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# **Section F: Deliveries or Performance**

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#### Section F DELIVERIES or PERFORMANCE

#### F.1 52.252-2 CLAUSES INFORPORATED BY REFERENCE (JUN 1988)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: http://www.arnet.gov/far/

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

#### F.2 Deliverables

The Contractor shall insure that all deliverables meet professional standards and the requirements set forth in contractual documentation. The contractor shall be responsible for delivering all end items in accordance with the Table of Deliverables below:

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
1	B.1.2	B.1	Pricing Tables	Initially: Included at contract award Updated: As needed	GSA CO
2	B.1.4	B.1.4	Instructions for Pricing	Initially: Included at contract award Updated: As needed	GSA CO
3					
4					
5	C.2.3.1	C.7.1.1	FRS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
6	C.2.3.2	C.7.2.1	ATMS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
7	C.2.5.3	C.7.3.1	DFS Acceptance Reports	Acceptance criteria for each fiber measured at delivery, and as requested by the subscribing Agency	Agency
8	C.2.7.2	C.7.4.1	PBIP-VPNS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
9	C.2.7.3	C.7.5.1	NBIP-VPNS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
10	C.2.7.4	C.7.6.1	MTSS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
11	C.2.7.12	C.7.7.1	L2VPNS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly y	Agency
12	C.2.10.5	C.7.8.1	INRS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: At Incident	Agency
13	C.2.11.2	C.7.9.1	CCS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
14	C.2.11.10	C.7.10.1	SS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
15	C.2.12.1	C.7.11.1	TWS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
16	C.2.14.1	C.7.12.1	CPCS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
17	C.2.14.3	C.7.13.1	MWLANS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
18	C.2.11.11	C.7.14.1	UMS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
19	C.2.14.6	C.7.15.1	LMRS Performance Reports	Initial: 5 business days after the first complete calendar month Updated: Monthly	Agency
20	C.3.2.2.2 ID 1	C.3.2.4.1.1	Program Management Plan	Initially: Included at contract award Revised: Reply within 15 business days after receiving GSA comments, or, if no comments, within 15 days after notice to proceed Updated: Annually	GSA CO GSA COR
21	C.3.2.2.1.6 ID 7	C.3.2.3.3.1	Contractor Points of Contact (POCs) List for GSA	Initial: Within 15 days of Notice to proceed Updated: Within 5 business days of change	Contractor's Public Networx Website
22	C.3.2.2.1.6 ID 7- 10	C.3.2.3.4.1	Contractor Points of Contact (POCs) List for Agency	Initial: Within 15 days of Agency selection of contractor Updated: Within 5 business days of change	Contractor's Public Networx Website
23	C.3.2.2.1.4 ID 1	C.3.2.4.1.2	Policies and Procedures (P & Ps)	Initial: Included at contract award Revised: Reply within 15 business days after receiving GSA comment. If no comments are received, within 15 business days of Notice to Proceed Updated: Annuall	GSA COR

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
24	C.3.2.1.2 ID 7 C.3.2.2.6 ID 5	C.3.2.4.1.3	Program Monthly Status Report	Initial Format: Included at contract award Revised Format: Reply within 15 business days after receiving GSA comment. If no comments are received, within 15 business days of Notice to Proceed First report: 5 business days after the first complete calendar month Updated: 15 business days after the end of each calendar month	GSA CO GSA COR
25	C.3.2.2.6 ID 6	C.3.2.4.1.4	Quarterly Program Management Review	Initial: Within 30 business days after the third complete calendar month Updated: 30 business days after the end of each calendar quarter Slides: Two business days prior to presentation	GSA CO GSA COR
26	C.3.2.2.4 ID 1	C.3.2.4.1.5	Monthly Financial Status Report	Initial Format: Included at contract award Revised Format: Reply within 15 business days after receiving GSA comment. If no comments are received, within 15 business days of Notice to Proceed First report: 15 business days after conclusion of the first billing cycle Updated: No later than the tenth business day of each calendar month and reflect those charges invoiced during the previous billing cycle. Changes: No later than two billing cycles from the date of Government's request for change	GSA COR
27	C.3.2.2.6 ID 4	C.3.2.4.1.6	User Forums Issues Report	Initial: Within 10 business days of first user forum Updated: Monthly, until all items are resolved	GSA COR

