



2.4.2 Transition Cutover [L.34.2.4.2, C.4.2.6, C4.2.7, C.4.2.8]

The offeror shall demonstrate its understanding of requirements from the Government's perspective and describe its approach to provide cutover of service from the incumbents to all Networx services offered. The offeror shall address the following at a minimum:

- (a) Coordination with other participants

The transition to Networx involves a dynamic environment with a large number of participants. AT&T leverages business relationships with incumbents, LECs, subcontractors and suppliers in order to coordinate the transition of Networx services to AT&T. Agencies will benefit from the communications mechanisms AT&T utilizes in our project management practices. Multiple tools, for which the central theme is communication, foster coordination.

COMMUNICATION	MECHANISM
[REDACTED]	[REDACTED]
[REDACTED]	AT&T BusinessDirect contains an element named [REDACTED]
[REDACTED]	[REDACTED]

Table 2.4.1.4-1: Communication is the Key. *Efficient coordination with Networx participants assists in cutover success.*

- (b) Site survey and preparation process

With the Government's permission, site surveys begin immediately after Agency Fair Opportunity. For the larger locations or locations that have numerous, multiple services, physical site surveys are performed. AT&T

[REDACTED]
[REDACTED] GSA and the Local Government
Contacts [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] TIMO [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] TIMO representative

[REDACTED]

[REDACTED] AT&T or AT&T contractor personnel.

(c) Logistical support

Logistical support is a key component in the transition process. Past experiences have shown that insufficient supply of hardware, software, and support personnel negatively impact schedules. With this in mind, we have taken positive steps to mitigate this possibility. When forming our TIMO

[REDACTED]

[REDACTED]

[REDACTED]

AT&T has teamed with numerous partners, integrators and suppliers, to provide sufficient software, hardware and personnel resources to provide the logistical

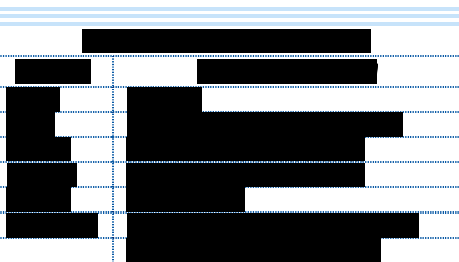


Table 2.4.1.4-2: Logistical Support Sampling.

[REDACTED]

support and equipment that will be required to complete the required transitions, implementations, or migrations. We have strong relationships and special supply agreements in-place to support the quantities required by the Networx transition. **Table 2.4.1.4-2** [REDACTED]



[REDACTED]

[REDACTED]

(d) Special technical requirements

Technical requirements are a part of the design process of any transition. As part of the planning process, a [REDACTED] is conducted with members of GSA or the Agency along with the AT&T Sales team and representatives from Sales Engineering. All requirements are discussed and detailed in the design plan. This must be completed prior to order issuance.

Once transition orders are ready to be released, [REDACTED]

[REDACTED]

[REDACTED] LGC is advised of any requirements that may not have been previously communicated.

(e) Parallel operations

AT&T supports the GSA transition methodology and works with GSA to transition services based on each Customer Agencies requirements. This includes a transition plan based on parallel operations, [REDACTED]

[REDACTED] From a parallel operation perspective, [REDACTED]

[REDACTED]

[REDACTED] **Table 2.4.1.4-3** [REDACTED]

Plans relative to transitioning in parallel are detailed in the PTMP, based on requirements and also includes plans to transition services when parallel operations are not an option.

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Table 2.4.1.4-3: Advantages and Disadvantages of Parallel Operations.

[REDACTED]

(f) Continuity of service



The focus of planning is to provide [REDACTED] Our
cutover process, described in the PTMP, [REDACTED]
[REDACTED] AT&T
coordinates all transitions with the LGC during the pre-cutover and cutover
phase of the transition. To assure continuity of service we confirm the
readiness of the location for the cutover prior to arrival of the cutover team.

Prior to cutover, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] To assure continuity of service, [REDACTED]
[REDACTED] Unless the Agencies request differently,
cutovers are scheduled during non-business hours. The AT&T [REDACTED]
Transition Manager coordinates all cutover activity and confirms that the cutover
is completed successfully. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

When approval is received from the LGC, the [REDACTED] exits the site. [REDACTED]
[REDACTED]
[REDACTED] If problems cannot be resolved, the site is
returned to its original configuration [REDACTED]. Continued testing will be
performed to resolve the problem and the site cutover will be rescheduled. After
the successful cutover has been completed, the service undergoes a 72 hour
acceptance test period. [REDACTED] and the Government

monitor the cutover service acceptance test. Escalation procedures are in place to return the location to the original configuration if issues are not addressed to the Agencies' satisfaction during the 72 hour acceptance period.

