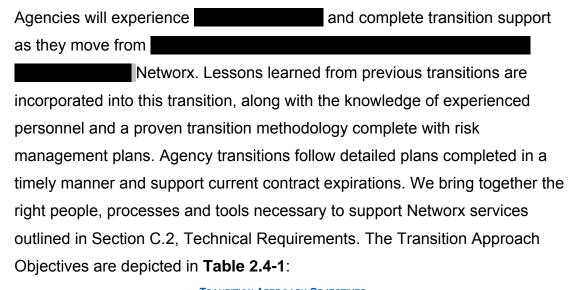## 2.4 Transition [L.34.2.4]

GSA and Customer Agencies experience service continuity through a transition approach focused on managed risk, minimized down time and controlled costs.

The offeror shall describe its approach to conducting transition in accordance with the requirements in Section C.4, Transition. In the described approach, the offeror shall consider all services offered in response to Section C.2, Technical Requirements. The offeror shall describe its understanding of the Government's goals and objectives for transition to demonstrate that it will make an effective partner in making the Networx transition a success.

Transition Approach

Agencies will experience ▮▮▮▮▮▮▮▮▮ and complete transition support as they move from ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮Networx. Lessons learned from previous transitions are incorporated into this transition, along with the knowledge of experienced personnel and a proven transition methodology complete with risk management plans. Agency transitions follow detailed plans completed in a timely manner and support current contract expirations. We bring together the right people, processes and tools necessary to support Networx services outlined in Section C.2, Technical Requirements. The Transition Approach Objectives are depicted in **Table 2.4-1**:

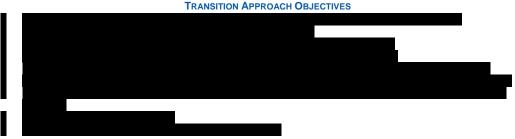**TRANSITION APPROACH OBJECTIVES**

Table 2.4-1: Transition Approach Objectives. *A successful transition begins with clear and concise objectives to support Networx.*

GSA derives added value from a strategic business partner who understands the criticality of transition and has knowledge of Implementing successful transitions such as:

Agencies benefit from an experienced team successful in the previous performance of multiple Government and Commercial transitions, large and small, multi-service and single service. Our team has a wealth of experience to draw upon and a proven track record of what works within a variety of transition scenarios. The Government can have confidence dealing with a transition team that possesses the knowledge, empowerment, and infrastructure required to meet and manage risk inherent to change.

Each component of the solution provides its own strength, but it is the whole of the committed Networx Team, under the direction of a dedicated Contractor's Program Organization (CPO) that provides exceptional value to GSA.

Service Delivery - The Right Process

Transition, by definition, is change. Change, for the purposes of Networx transition, is driven by the expiration of current GSA contracts, which end during the Networx contract period. These services must be moved to Networx prior to expiration of existing contracts. In order to prevent disruption of daily activities, changes need to be properly managed, and reflect a joint collaboration between AT&T

and the Agencies. A proven process, versed in GSA and Agency requirements and timelines, is required to manage the risks of disruption and error. The AT&T Transition ███████████████████ is an approach to managing complex implementations across a variety of business units and services within one overall network transition. This methodology will be used in the development of transition plans, and in managing transitions.

The Government's goal of Service Continuity is supported by a provider responsible for providing 'like for like' services throughout transition with little or no disruption. **Figure 2.4-1** highlights the foundation for a successful transition.

Figure 2.4-1: Strong Transition Bridge Supports Agencies. *Effective transition planning forms a secure bridge over the ravine of risk supported by the solid pillars of Business and Service Continuity.*

Efficiency – The Right Tools

AT&T utilizes commercially available toolsets, defined processes and common technology platforms providing compatibility for all Networx services. Tools are the facilitators of the transition processing lifecycle from order placement to service turn up to billing. The Transition Team takes advantage of both commercially available tools, such as the Microsoft Suite, ██████████████

███████████ AT&T Labs to facilitate seamless transitions from expiring contracts to Networx. ███████████████████████████████████

███ GSA and Agencies benefit from data validation tools, which enable transitions to occur correctly the first time, eliminating rework. Our award winning secure web portal, AT&T **Business**Direct®, is available for tracking transition orders throughout the lifecycle.

