REQUEST FOR PROPOSAL NUMBER: CALSCRFP061271

To **GENERAL SERVICES ADMINISTRATION (GSA), FAS, REGION 5**

For **CHICAGO AREA LOCAL SERVICES CONTRACT**

SECTION 2 - TECHNICAL PROPOSAL

Date August 13, 2007 Final Contract

Offeror SBC Global Services, Inc., *dba* AT&T Global Services, for itself and on behalf of its affiliates Illinois Bell Telephone Co. *dba* AT&T Illinois and AT&T Corp.

Limited Rights Legend

Request for Proposal: CALSCRFP061271 – General Services Administration (GSA) — Chicago

Contractor: SBC Global Services, Inc., dba AT&T Global Services, for itself and on behalf of its affiliates Illinois Bell Telephone Co. dba AT&T Illinois and AT&T Corp.

AT&T PROPRIETARY

This document contains confidential, trade secret, commercial or financial information owned by AT&T Corp. and is voluntarily submitted for evaluation purposes only. It is exempt from disclosure under the Freedom of Information Act (5 U.S.C. 552) under Exemption (b) (4), and its disclosure is prohibited under the Trade Secrets Act (18 U.S.C. 1905).

CONTRACTOR BID OR PROPOSAL INFORMATION

This bid or proposal shall not be disclosed to evaluators outside the Government, except pursuant to a nondisclosure agreement between the evaluator and AT&T.

Table of Contents

Executive Summary

Brief Introduction and Overview of the Proposal

At the General Services Administration (GSA), you deliver value to your end-user agencies by providing them with local telecommunications service contracts that offer comprehensive voice and data services at competitive prices. Through the Chicago Area Local Services Contract (CALSC), AT&T will help the Government offer Chicago-area end-user agencies communication services that meet their needs today and that allow them to take advantage of emerging technology.

AT&T's response to the GSA's Region 5 CALSC RFP describes the thorough solution we propose to address present and future local voice and data telecommunications requirements. In the attached proposal, the GSA will see how you and your end-user Government agencies will benefit from AT&T's robust network and services, and high-quality ordering, billing, reporting, and management of local access services.

AT&T will provide the CALSC services listed in Table C.1-1 of our response. Our response also includes additional services that enhance and enable the requested service offerings. As a premier global telecommunications provider, AT&T's comprehensive solution will provide significant value to the Government by offering the GSA and its end-user agency customers access to one of the best telecommunications networks in the industry.

Customer Support – AT&T offers the Government dedicated customer support for GSA customers and end-user agencies. Our Program Manager is responsible for the life cycle management of the Chicago Area Local Services contract (CALSC); to include oversight of implementation, contract deliverables, and customer relationship. Our program manager with support

from our customer care professionals will oversee all day-to-day operations. This dedicated team will be responsible for managing and coordinating all aspects of services, quality, maintenance, and reliability of the services described in this solicitation.

Roles and responsibilities of the Program Manager

- Life cycle management of the contract award
- Primary customer contact
- Senior level planning; risk assessment
- Regular progress reports
- Detailed program documentation
- Full proactive support during all of the phases of the contract

In addition, AT&T's Federal sales organization has a specialized GSA sales team that will support this opportunity. [redacted] the GSA to provide high-quality sales and marketing support to the Government and its customers. The account team that will support the CALSC contract products and services is shown in an organization chart as Attachment 1 to this final contract submission. See "Attachments" tab.

We appreciate the confidence GSA has placed in us by allowing us to provide local exchange services across the country over the past many years. As you may know, AT&T has deeply invested in Illinois' and Chicago's infrastructure, [redacted]

We're entrenched with the Federal Government in your region and currently hold the Region 5 LSA contract, Detroit MAA, Cleveland MAA and

Indianapolis MAA. In addition, the new AT&T corporation holds these additional active GSA MAA contracts throughout the U.S.: St. Louis, Chicago, Dallas-Fort Worth, San Antonio, Los Angeles, New Orleans, New York, Buffalo, San Francisco, Denver, Philadelphia, Atlanta, and Miami.

We also hold LSAs in Regions 4, 6, 7, and 9, in addition to the Connections contract, and FTS2001. We have significant experience with government customers, and we will deliver the support you require.

Migration/Transition Approach - AT&T wants to make certain we support the CALSC customers with our highly-reliable network. [redacted] therefore, positively impacting the service to the end user. As part of the transition, we will be installing new products and services on [redacted] Existing customer premises equipment, such as non-proprietary Nortel handsets, could remain in this [redacted] AT&T's extensive network will provide the GSA with a broader product portfolio, with products such as Electronic Key Line (EKL) Centrex and additional resources, such as the CentrexMate tool. AT&T will offer CentrexMate and Electronic Key Line Centrex as part of our solution in this response. [redacted]

[redacted]

AT&T's Management and Operations Concept - The new AT&T has merged AT&T, SBC, BellSouth, and Cingular into a financially sound and customer-focused company. We're a premier communications company worldwide, with 302,000 employees and annual revenues exceeding $117 billion. The company serves millions of customers, with a concentration in 22 states—one of which is Illinois.

AT&T's proven infrastructure, global breadth, financial resources, and strong management record give the GSA the flexibility and stability to manage present and future requirements.

In addition, AT&T Labs has a long history of innovation, with thousands of patents issued or pending worldwide, and is a successor to a heritage that produced seven Nobel Prizes. As the world leader in Internet Protocol, we're currently developing 21st century cutting-edge technology with new products, such as hosted voice over internet protocol (VoIP). [redacted]

[redacted]

Conclusion - AT&T is pleased to submit our proposal in response to the GSA's solicitation # CALSCRFP061271. As a contract awardee, AT&T looks forward to supporting the GSA and its end-user agencies for years to come. Together, the GSA and AT&T will earn customer trust and loyalty with a continued commitment to deploy innovative products, deliver reliable, high-quality service, and support customers with excellent care.

TECHNICAL RESPONSE TO SECTION C REQUIREMENTS

[redacted]

[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

Table 1: AT&T Exceptions and Deviations

L.31.2 TECHNICAL SECTION

The offeror shall prepare its Technical section to address all mandatory voice and data requirements specified in this RFP and the requirements of any optional services that are offered. Voice and data service requirements are identified in Sections C.

AT&T Response: AT&T understands and will comply with the Government's desire for detail in response to the requirements of Section C.

