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Section E: Inspection and Acceptance

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Section E Inspection and Acceptance

E.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)

This contract incorporates the following 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>.

| <u>Clause No.</u> | <u>FAR Clause No.</u> | <u>Title and Date</u> |
|-------------------|-----------------------|---|
| E.1.1 | 52.246-2 | Inspection of Supplies - Fixed Price (AUG 1996) |
| E.1.2 | 52.246-4 | Inspection of Services - Fixed Price (AUG 1996) |
| E.1.3 | 52.246-16 | Responsibility for Supplies (APR 1984) |

E.2 Verification Test Plan

The contractor shall conduct all verification testing related to its services and systems as defined in this section. The contractor shall be responsible for assuring that the services, capabilities, and features provided to an agency conform to the technical requirements for the service defined in Section C.2, Technical Requirements. The contractor shall also be responsible for assuring that all support systems (e.g., its service ordering, billing, and inventory management systems) essential to provisioning, operating, and maintaining these services are in place, tested, and approved by the General Services Administration (GSA) within 60 calendar days after the Notice to Proceed. The contractor is responsible for all of the equipment, software, labor, and facilities required for executing the verification testing. When a new service is offered or system changes are implemented, the contractor shall perform verification testing of the Operational Support Systems (OSS).

The contractor shall develop and execute a Network Services Verification Test Plan to verify that the services delivered under the contract meet the requirements of Section E.4, Verification and Acceptance Testing of Network Services, and shall develop and execute an OSS Verification Test Plan to verify that its OSS meets the requirements of Section E.3, Verification Testing of the Contractor's Operational Support Systems. The contractor shall archive all verification test results for a minimum of two years and shall deliver any archived test results requested by GSA within five business days after receipt of GSA's request.

E.2.1 OSS Verification Test Plan

The contractor shall prepare an OSS Verification Test Plan in accordance with the requirements of Section C.3.9, Operational Support Systems, and Section E.3, Verification Testing of the Contractor's Operational Support Systems. The contractor shall update the OSS Verification Test Plan when a new service is offered or when an OSS is changed.

E.2.2 Network Services Verification Test Plan

GSA requires that the contractor provide a Network Services Verification Test Plan that describes the standard methodology to be used for meeting GSA's testing requirements as specified in this section. The Network Services Verification Test Plan must be provided to the GSA Program Management Office (PMO) within 60 calendar days after the Notice to Proceed.

The Network Services Verification Test Plan shall detail the standard test procedures that will be used by the contractor to verify, at a minimum, that the services delivered under the contract meet the Key Performance Indicator (KPI)/Acceptable Quality Level (AQL) thresholds for the ordered service as specified in Section C.2, Technical Requirements, prior to delivering the ordered service to the customer. The contractor is encouraged to propose standard commercial acceptance testing procedures and thresholds to verify acceptable performance and KPI/AQL compliance.

The Network Services Verification Test Plan shall describe the process and procedures for verification testing of individual services ordered under the contract. The Network Services Verification Test Plan shall also describe the change procedures for adding service-specific test plan attachments. At a minimum the contractor must state: 1) how it proposes to notify the GSA PMO of any changes to its Network Verification Test Plan, such as the addition of a service-specific test plan; and 2) how it plans to request and receive approval from GSA. Service-specific test plans shall be provided to the PMO as an attachment to the Network Services Verification Test Plan no later than 15 calendar days after the contractor issues the Service Order Confirmation for the initial order of the service under this contract. This will allow the contractor to defer delivery of service-specific test plans until the services are actually ordered and to use a phased approach.

The contractor shall detail in the Network Services Verification Test Plan how it proposes to perform verification testing on any awarded service at the time of initial service delivery to an Agency. The contractor shall notify the Agency of facility access requirements for verification testing and the Agency will provide the contractor access to conduct verification testing.

GSA reserves the right to reject or request modifications to the Network Services Verification Test Plan within 15 business days after receiving the initial plan and within 15 business days after receiving a request to change the plan. The

contractor shall provide updates to the Network Services Verification Test Plan within five business days of receipt of GSA's comments. GSA reserves the right to reject or request modifications to the plan within 15 business days after receipt of the updated plan. The contractor shall continue to update the plan as specified above until agreement is reached.