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ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
28	C.3.2.2.7 ID 2	C.3.2.4.2.1	Service Delivery Project Plan	Initial: As requested by Agency, not later than 30 calendar days prior to the earliest customer want date  Updated: As requested by Agency, typically weekly or monthly through duration of project	Specified by requesting Agency
29	C.3.2.2.1.2 ID 6	C.3.2.4.2.3	Agency-Specific SLA Monthly Compliance Report	Initial Format: Included at contract award Updated Format: within 15 business days after receiving GSA comment. If no comments are received, within 15 business days of Notice to Proceed Initial report: 5 business days after the first complete calendar month after Agency requests report Updated: 5 business days after the end of each calendar month	Specified by requesting Agency
30	C.3.3.1.2.4 ID 24	C.3.3.1.4.1.1	Trouble Management Performance Summary Report	Initial:  • Sent to GSA: 15 business days after the calendar month in which the first SOCN is delivered  • Sent to Agency: 15 business days after the calendar month 1) of the request, and 2) in which the first SOCN is delivered  Updated: Monthly, within 15 business days from the end of the calendar month	GSA COR Agency

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
31	C.3.3.1.2.4 ID 25	C.3.3.1.4.1.2	Trouble Management Incident Performance Report	Initial:  • Sent to GSA: Within 15 business days from the end of the first calendar month in which a SOCN is delivered  • Sent to Agency: Within 15 business days after end of calendar month in which Agency requests report  Updated: Monthly within 15 business days after end of calendar month	GSA COR Agency
32	C.3.3.1.2.3 ID 3	C.3.3.1.4.1.3	Voice Traffic Report	<ul> <li>Sent to GSA: When requested by the PMO, not to exceed two times/Government fiscal year</li> <li>Sent to Agency: When requested by the Agency, not to exceed twelve times/Government fiscal year/Agency</li> </ul>	GSA COR Agency
33	C.3.3.1.2.3 ID 3	C.3.3.1.4.1.4	Data Traffic Report	<ul> <li>not to exceed two times/Government fiscal year</li> <li>Sent to Agency: When requested by the Agency, not to exceed twelve times/Government fiscal year/Agency</li> </ul>	GSA COR Agency
34	C.3.3.2.2.13 ID 9	C.3.3.2.4.1.2	Network Fraud Performance Measurements Report	Initial: 15 business days after the calendar month in which the first SOCN is delivered Updated: Monthly, within 15 business days from the end of the calendar month	GSA COR Agency
35	C.3.3.2.2.1 ID 1 C.3.3.2.2.2 ID 1 C.3.9.5.4	C.3.3.2.4.2.1 C.3.9.5.5	Security Plan and Risks Assessment	Initial: Included at contract award Revised: Within 30 calendar days of Notice to Proceed, revised as necessary to reflect actions taken after risk assessment/mitigation Updated: Annually, on date of contract award, for the duration of the contract	GSA COR
36	C.3.3.2.2.6 ID 7 C.3.9.5.4	C.3.3.2.4.1.3 C.3.9.5.5	Security Breach Notification Report	Within seven calendar days after the occurrence of a security breach	GSA COR Affected Agency

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
37	C.3.3.2.2.6 ID 8 C.3.9.5.4	C.3.3.2.4.1.1 C.3.9.5.5	Security Breach Detection Report	Initial: 15 business days after the calendar month in which the first SOCN is delivered Updated: Within 15 business days from the end of the calendar month	GSA COR Affected Agency
38	C.3.3.2.2.12 ID 3	C.3.3.2.4.1.4	Non-Domestic Services Security Notification Report	Within seven calendar days after detecting a non domestic security violation or suspicious activity	GSA CO GSA COR Affected Agency
39	C.3.3.2.2.13 ID 8	C.3.3.2.4.1.5	Fraud Incident Notification Report	Within seven calendar days after detecting a fraud or possible fraud situation.	GSA COR Affected Agency
40	C.3.3.3.2.1 ID 1 C.3.9.5.4	C.3.3.3.4.1.1 C.3.9.5.5	Disaster Recovery Plan	Initial: Included at contract award Revised: Within 30 calendar days of Notice to Proceed, based on Government comments Updated: Annually 30 days after the end of each contract year.	GSA COR
41	C.3.4.3.2.3 ID 1	C.3.4.3.4.1.1	Networx Products and Services	Initial: As part of initial Networx public Website Final: Form and format within 15 business days of receiving GSA comments Updated: Semi-Annually and within 30 calendar days of any Networx contract modification that adds new services to the contract.	Networx Public Website
42	C.3.4.3.2.1 ID 6	C.3.4.3.4.1.2	Networx Subscriber Website List of Authorized Users	Initial: Within 30 calendars days after Notice to Proceed Updated: Monthly, within 15 business days from end of the month.	GSA COR Agency
43	C.3.4.4.2.1 ID 1	C.3.4.4.3.1.1	New/Prospective Business Information List	Quarterly after contract award, within 15 business days from end of month	GSA COR
44	C.3.4.4.2.2 ID 1	C.3.4.4.3.1.2	New Orders Information List	Quarterly after contract award, within 15 business days from end of month	GSA COR
45					