Part of transition planning is the communication necessary to allow for the disconnect of services from an incumbent contractor. The timing of disconnects is based on GSA requirements for continuity of service, as well as type of service, on site equipment availability, and cost.

It is extremely important that accurate information is obtained and active communications exist when transitioning from one contractor to another. AT&T is committed to an [REDACTED] and communication enabling all contractors, sub-contractors and suppliers, as well as GSA and Agencies, to fully understand the status of orders and transition cutover dates. [REDACTED], communications are established to allow all team members to understand the status, jeopardy, and resolution date. These procedures are written in the TMP/PTMP.

(g) Identification and mitigation of risk

AT&T has [REDACTED] based on the lessons learned from other major AT&T transitions. AT&T has identified many of the risks and potential impact, and the actions that would mitigate those risks.

Any transition, implementation, or migration, in the magnitude of Networkx, has its share of risks. [REDACTED]

[REDACTED] In addition, planning for external factors specific to the transition, implementation, or migration can also counteract risks. The major impact of most cutover risks is a temporary loss of service, rework, and a rescheduling of a cutover. Risk mitigation recommendations are based on AT&T's recent transition experiences. **Table 2.4.1.4-4** [REDACTED]

RISK TO CUTOVER	PROBABILITY OF RISK	IMPACT OF RISK	AT&T MITIGATION
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Table 2.4.1.4-4: Top Networkx Cutover Risks. *Identifying and mitigating risk provides a successful cutover.*

2.4.2.1 Process Transition Orders [C.4.2.6]

Figure 2.4.2.1-1: Process Transition Orders. [REDACTED]

The contractor shall accept and maintain the transition data elements as specified in Section C.4.3.2, Agency Data Provided to contractors. [C.4.2.6]

When Agencies place an order for services that are being transitioned from an expiring contract, the order contains an identifier of ‘transition order’. In support of the documentation of that order, Agencies must provide, and AT&T must maintain, the following list of information, as stated in Section C.4.3.2 of

the RFP, Agency Data Provided to Contractors. **Table 2.4.2.1-1** recreates the RFP list and confirms that AT&T captures this data, some of which will be necessary to issue transition orders.

GSA and the Agencies [REDACTED] by tracking this information:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

AGENCY DATA PROVIDED TO CONTRACTORS	
✓	Incumbent contractor
✓	FTS2001 agency hierarchy code (AHC)
✓	FTS2001 SDP ID, if applicable
✓	Service profiled by incumbent contractor (SVS, DTS, etc.)
✓	Details of service applicable to type of service being replaced e.g., circuit IDs, toll free number, toll free enhanced call routing (ECR) Application ID, calling card number and user name, audio conference calling account number, audio conference call authorization code, telephone numbers.
✓	Government Equipment Connected to incumbent's service
✓	(a) Type, make and model
✓	(b) Number, type and speed of ports
✓	Incumbent contractor's access information
✓	(a) Access service contractor(s)
✓	(b) Quantity, bandwidth and Commercial Circuit Numbers of access circuits if dedicated access is used
✓	(c) Incumbent contractor-provided equipment, if any, that each circuit (or each channel in a multiplexed circuit) is terminated in (e.g., data service unit, channel bank.)
✓	(d) Telephone numbers presubscribed to incumbent contractor if switched access is used.

Table 2.4.2.1-1: Agency Data Provided to Contractors. Complete transition data is obtained to begin ordering and maintained for an accurate transition.

The contractor shall identify within seven (7) calendar days of issuing an Order Receipt Acknowledgement (see Section C.3.5.1, Direct Ordering) the specific individual who has primary and direct responsibility for the project management of the activities required to complete that order and authority to serve as a single point of contact to the Government for the completion of the order. [C.4.2.6]

[REDACTED] an Order Receipt Acknowledgement, GSA and the Agencies receive notification of the specific [REDACTED]



[REDACTED]

This [REDACTED] is [REDACTED] for the implementation of the transition order. GSA and the Agencies have direct contact with the AT&T Agency Transition Manager who will be responsible to [REDACTED]

The contractor shall coordinate all information-gathering needed to complete ordered activities with Agencies, Agency components, or other Agency service providers identified by the Agency. [C.4.2.6]

AT&T coordinates with each Agency [REDACTED] as well as Agency components and any other applicable service provider to provide for a successful transition. The coordination involves [REDACTED] [REDACTED] which enables AT&T to prepare a detailed ALTP. [REDACTED]

[REDACTED] The ALTP outlines the scope of the project, including the estimated project duration, total number of services (detailed by service type) to be transitioned and the key personnel needed from each entity involved in the transition.