Three transition plans, Transition Management Plan (TMP), Agency Level Transition Plan (ALTP) and Transition Project Specific Plan (TPSP), are created to provide for overall

transition management. These

required plans are built in

accordance with AT&T's Transition

Planning ██████████████████████

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███████████ The Networx Transition plans accommodate, adapt and adjust for occurring changes. ████████████████████████████████

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█████████████████████████████████████ Working with these plans, GSA and Agencies are provided with ████████████████████████

leading to a successful transition. (**Table 2.4-2**) highlights the ████████████

██████████ of a smooth transition.

FEATURES	BENEFITS
Centralized Transition Implementation Migration Office (TIMO)	• Clear lines of communication • Dedicated resources to handle Agency transition needs • Easy access to dedicated resources • Proactive monitoring of project interdependencies • Proven methodology based on industry practices to facilitate smooth transition • Responsive to Agency needs • Networx specific trained
██████████ Transition Team ██████████████████████	

Automated Tools (AT&T **Business**Direct)

- Dedicated highly qualified personnel available to consistently exceed Agency needs
- Available 24x7
- Easy to use
- Easy access to reports and status information

Table 2.4-2: Features and Benefits of a Smooth Transition. *The Government is provided with experienced people, defined processes and tools in support of Networx Transition.*

Preliminary Transition Management Plan (PTMP) Approach

The offeror shall describe its approach to transition in the Preliminary Transition Management Plan (PTMP) containing the content specified in Section C.4.4.2.1, Transition Management Plan (TMP). The PTMP shall focus on the following services that are representative of the Service Type groupings cited in C.2.2.1, Organization of Networx Services:

IP Proposal Mandatory Services
- Network-Based IP VPN Service
- Voice over IP Transport Service
- Managed Network Service
- Managed Tiered Security Service

IP Proposal Optional Services, if proposed
- Voice Service
- Toll-Free Service
- Asynchronous Transfer Mode Service
- IP Telephony Service
- Call Center/Customer Contact Center Service
- Cellular/PCS

If the Offeror's approach to meeting Transition requirements is different for optional services than for mandatory services, the offeror shall describe the differences in a separate optional services sub-section within the Transition section of the Offeror's response. The Offeror shall reflect differences due to optional services in an addendum the Preliminary Transition management Plan.

The approach used to meet Transition requirements

In preparing the PTMP, the offeror shall consider the traffic and locations cited in Attachment J.3, Pricing and Traffic Model, for the services cited above and describe how the offeror would effectively transition up to 50 percent of the described workload.

The approach, tasks, and schedules to successfully transition for the above services can be found in the Preliminary Transition Management Plan (PTMP) located in Appendix H.

The offeror shall describe its expertise gained through past experience in conducting service transitions of a size and complexity similar to that it expects to provide with Networx. The offeror shall address the following at a minimum:

Our successful transitions, implementations, and migrations include AT&T's own network, commercial networks and Government networks, such as:

████████████ is an excellent example of AT&T's transition expertise. This transition demonstrates AT&T's successful performance as the prime contractor to provide, operate, and manage a telecommunications contract similar in size, scope and complexity to Networx. From initial transitioning of services, AT&T has continued a partnership with ████, allowing for upgrading of services as technology has emerged and enhancements to the network as business needs change.

(a) Quantity and types of services transitioned

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████████████████████████████████████

(b) Network(s) from which the services were moved

██

████████████████████████████████████ AT&T Network.

(c) Network(s) onto which the services were moved

██████████████████████████████████████

- Outbound Voice Services
- Outbound Local Voice Services
- Toll Free Services
- Frame Relay Service
- IP Enabled Frame Relay Service
- SINA T1.5 Service

(d) Time required

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██████████████████

(e) Any innovative approaches or techniques used to reduce service interval or ensure continuity of service

AT&T ████████████████████████████ as an innovative approach to project management. This ██

██

██

██████████████████████████████████████ helping reduce service intervals and ensuring continuity of service.

(f) Tools (including databases) and procedures used by the offeror for project management of service transition

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██████████████████████ AT&T's ████████████████████████

████████████████████████████ to AT&T **Business**Direct's ████████████

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(g) Approach to coordinating with incumbents and other service providers to effect a successful transition.