The Technical section of the proposal shall conform to the following outline:

- *CALSC Network Capabilities.*
- *CALSC Architecture and Services*
- *Technical Support Services*
- *No prices or other cost information shall be included in the technical sections.*

Note that if the offeror agrees to comply with a specific technical requirement in its entirety, no additional language pertaining to that requirement necessarily needs to be provided in the offeror's Technical Response. The offeror shall determine which technical requirements are addressed in its response taking into consideration the evaluation factors, sub-factors, and elements set out in Section M Evaluation Factors for Award and the proposal instructions provided in Section L.

AT&T Response: AT&T understands and has provided response to each requirement of Section C. Responses provide detailed information, but follow the Government's desire for brief, to-the-point responses in the submission.

L.31.2.1 Technical Response

The Technical Response shall describe the means by which all applicable service and equipment requirements specified in Section C shall be met. The offeror shall address the following three evaluation sub-factors:

Capabilities Demonstration. Each offeror shall demonstrate capability of the existing infrastructure to sufficiently accommodate the integration of existing services and the technical robustness of the infrastructure to accommodate the integration of additional users. The demonstration may be performed through a physical test facility or by means of a software demonstration to simulate the increased service demands. The demonstration will be required for varied numbers of end users at a common location. The demonstration shall include the specific functionality identified in the contractor specific proposal.

AT&T Response: [redacted] will serve as the AT&T demonstration site for LEC Management Services. A visit to this facility will demonstrate the capabilities of the existing infrastructure and the technical robustness of the infrastructure to accommodate the integration of additional users.

Our LEC management offering supports GSA's need for reliable telephony service that our skilled technical resources manage in a consistent manner.

Our resources are experienced and trained in the technologies and processes of GSA's environments.

[redacted]

AT&T's infrastructure accommodates the requirements of the existing services. AT&T Inc. is a premier communications holding company in the United States and worldwide, with operating subsidiaries providing services under the AT&T brand. As such, with the 2005 merger of the former AT&T with SBC, the infrastructure in the CALSC region has substantially increased and can smoothly accommodate and integrate any additional users.

Architecture and Services. The offeror shall describe the proposed network architecture and infrastructure that will support the delivery of those services and demonstrate the degree to which the architecture meets or exceeds the Government's requirements. Describe the approach to ensure the delivery of high quality, secure, and reliable service. Describe the degree to which the approach will accommodate traffic growth, evolution in service requirements, advances in technology, and changes in the regulatory environment. The offeror shall describe its approach to managing subcontractors and carrier relations with other service providers used to deliver service end-to-end.

AT&T Response: [redacted]

[redacted] provider affords CALSC the following advantages:

1. Elimination of the middleman for installation and maintenance issues.
2. Direct interaction with a company experienced in local service network design.
3. T-1 service provided [redacted] higher performance availability.

AT&T has been a facilities-based telecommunication services provider to the residents and businesses of the Chicago area for decades, providing services ranging from simple residential telephone lines, to Primary Rate ISDN trunks that support the very latest Private Branch Exchanges. Our central office switches are equipped with the most recent software versions, and are continually upgraded as new software versions are released. Since 2004, [redacted] including:

1. Bringing high-speed Internet and fiber-based data services to customers.
2. Upgrading and maintaining existing central offices and lines.
3. Fostering competition through resale and unbundling, number portability and other pro-competitive initiatives.

AT&T is dedicated to the highest quality service and the latest technology.

[redacted] Dedicated services offer consistent

availability for its portion of the service up to SDP-1 (NID) at [redacted] While we are accustomed to meeting high standards, it is not Industry Standard to guarantee service levels on Switched Services.

No company is better equipped to respond to CALSC and the growing demand for emerging telecommunications requirements than AT&T.

Operating globally under the AT&T brand, AT&T is recognized as the leading worldwide provider of IP-based communications services to businesses and the leading U. S. provider of wireless, high speed Internet access, local and long distance voice, and directory publishing and advertising services. AT&T has a history of taking advantage of the rapid technological changes in the telecommunications field, enabling us to launch new services and enter new markets.

With the recent merger of BellSouth and AT&T, connectivity to customers outside the AT&T Chicago Area is provided by one of AT&T's affiliate companies, as well as inter-company network trunking connections to all major carriers doing business in the United States and worldwide. AT&T confirms that "AT&T Affiliate Companies" refers to AT&T companies and not subcontractors. The network is comprised of all media currently available, typically copper, fiber optics, or microwave. The majority of the AT&T switching network is comprised of Nortel and Lucent manufactured state-of-the-art central office equipment. Network monitoring and maintenance are continuous, with a full-time staff on duty.

Interconnection Agreements - As a facilities-based carrier, AT&T does not need to obtain services from other providers in order to meet GSA's requirements under this RFP. Nevertheless, AT&T has interconnection agreements with all major participating local and long distance telephone service providers in the CALSC region. These agreements are public

documents that have been filed with and approved by the appropriate regulatory agencies.

[redacted] While we are accustomed to meeting high standards, it is not Industry Standard to guarantee service levels on Switched Services. However, as appears in the [redacted] Additionally, a dedicated Service Executive is assigned to the GSA who is their advocate for working through critical needs and escalating issues regarding services.

Technical Support Services. The offeror shall describe its approach and the means by which it will deliver Technical Support services.

AT&T Response: AT&T specializes in meeting the technical support services needs of the Government. Once the contract is awarded, we will provide a list of personnel responsible for technical support services for CALSC.

AT&T relies on procedures that assure the cutovers are terminated at the correct demarcation point. AT&T uses detailed planning procedures for cutover projects and has the ability to successfully cutover major systems. Although similar, each type of service has a different cutover procedure. All cutovers must start with receipt of an order from the customer. The intervals required from customer order vary depending on a number of factors, such as the presence of existing facilities, the number and type of services requested, customer's requested start of service date, etc.

1. **Implementation Schedule** - A schedule of the step-by-step procedures of the cutover will be implemented for the entire system,

including coordination with any other Government contractors, carriers, or parties.

2. **Intercept Service** - AT&T will provide intercept service to those locations affected by changes of telephone numbers, so that any calling parties will be provided with the correct dialing information needed to complete the call without the assistance of the operator.
3. **Cutover Planning** - In conjunction with the customer, AT&T will develop a logical, appropriate plan for cutover implementation so that customer priorities are respected. AT&T will take into account the level of risk for a given organization, the level of urgency for the cut, the number of users, and the complexity of each location or organization to prioritize the cutovers.

Attachment 2 has been provided as a Project Management Plan.