For all services transitioned, AT&T prepares a Required Data Set (RDS). This details the information needed for orders, and is shared with Agencies and service providers during the planning process. This information is customized and provided in the form of a data dictionary, explaining the required data elements, with field lengths, characteristics, and a description of the element.

The contractor shall coordinate traffic routing and management at user locations. [C.4.2.6]

As requirements at individual locations become clear, [REDACTED] [REDACTED] AT&T [REDACTED] [REDACTED] Once data is collected, design



discussions are held and a design finalized. The transition is implemented based on this design. Management of traffic routing will be ongoing.

The contractor shall coordinate all desired on-site visits to user locations needed to complete ordered activities with Agencies or Agency components, LGCs, and other Agency service providers identified by the Agency. [C.4.2.6]

GSA and the Agencies are not burdened with the coordination of on-site visits.

As the Networx contractor, AT&T coordinates all desired on-site visits to user locations needed to complete ordered activities with Agencies, Agency components, LGCs, and other Agency service providers identified by the Agency. As such, the coordination of events required in support of a successful transition is the responsibility of the Networx contractor. These visits are tracked as milestones and reported back to GSA and Agencies using Transition Notices and Transition Weekly Reports. The LGC's are notified in advance of all on-site visits, and timing of visits will be based on site and Agency requirements.

Where switched access is used, contractor shall place PIC orders with the access service provider and report the access status in the Weekly Transition Planning Report to GSA and the Agencies as specified in Section C.4.4.1.1, Weekly Transition Planning Report. [C.4.2.6]

Inherent to the successful transition of [REDACTED]
[REDACTED] As part of the coordination effort, AT&T [REDACTED] with the access service provider. The Agency will [REDACTED] and provide a Letter of Agency (LOA), [REDACTED]
[REDACTED] owns the interface with the LEC and monitors performance and escalation. The Team reports on [REDACTED] and includes it in all [REDACTED] **Table 2.4.2.1-2** [REDACTED]
[REDACTED]

VOICE SWITCHED ACCESS STEPS

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Table 2.4.2.1-2: Switched Access steps. Process steps followed allow for mitigation of risk associated with "casual usage", and provide for continuity of service.

2.4.2.2 Notify GSA and Agency of Transition Activities [C.4.2.7]

Figure 2.4.2.2-1: Up-to-date status on transition activities. GSA and Agencies will receive the benefits of a contractor who consistently exceeds requirements in providing status of the activities leading to cutover of service.

The contractor shall ascertain the readiness of all involved parties and include that information in all Transition Notices. [C.4.2.7]

In order to provide for a timely, accurate, and efficient transition, TIMO is the coordinator of all transition activities. GSA and the Agencies can be confident that AT&T [REDACTED]

[REDACTED] contact with GSA, the Agencies, the Incumbent providers, and any subcontracting parties required to support the transition of services. Responsibilities for transitioning each site are detailed and communicated to all involved parties. This includes [REDACTED]

[REDACTED] Jeopardy conditions are escalated to remove roadblocks. Therefore, GSA and the Agencies receive accurate assessments of the readiness of all parties involved in service transitions.

For each future scheduled transition event (or project, if requested by the Agency), the contractor shall provide 60-days prior to the event a Transition Action Notice to alert GSA, the Agency, the LGC and the incumbent contractor of projected and planned future transition activities including any changes in earlier schedules, and to advise recipients of actions required to complete transition. [C.4.2.7]

Advance communication is the key to a successful transition. GSA, the Agency, the LGC, and the Incumbent are notified by AT&T on the status of future scheduled events, along with notification of changes to prior scheduled events and identification of actions required to complete transition.

[REDACTED] to address the specific roles and information requirements of the notice recipient. An Agency receives information specific to its order. GSA receives notices inclusive of activities planned across all Agencies. Depending upon the organization of the Incumbent's transition support, 60 day notices may be specific to a particular transition order or may include information across all orders required within the timeframe of the 60-day notice.

Within TIMO, the AT&T Agency Transition Manager, with oversight of all transition activities, generates the 60 day notifications.

If any of the information in the Transition Action Notice changes, the contractor shall provide an update to GSA, the Agency, the LGC, and the incumbent contractor within a week of becoming aware of the change. [C.4.2.7]

Understanding that even the most well managed transitions contain change, the AT&T Agency Transition Manager provides updated Transition Action Notices as changes occur. These are provided within a week of change awareness, and in most [REDACTED]

They will be provided to all appropriate GSA, Agency, incumbent contacts, and the AT&T Transition Team.

All Transition Action Notices provided due to change cite the cause of the change, mitigation strategies to eliminate further occurrences, and whenever possible, a suggested rescheduled date for the transition activities to continue.