AT&T's proactive approach to coordinating with incumbents involved twice-weekly calls with all interested parties to review all aspects of transition.

AT&T partnered with ▮▮▮▮ to phase transitions to meet ▮▮▮▮▮▮▮ including balancing customer requirements with environmental needs and Local Exchange Carrier (LEC) limitations.

The offeror shall structure its transition proposal and the PTMP around the following areas:

The Transition Proposal and the PTMP (Appendix H) are structured around the areas depicted in **Figure 2.4-2**. Further details are outlined below.

Figure 2.4-2: Four Transition Areas. *The Transition Proposal and PTMP is structured around these areas.*

(a) Planning and Management

A successful transition must include thorough planning, in other words 'plan the work, and work the plan'. Using a proven Project Management Methodology, the transition activities are planned by creating accurate and consistent plans for:

- Risk Identification and Mitigation
- Quality Assurance
- Schedule and Resource Management
- Scope/Change Management
- Communications and Reporting Plans

For a comprehensive plan to be successful, full agreement on the project scope, objectives, and success criteria is critical. Once finalized, ▮▮▮▮▮▮

The PTMP (Appendix H) details these planning activities. ▮▮▮▮▮▮

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████████████████████ These plans are explained in detail in the PTMP (Appendix H).

In preparation for a transition effort of the magnitude expected with the Networx contract, AT&T reviewed lessons learned for past experiences. These lessons learned begin the risk identification process and are based on:

- AT&T past experience with transitions
- Past transitions experiences of other carriers
- Current experience with current AT&T programs/contracts
- Modeling of transitions developed from the requirements outlined in the Networx contract

AT&T has identified ██████████████████████████ and the ████████████ ███ ███ ████████

███ ███ ███ ██ ██ ██████████████████████████████████████Risk mitigation recommendations are

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based on AT&T's recent transition experiences. **Table 2.4-3** below lists transition risks.

RISK TO TRANSITION	PROBABILITY OF RISK	IMPACT OF RISK	AT&T MITIGATION
██████████████	██	██	████████████████████████
██████████████	██	██	████████████████████████
██████████████	██	██	████████████████████████
██████████████	██	██	████████████████████████
██████████	██	██	████████████████████████
██████████████	██	██	████████████████████████

Table 2.4-3: Top Networx Transition Risks. *Identifying and mitigating risk provides a smooth transition.*

(b) Transition Cutover

████████████████████ success begins with the ████████████████████ ████████████████████ The TIMO works with Government personnel to verify the information is accurate and is inclusive of existing services at each site. Site surveys are conducted, whether on site or telephonic, and assist in mitigation of issues that may arise. Training is provided to personnel prior to site surveys, and requirements for the survey are documented relative to required information and process for reporting. Transition orders are closely monitored and controlled after being issued. ████████████████████████ are enacted to track progress and resolve jeopardy. Once the service components are deemed ready for service, and the cutover has been

scheduled (based on customer request date), the established ████████
████████████████████████████████████ In addition to ████████
██ In these
instances, ██
████████████████████████ This would be documented as a ████████
and used as ████████████████████████████

(c) Transition Inventory

Upon Notice to Proceed, the process for obtaining inventories for transition, implementation, and migration begins. As transition inventory information provided may be based solely on information provided by the Government, AT&T will ████████████████████████████████████

For migration activities, the TIMO provides current inventory data to the Government, within the required time frames outlined in the RFP.

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████████████████████████████████████

████████████████████ between GSA and AT&T.

(d) Communication and Reporting During Transition

An effective communication plan is a key factor in project success. The TMP developed by the ████████████████████████ contains a
████████████████ detailing the transfer of information between organizations. Among the specifications are instructions regarding frequency of communication, the recipient of communication and other communication details, and the distribution of information. Other details involve ████████
████████████████ the ████████████████████████████████
████████ An effective ████████████████ provides all ████████████

███████ the current status of the transition, both past and current performance, issues and status of resolution, and upcoming schedules. ██ tool available through AT&T **Business**Direct (**Figure 2.4-3**) █████████████ ██████████████████████████████ determined by GSA or Agency requirements.