An installation plan with detailed specifics for the CALSC will be developed upon award. The plan will include, at a minimum, the following steps:

1. Establish list of those individuals involved with the cut and establish a committee to coordinate the various cutover activities.
2. Review available facilities.
3. Reach agreement on cutover plans (internally and with the customer).
4. Plan for required training if necessary.
5. Establish coordination methodology with other vendors or contractors.
6. Check installation site and make sure it is properly prepared.
7. Deliver any necessary equipment.
8. Test the system.

9. Cutover.
10. Test acceptance with the customer.
11. AT&T will include incumbents and other contractors in cooperative arrangements during cutover, planning and implementation activities. AT&T routinely interfaces with a large number of contractors and subcontractors, and has long-term experience in projects where such interfaces are necessary.

C.1 Background

C.1.1 The Federal Technology Service (FTS)

The FTS of the General Services Administration (GSA) provides local telecommunications services in Chicago and the metropolitan Chicago area under contract.

AT&T Response: AT&T understands the geographic coverage of Chicago and the metropolitan Chicago area that are defined in this solicitation. We look forward to working with the GSA and its end-user agencies to support you with our portfolio of network access products, as defined within the scope of this solicitation.

C.1.1.1. The CALSC Program, Metropolitan Area Acquisition (MAA) and FTS2001

The current MAA contract offers a broad portfolio of commercial services and products at very competitive prices – including voice, data, video, customer premises equipment (CPE), and technical services. With the contract set to expire in May 2007, FTS is replacing MAA with a program known as Chicago Area Local Services Contract (CALSC). CALSC will entail a single solicitation with multiple awards. The awards will be for a two-year base period with three one-year options. CALSC will provide Government users continuity of services for local telecommunications and will serve as a stable platform for the user community to migrate to Networx Universal and Enterprise contracts based on individual agency requirements, funding availability, and timelines.

AT&T Response: AT&T understands the intent of CALSC is to serve as a replacement contract for the Chicago MAA, and where appropriate, as a stable platform for migration to Networx Universal and Networx Enterprise. AT&T recognizes the CALSC five-year contract vehicle will have a two-year base period with three one-year options.

C.1.1.2. CALSC service requirements are based, in large part, on what CALSC customers are buying today. There must be no loss of service functionality or disruption of service as customers transition from MAA to CALSC. Our customers are technologically sophisticated and increasingly demand new and emerging technology solutions in addition to traditional telecommunication services.

AT&T Response: AT&T employees and technicians will strive to maintain the Government's service without interruption or loss of functionality during transition. Our dedicated team will coordinate the various tasks required to provide the GSA and its end-user agencies with quality experience.

Our AT&T Lab provides development teams to create new products and services and the AT&T Lab is made up of [redacted] world's best scientists and engineers including experts in advanced data networking,

software engineering, systems integration & speech technology. The research team consists of experts in science and technologies of importance to AT&T. To meet the increasing demand of new and emerging technology solutions in addition to traditional telecommunication services, our engineers continue to develop and deploy new technologies to automate and streamline the way AT&T interacts with customers. AT&T Labs' scientists have won numerous distinguished awards from professional associations and leading academic institutions.

C.1.2 CALSC Contract Objectives

C.1.2.1. The Government intends to accomplish the following objectives:

C.1.2.1.1. Ensure Service Continuity. Ensure customers have access to comprehensive products and services currently available and in-demand in the Chicago MAA.

AT&T Response: AT&T offers like products and services currently available on the Chicago MAA. These products and services, however are available to a larger customer base due to the additional coverage the new AT&T provides. In addition, through the life of this contract, AT&T can offer new products and services to the Government as they become commercially available.

C.1.2.1.2. Foster Competition. Leverage service volume and structure acquisition to attract multiple Offerors for award, drive favorable pricing, and foster competition over the life of the program.

AT&T Response: AT&T agrees. We understand the importance of fostering competition to promote favorable pricing and value throughout the life of this program.

C.1.2.1.3. Provide integrated modern Support Systems. Incorporate state-of-the-art web-enabled commercial Business Support Systems (BSS) and Operational Support Systems (OSS).

AT&T Response: [redacted] AT&T has a long history of offering its customers state-of-the-art operations systems. Currently, [redacted]

[redacted]

C.1.2.1.4. Enable Convergence. Promote migration to a converged environment through access to emerging technologies with continuous refreshment.

AT&T Response: The new AT&T sets the standard for the next generation of products and services while we continue to focus on providing the very best service possible to the Government. AT&T has experience in converged voice and data networks with our current IP offers. Current IP offers are stated in the following table:

IP AND IP VPN SERVICES PORTFOLIO (Click here for Portfolio content)		
DSL Services	***Internet Services***	***IP-Enabled ATM (IPATM)***
AT&T DSL (DSL to the Internet)	AT&T DSL (DSL to the Internet)	International IP-Enabled ATM/FR Services
DSL Access to Frame Relay Option	Business Internet Services	IP-Enabled ATM
FastAccess® Business DSL (BLS-PE)	Global Managed Internet Service (GMIS)	IP-Enabled Frame Relay (IPFR)
FastAccess® Business DSL 6. 0 (BLS-PE)	High Speed Internet Access (Hospitality)	International IP-Enabled ATM/FR Services
FastAccess® Business DSL Lite (BLS-PE)	Internet Plus/IP Secure	IP-Enabled Frame Relay Service
FastAccess® Business DSL Plus (BLS-PE)	Managed Internet Services (MIS)	Private IP Access Services - Dial to Frame
FastAccess® Business Speed 384 (BLS-PE)	Managed Internet Services (MIS) - BCS (SalesOne)	
FastAccess® Business Speed 768 (BLS-PE)	Yahoo!® High Speed Internet Business Edition (SalesOne)	

IP AND IP VPN SERVICES PORTFOLIO (Click here for Portfolio content)		
DSL Services	***Internet Services***	***IP-Enabled ATM (IPATM)***
Yahoo!® High Speed Internet Business Edition)		
Network-Based VPN Services		Premises-Based VPN Services
AT&T VPN	Network-Based IP VPN Remote Access (ANIRA)	Advanced Network Services (ANX-Extranet)
Enhanced VPN Service	Secure IP/Dual Access	VPN Tunneling Services (AVTS)
MPLS Private Network Transport Service		

Table 2: IP and IP VPN Services Portfolio

The service offerings listed above show a high level of experience in converged voice, data, and video environments. These products, with the exception of Managed Internet Service (MIS), have not been included in the CALSC service offerings. These additional offerings can be addressed as modifications to the CALSC contract as needed. As experts in designing, implementing, and managing networks, our network provides high-quality service for voice, data, and video applications. As your convergence requirements grow, we continue to add new product offerings to our already extensive portfolio. AT&T is recognized as the leading worldwide provider of IP-based communications services to businesses and the leading U. S. provider of wireless, high speed Internet access, local and long distance voice, and directory publishing and advertising services.

