLNTX10IP6, 060701ABCD/0200001
Network-Based Internet Protocol VPN Services	Port ID, PVC ID, Circuit ID, Case Number/CLIN, Account/User ID, Account Site ID	213145, 5174207, DHEC391518 ATI, 060701ABCD/0218000, GBP12345/JohnGov1, ARLNTX101P6
Voice over IP Transport Services	Billed Number, Circuit ID	910-909-6789, DHEC39150 ATI
Content Delivery Network	Account Site ID, Port ID, Circuit ID	ARLNTX101P6, 992612, DHEC39150 ATI
Converged IP	Port ID, Billed Number, Circuit ID	,310-645-2874, DHEC391518 ATI
IP Telephony Services	Billed Number, Administrator User ID, Circuit ID	541-749-2201, GDP12312/JohnGovt, DHEC391518 ATI
Internet Protocol Service	Port ID, Account/User ID, Circuit ID	123456,BDP12345/JohnGov1, DHEC391518 ATI
Layer 2 VPN	Port ID, Circuit ID, Case Number/CLIN	789012, DHEC391518 ATI, 0601501ABCD/0849003
SONET Services	Circuit ID, NIC, Case Number/CLIN	AGEJ792184 ATI, 0601501ABCD/0159002
Optical Wavelength Service	Circuit ID, NIC, Case Number/CLIN	IWEJ949240 ATI, 174028, 0601501ABCD/0179006
Dark Fiber	Indefeasible Right of Use, Case Number/CLIN	LSU/LONI 25YR 030106, 061206ABCD
	Management & Application Services	
Video Teleconferencing	ABC (Agency Bureau Code)/CCN i.e. first 4 characters of the AHC/10-digit calling card number, NIC	1233/3236452549
Managed Network	Account Site ID, Case Number/CLIN	854321, 070502ABCD/0280001
Audio Conferencing	ABC (Agency Bureau Code)/CCN i.e. first 4 characters of the AHC/10-digit calling card number, NIC	1233/8184927813
Teleworking	Seat ID, Case Number/CLIN	NYNY1234, 070502ABCD/0420002

Call Center/ Customer Contact Center	**Case Number/CLIN**	**CASENBR024/430006**
Web Conferencing	**ABC (Agency Bureau Code) / CCN i.e. first 4 characters of the AHC/10-digit calling card number**	**1233/8057426997**
Dedicated Hosting	**Customer ID,Case Number/CLIN**	**72934, 070502ABCD/0089003**
Co-Located Hosting	**Customer ID,Case Number/CLIN**	**72935, 070502ABCD/0099011**
Storage	**Server name, Case Number/CLIN**	**d09198ljd2002-be, 070502ABCD/0500701**
Customer Specific Design and Engineering	**Case Number/CLIN**	**CASENBR012/530201**
Unified Messaging	**Billed Number**	**514-228-6667**
Collaboration Support	**User ID**	**ltackett**
	Security Services	
Managed Firewall	**Account Site ID, Case Number/CLIN**	**ARLNTX101P6, 070502ABCD/0300401**
Intrusion Detection	**Account Site ID**	**ARLNTX101P6**
Managed E-Authentication	**Account Site ID, Case Number/CLIN**	**ARLNTX101P6, 070502ABCD/0380001**
Vulnerability Scanning	**Account Site ID**	**ARLNTX101P6**
Anti-Virus Management	**Account Site ID**	**ARLNTX101P6**
Incident Response	**Case Number/CLIN**	**CASENBR032/0370001**
Secure Managed E-Mail	**E-mail ID**	**ltackett@us.gov**
Managed Tiered Security	**Account Site ID, Case Number/CLIN**	**ARLNTX101P6, 070502ABCD/0229031**
	Special Services	
Land Mobile Radio	**Network ID,Case Number/CLIN**	**650001, 070501ABCD/0650001**
Mobile Satellite	**Circuit ID, Network Site Code, Billed Number, Case Number/CLIN**	**DQEP123456 ATI, PNTPNJ01, 201-555-1234, 070501ABCD/ 0708005**
Fixed Satellite	**Circuit ID, Network Site Code, Case Number/CLIN**	**DQEP123456 ATI, PNTPNJ01, 070501ABCD/0711001**
	Wireless Services	
Cellular / Personal Communications	**Billed Number**	**617-473-3818**
Multimode Wireless LAN	**Account/User ID, Site ID, Case Number/CLIN**	**GBP12345/JohnGov1, ELZBNJ09, 070501ABCD/0670003**
	Underlying Access Services	
Dedicated Access Arrangements	**Circuit ID, NIC**	**DHEM371357 ATI, ELZBNJ09CT4**
Broadband DSL	**Circuit ID**	**DHEM127124 ATI**
Broadband Ethernet Access	**Circuit ID**	**DHEM127124 ATI**
Broadband Wireless Access	**Network Site Code**	**PNTPNJ01**
Training	**CLIN/Hierarchy Code, Case Number/CLIN**	**0890100/1232CTS1SVCS0000000 000000000, 070501ABCD/0890100**
Inside Wire	**Same UBI as the Underlying Service, Case Number/CLIN**	**Same As Above**
Site Survey	**Case Number/CLIN**	**070501ABCD/890960**
Custom Reporting	**Case Number/CLIN**	**070501ABCD/890971**
SEDs	**Same UBI as the underlying service**	**Same As Above**
	Services Not Proposed	
Internet Facsimile	**NOT PROPOSED**	
IP Video Transport	**NOT PROPOSED**	
Cellular / Digital Packet Data	**NOT PROPOSED**	
Paging	**NOT PROPOSED**	