Figure 2.4-3: AT&T Business Direct **Portal.** *The Government will experience ease of accessibility for all pertinent transition reports being available on demand.*

A copy of a typical ██████████████████ is displayed in **Table 2.4-4,** detailing communication ████████████████████████████ ██████████████████████████████ Transition communication is negotiated based on GSA and Agency requirements.

Table 2.4-4: Networx Communication Matrix Outlines Who, What, Where, When and How. ████████

2.4.1 Planning and Management [L.34.2.4.1, C.4.2.1, C.4.2.2, C.4.2.3, C.4.2.4]

The offeror shall describe its approach to provide planning and management of transition activities. The offeror shall address the following at a minimum:
(a) Transition organization, roles, responsibilities, authority, relationships, and key personnel.

Transition Organization

All transition activities are the responsibility of the Transition, Implementation, and Migration Office (TIMO). The TIMO organization is structured to address the functional areas integral to the success of Transition.

████████████████████████

The TIMO is structured to consistently exceed the requirements of all functional areas, as well as the transition requirements of the GSA.

Figure 2.4.1-1 ████████████████████████████████████

Figure 2.4.1-1: TIMO Organization Focuses on All Aspects of Agency Transitions. *AT&T has structured the TIMO based upon our proven Transition Methodology with a management structure aligned to functional responsibilities and the support organizations needed to transition successfully.*

Transition Manager

The Networx TIMO ▮▮▮▮▮ has responsibility for planning, staffing, executing and controlling all aspects of transition service implementations and transition projects. The Networx TIMO ▮▮▮▮▮ assures that all transition activities adhere to the requirements in Section C.3.2 and that all transition projects are supported by Transition Project Specific Plans (TPSP), as required. The Networx TIMO ▮▮▮▮▮ is fully responsible for the performance of the ▮▮▮▮▮▮▮

GSA and Agencies will be supported by an ██████████████████ ███████████, with detailed responsibilities encompassing the entire transition lifecycle. **Table 2.4.1-1** details TIMO roles and responsibilities.

FUNCTION	POSITION LEVEL	ROLES & RESPONSIBILITIES
██████████	████	████████████████████

███████   ███████   █████████████████████████
                      ██████████████████████████████
                      █████████████████████

Table 2.4.1-1: TIMO Organization Roles & Responsibilities: *A team built on functional responsibilities provides value to GSA and Agencies in managing the complete transition process*

All Transition Plans (TMP, ALTP, TPSP) will identify assigned AT&T personnel and their respective positions, as posted above. Contact information such as phone numbers and email addresses will be provided.

Along with the TIMO ████████ the following two positions have functional area responsibilities:

████████████████████

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██ These teams draw upon the depth of product-specific knowledge within AT&T ordering and provisioning organizations.

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                              ██████████████████████████

                              ██████████████████████████

                              ████████████████████████████

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████████████████████

██████████████TIMO████████████████████████████

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Escalation Resolution Team

A smooth, trouble-free implementation

is the goal of any transition. A transition

is considered complete when the initial

bill is accurately issued for the service.

While troubles post-installation are the exception rather than the rule, any

incident of service trouble needs full attention of the team for timely

resolution.

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████████████   **Figure 2.4.1-2: Escalation Resolution Team.** ████████████

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██ **Figure 2.4.1-2**.

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] GSA and Agencies.

[REDACTED]

[REDACTED] TIMO [REDACTED]

[REDACTED] TIMO [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] TIMO [REDACTED]

[REDACTED] TIMO [REDACTED] TIMO [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] **Figure 2.4.1-3** [REDACTED]

[REDACTED]

Figure 2.4.1-3: Networx CPO Infrastructure. *TIMO reports directly into the CPO and is supported by the strength of AT&T's Customer Care, Service, and Operations organizations.*

TIMO, and from support of the greater AT&T: Customer Service Office (CSO), Service Management, and OSS infrastructure. The Networx TIMO [REDACTED] reports directly to the CPO Program Director.