C.1.2.1.5. Grow Small Business Opportunities. Promote small business participation.

AT&T Response: As part of our overall diversity strategy, AT&T remains committed to including service-disabled veteran-, minority-, and women-

owned businesses in our purchasing activities. We will continue to maintain and, where possible, grow business opportunities with diverse suppliers.

C.1.2.1.6. Obtain alternate solutions and sources, equal to or better than, what is currently used.

AT&T Response: AT&T continues to strive for alternate solutions and sources to provide equal or better solutions through the research and development of the AT&T Lab facility. Our Lab provides development teams to create new products and services and [redacted] of the world's best scientists and engineers including experts in advanced data networking, software engineering, systems integration & speech technology. In addition to traditional telecommunication services, our engineers continue to develop and deploy new technologies to automate and streamline the way AT&T interacts with customers.

C.1.3 CALSC Contract Scope

C.1.3.1 Authorized Users

This contract is for the use of all Federal agencies. All organizations listed in GSA Order ADM 4800.2E, Eligibility to Use GSA Sources of Supply and Services, January 3, 2000 (as updated) are eligible. The Government has the right to add authorized users at any time during the term of this contract up to the limits specified in Section H.3, Minimum Dollar Guarantee and Maximum Contract Limitation.

AT&T Response: AT&T understands the terms described in the requirement above.

C.1.3.2 Geographic Scope

C.1.3.2.1 The geographical boundaries include the originating and terminating service area defined as within the boundaries of the Area Codes of 224, 312, 630, 708, 773, and 847. The total geographical area shall include NPA/NXXs and Local Access and Transport Areas (LATAs) that are in the CALSC service area and are split into adjoining towns or counties are considered part of the CALSC. If an NPA/NXX was overlooked, split or overlaid, the definition of the CALSC area in this section will prevail and the NPA/NXX will be part of this agreement.

AT&T Response: AT&T understands that geographical boundaries are subject to change. [redacted] AT&T offers abundantly more coverage than our competitors. AT&T understands the coverage areas requested on CALSC to be the defined as the area codes 224, 847, 630, 773, 312, 331, 708, and 872. Additional charges may apply if boundary

extensions are expanded beyond the scope of this contract. [redacted] AT&T will provide a contract modification for any additional NPA/NXXs beyond the scope of this contract.

C.1.3.2.2. Multiple contract awards are preferred and will be based on the Offerors' ability to satisfy the functional requirements of the current Chicago MAA contract where currently commercially available. A single contract award may be limited in geographical coverage. Service locations and service delivery requirements, as dictated by the dynamics of the Government, may be adjusted over the period of the contract. Offerors shall provide voice and data telecommunication services with capacity and capability for the Federal Government's stated requirements. Offerors shall design, plan, implement, provide and maintain the services described in this solicitation.

AT&T Response: AT&T understands that while multiple contract awards are preferred, it is possible for a single contract to be awarded for geographical coverage. AT&T agrees and, if awarded, will provide voice and data telecommunications services including the design, implementation, and maintenance required in this solicitation.

C.1.3.2.3. In this solicitation, Offerors are not expected to provide services to the Federal Government where they do not provide service to commercial users. However, Offerors are required to serve locations within the CALSC boundaries state where they currently sell or resell local telecommunications services as mentioned in Section B. The Government plans to award multiple contracts for the CALSC. Only offers that meet the capabilities defined in Section C and the requirements in Section M, will be eligible for award. Award(s) will be made based on technical acceptability and price. If there is only one Offeror that meets the conditions of this solicitation, then only one award will be made. However, the Government reserves the right to reject all offers that do not offer a significant economic advantage.

AT&T Response: AT&T complies with the requirement above. AT&T will offer the services listed, where the services are available for commercial customers, some of which include DOD/DID Trunks, Business Lines, Centrex, ISDN PRI, ISDN BRI, T1s, Tie Lines, DS3, OC3, OC12, and OC48, including ancillary service-enabling devices.

C.1.3.3 CALSC Services

C.1.3.3.1. The Government has defined two service groups: voice services and data services, with related technical support and ancillary service enabling devices.

AT&T Response: AT&T offers both voice and data services, related technical services, CPE and service enabling devices (SEDs) as detailed in

the pricing submission of this response. A total solution, from design through implementation and management, or an individual product is provided based upon the Government's needs.

C.1.3.3.1.1. Voice services (VS).

Offerors may propose voice services to be eligible for a CALSC award. Voice services are specified in a functional manner in order to allow Offerors the flexibility to meet voice requirements with either traditional or emerging technologies. Offerors will have the additional flexibility to determine the extent of service coverage within the CALSC service area, Offerors are also encouraged to propose a complementary set of technical support services that enhance their voice service offerings.

AT&T Response: AT&T understands the importance of voice services and its emerging technologies such as Voice over Internet Protocol (VoIP). As new technologies become commercially available, AT&T will propose these additional voice services. AT&T appreciates the flexibility that CALSC has allowed by specifying voice services in a functional manner. AT&T meets these CALSC functional requirements with the use of traditional technologies such as analog Centrex, basic business lines and trunks, and where commercially available, emerging technologies. In order to enhance CALSC capabilities, we have proposed complimentary support services that further enhance our broad array of voice service offerings. The company's U.S. networks include:

- 66.5 million access lines.
- More than 12 million high speed Internet subscribers.
- Access to more than 47,500 Wi-Fi hot spots in more than 79 countries.

C.1.3.3.1.2. Data services.

Offerors may propose data services to be eligible for a CALSC award. The Government has specified a required set of data services described herein. An Offeror shall meet all requirements associated with that service. Offerors are allowed the flexibility to meet the data service requirements with emerging technologies. Offerors are also encouraged to propose a complementary set of technical support services and CPE that enhance their data service offerings.

AT&T Response: AT&T has included data services as part of our proposal. AT&T agrees and understands the importance of the data services specified by the Government. As emerging products and services become

commercially available, AT&T will propose these additional services for inclusion on CALSC. Additionally, AT&T will propose new technical support services and CPE that will enhance the current data service offerings. AT&T owns and operates world-class local, national and global wireline, wireless and IP/data networks, including one of the world's most advanced and powerful IP backbone networks, which uses Multiprotocol Label Switching (MPLS) technology to enable seamless integration of multiple networking technologies. This reliable, high-performance infrastructure helps businesses evolve toward IP and support diverse applications while still taking advantage of their existing network infrastructure.