Table 2.3.9.1-1: UBI Definitions. *GSA has a unique UBI structure for every Networx service.*

In the Data Dictionary Package for Ordering, the contractor shall provide a mapping specification that maps the Government's logical file names and the data elements contained in the logical files to the contractor's required file names and the data elements contained in the required files, including a service-by-service mapping of the UBI. [C.3.5.1.2.1.1]

The Government is provided with all of the information necessary to map Government-specific ordering data elements to those contained in the Data Dictionary for Ordering as provided. This mapping allows the Government to easily extract and manipulate data for internal purposes.

The contractor shall provide a Data Dictionary Package for Ordering containing at a minimum for each logical file, a description of each of the contractor's required files and for each data element contained within the file, the data element field name, field length, field type, field characteristics, and a description of the data that could be populated in the field that is sufficient to map the Government's data elements to the data elements in the contractor's required files. [C.3.5.1.2.1.1]

The ordering data dictionary package includes the following information, at a minimum, for each logical file (Please see Appendix M for the complete ordering data dictionary):

- A description of each required file
- A description of each data element contained within the file
- The data element field name
- Field type – The field type has significant variation; ASCII number, ASCII alphabetic, ASCII alphanumeric, non-base 10 number, scientific number, currency, date, time, percentage, name, address, fraction, etc.
- Field length – This specifies the allowable size of the field type.
- Field characteristics – This specifies the rules associated with the field type and the field length (time in military format, name following x.500 standards, 128 ASCII characters maximum, field padded with blanks, packed left to right, etc.). A field may have more than one characteristic.

- Data Field Descriptor – This is an unambiguous description of the data that could be populated in the field based upon all of its characteristics and length.

In Appendix M, AT&T has provided a data dictionary that maps the Government's logical files to AT&T's required files and maps the Government's data elements to AT&T's required elements, physical file descriptions of orders and notices, and sample data for all Networx services.

The contractor shall include within the data dictionary a translation of all ordering codes used by the contractor's ordering system as they apply to the coding of the ordering data elements of this contract. [C.3.5.1.2.1.1]

The ordering data dictionaries AT&T has provided in Appendix M provide the Government with a complete translation and definition of ordering codes used for all services supported by AT&T. Appendix M will comply with the requirements stated in C.3.5.1.3.2.1.4 Record Elements – Data Dictionary Package for Ordering for GSA, C.3.5.1.3.3.1.4 Record Elements – Service Order Confirmation Notice, and C.3.5.1.3.4.2.4 Record Elements - Acknowledgements.

The contractor shall provide updates to the Data Dictionary Package for Ordering, including but not limited to data elements, sample data and file layouts to both GSA and Agencies; the contractor shall indicate all changes in detail at the beginning of the documents indicating changes in the body of the document. [C.3.5.1.2.1.1]

Updates to all ordering related data dictionaries including, but not limited to, data elements and file layouts are provided to both GSA and Agencies 60 calendar days prior to implementation. All changes in detail are indicated at the beginning of the documents indicating changes in the body of the document. The data dictionary is updated on a quarterly basis (or more frequently as deemed necessary by GSA) and shall include all new data elements and all code values (old and new) for all data elements. A cover letter is provided with the data dictionary that presents the details of each change. When changes are required to any component of the Data Dictionary Package for Ordering, those changes will be made and detailed instructions will be provided to the Government clearly

identifying each change and the importance of each change so that the changes may be easily understood by the GSA and Agencies. All components of the Data Dictionary package are under version control. AT&T indicates all changes in detail at the beginning of the documents indicating changes in the body of the document. This version history groups the changes by date/version number and inside the group the changes are identified and listed in the order they occur by page and row.