████████████████████ ▌

██████████████████████████████████ TIMO ████

████████████ ▌ **Table 2.4.1-2** ███████████████████████

CPO ███████████████████████

CPO KEY PERSONNEL	RESPONSIBILITIES
██████████	█████████████████████████
	████████████████████████
	███████████████
██████████	██████████
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Table 2.4.1-2: The Key Personnel Chart. *The TIMO and CPO* ██████████████████

(b) Transition scheduling approach

GSA and the Agencies ████████████████████████

████████ . The █████████████ available per transition dictates the ████

█████████████████████████████████████

████████████████████████████ AT&T coordinates the

schedule required to execute transition orders.

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Scheduling involves consideration from various areas, including:

- GSA
- Agency
- Incumbent
- AT&T
- AT&T subcontractors and suppliers

The TMP, ALTP, and TPSP, as requested, contain detailed outlines of transition steps. Each step has an identified owner. As coordinator of transition, AT&T interfaces with each deliverable owner to ensure scheduling of the interdependencies within the transition timeline.

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██████████████████████████████

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- GSA or Agency requirements for completion

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████████████████████████

Neither GSA nor the Agencies ████████████████████████████████████. To accomplish a █████████████████████████████████ are set with the incumbents, subcontractors and suppliers.

(c) Planning process

Of primary importance for planning issues are █████████████████████

██ Networx █████████

███ AT&T's Transition

██

██████████████████████████ GSA and Agencies ██████████████████████

Figure 2.4.1-4.

Figure 2.4.1-4: Transition Bridge.

Once these ███████████ are completed, the detailed steps are developed to transition the Agency services from the incumbent to the AT&T Networx contract.

(d) Scope and size of transition effort

GSA provided offerors with volumes for services to be transitioned. As per the RFP, the offeror's PTMP and transition response ████████████

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███████████████████████████████████ Once the scope of services was established, these were further defined by order volumes, which equate to actual work. Service intervals were applied to established volumes and assumptions made as to the timeframe for Agencies' request of services,

and what the volume request might be over the course of the transition. This information is used for ████████████████████████████████ ████████████████████████████████████ The scope, size and schedule for transition are fully detailed in Attachment H, the PTMP.

(e) Diversity of Government organizations and stakeholders

Successful transition to the Networx contract involves interaction between many groups. **Table 2.4.1-3** ████████████████████████████████████

		SPONSORS	CUSTOMERS	PERFORMING ORGANIZATIONS

Table 2.4.1-3: Group Interaction. ████████████████ ████████████

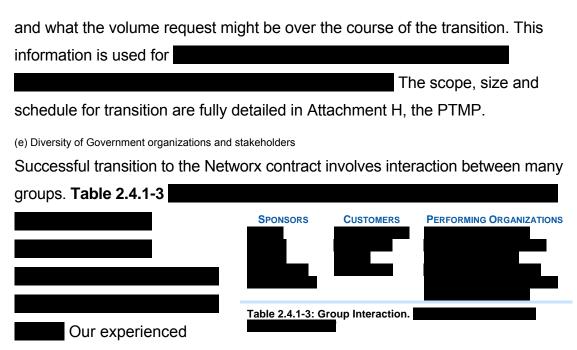████████ Our experienced transition team balances the competing needs of these stakeholders so transitions remain on schedule and service is delivered on time.

Figures like **2.4.1.1-1**, will introduce each of the ████████████████████ in C.4.1.2 Transition Process Steps, and the relationship to Planning and Management, Transition Cutover, Transition Inventory or Communications and Reporting.

2.4.1.1   Initiate Transition Planning [C.4.2.1]

Figure 2.4.1.1-1: Up-front Planning Provides for Transition Success. ████████████████████████
████████████████████

The contractor shall comply with the provisions of Section C.4, Transition in its entirety with regard to planning, notifying the Government, executing, and reporting to the Government all transition activities. [C.4.2.1]

GSA and the Agencies experience excellent service working with a partner who consistently exceeds the level of transition support requested in Section C.4, Transition. AT&T's approach to planning, notification, execution, and reporting all transition activities, will ████████████████ These are detailed in all transition planning documents negotiated and approved as the ██████ for project success. The TIMO ████████████████████████████

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The contractor shall designate a person of sufficient authority and project management experience within its Contractor Program Organization (CPO) to have overall responsibility for all Networx transition project management activities. [C.4.2.1]

On-time, quality transition services are provided to GSA and the Agencies through the ████████████████████████████

██████████(TIMO) ████████████████████████

████████████████████████████ Transition is a priority of the CPO, ██████ TIMO ████████████████████████ CPO.