This is documented as part of the Change Control process in the TMP.

For each imminent scheduled transition event (or project, if requested by the Agency), the contractor shall provide a GO/NO GO Transition Notice to GSA, the Agency, the LGC and the incumbent contractor not less than 24 hours before

each scheduled cutover or other significant transition activity indicating whether the status is "GO", that is, all is in readiness and activity will proceed as scheduled or "NO GO", that is, activity will not proceed as scheduled. [C.4.2.7] The contractor shall provide a NO GO Transition Notice to GSA, the Agency, the LGC and the incumbent contractor as soon as possible after becoming aware that the activity will not proceed as scheduled. [C.4.2.7] If any of the information in a GO/NO GO Transition Notice changes, particularly status, the contractor shall provide an update to GSA, the Agency, the LGC, and the incumbent contractor by phone or email as soon as possible. [C.4.2.7]

The contractor shall provide Notices in the media and with the contents specified for each type of notice as specified in Section C.4.3.4.1., Transition Action Notice and Section C.4.3.4.2, GO/NO GO Transition Notice. [C.4.2.7]

Agencies have a v [REDACTED] AT&T will provide Transition Action Notices (TAN) using various media to comply with the RFP request for multiple forms of data availability.

The TANs are available to the Agencies [REDACTED]. When necessary, information will be shared via a telephone call as appropriate when NO GO status is being communicated.

The delivery options are listed below:



M0504v2

- **File Server** – Agencies have 24x7 access to a secure, web-based portal, AT&T **BusinessDirect**, [REDACTED]



M0502v1

- **Email Server** – Providing proactive communication of a TAN when the original status has changed, or GO/NO GO communication is required.



M0503v1

- **Via telephone** – To provide notification to all impacted parties, the AT&T Agency Transition Manager attempts to follow up with intended email recipients via telephone. In the event of a NO GO jeopardy. The AT&T Agency

Transition Manager also contacts department representatives.

Table 2.4.2.2-1 displays Transition Action Notice delivery, timing and recipients.

TYPE OF NOTICE	DUE	RECIPIENTS	DELIVERY METHOD
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

TYPE OF NOTICE	DUE	RECIPIENTS	DELIVERY METHOD
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Table 2.4.2.2-1: Transition Action Notices. [REDACTED]

2.4.2.3 Execute Transition [C.4.2.8]

Figure 2.4.2.3-1: Seamless execution of transitions resulting from thorough planning. [REDACTED]

The contractor shall coordinate and manage workflow between elements of the contractor's organization, subcontractors, and access providers as needed to complete transition activities within the required service provisioning intervals. [C.4.2.8]

To complete transition activities within the required service provisioning intervals, our existing provisioning processes provide for activities that facilitate excellent coordination between centers, subcontractors, and access providers. [REDACTED] are available to enhance interface with all organizations necessary to provision service. [REDACTED] [REDACTED]. Adding the value of [REDACTED] allows for [REDACTED] The establishment of a transition schedule up front, obtaining buy-in and commitment to the schedule, and allocating additional resources to meet the schedule, allow for increased coordination and success. As the [REDACTED] is assembled, kickoff meetings are conducted to communicate project goals and obtain

team commitment. The [REDACTED] is able to utilize the expertise of the AT&T [REDACTED] which interfaces with LEC Project Managers. This allows the AT&T Agency Transition Managers access to internal and external suppliers for access issues. As commitments are obtained and orders issued, LEC Project Numbers denote GSA Orders, and special handling. Jeopardy situations are flagged for management intervention. Single Points of Contact are established in AT&T [REDACTED] for negotiation, coordination and escalation of issues. These SPOC's also communicate the project objectives and expectations throughout their organizations.

Coordination for site visits, inside wire installation, equipment ordering, staging, delivery and installation are planned based on access delivery dates. Service cutovers are coordinated and scheduled based on milestone completions for all activities.

For all of the above activities, monitor and control plans are put in place as tools to manage the transition and reporting plans are used to provide status.

In summary, AT&T's proven coordination and provisioning expertise enhanced by Project Management processes allow for a planned approach to provisioning service.

The contractor shall designate a representative for each location where ordered activities are to occur and ensure that this representative be available to communicate with the Agency's LGC prior to, during, and immediately following these activities to answer any questions related to the transition activities at the location(s) for which the contractor's designated site representative is responsible. [C.4.2.8]

A [REDACTED] is onsite (customer premise) to execute each physical transition. The information regarding the contact's onsite schedule will be communicated to the local customer. The date will be determined after communicating with the customer regarding site access availability/preference for physical transition.