E.3 Verification Testing of Contractor's Operational Support System

The contractor shall conduct verification testing of its OSS in accordance with its approved OSS Verification Test Plan. The contractor shall complete verification testing within 60 calendar days after GSA approves its OSS Verification Test Plan or within 60 calendar days after the Notice to Proceed, whichever is later. The contractor shall neither issue a Service Order Confirmation nor proceed with Network orders until it successfully completes OSS verification testing. If the Government requests, the contractor shall perform the tests and meet the acceptance criteria in Table E.3-1 each time a new service is offered or the contractor modifies the OSS. The contractor shall record and retain test results for each test performed for a minimum of two years.

The test cases that the contractor shall execute acceptably include those listed in Table E.3-1. The contractor shall demonstrate acceptable performance using one of the following electronic media: Internet secure access, electronic mail, or electronic file transfer.

GSA reserves the right to observe all or any part of the OSS verification testing. The contractor shall perform OSS verification testing in accordance with the approved OSS Verification Test Plan at a mutually agreeable time and place. The contractor shall also provide the test results in accordance with Section C.3.9, Operational Support Systems. The contractor shall rerun verification tests in whole or in part, as required by GSA, to verify that its OSS meets the requirements of this section.

Table E.3-1 OSS Verification Test Cases

| Test Case # | Contract Sec # | Description | Acceptance Criteria |
|-------------|------------------------|---|---|
| 1 | C.2 C.3.5 J.12.1 | Accept an order for each of the services specified in Section C.2, Technical Requirements, that the contractor is contracted to provide | Demonstrate that an authorized Government user can place an order using Internet secure access, electronic mail, or electronic file transfer and the order populates the fields in the contractor's ordering system in a way that meets the requirements of J.12.1, |

| Test Case # | Contract Sec # | Description | Acceptance Criteria |
|-------------|-------------------------------------|---|--|
| | | | Ordering Data Elements |
| 2 | C.3.5.1.2.2 J.12.2.1 J.12.2.5 | Generate required acknowledgements for each order entered in Test Case #1 | Using Internet secure access, electronic mail, or electronic file transfer, the contractor demonstrates that its ordering system can provide Order Receipt Acknowledgements and Service Order Completion Notices (SOCNs) containing the data elements specified in Attachments J.12.2.1, Order Receipt Acknowledgement, and J.12.2.5, Service Order Completion Notice (SOCN) |
| 3 | C.3.5.1.2.2 | Accept a bulk order for each type of order entered in Test Case #1 | Using Internet secure access, electronic mail, or electronic file transfer, the contractor demonstrates that its ordering system can accept an order for multiple instances of the same service (bulk order) under a single Agency Service Request Number, provide a single instance of each as follows: Order Receipt Acknowledgement, Service Order Confirmation, Firm Order Commitment Notice, and SOCN with service order number in accordance with Section C.3.5.1.2.2, Agency Places Order And Contractor Provides Agency With Acknowledgement |
| 4 | C.3.8.2.2 C.3.8.2.3 C.3.8.2.4 | Demonstrate that the system that manages the inventory of Networx services delivered by the contractor produces output that is consistent with the orders that were entered | The contractor demonstrates that its service inventory management system contains a database that maintains a complete and accurate inventory of |

| Test Case # | Contract Sec # | Description | Acceptance Criteria |
|-------------|--|--|---|
| | | | Networkx service orders that were established in Test Cases #1 and #3. The contractor demonstrates that authorized Government users can access this database using secure Web queries in accordance with Section C.3.8.2.4, Contractor Makes Networkx Inventory Data Available to Government |
| 5 | C.3.6.1.2.2 C.3.6.1.2.3 C.3.6.1.2.4 C.3.6.1.3.2 .2 J.12.4 J.12.4.1 J.12.4.2 | Demonstrate that the billing system produces an Invoice File and a Detail Billing File that correspond to Test Case #1 and Test Case #3 and generates invoices that are accurate | The contractor demonstrates that the output of its billing system is consistent with the orders entered into its ordering system in Test Cases #1 and #3, that the billing data elements meet the requirements of Attachments J.12.4, Billing Invoice and Detail, J.12.4.1, Invoice File, and J.12.4.2, Detail Billing File, and that the charges are accurate and assigned in a manner that is consistent with the Agency Hierarchy Code |