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The contractor shall provide management, planning, and field personnel sufficient in number and qualifications to ensure that transition activities are completed as ordered. [C.4.2.1]

The size of TIMO ████████████████████████████████ to support the level of transition activities throughout the life of the Networx contract. This provides ██████████████████████████████████████

██

██████████████████████████████████ TIMO.

Required field personnel are allocated as ██████████████████ are formulated, based on throughput required to ██████████████ GSA and Agency requirements. ████████████████████████████

████████████████████████████████████

AT&T staffs ██

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AT&T has designed a ██

██ The

Transition, Implementation and Migration Office (TIMO) ████████████

███████████████ Networx Transition Manager. ███████████████ **Figure 2.4.1-**
1.

███████████████ Networx Transition Manager ████████████████

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███████████████ GSA ████████████████████ The Networx Transition

Manager ██

█████████ TIMO █████████████████████████████████

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AT&T ███████████████████ GSA ████████████████████████

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██████████████████████████████ GSA expectations.

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████████████████████████████████

The Networx Transition Manager █████████████████████████████

████████████████████████████ GSA and Agency ██████████████████

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████████████████████████████████Networx Transition Manager ██

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████████████████████████GSA and Agency requirements.

The contractor shall coordinate and exchange information on transition activities as required by this Contract with GSA and the Agencies, bearing in mind that since many Government organizations are decentralized, multiple entities within a Department or an independent agency may perform the responsibilities of an "Agency." [C.4.2.1]

The Networx contract offers a broad range of services to a ████████

within the Government. Such a large undertaking requires Government

involvement at multiple levels: GSA ████████████████████

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As the Networx contractor, AT&T has the responsibility to █████████

██████████████████████████████████GSA and the Agencies across

the wide range of stakeholders. AT&T understands this means coordination and

exchange with a multitude of entities and individuals acting in the capacity of an

'Agency'. ███████████TIMO████████████████████████

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██████████████████████████████TIMO Manager.

2.4.1.2   Create Transition Management Plan (TMP) [C.4.2.2]

Figure 2.4.1.2-1: A comprehensive TMP Equals a Seamless Transition Experience. ███████████

The contractor shall develop and provide a Transition Management Plan (TMP) that shall include the project management of all transition activities for all services, provisioned and non-provisioned, provided by the contractor. [C.4.2.2]

In coordination with GSA and Agency-driven timelines and requirements, AT&T's ██

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███████████ These are detailed in the TMP for all services, provisioned and non-provisioned, reviewed with GSA, modified to exceed requirements, and used to manage the transition. The TMP contains all required Information Elements identified in Section C4.4.2.1.4, ██████████████████████████████████

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The TMP, which is an evolution of the PTMP, addresses AT&T's approach to transition project management, including a solid understanding of the magnitude of work required. It includes process, procedures, and tools for all Networx

transition activities. Clear delineation of roles, responsibilities, critical paths and resources are included. The TMP will not be final until approved by GSA.

The TMP includes details required to transition Government services to the Networx contract. The AT&T TMP will exceed the requirements of RFP Section C.4.2.2.

Transition of Networx services for GSA and the Agencies requires ████████ ██ ████████████████████ TIMO ████████████████████████████████ ██ ███ ██

The development of the TMP is a ████████████████ between GSA and AT&T. The initial plan is provided, discussed and reviewed with GSA and amended until it meets the exact requirements and GSA is fully confident of the plan. **Figure 2.4.1.2-2** highlights the conversational process through which the final TMP will be determined.

Figure 2.4.1.2-2: TMP Development Process. ████████████████████████ ████████████████████

Within the plan, GSA will find details ████████████████████████ ██ ██

AT&T plan will provide in-depth information that details how AT&T will:

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██████████████████████TIMO███████████████

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███ To meet the
aggressive schedule set forth by GSA, the TMP addresses transition

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AT&T works with GSA and Agencies to ████████████████████████

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The TMP is a dynamic document that grows and adapts as new services are offered on the Networx contract and as important lessons are learned in the field. As a baseline, a Preliminary Transition Management Plan is included in Appendix H.