The contractor shall provide instructions with the Data Dictionary Package for Ordering that presents the details of each change and indicates the importance of each of the changes so that they may easily be identified. [C.3.5.1.2.1.1]

When changes are required to any component of the Data Dictionary Package for Ordering, those changes are made and detailed instructions are provided to the Government clearly identifying each change and the importance of each change so that they may be easily understood by the GSA and Agencies.

The contractor shall provide sample data for all of the contractor's required files by including in the Data Dictionary Package electronic files in the same structure as the contractor's required files and populated with representative data values that include all services on the contract. These files of sample data will enable the Government to develop and test internal systems that process the data. [C.3.5.1.2.1.1]

Sample data is included for each ordering file submitted to the Government. This sample data includes all services and allows the Government to develop and

test internal systems to process data. The ability to easily process Networx billing data benefits GSA customers by reducing errors and/or disputes. AT&T will provide sample data for all of AT&T's required files, populated with actual data for all Networx services. The sample data is provided in Appendix M.

The contractor shall provide additional descriptive information in the Data Dictionary Package for Ordering that will enable the Government to easily interpret the contents. [C.3.5.1.2.1.1]

AT&T will provide additional description information in the Data Dictionary Package for Ordering to enable the Government to easily interpret the contents. AT&T's Data Dictionary Package for Ordering contains additional descriptive information that facilitates an understanding of the contents and describes the structure and purpose of each of our required data files. This information is updated whenever updates are made to the Data Dictionary Package.

(b) Describe its Provisioning Intervals and related terms and conditions

2.3.9.2 Provisioning Intervals [L.34.2.3.9.2] [C.3.5.1.2.2.6]

The offeror shall describe the service ordering intervals and associated terms and conditions for provisioning of each service for routine, Class B expedited orders, and for Telecommunications Service Priority (TSP) orders. The offeror shall describe its approach to managing subcontractors and carrier relations with other service providers used to deliver service end-to-end.

Service Ordering Intervals

The contractor shall implement the order within the implementation interval established in Attachment J.12.3, Service Provisioning Intervals and defined as the number of calendar days from the Service Order Confirmation date to the completion date of the SOCN. [C.3.5.1.2.2.6]

Networx service order intervals will be implemented within the intervals as specified in **Table 2.3.9.2-1** and defined as the number of calendar days from Service Order Confirmation date to the completion date of the SOCN.

SERVICE	PERFORMANCE OBJECTIVE: ROUTINE ORDERS CALENDAR DAYS	PERFORMANCE OBJECTIVE: CLASS B EXPEDITED ORDERS CALENDAR DAYS
Disconnect (all services)	**30**	**30**
Voice Services (VS)	**45**	**23**
Circuit Switched Data Service (CSDS)	**45**	**23**
Toll-Free Service (TFS)	**45**	**23**
Private Line Service (PLS)		
PLS Speed Up to DS1	**45**	**23**
PLS Speed Above DS1 to Below DS3	**85**	**43**
PLS Speed At DS3 and Above	**Firm Order Commitment**	**Firm Order Commitment**

Frame Relay Service (FRS)	**65**	**33**
Asynchronous Transfer Mode Service	**65**	**33**
Ethernet Services (ES)	**60**	**30**
Internet Protocol Service (IPS)	**45**	**23**
Premises-Based IP-VPN Services (PBIP-VPNS)	**60**	**30**
Network Based Internet Protocol (IP) VPN Services (NBIP-VPNS)	**45**	**23**
Voice over IP Transport (VoIPTS)	**45**	**23**
IP Telephony Services (IPTelS)	**60**	**30**
Synchronous Optical Network Services	**Firm Order Commitment**	**Firm Order Commitment**
Optical Wavelength Services (OWS)	**Firm Order Commitment**	**Firm Order Commitment**
Dedicated Hosting Services (DHS)	**45**	**23**
Wireline Access Service (WLNAS)	**50**	**40**
WLNAS Speed Up to DS1	**50**	**40**
WLNAS Speed From DS1 to DS3	**90**	**72**

Table 2.3.9.2-1: Networx Service Order Intervals. *Government Networx users benefit from established relationships, problem management, exception handling, notification requirements compliance, and escalation procedures that are in place for access providers.*

Support for Critical Services – Class B Expedited Orders

To meet the Government's requirements for critical services and expedited orders, [redacted] in the CSO has been established. This team has access to all internal tools and expedite processes (including full support from commercial organizations) to confirm that critical services are specially handled and delivered according to Government requirements. Unique service arrangements can be developed and implemented to activate critical services for the Government. This team's function is to understand each request individually and to bring the necessary resources together to install and maintain the service to Government specifications.