E.4 Verification and Acceptance Testing of Telecommunications Services

The contractor is responsible for the verification testing of Networkx services; and the ordering Agency is responsible for acceptance testing. The contractor may not assign an effective billing date to a Networkx service until the Agency accepts it in accordance with the agreed acceptance testing procedures that follow.

E.4.1 Networkx Services Verification Testing

For each order, the contractor shall verify that the services delivered to the Government meet the requirements of its approved Networkx Services Verification Test Plan. The Government, particularly the ordering Agency, has the option of

observing or having a representative observe all or any part of the verification testing.

Verification testing shall be completed before acceptance testing begins. The contractor shall indicate successful completion of verification testing by delivering a SOCN within one business day. The Government reserves the right to accept or reject the test results, in whole or in part, within three business days after receiving the SOCN. The contractor shall rerun tests, in whole or in part, as required by the Government to verify that the services delivered to the customer meet contractual requirements.

E.4.2 Acceptance Testing of Network Services

The Government reserves the right to perform additional tests to confirm proper operation of a delivered Network service for up to three business days after receipt of the SOCN. If the Government reports no problems to the contractor during this test period, the effective billing date will be the completion date stamped on the SOCN when the contractor completes its verification testing. If during the acceptance testing period the Government encounters problems and notifies the contractor by opening a trouble ticket in accordance with Section C.3.4.2, Trouble and Complaint Handling, the contractor shall correct the problem, repeat the verification testing, and issue a new SOCN with a new completion date when the problem is resolved.

If the Government does not reopen the trouble ticket in the next three business days following receipt of the new SOCN, the service will be considered accepted; and the effective billing date will be the completion date stamped on the most recent SOCN issued for that order. However, if the Government experiences problems and reopens the trouble ticket in the next three business days, the service will not be accepted; and an effective billing date will not be assigned to that order. In such cases, the Government may, at its option:

1. Direct the contractor to repeat the procedure outlined above.
2. Withdraw the service from acceptance testing. For services being transitioned or migrated from another contractor's network, the contractor shall facilitate the return of the services to their original service provider if requested by the Government.
3. Request a replacement of the service (in whole or in part).
4. Cancel the service order without penalty.

Should the Government exercise any of these options as a consequence of unacceptable acceptance testing results, all expenses incurred by the Government shall be borne by the contractor. Should the Government elect Option 1 above, the contractor shall immediately initiate corrective actions to

remedy the problem reported on the trouble ticket and shall keep the Government informed of progress. In such cases, the Government reserves the right to exercise either Option 2, 3, or 4 and may change its option at any time.

E.5 Rights and Remedies Available to the Government for Uncorrected Defects and/or Failures on Contract Covered Supplies and/or Services

In addition to rights and remedies contained elsewhere in this contract, GSA has the rights and remedies described in this section.

If the contractor fails or refuses to perform corrections requested by the Government within the time allowed for such corrections, GSA has the right to impose all terms and conditions of the contract, including action to secure detailed recommendations regarding corrective action from sources other than the contractor. GSA may elect to implement corrective action or to provide services using a source other than the contractor. In these cases, GSA may bill the contractor for any costs incurred by GSA that are directly related to the replacement of the contractor's services or correction of the contractor's unacceptable performance. GSA has the right to make an equitable adjustment to the contractor's invoice.

The contractor shall cooperate fully and shall provide the Government with access to the contractor's site(s) to include access to all Service Enabling Devices and systems deemed necessary by the Government to diagnose and resolve the problem.

The Government and the contractor will resolve any disputes in accordance with the procedures contained in Section C.3.6.3 (Billing Disputes and Adjustments).