C.1.3.3.2. A summary of the CALSC Services is provided in Table C.1-1. Offerors are encouraged to propose additional commercial services and equipment – that enable, enhance, or otherwise extend their service offerings and value to the Government.

AT&T Response: AT&T will provide the CALSC services as requested in Table C. 1-1 of the Government's request for proposal. (Note: Services may be provisioned with functional equivalents.)

Service Group	***Services and Products***
Voice Services (VS)	1. Analog Business Lines. 2. Analog Centrex Lines or Centrex type service. 3. Digital ISDN BRI Business Line 4. Digital ISDN PRI PBX System Access Line 5. Internet Access-Dynamic DSL 6. Internet Access-Static DSL 7. T-1/DS1 Access Line 8. T-3/DS3 Access Line 9. SONET 10. Interface to the Federal Technology Service FTS2001 Network and/or subsequent contract(s) awarded as its replacement (ie. NETWORX). 11. Provide Voice Messaging Services to include Voice Mail boxes, Automated Attendants, and Call Processors where the service is requested. 12. Equal access to the long distance carrier selected as the inter-exchange carrier (PIC) by dialing 1 before the long distance

Service Group	*Services and Products*
	number. The PIC selected may be the FTS2001 Network.
Data Services (DS)	13. Circuit Switched Data Service (CSDS) 14. Dedicated Transmission Service (DTS) 15 Internet Access Service (IAS)

Table 3: Table C.1-1 of Chicago Area Local Services Contract (CALSC)

We have inserted additional product line items in the pricing sheet for same type products but have not offered different type products in this proposal. AT&T is an industry leader in developing and deploying many of the communications services that Government customers depend on today, including broadband DSL, VoIP, wireless, and other emerging technologies. During the term of this contract, AT&T will keep the Government updated as to new product offerings as they are commercially available and when applicable could be added as a modification to the contract.

C.1.3.3.3. CALSC services include local access; i.e., the dedicated or switched connection from the Offeror's office to the customer's Service Delivery Point (SDP) and includes transmission. CALSC services include local access and transport, the connections between the Offeror's locations serving the originating and terminating SDPs within the CALSC service area, and the IXC access, the connection between the CALSC network and the IXC's Point of Presence (POP). The Offeror shall support IXC access by providing customer organizations the ability to choose the Government-specified Government Designated Interexchange Carrier (GDIXC)/Pre-subscribed Interexchange Carrier (PIC) for long distance services.

AT&T Response: AT&T's proposal includes local access services. We understand that the included transmission services may be dedicated or switched connections to our Service Delivery Point (SDP), connections between AT&T's locations that serve the originating and terminating SDPs within the CALSC service area, as well as the IXC access/connection between the CALSC network and IXCs Points of Presence (POP). AT&T supports IXC access, and our offer provides the Government the ability to choose Government-specified Government Designated Interexchange Carrier

(GDIXC)/Pre-subscribed Interexchange Carrier (PIC) to access long distance services.

C.1.3.3.4. Throughout the life of the contract, the Offeror shall provide access to all telecommunications services within the Offerors respective suite of offerings. As new services and features become available, the Offeror shall propose their inclusion in the CALSC contract within 30 calendar days. If there is sufficient interest within the Government, the contract shall be modified in accordance with Section H.14, New, Improved, or Additional Services.

AT&T Response: AT&T understands that throughout the life of the CALSC contract, AT&T shall propose access to all telecommunications services that are within our commercially available suite of offerings in the CALSC service area/location. When new services and features become available that enhance or further enable the existing suite of services on CALSC, AT&T will propose their inclusion in the CALSC contract within 30 calendar days of notice of product availability. We understand that if the Government is interested, the contract will be modified in accordance with Section H. 14. As a leading global telecommunications provider, AT&T consistently receives awards from leading industry analysts for its excellence in bringing new products and technologies to market.

C.1.4 Organization of the Statement of Work

Section C.2 describes required telecommunications services and features, including performance and interface requirements; Section C.3 describes requirements for management and operations services; Section C.4 describes the requirements for equipment that may be acquired under this contract; Section C.5 describes transition and implementation requirements; Section C.6 describes requirements for priority service and restoration of services and facilities; and Section C.7 summarizes general management requirements.

AT&T Response: AT&T understands the format the Government has used in CALSC to describe its requirements for telecommunications services, features, management and operations services, equipment requirements, transition and implementation requirements, priority services, restoral of services, and facilities, as well as the Government's general management requirements.

C.2 Telecommunications Services and Features

The general format of the technical sections is as follows:

General Service Requirements (C.2.1)

Voice Services (VS) (C.2.2)

Circuit Switched Data Services (CSDS) (C.2.3)

Dedicated Transmission Services (DTS) (C.2.4)

Internet Access Service (IAS) (C.2.5)

AT&T Response: As prescribed by the Government, AT&T follows the format in its technical section responses.

C.2.1 General Service Requirements.

Multiple contract awards are preferred and will be based on the Offerors' ability to satisfy the functional requirements of the current Chicago MAA contract where currently commercially available.

AT&T Response: AT&T understands.

C.2.1.1 Flexible Service Delivery Points (SDP)

C.2.1.1.1 The SDP is the interface point for the physical delivery of a service, the point used by the Offeror to identify the charges for services rendered. Each SDP is defined as the combined physical, electrical, and service interface between the Offeror's network and the Government's on-premises equipment, off-premises switching and transmission equipment, and other facilities, such as those provided by telephone central offices.

AT&T Response: [redacted] Associated Maintenance for the various SEDs (Service Enabling Device) referenced as an add-on in SDP-4 is as stated. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted]

A trip charge will be incurred by the Government for each order of service requiring technician dispatch. [redacted]

Maintenance also provides an eight business-hour response to non-emergencies.

[redacted]

C.2.1.1.2 The Government's requirements are for services and features to the SDP. Refer to Figure C.3-3. The Offeror shall deliver service to the SDP, and shall be responsible for service between the designated SDPs.

AT&T Response:

1.1 SDP 1

- Terminate at the Demarcation point.
- Tag at the termination point.