The contractor shall identify any special technical requirements such as those described in the narrative below this table. [C.4.2.2]

The TMP identifies all special technical requirements as described in the RFP to provide both quality and continuity as services are transitioned, implemented, or migrated. Since the ████████████████████ requirements are almost identical to transition, the response for transition, implementation, migration and requirements will follow the same paths and processes. If special attention is required or additional processes are necessary, AT&T will implement the required actions.

2.4.1.3   Create Agency-Level Transition Plan (ALTP) [C.4.2.3]

Figure 2.4.1.3-1: ALTP. ████████████████████████████████
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When requested by an Agency, the contractor shall develop and provide an Agency-Level Transition Plan (ALTP) that shall include the project management of all transition activities pertinent to a particular Agency for all Transition Orders the Agency has placed with the contractor. [C.4.2.3]

During a transition, Agency specific needs such ████████████████
██ The ALTP ██

to support Agency-specific Networx transition requirements. ████████ ██ ██ The ALTP will be designed similar to the TMP, but will contain additional information elements, specific to the Agency needs.

The purpose of the ALTP is to document ████████████████ required on an Agency basis, unless ████████ the Government, to deploy AT&T services to the Networx contract end-users. ALTPs include all detail specific to the Agency sites being transitioned and is based upon the processes detailed in the TMP. The ALTPs will consistently exceed the requirements of RFP Section C.4.2.3.

The content of the ALTP is an extension of the TMP and is developed via iterative discussions between the Agency and AT&T providing Agency needs to be accurately captured as shown ████████ **Figure 2.4.1.3-2**.

Figure 2.4.1.3-2: ALTP Development Process. ████████████████████████████ ████████████

In addition to plans and processes included in the TMP, the ALTP includes, but is not limited to the following:

ELEMENTS	WHAT/HOW PROCEDURES
██████████	██████████████████████
██████████	██████████████████████
██████████	██████████████████████

Table 2.4.1.3-1: ALTP Elements. ███████████████████████████
████████████████████

Just as the TMP is the roadmap between GSA and AT&T, the ALTP is the blueprint used for transitioning Agencies. It is a dynamic document, adjusted as needed, and approved by the Agencies to accommodate changes encountered during transition. The ALTP provides the Agency a clear understanding of the impact of Transition to its sites.

The ALTP is similar to the TMP in concept and addresses agency-specific content as detailed in Section C.4.3.3.2.1 of the RFP.

In the event of transition jeopardy, the Agencies are ████████████
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██████████Agency and GSA ███████████████████████████████
███

The contractor shall describe plans to meet special technical requirements such as
a) direct station-to-station dialing

The ALTP documents contain information related to special technical requirements and how they are managed and transitioned to the network.

Direct station-to-station dialing is used in ████████████████████ today. This allows dial off-net if not on-net to any station in the North American Numbering Plan (NANP).

b) private dialing plans [C.4.2.3]

Private dialing plans are based on GSA and Agencies ████████████
███
██████Customer Agencies ████████████████████████████████
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████████████████████████████████████

2.4.1.4   Create Transition Project Specific Plans (TPSP)
[C.4.2.4]

Figure 2.4.1.4-1: TPSP. ███
███████

The contractor shall develop and provide, at no cost to the Government, a Transition Project Specific Plan (TPSP) for all transition activities that are required by an Agency to be managed as a Transition Project unless the TPSP requirement is waived or changed by the Agency in writing. [C.4.2.4]

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███████████████████████ TPSP, requested by the Agency. The TPSP outlines project management processes, procedures, and tools necessary in support of special Transition projects. Roles, responsibilities, anticipated schedules, and critical paths are included.

GSA and Agencies may need to designate certain transitions as mission critical or otherwise set apart from the other transition activities. For this purpose, GSA has asked the Networx contractor to provide TPSPs, when requested. TPSPs will consistently exceed the requirements of RFP Section C.4.2.4.