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ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
46	C.3.5.1.2.1.1, ID ,4,5,6,8,9,12	C.3.5.1.3.2.1	Data Dictionary Package for Ordering	Initial: Sent to GSA: Included at Contract Award Sent to Agency: After Notice to Proceed, within 5 business days of Agency request Final: GSA only, 5 days after Receiving GSA Comment Updated: as changes occur, no less than 60 days prior to implementation; Updates due to changes in standards or introduction of new services, no more than once every 60 days	GSA COR Agency as requested
47	C.3.5.1.2.1.3 ID 2	C.3.5.1.3.4.4	Price Quotes	As required	Agency
48	3.5.1.2.9 ID 4	C.3.5.1.3.4.3	Order Tracking Status	One hour after receiving a request	Agency
49	C.3.5.1.2.1.1 ID 1- 3 C.3.5.1.2.2.4 ID 2 C.3.5.1.2.7 ID 2	C.3.5.1.3.4.2 J.12.2	Order Receipt Acknowledgement	One business day of receiving an order	Agency
50	C.3.5.1.2.2.3 ID 1 C.3.5.1.2.2.5 ID 6 C.3.5.1.2.2.6 ID 1 C.3.5.1.2.6 ID 4.2 C.3.5.1.2.7 ID 2 C.3.5.1.2.9 ID 1	C.3.5.1.3.4.2 J.12.2	Service Order Confirmation	Five business days after receiving the order	Agency
51	C.3.5.1.2.2 3 ID 3 C.3.5.1.2.2 4 ID 4	C.3.5.1.3.4.2 J.12.2	Order Rejection Notice	Five business days after notifying the Agency that the order is invalid	Agency
52	C.3.5.1.2.2.5 ID 1	C.3.5.1.3.4.2 J.12.2	Firm Order Commitment Notice	Five business days after delivery of the service order confirmation or at least ten business days before the firm order commitment date, whichever comes first	Agency

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
53	C.3.5.1.2.2.5 ID 8 C.3.5.1.2.5 ID 1 C.3.5.1.2.8 ID 2 C.3.6.1.2.2 ID 3 C.3.5.1.2.1.1 ID 3 C.3.5.1.2.1.2 ID 8	C.3.5.1.3.3.1 J.12.2	Service Order Completion Notice	Initial: One business day after each order is fully implemented, the contractor has completed testing, and the service is ready for the customer's use  Updated: After agency reports problem, within one business day after the contractor corrects and tests, and Agency accepts the repaired service.	Agency GSA COR
54	C.3.5.1.2.10 ID 1- 4 C.3.5.1.2.11 ID 1- 2	C.3.5.1.4.1.1	Order Processing Performance Report	Initial:  • Sent to GSA: Within 10 business days after end of calendar month in which orders were received, processed, or completed.  • Sent to Agency: Within 10 business days after end of calendar month in which Agency requests report  Updated:  • Days after end of calendar month in which GSA requests To GSA: As needed: Sent to GSA within 10 business report.  To Agency: As needed. Sent to Agency within 10 business days after end of calendar month in which Agency requests report.	GSA COR Agency
55	C.3.5.1.2.1 ID 3	C.3.5.1.4.2.1	Site Survey	As requested	Agency