AT&T agrees to provide the local loop infrastructure between our central office/serving office and the Government's Minimum Point of Entry (MPOE). Service Delivery Point (SDP 1), also defined by AT&T and the Government as the Network Interface Device (NID), is consistent with the manner in which we currently provide service to Government customers in Chicago. Request for this service will be put on the TOPS order. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted] A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

1. 2 SDP 2 - PBX

- Tie into 66 block
- Tone and tag on inside cable from NID to PBX location
- Tag at the termination point.

AT&T agrees to provide a technician to tone and tag the existing cabling from NID to the 66 block for the PBX. The technician will tie down existing wire from the NID to the customer's 66 block and test. Request for this service will be put on the TOPS order with the transport. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted] A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

1. 3 SDP 2 - Multiplexer

- Tone and tag on inside cable to Multiplexer location
- Tag at the termination point.

AT&T agrees to provide a technician to tone and tag the existing cabling from NID to the location of the multiplexer. The technician will tie down existing wire from NID to the location of the multiplexer. End user to provide multiplexer and connections from SDP-2 to the multiplexer. Request for this service will be put on the TOPS order with the transport. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted] A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

1. 4 SDP 3

- Terminate at the demarcation point
- Tone and tag on inside cable to Intermediate Distribution Frame (IDF)
- Tone and tag on inside cable to jack
- Tag at the termination point.
- Install jack

AT&T agrees to provide a technician to tone and tag the existing cabling from NID to the location of the wiring closet (IDF), and to the jack. A request for this service will be put on the TOPS order with the transport. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted] A trip

charge will be incurred by the Government for each order of service requiring technician dispatch.

1. 5 SDP 4

- Run tone and tag on inside cable to desktop location
- Tag at the termination point.

AT&T agrees to provide a technician to tone and tag the existing cabling from existing jack to desktop. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted] A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

Additional charges apply for handsets, installation, testing and optional maintenance. The optional maintenance for the phone provides parts and labor repair, with no per-incident charge for covered repairs. Maintenance also provides an eight business-hour non-emergency response.

- Additional SDP considerations:
  - All SDP locations require acceptable facilities to tone & tag to defined SDP.
  - Any additional/new cabling requirements beyond a tone & tag will be billed with labor and materials charges as defined on the LABOR AND MATERIALS tab of the Excel pricing workbook.
- [redacted]
- AT&T has added the TRIP CHARGE line item entry to the LABOR AND MATERIALS tab for order requests in lieu of a TRIP CHARGE

entry on the FEATURES TAB as described in our initial response. A trip charge will be incurred by the Government for each order of service requiring technician dispatch. [redacted] Additionally, for repair visits, if the service failure is not a problem of the AT&T network, a trip charge will also apply. The reason this approach was taken on trip charges and order processing charges is that these charges are only charged once per order, not per line. By keeping them separate from SIC, great savings is achieved for the Government.

Optional Maintenance Service

- Service coverage Monday through Friday, 8 a.m. to 4:30 p.m., with repairs made at no additional charge.
- Four business hour response time for emergency situations.

C.2.1.1.3 Agencies require flexible SDPs under the CALSC contract. They require freedom to select the SDP location, so that they can maintain as much control over their telecommunications infrastructure as they feel is necessary and make the best use of their assets.

AT&T Response: AT&T has provided the agencies flexible SDPs. Each SDP is listed below with product and services for each SDP as follows:

SDP 1

- Terminate at the Demarcation point.
- Tag at the termination point.

AT&T agrees to provide the local loop infrastructure between our central office/serving office and the Government's Minimum Point of Entry (MPOE). Service Delivery Point (SDP-1), also defined by AT&T and the Government as the Network Interface Device (NID), is consistent with the manner in which we currently provide service to Government customers in Chicago. Request

for this service will be put on the TOPS order. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted] A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

1. 2 SDP 2 - PBX

- Tie into 66 block
- Tone and tag on inside cable from NID to PBX location
- Tag at the termination point.

AT&T agrees to provide a technician to tone and tag the existing cabling from NID to the 66 block for the PBX. The technician will tie down existing wire from the NID to the customer's 66 block and test. Request for this service will be put on the TOPS order with the transport. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted] A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

1. 3 SDP 2 - Multiplexer

- Tone and tag on inside cable to Multiplexer location
- Tag at the termination point.

AT&T agrees to provide a technician to tone and tag the existing cabling from NID to the location of the multiplexer. The technician will tie down existing wire from NID to the location of the multiplexer. End user to provide multiplexer and connections from SDP-2 to the multiplexer. Request for this service will be put on the TOPS order with the transport. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged

on each SDP but on an occasion basis [redacted] A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

1. 4 SDP 3

- Terminate at the demarcation point
- Tone and tag on inside cable to Intermediate Distribution Frame (IDF)
- Tone and tag on inside cable to jack
- Tag at the termination point.
- Install jack

AT&T agrees to provide a technician to tone and tag the existing cabling from NID to the location of the wiring closet (IDF), and to the jack. A request for this service will be put on the TOPS order with the transport.

Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted]

A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

1. 5 SDP 4

- Run tone and tag on inside cable to desktop location
- Tag at the termination point.

AT&T agrees to provide a technician to tone and tag the existing cabling from existing jack to desktop. Trip charge is not embedded in SDP. Trip charge is for travel to the location and is not charged on each SDP but on an occasion basis. [redacted]

[redacted] A trip charge will be incurred by the Government for each order of service requiring technician dispatch.

Additional charges apply for handsets, installation, testing and optional maintenance. The optional maintenance for the phone provides parts and labor repair, with no per-incident charge for covered repairs. Maintenance also provides an eight business-hour non-emergency response.

- Additional SDP considerations:
  - All SDP locations require acceptable facilities to tone & tag to defined SDP.
  - Any additional/new cabling requirements beyond a tone & tag will be billed with labor and materials charges as defined on the LABOR AND MATERIALS tab of the Excel pricing workbook.
- [redacted]
- AT&T has added the TRIP CHARGE line item entry to the LABOR AND MATERIALS tab for order requests in lieu of a TRIP CHARGE entry on the FEATURES TAB as described in our initial response. A trip charge will be incurred by the Government for each order of service requiring technician dispatch. This charge will be in addition to an Order Processing Charge and a SIC charge for the requested service. Additionally [redacted] The reason this approach was taken on trip charges and order processing charges is that these charges are only charged once per order, not per line. By keeping them separate from SIC, great savings are achieved for the Government.

Optional Maintenance Service

- Service coverage Monday through Friday, 8 a.m. to 4:30 p.m., with repairs made at no additional charge.
- Four business hour response time for emergency situations.