The AT&T Agency Transition Manager is responsible for the planning, reporting, and execution of service rollouts to the Agency site locations to complete the transition process. The [REDACTED] discusses site preparation responsibilities with the LGC for the site, including information regarding the site survey/visit, access technician expected onsite visit, the timing and delivery of any site equipment if necessary, and the expectation of cutover of service. During the site visit the AT&T representative provides the necessary forms, explanation of how the data is used and processed, and the importance of the data required to have a successful transition. Other items discussed with the LGC are:

[REDACTED]
[REDACTED]
[REDACTED]

The [REDACTED] endeavors to build a partnership with the LGC and provide ongoing opportunities for input and questions. Before each visit, the [REDACTED] contacts the LGC to arrange for access to the site. The LGC serves as the Government's local point of contact and provides site information and required information about the services provided by the incumbent contractors. The LGC provides building access and accompanies the AT&T representative during the site visits or site surveys.

The contractor shall coordinate transition activities with the incumbent contractor to minimize any disruptions of service. [C.4.2.8]

Throughout the Transition process, the TIMO team employs all the processes detailed in the Communication section of the TMP to provide all teams involved in the transition current status relative to transition activities at each site. Anticipated access installation dates, circuit completion dates and transition cutover dates are communicated in the form of status spreadsheets or Transition Notices. Delays or jeopardy conditions are detailed along with

anticipated resolution dates providing open communications and the ability of the incumbent to delay any disconnect activity until the jeopardy is resolved and transition activities are continued. Completion of transition activity is communicated, allowing the incumbent to proceed with disconnect activity.

GSA or the Agency will be advised of any coordination issues that arise or where coordination responses of incumbent contractors are not in line with project goals.

The contractor shall coordinate traffic routing and management at user locations. [C.4.2.8]

As requirements at individual locations are defined, designs at each site are developed. [REDACTED] for routing both voice and data services. Once data is collected, [REDACTED] are held and a [REDACTED]. The transition is implemented based on this design. Management of traffic routing will be ongoing.

The contractor shall coordinate with the LGC and other Agency service providers (e.g., PBX, network management, information system) as needed to complete transition activities including ordering of access. [C.4.2.8]

The [REDACTED] works closely with the LGC and coordinates transition activities with all other Agency service providers to:

- Provide for complete understanding of the service designed and expected dates
- To assist providers in equipment requirements and timing for the delivery of service

The ordering of access is the responsibility of AT&T, and is managed and coordinated by AT&T, and communicated to the LGC and any Agency, by the

[REDACTED] AT&T coordinates with the LGC and other providers to ensure that the necessary LEC access is ordered based on the circuit/facility design. The AT&T [REDACTED] team negotiates access requirements prior to order issuance, and [REDACTED]

The [REDACTED] coordinates with AT&T [REDACTED] to ensure the access circuits are tested and turned up and that applicable Inside Wiring is ordered and installed.

The expected LEC on site date and completion date is also communicated. As previously detailed, this communication can be in the form of status spreadsheets or Transition Notices. Notices of completion of access, Inside Wire, if applicable, and all pre-cutover testing complete is also communicated. On site equipment delivery, if applicable, is based on access delivery. Any delay would be communicated with anticipated resolution and eventual completion of transition activities prior to cutover.

The [REDACTED] will be responsible for the successful completion of all pertinent cutover testing and turn-up and the occurrence of post provisioning testing.

The contractor shall ensure adequate management and planning staffs and the field personnel staffs are on-hand as needed to complete transition activities. [C.4.2.8]

AT&T is committed to providing dedicated management, planning and field personnel for GSA, and Agency transitions. This commitment is based upon:

[REDACTED]
[REDACTED]

When these tenets have been determined, the required resources are allocated based on peak periods. This information is detailed in the TMP or ALTP, under Scheduling and Resource Planning.

When ordered by the Government, the contractor shall work with the incumbent contractor to establish gateways or other interconnections between the contractor's network and the incumbent's network so that calls (e.g., 700 number) may be completed across network boundaries in both directions until the last site is successfully transitioned. [C.4.2.8]

Throughout transition, AT&T provides for continuity of service using experience and tools successfully utilized in the past. As scope and design



become clearer, [REDACTED]
[REDACTED]

This approach has been used successfully in past transitions, and is used for the [REDACTED] as required.

The contractor shall complete any number conversions that are required to complete calls in either direction through gateways. [C.4.2.8]

As gateways are established, AT&T completes the appropriate number of conversions through the network necessary to complete calls in both directions, providing for continuity of service.