The GSA and Agencies can rely on the [redacted] to confirm that critical service deliverables, measurements, and milestones are met (i.e., service order intervals, special mean time to repair (MTTR) commitments, pulling and compiling SLA data, etc.).

Telecommunications Service Priority (TSP) Orders

Potential TSP users must determine their TSP category, service profile and priority level(s) before requesting a TSP assignment. **Figure 2.3.9.2-1** is an overview of the relationships among TSP categories, service profiles, and

priority levels. GSA customers requesting TSP must submit Form SF 315 to the Office of Priority Telecommunications (OPT). The GSA customer then receives a TSP Authorization Code from the OPT and must include the Authorization Code on the Networx service order. This process normally takes up to 10 business days.

A TSP order is provisioned as follows:

- TSP services assigned an “E” provisioning priority (Emergency TSP services) are immediately provisioned before all other provisioning activity. They immediately are placed at the front of the provisioning work queue.
- TSP services assigned provisioning priorities 1-5 (Essential TSP services) are immediately provisioned in such a manner as to meet the requested service date on the order.

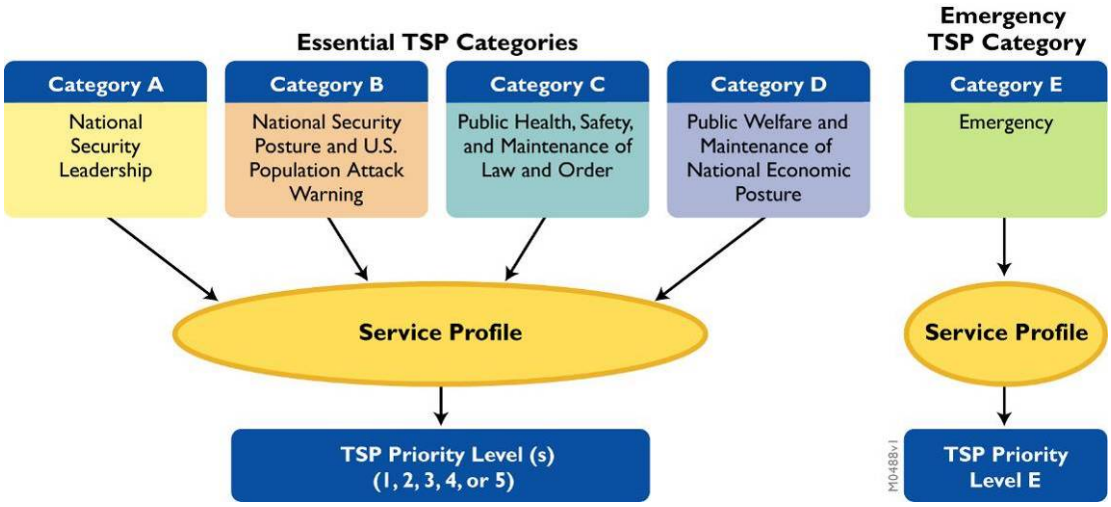


Figure 2.3.9.2-1: TSP Categories. *GSA customers must determine their TSP category based upon these assignments.*

The offeror shall describe its approach to managing subcontractors and carrier relations with other service providers used to deliver service end-to-end.

Access Supplier Management

[redacted] is charged with managing all suppliers of the access services that ultimately

extend our services to customer premise locations. [redacted] describes the [redacted] activities.

The domestic and international [redacted] provide significant benefits to GSA customers and are cross-organizational partners, ready to negotiate and deliver improved on-time performance, cycle

time reductions, and enhanced operational interfaces that deliver the highest levels of customer satisfaction when access is ordered.

Subcontractor Management

To manage subcontractor relationships effectively the CPO has [redacted]

[redacted] is responsible for the management of subcontractors for GSA customer supply chain requirements (service and equipment vendors). [redacted] highlights the benefits GSA customers receive through the [redacted].