C.2.1.1.4 The Offeror shall deliver service to the agency-specified SDP location. The SDP may be located at the Minimum Point of Presence (MPOP) or the desktop. As the required SDP location moves away from the MPOP and towards the desktop, the Offeror's responsibilities increase. The Offeror's maintenance and network management responsibilities increase when service is extended to the desktop equipment. The Offeror may become responsible for the inside wiring, service enabling equipment, and the operational management of the service up to the CPE. Contract Line Item Numbers (CLINs) have been established in Section B. for the flexible SDP requirements.

AT&T Response: AT&T understands that our responsibilities may increase with the addition of each SDP. AT&T has provided the agencies with flexible SDPs. Five SDPs are available to accommodate the various termination points; described as SDP1, SDP-2 – PBX, SDP-2 – Multiplexer, SDP-3, and SPD-4.

C.2.1.1.5 The User-to-Network Interface (UNI) specifications for some flexible SDP requirements are described service-by-service in C.2.2.4., C.2.3.4., and C.2.4.4.

AT&T Response: AT&T understands.

C.2.1.2 Inside Wiring

C.2.1.2.1 The inside wiring for all orders shall be installed by the Offeror as part of the basic service up to the required SDP. For orders where the Government specified SDP is located beyond the MPOP and the existing connection between the serving office and the SDP meets the technical requirements, the Offeror may use the existing connection. If the infrastructure does not meet the service parameter the Offeror shall assume responsibility for installing inside wiring.

AT&T Response: AT&T will use existing wiring for all orders placed with the CLIN of an SDP. If the wire cannot be toned and tagged or is deemed unusable, or is absent, AT&T has the resources to provide the inside wiring product and installation services. We have provided pricing elements, in the pricing section, to accommodate an order for an inside wiring order without an SDP.

C.2.1.2.2. For orders where the existing connection between the serving office and the SDP is determined by the Offeror to be unsatisfactory, the Offeror shall provide notification of non-compliance in a Wiring Non-Compliance Report and propose a solution within five business days after service order acknowledgment. An unsatisfactory connection, by definition, does not allow the Offeror to provide service from the CALSC serving office to the SDP at the performance levels specified. The Offeror shall demonstrate, with appropriate engineering specifications and evidence, that the existing connection is unsatisfactory.

AT&T Response: [redacted] should AT&T determine that the Government-owned or non-GSA owned cable is unsatisfactory or unavailable beyond SDP -1, we will provide cable/wire, terminals, blocks, installation hardware and miscellaneous materials required to provision service from the Government's side of the demarcation (MPOE) up to and including SDP-3 on an "as required," per task order basis. On a per task order basis, we will charge in accordance with the Pricing Table. Please refer to Pricing Table tab for Labor and Materials to get labor and cable costs for new cabling.

C.2.1.2.3. Existing inside wiring may be owned and maintained by other Offerors, the commercial building owner, or the Government. When the Government agrees with the Offeror's assessment that the inside wiring is unsatisfactory, the Government may require that the Service Provider install inside wiring via a CLIN defined in Schedule B - Inside Wiring.

AT&T Response: AT&T has the resources to provide the inside wiring product and installation services. We have provided pricing elements, in the pricing section, to accommodate an order for inside wiring without an SDP.

C.2.1.2.4. The Government reserves the right to use other Offerors to upgrade the existing inside wiring or to install the new inside wiring. The Offeror shall coordinate with the building manager, agency telecommunications manager, and the wiring Offeror and may act as the Government's agent in accordance with Section G.1.3, Agent for the Government.

AT&T Response: AT&T understands that other offerors may be used to upgrade the existing wire or to install new wiring. AT&T will provide applicable DMARC information. We will work with other wiring offerors as described in Section G.1.3.

C.2.1.2.5. Inside wiring shall conform to Federal Information Processing Standards-Publications (FIPS-PUBS) 175 (Federal Building Standards for Telecommunications Pathways and Spaces), 176 (Residential and Light Commercial Telecommunications Wiring Standards), 187 (Administrative Standards for Telecommunications Infrastructure of Federal Buildings), and 195 (Federal Building Grounding and Bonding Requirements for Telecommunications). Inside wiring shall also conform to U.S. cabling and safety standards and guidelines as published by Building Industry Consulting Services Institute (BICSI) and the American National Standards Institute (ANSI)/Electronic Industry Association/Telecommunications Industries Association (EIA/TIA) 568/569/606/TSC-36/TSC-40, ANSI/National Fire Protection Association (NFPA)-70, and EIA/TIA568A.

AT&T Response: AT&T understands and agrees that all work to be done by AT&T under this contract will conform to Federal Information Processing Standards Publications. For Federal Government use, as many FIPS

standards had not been updated to adopt current or revised industry standards, FIPS have voluntarily adopted industry standards. AT&T conforms to FIPS PUB175, 176, 187, and 195 with the adopted ANSI standards as follows:

- FIPS PUB 175 adopted ANSI/TIA/EIA-560-1990
- FIPS PUB 176 adopted ANSI/TIA/EIA-570-1991
- FIPS PUB 187 adopted ANSI/TIA/EIA-606-1993
- FIPS PUB 195 adopted ANSI/TIA/EAI-607-1994

AT&T complies with all appropriate national and local codes, and all other directives referenced within this contract. As a leading standards-based telecommunications provider with more than 125 years of experience, AT&T conforms to, and meets or exceeds, accepted industry installation and repair practices. AT&T understands that all work and code compliance is subject to Government review and approval.

C.2.1.2.6. The complete inside cable distribution system shall be labeled in accordance with ANSI/EIA/TIA 606, Administration standard for the Telecommunications Infrastructure of Commercial Building, dated February 1993. Conductors shall be cabled so as to insure against induction in voice/data circuits.

AT&T Response: As a global telecom industry leader, AT&T's adopted inside wiring procedures are in accordance with applicable industry standards. AT&T complies with the standards referenced herein. On occasion, circumstances may arise where the method or area of service provision precludes a standard listed. If that occurs, AT&T proposes to review the necessary compliance at the time of any service implementation under CALSC. We understand that GSA will provide a list of any compliances that it wishes to have reviewed and confirmed at the time service is implemented.

C.2.1.2.7. All inside distribution cable installed under this contract shall meet the EIA/TIA/TSB-36 standard for data rates of 100 Mb/s for Category 5E. Unshielded Twisted Pair (UTP) cable shall conform to the EIA/TIA-568A, "Technical Systems Bulletin - 36 (TSB-36)," and to FIPS 174, "Federal Building Wiring Standard" for 5E cable, as appropriate, and shall be plenum rated.