The contractor shall meet special technical requirements such as:

During transition, AT&T meets [REDACTED] including those detailed in the RFP.

a) Direct Station-to-Station Dialing

Direct station to station dialing is used in both our [REDACTED] today. This allows dial off-net and on-net to any station in the North American Numbering Plan (NANP).

b) Private Dialing Plans. [C.4.2.8]

Private dialing plans are based on GSA and Agencies [REDACTED]
[REDACTED]
[REDACTED]

If the service does not pass the Contractor's end-to-end verification testing as defined in Section E, Inspection and Acceptance, the Contractor shall notify and advise the Agency of proposed corrective actions and the estimated time to complete them. If the Agency has already experienced two or more hours of downtime, it may request restoration of incumbent services. The Contractor will then implement and follow processes and procedures to provide for complete restoration to the incumbent Contractor's service within four hours. [C.4.2.8]

During transition activities, quality controls are built in to the process to provide for services that are installed and cutover correctly the first time. A cutover plan is written and shared with all on-site, transition and provisioning personnel detailing responsibilities during service cutover. Prior to cutover, or

end to end verification, additional testing is performed to minimize the possibility of a failed cutover.

Part of the cutover plan is the restoration of the incumbent's service if a problem remains uncorrected within four hours of report. Management personnel in TIMO, as well as GSA or the Agency listed, are contacted by field personnel working the issue. In many cases, Agency personnel may be involved in the cutover and their direction will be followed if problems arise. If it is determined that the new service does not meet test requirements, Agency personnel are contacted with status and corrective actions being taken. If the service may not be available within the four hour window, it will be restored back to the incumbent contractors' service, upon request. Troubleshooting continues to take place on the new service to determine the problem and correct it. Once testing is complete, the transition is rescheduled.

A log is kept of failed cutover attempts to assist in mitigation of risk in the event that this problem arises at another site.

In those cases where a TPSP has been approved for a specific project, the contractor shall follow the approved TPSP procedures when conducting transition activities for that project. [C.4.2.8]

With a philosophy of 'plan the work, work the plan', all approved TPSPs are adhered to as they detail how the transition is accomplished. The various components of the TPSP for each specific Agency transition are reviewed during kickoff calls, and approval and commitment is obtained from all project team members. [REDACTED] are scheduled to discuss transition based on the TPSP as well as in verbal and documented status to the GSA and Agency.

2.4.3 Transition Inventory [L.34.2.4.3, C.4.2.5]

The offeror shall describe its approach to provide and maintain an inventory of services which will be transitioned from the incumbents to all Networx services offered. The offeror shall address the following at a minimum:

(a) Coordination with other participants such as the Agency, GSA and the incumbent service providers

The assigned AT&T [REDACTED] is responsible for all coordination with GSA, the Agency and incumbent service providers. This [REDACTED] received from GSA or the Agency to determine if requirements detailed in section C.4.3.2 are met. They will contact agency or incumbent personnel to obtain any missing information. When AT&T is the incumbent, the [REDACTED] gathers the data elements required. The [REDACTED] will provide information regarding all inventory requests from GSA or an Agency and deliver the information within 90 days of Notice to Proceed. The information will be available via File or Email server in the data format detailed in Section C.4.3.3.

(b) Capturing, sharing, and distributing inventory data

For internal transitions from one AT&T billing system to another, the embedded inventory is retrieved from the applicable databases where information for the specific services being transitioned is kept. Because physical provisioning is not required, there is no mandatory sequence in which the existing services should be transitioned. Customer, location and service are a logical way to organize and plan for the transition.

For service being transitioned from another contractor, the TIMO Team relies on the Agency or the incumbent contractor to provide an accurate inventory. The [REDACTED] can review for completeness but does not have the detailed inventory records available to evaluate the accuracy of the data unless provided by the existing carrier or customer. Initial data will be augmented with data received from site surveys or site visits, billing invoice reviews and continued communications to obtain the information necessary to validate accurate inventory.

For services [REDACTED], upon request, AT&T provides GSA with the required information detailed in section C.4.3.

Once the data is captured, it is shared via email or file server in the format required by GSA or the Agency. AT&T will attend open discussions with other contractors, as required, to validate accurate inventory data necessary for a successful transition.

A [REDACTED] and will be used to populate [REDACTED]. This [REDACTED] will be managed by the [REDACTED] with information available to GSA or an Agency.

(c) Information requirements and site visits

Site visits are a major contributor in obtaining the required data to prepare the Transition Inventory. In some cases data is obtained via telephone interviews, but typically site visits provide the level of detail necessary to understand the on-site requirements, and communicate with the LGC to assist in understanding expectations and responsibilities for site readiness. Information gathered may include incumbent contractor service, premise equipment, circuit termination, demarcation information and inside wire requirements.

The information from site visits is communicated back to the [REDACTED] [REDACTED] via a site visit report prepared by the on site representative for inventory. In instances where pieces of required data are available, onsite representatives will contact the [REDACTED] prior to leaving the site.