In addition to elements captured in the TMP and ALTP, the TPSP i████████
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The TPSP will clarify how plans may deviate from or work in conjunction with plans developed for the Customer Agencies ALTP. The TPSP is finalized through joint discussions between AT&T and the Agency, as depicted in **Figure 2.4.1.4-2**.

Figure 2.4.1.4-2: TPSP Development Process.████████████████████████████████

Agencies benefit from AT&T's extensive experience with mission-critical network cutovers and installations such as those provided for Commercial ████████████████where special relationships were developed with LECs and other access providers to facilitate access installations. ██████████

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███████████████████ AT&T can bring these relationships to bear for GSA and the Agencies.

GSA and Agencies have specific data fields, which are included in the TPSP, when developed. The AT&T TPSP components will consistently exceed the requirements of RFP Section C.4.2.4

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The contractor shall describe plans to meet special technical requirements such as
a) direct station-to-station dialing

The TPSP documents contain information related to special technical requirements and how they are managed and transitioned to the network.

Direct station-to-station dialing is used in ███████████████████ today. This allows dial off-net if not on-net to any station in the North American Numbering Plan (NANP).

b) private dialing plans [C.4.2.4]

Private dialing plans are based on GSA and Agencies ████████████

████████████████████████████████████

███████ Customer Agencies ████████████████████

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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
██████	████████████████████████████████
██████████	AT&T **Business**Direct contains an element named ████████
	████████████████████████████████
██████	█████████████████████████████

Table 2.4.2-1: Communication is the Key. *Efficient coordination with Networx participants assists in cutover success.*
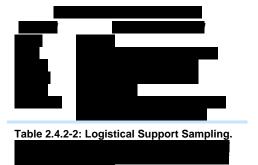
(b) Site survey and preparation process

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

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██ GSA and the Local Government

Contacts █████████████████████████████████████

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████████████ 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

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AT&T has teamed with numerous partners, integrators and suppliers, to provide sufficient software, hardware and personnel resources to provide the logistical 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 2.4.2-2** ████████

Table 2.4.2-2: Logistical Support Sampling.

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(d) Special technical requirements

Technical requirements are a part of the design process of any transition. As part of the planning process, ███████████████████ 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, ████████████████ ████████████████████████████████████ ████████████████████████████ 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, ████████████████

██████████████████████████████ From a parallel operation

perspective, ██

██

████ **Table 2.4.2-3** ████████████████████████

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.

Table 2.4.2-3: Advantages and Disadvantages of Parallel Operations. ████████████████████████

(f) Continuity of service

The focus of planning is to provide ██████████████████████████. Our

cutover process, described in the PTMP, █████████████████████████

██. 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, ███████████████████████

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█████████████████████████████████

████████████████████ To assure continuity of service, ██████████

████████████████████████. Unless the Agencies request differently,

cutovers are scheduled during non-business hours. The AT&T ████████

Transition Manager coordinates all cutover activity and confirms that the cutover

is completed successfully. ████████████████████████████
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When approval is received from the LGC, the ███████████ exits the site. ██
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██████████████████████████████ If problems cannot be resolved, the site is
returned to its original configuration ██████████████ 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. █████████████████████████ 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 ███████████████████████████████ 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. ████████████████████, 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

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AT&T has ███████████████████████████ 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 Networx, has its share of risks. ██ ███████████████████████████████████ 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.
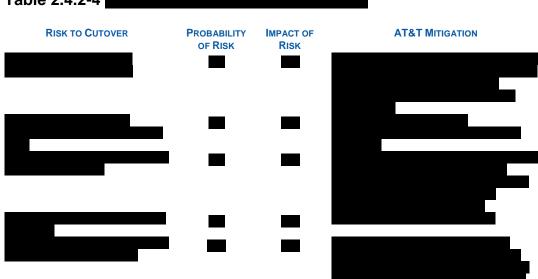
Table 2.4.2-4 ████████████████████████████

RISK TO CUTOVER	PROBABILITY OF RISK	IMPACT OF RISK	AT&T MITIGATION
████████████	█	█	████████████████████
████████████████	█	█	████████████████████
████████████	█	█	████████████████████
████████████████	█	█	████████████████████
████████████	█	█	████████████████████

Table 2.4.2-4: Top Networx Cutover Risks. *Identifying and mitigating risk provides a successful cutover.*