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
56	C.3.6.1.2.2 ID 1, 2, 6, 7, 8 G.5.2	C.3.6.1.3.2.1	Data Dictionary Package for Billing	Initial: Sent to GSA: Included at Contract Award Sent to Agency: After Notice to Proceed, within 5 business days of Agency request Final: GSA only, 5 days after Receiving GSA Comment Updated: as changes occur, no less than 60 days prior to implementation; Updates due to changes in standards or introduction of new services, no more than once every 60 days	GSA COR Direct-Billed Agency
57					
58	C.3.6.1.2.3 ID 7	C.3.6.1.4.1.1	Direct Billed Monthly Billing Informational Memorandum	Initial: With first invoice Updated: Monthly, with invoice	GSA COR Agency
59					
60					
61	C.3.6.1.2.7 ID 1-2	N/A	Archived Direct-Billed Billing Data	Five business days after request	Direct-Billed Agency GSA COR
62	N/A	C.3.6.2.3.3.1	Contractor Notification of Pending Delivery of Invoice, Detail Billing, and Adjustment Files	Initial: 1 business day prior to sending first invoice Updated: Monthly, 1 business day after sending the Centralized Invoice, Detail Billing, and Adjustment Files	GSA COR
63	C.3.6.2.2.3 ID 1, 4, 7	C.3.6.2.3.2.1	Centralized Invoice, Detail Billing, and Adjustment Files	Initial: Within 15 business days after end of the first calendar month in which the contractor has billable charges Updated: Monthly within 15 business days after the end of the calendar month	GSA COR Centrally Billed Agency
64	C.3.6.2.2.4 ID 10 G.5.1	C.3.6.2.4.1.1	Monthly Invoice	Initial: Within 15 business days after end of the first calendar month in which the contractor has billable charges Updated: Monthly within 15 business days after the end of the calendar month	GSA Finance GSA COR

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
65	C.3.6.2.2.3 ID 7	C.3.6.2.3.2.2	Centralized Billed Monthly Billing Informational Memorandum	Initial: With first invoice Updated: Monthly, with invoice	GSA COR Agency
66	C.3.6.1.2.5 ID 15 C.3.6.2.2.4 ID 9	C.3.6.2.4.1.2	GMS Fee Reconciliation Report	Initial: 60 days after the end of the first month in which the contractor has billable charges Updated: Monthly, within 15 calendar days of the end of the preceding month	GSA COR
67	C.3.6.2.2.3 ID 5.3	C.3.6.2.4.1.3	Invoice Change Notice	As needed, no less than 60 days prior to change of the invoice	GSA COR Agency
68	C.3.6.3.2.3 ID 12, 13, 14	C.3.6.3.3.3.1	Contractor Dispute File	Initial: Within 5 business days after the end of the first calendar month in which a dispute was submitted by an Agency Updated: Monthly, 5 business days after the end of the calendar month	GSA COR Filing Agency
69	C.3.6.3.2.8 ID 4	C.3.6.3.3.4.1	GSA Adjustment File	Initial: Within 15 business days after end of the first calendar month in which the contractor has billable charges Updated: Monthly within 15 business days after the end of the calendar month	GSA COR
70	C.3.6.3.2.8 ID 1	C.3.6.3.3.5.3	Agency Adjustment File	Initial: Within 15 business days after end of the first calendar month in which the contractor has billable charges Updated: Monthly within 15 business days after the end of the calendar month	Agency
71	C.3.6.3.3.2.2 ID 7, 8	C.3.6.3.3.5.1	Dispute Receipt Acknowledgement	Within 1 business day of receiving a dispute from agency	GSA COR Filing Agency
72	C.3.6.3.2.4 ID 1.1, 1.2, 1.3 C.3.6.3.2.5 ID 1.1, 1.2, 1.3 C.3.6.3.2.6 ID 1.2, 1.3 C.3.6.3.2.7 ID 1, 2, 3, 4 C.3.6.3.2.8 ID 7	C.3.6.3.3.5.2	Dispute Resolution Confirmation	Within 3 business days of resolving a dispute	GSA COR Filing Agency