The information collected meets the requirements detailed in section C.4.3, as includes additional requirements needed by AT&T or requested by GSA, or the Agency.

Site visits are conducted during the planning process and timing is detailed in the transition schedule by site for each Agency. Agreed to Site

Visit Templates will be detailed in the ALTP or TPSP and used to facilitate information gathering and communication of site visit results.

(d) Contractor responsibilities and relationship with the Government's role

The TIMO [REDACTED] has overall responsibility to communicate to all [REDACTED] the understanding of the GSA role and the criticality of accurate inventory. This includes the partnering relationship and the responsibilities for all team members.

The AT&T Agency Transition Manager and [REDACTED] develop relationships with the Agencies and LGC's allowing for increased communications and understanding of responsibilities. GSA and Agencies have responsibility to work with incumbent contractors and supply as much inventory information as possible.

As inventory information is collected and distributed, the TIMO team works to maintain a positive relationship with GSA and Government Agency Transition Managers. This helps make the FTS Networx Transition a positive and successful program.

2.4.3.1 Create Transition Inventory [C.4.2.5]

Figure 2.4.3.1-1: Accurate inventory is key to successful transition and future activities. [REDACTED]
[REDACTED] with detailed responsibilities for managing the data, will provide benefits to the Transition Team, GSA and Agencies.

Beginning with the information provided by the Agency, the contractor shall compile and maintain a Transition Inventory of all incumbent contractors' services by location, including those for which the contractor is also the incumbent, that are to be transitioned to the contractor's services. [C.4.2.5]

The Transition Inventory is created and maintained by TIMO. It contains all required information detailed in Section C.4.3 and is provided to GSA and the Agencies as required.

As site information is received, it is added to the inventory. Updates and activities such as site visits, ordering and provisioning, are completed and information is exchanged as part of the provisioning process. Information is available by Agency and is provided to GSA or Agencies upon request. The inventory begins with initial data supplied by GSA or is provided by AT&T as the incumbent and is used as the basis for tracking and reporting transition progress throughout transition. The initial data is validated to the extent possible, and once entered in inventory, will be maintained by TIMO.

The contractor shall obtain from the order, supplemented by other Government sources, or by means of a site visit all information on incumbent telecommunications services needed to transition services whether or not that information is specified as a Transition Inventory data element in Section C.4.3.3.1, Transition Inventory Data. [C.4.2.5]

For each Agency Transition, there is a service description and a data dictionary listing the information required to order and provision the service. Agencies need to provide information necessary to proceed with order activity. AT&T assists by conducting site visits. This information is [REDACTED] but is necessary for [REDACTED] and [REDACTED] to move forward with the transition.

For service being transitioned from another contractor, the information is necessary to transition [REDACTED] with the required bandwidth necessary to meet the needs of the site. Once again, site surveys can assist in obtaining this information.

All information gathered is used to prepare Transition Inventories, and the required datasets needed to successfully order, engineer, provision and bill

services accurately and correctly the first time. The [REDACTED] will make every effort to assist in obtaining the necessary information, but may need to escalate to GSA or the Agency to avoid affecting the schedule.

The contractor shall include in the Transition Inventory all information needed to complete the transition activity including, as a minimum, the elements identified in Section C.4.3.3.1, Transition Inventory Data. [C.4.2.5]

In addition to those elements detailed in Sections C.4.3.3.1 and C.4.2.5, other information is included as necessary to track transition and provide for an accurate and complete inventory. This includes information relative to Access Order Numbers, circuit ID's, inside wire and demarcation information, and billing information. Service specific information is included. Examples are:

- Port and PVC information for Frame Relay or ATM services
- Switched Station Numbers
- Toll Free information
- Calling Card Numbers with associated LDN
- Information specific to billing for these services

For sites where managed premise equipment is ordered and installed, information relative to this is captured.

The information captured in the Transition Inventory is based in part on the [REDACTED] and any information that facilitates future activities and changes required at a site.

2.4.4 Communication and Reporting [L.34.2.4.4, C.4.2.9]

Figure 2.4.4-1: Effective tools allow for effective communications. *Detailed communications planning with a communications matrix and the use of AT&T **BusinessDirect** will provide GSA and the Agency to understand what they will receive, when, how and how often.*

The offeror shall describe its approach to provide communication and reporting during the transition period. The offeror shall address the following at a minimum:

(a) Communication and reporting mechanisms and interfaces

The TMPs/ALTPs and TPSPs developed by [REDACTED] contain a Communications Plan detailing:

- How information is handed off from one organization to another
- The media used
- Frequency of communication
- What is to be communicated
- When it will be distributed
- Who receives

The Communications Plan also contains detail relative to:

- When status meetings are scheduled
- Who participates
- Who receives meeting minutes

Communications is facilitated through AT&T **BusinessDirect** and the [REDACTED] of tools.