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
73	C.3.6.3.2.3ID 14, 14.1, 14.2	C.3.6.3.4.1.1	Contractor Open Disputes Report	Initial: Within 5 days after the end of the first calendar month in which a dispute was submitted Updated: Within 5 days after the end of the calendar month	GSA COR Affected Agency
74	C.3.7.2.3 ID 2	C.3.7.3.2.1	Course Catalog	Initial: Within 30 days after Notice to Proceed Updated: As course schedules are added/modified	Contractor's secure Website
75	C.3.7.2.6 ID 1	C.3.7.3.2.2	Training Material	Initial: Upon request Updated: Upon request	GSA COR Government Personnel registered for the training course(s)
76	C.3.7.2.1 ID 2	C.3.7.4.1.1	Networx Training Plan	Initial: Included at Contract Award Final: Reply within 15 business days after receiving GSA comment. If no comments are received, within 10 days after contract award Updated: Annually	GSA COR
77					
78	C.3.7.2.4 ID 10	C.3.7.4.1.3	Quarterly Classroom Training Report to the GSA	Within 15 business days after the end of every calendar quarter in which training was completed	GSA COR
79					
80	C.3.8.2.4 ID 1	C.3.8.3.3.1	Responses to On-Line Queries	As requested	Specified by the DAR Administrator
81	C.3.8.2.4 ID 10	C.3.8.4.1.1	User Documentation for Secure, Web-Based Query Access to Networx Inventory	Initial: Included at time of Contract Award Updated: As needed to address changes to the database interface, but not more than once every two calendar months, unless with the express consent of the GSA PMO	Networx Subscriber Website
82	C.3.8.2.4 ID 9	C.3.8.3.3.2	Copy of the Records in the Networx Inventory	As requested, not to exceed one per month	GSA requestor Designees of DAR
83	C.3.9.2.2 ID 1 E.2.1	C.3.9.4.1.1	OSS Verification Test Plan	Initial: Included at contract award Revised: Within 10 business days of Government comments Updated: As new services are added or system change	GSA COR

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
84	C.3.9.2.2 ID 2.1	C.3.9.4.1.2	OSS Verification Test Results	Within 5 business days of completion of tests	GSA COR
85	C.3.9.2.3 ID 1	C.3.9.4.1.3	OSS Change Management Plan	Initial: Included at contract award Updated: As needed, determined by contractor	GSA COR
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89 90				•	
91					
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93					
94	C.5.2.1	C.7.16.1	NS/EP Functional Requirements Implementation	Initial: Included at contract award Updated: Annually and as requested by Networx GSA PMO	GSA COR
95	C.5.2.7	C.7.16.2	Assured Service in Metropolitan Washington, D.C. Implementation	Initial: Included at contract award Updated: annually and as requested by the Networx GSA PMO	GSA COR
96					
97	E.2	E.2	Networx Services Verification Test Plan	Within 60 calendar days after the Notice to Proceed	GSA COR
98	G.5.3.4	N/A	GMS Fee Electronic Funds Transfer	Within 15 business day after the close of the contractor's billing cycle	GSA
99	G.6.1	G.6.1	Contractor Registration	Prior to Contract Award	CCR System
100	H.7	N/A	Three Largest Comparable Multi- Service Contracts per Service	Initial: At time of first contract anniversary Updated: At most every 12 months thereafter	GSA COR
101	H.7	N/A	Three Largest Comparable Single- Service Contracts per Service	Initial: 12 months after contract award Updated: At most every 12 months thereafter Note: Not required if billed revenue of the contract is ≤ lowest revenue level for the same service among the multi-service contracts	GSA COR

ID	Requirement Reference	Deliverable Item Description Reference	Deliverable Name	Frequency	Deliver To
102	C.3.4.3.1 ID 1 H.11	N/A	Redacted Contract	Initial: 30 calendar days after award Updated: No later than the twentieth calendar day of each month to reflect all contract modifications of the previous month	Public Website
103	H.12.1	N/A	Personnel Plan (Key Personnel)	Initial: Included at contract award Updated: Within 15 calendar days of change	GSA CO
104	H.12.3	N/A	Corporate Structure	Initial: Included at contract award Updated: Within 10 calendar days of change	GSA CO
105	H.15	N/A	Tariff Filings	Initial: Within 60 calendar days of Notice to Proceed Updated: At least 10 calendar days prior to public filing	GSA CO GSA COR
106	H.18	N/A	List of Taxes Included in Monthly Invoices	Semi-Annual Report Due Dates: March 31, 2010 Deliverable (Covers 9/1/2009 – 2/28/2010) September 30, 2010 Deliverable (Covers 3/1/2010 – 8/31/2010) All subsequent deliverables will be due on 3/31 and 9/30.	GSA CO GSA COR
107	H.19	H.19	Subcontracting Management Plan, including SF 294 or SF 295 Backup Data	Initial: Included in the contract at award Revised: Reply within 15 business days after receiving GSA comment. If no comments are received, within 15 business days of Notice to Proceed Updated: Semiannually	GSA CO
108	H.28	N/A	Fees and Surcharges	Initial: Included at contract award Updated: As needed	GSA CO GSA COR
109	H32	N/A	Service Trials Notification	Prior to initiation of any trial program with the agency	GSA CO
110	H.32	H.32.1	Service Trial Status Report	30 calendar days after Service Trial Notification and monthly until completion of each trial	GSA CO GSA COR