Reporting is included in the Communication Plan. The types of reports generated are those included in the Proposal, as well as any other reports



negotiated between TIMO, GSA and the Agencies. Reporting is facilitated through the AT&T **BusinessDirect** tool and the [REDACTED]

The [REDACTED] communicates with the LGC's and reviews:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Details regarding these communications are dependant upon the service being transitioned and are documented by service in the Communications Plan.

(b) Types and subjects of communication and reporting

The Communications Plan details what is reported, what media is used and what subjects are covered. These include:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Table 2.4-4

(c) Timing of communication and reporting

The Communications Plan also details the timing and frequency of communications. These are negotiated as part the TMP development and are based on the Program and customer requirements.

For Transition Plans (TMP/ALTP/TPSP), the timing for delivery is negotiated as the scope is finalized. For additional communications suggested timing would be:

- Status Meetings – [REDACTED]



- Meeting Minutes – [REDACTED]
- Transition Status Reports – [REDACTED]
- Executive Summaries – [REDACTED]
- Transition Notices
 - Transition Action Notice original notice 60 days prior to transition
 - Original notice [REDACTED] to transition
 - Change Notices [REDACTED] becoming aware of the change
 - GO/NO GO Transition Notice – [REDACTED] to scheduled cutover

With the use of AT&T **BusinessDirect**, GSA and the Agencies have direct access to “real time” status. This allows the user to access orders to view status, or view spreadsheets created and populated by [REDACTED] personnel.

(d) GSA's needs for program-level communication and reporting

The TIMO Manager has responsibility for creating program-level reports for distribution to the GSA Transition Team. These are negotiated based on GSA requirements and the elements detailed in section C.4.4.1.1.4 of the RFP. Typically, these are in the form of Executives Summaries. The report summarizes each transition project in the program, with an overall summary of the Program, providing information relative, but not limited, to:

[REDACTED]

These are summarized with percent of activities scheduled, completed and missed, actions taken to resolve issues, and mitigated risks in the future.

The PTMP in Appendix H contains sample copies of transition notices and a detailed Communications Plan.

2.4.4.1 Report on Transition Planning and Execution [C.4.2.9]

The contractor shall provide the Government with reports of progress in transition execution as described in Sections C.4.3, Transition Data Requirements and C.4.4, Transition Report Requirements. [C.4.2.9]

The AT&T [REDACTED] [REDACTED] is responsible for the preparation and distribution of the Weekly Transition Planning and Execution Reports. These are produced and disseminated to the GSA, Agencies, and the Project Team each [REDACTED] [REDACTED] and detail the entire known scope for each Agency involved in transition. The reports are compliant with the elements described in Section C.4.4. and detailed in the Communication Section of all TMP, ALTP and TPSP documents.

The contractor shall begin reporting on transition no later than one week following acknowledgement of its first Transition Order by providing GSA two transition reports:

- (a) Weekly Transition Planning Report of transition planning and preparation
- (b) Weekly Transition Execution Report of progress in transition execution. [C.4.2.9]

Both the Transition Planning and the Transition Execution Reports are produced [REDACTED] as required to exceed GSA and Agency needs. They are populated with the known scope of the work received at that time and may change, updated as additional scope and planning occur. This is detailed in the Communication Section of all TMP, ALTP and TPSP documents.

Concurrent with the weekly reports to GSA, the contractor shall provide to each Agency the same information for only the Agency's locations and services, unless the Agency requests that transition reporting to it be discontinued or suspended. [C.4.2.9]

All Weekly Transition Reports are produced by Agency. The GSA reports include all Agencies with transition activity ongoing, but display information by Agency, with summary information available, if needed. Agency specific reports will be produced from the overall report and distributed to the appropriate Government Agency Transition Manager.

Additionally, the contractor shall comply with any reporting and requirements identified in an approved TPSP. [C.4.2.9]

Reporting requirements contained in an approved TPSP have been discussed and negotiated prior to completion and approval of the document. Once approved, it is the basis for the transition and all sections of the document are complied with. It is anticipated that additional reporting requirements may be necessary for a TPSP and unique requirements for the transition itself.

Summary

In responding to the GSA requirement regarding transition, we have provided detailed information about TIMO staffed with experienced people, proven Project Management Methodology, and tools used to provide a successful transition. GSA and Agencies have access to AT&T **BusinessDirect**, to successfully perform the transition activities relative to:

- Planning and Management
- Transition Cutover
- Transition Inventory
- Communications and Reporting

We look forward to partnering with GSA and its Agencies to provide for a successful transition experience.