AT&T Response: As a global telecom industry leader, AT&T's adopted inside wiring procedures are in accordance with applicable industry standards. AT&T complies with the standards referenced herein. On occasion, circumstances may arise where the method or area of service provision precludes a standard listed. If that occurs, AT&T proposes to review the necessary compliance at the time of any service implementation under CALSC. We understand that GSA will provide a list of any compliances that it wishes to have reviewed and confirmed at the time service is implemented.

C.2.1.2.8. The cable distribution system cable pair shall be fully tested with issuance of each task order. The cable records shall identify each cable as labeled, used cable pairs and bad cable pairs. Minimum test requirements are for opens, shorts, crosses, and split pairs on Category 5E voice cables, as appropriate. Crosstalk attenuation within the inside cable distribution system shall be within the applicable industry standards throughout the frequency range. All Category 5E cables, including connectors, shall be tested to ensure that proper installation practices were observed and that the installation meets the requirements of EIA/TIA TSB-36, "Additional Cable Specifications for Unshielded Twisted Pair Cables," and EIA/TIA TSB-40, "Additional Transmission Specifications for Unshielded Twisted Pair Connecting Hardware." These measurements shall be entered as part of the cable records. All cable records shall be available at acceptance testing and maintained thereafter in the agency's Telephone Switch Room or Main Distribution Frame (MDF) room. All future changes (used pair, failed pair, etc.) shall be posted in these records as the change occurs by the Offeror. The Offeror shall assure the cable meets the requirements of ANSI/ Insulated Cable Engineers Association (ICEA) S-84-608, S-85-625, Telcordia Documents as applicable, National Electric Code (NEC) -800-3 (B) and Underwriters Laboratories (UL) Section 800-3 (b). Amendment 2: Contractor shall be responsible for updating existing Government cable records.

AT&T Response: The Government point of contact (POC) will direct the AT&T installer to the requested cabling for use. Cables should be labeled as used cable pairs or bad cable pairs. AT&T will perform a tone and tag on each circuit designated for use as a minimum test requirement for opens, shorts, crosses, and split pairs on Category 5E voice cables. Installations will adhere to the requirements of EIA/TIA TSB-36 and EIA/TIA TSB-40. Any measurements, taken by the AT&T installer, will be entered as part of the cable records located in the agency's Telephone Switch Room or Main Distribution Frame (MDF) room. AT&T will use cable that meets the requirements of ANSI/ Insulated Cable Engineers Association (ICEA) S-84-608, S-85-625, Telcordia Documents as applicable, National Electric Code (NEC) -800-3 (B) and Underwriters Laboratories (UL) Section 800-3 (b).

AT&T installer will label the cable pairs used and communicate that information to the Government POC.

C.2.1.2.9. Cable shall be delivered within 25 feet or less of entrance into a building. The Government may require the Offeror to perform a system certification of the inside wiring between Government-designated points (e.g., the MPOP and the SDP) to document results prior to acceptance.

AT&T Response: Cable will be delivered to the established DMARC when available or to a new location within 25 feet or less of a building entrance. For any cable delivered beyond 25 feet of a building entrance, a separate price can be provided. If a system certification on existing inside wiring goes beyond tone and tag, an order from the Government to AT&T specifying additional cable engineering services will be required.

C.2.1.2.3 House Cable/Wire Installation and Maintenance

C.2.1.2.3.1 The Offeror shall be responsible for providing all cable/wire, terminals, blocks, installation hardware, and miscellaneous materials required to provision service to the SDP. The Offeror is responsible for all cross connections required to accomplish the complete installation to the SDP requested. Each cross connection and termination shall be labeled and recorded in the facility cable records.

AT&T Response: AT&T agrees to be responsible for providing cable/wire from AT&T to Service Delivery Point (SDP) 1 demarcation point, which is defined as the Network Interface Device (NID). Terminations will be labeled and communicated to the Government POC. The NID must be a registered interface device that will ensure the Public Switched Telephone Network (PSTN) is protected from any potential damage from the customer's equipment. AT&T will make certain that cable/wire systems continue to perform in accordance with the original equipment manufacture (OEM) specifications from the NID back to our central office through systematic maintenance, oversight, and testing of related equipment. On orders stating specific SDP location beyond SDP-1, AT&T will provide cable/wire, terminals, blocks, installation hardware, and miscellaneous materials as specified by the Government in this RFP. The materials and labor required to provision the service from the Government's side of the demarcation (NID) to the desktop will be quoted on an "as required," per task order basis. Upon installation

completion, terminations will be labeled and communicated to the Government POC. An example of such service might be to meet LAN cabling requirements. The CLINS for these services can be found on the Features and Labor and Materials tabs of the pricing workbook.

C.2.1.2.4. Existing Government House Cable / Wire

C.2.1.2.4.1. Existing cable/wire may be used at the Offeror's discretion and with coordination/approval of the Government representative; however, the Offeror is responsible for ensuring the performance requirements of the ordered service. Prior to the reuse of existing cable not currently in use, the Offeror shall tone, test, and label to ensure compliance with Original Equipment Manufacturer (OEM) performance standards. The Offeror shall be responsible for maintaining any cable owned by others when the Offeror has used the existing infrastructure to deliver service. The Offeror shall be responsible for maintaining any cable the Offeror installs or uses in a building. The government reserves the right to require and direct the use of existing cable and/or cable termination facilities (cable frames) or the installation of new cable. Necessary cross-connects shall be included as part of the Service Initiation Charge (SIC) for any service installation.

AT&T Response: AT&T will plan to use existing cable/wire at each Government location. Reusability of existing cable that is not currently being used will be determined by an AT&T technician who will perform a tone and tag to make certain that the use of such cable/wire will meet the parameters of the service being ordered and to provide the performance levels required for the specific service(s) ordered. When the testing is successful, the existing cable/wire is used at the time of the service installation and an end-to-end test occurs to ensure quality. The Government is notified of successful completion of the service installation. If the testing is not successful, the Government will be notified and an order for new cable/wire will be required from the Government prior to installation of service. AT&T warrants equipment and components procured under this contract for the period specified in the original equipment manufacturer's warranty. AT&T has included necessary cross-connects as part of the SIC (Service Initiation Charge) for any service installation.

C.2.1.2.4.2. The Offeror shall maintain a current inventory of the NPA/NXXs and telephone numbers assigned through the contract services, which shall be available and accessible electronically to the Government. The Offeror shall include status information on the numbers, to include but not limited to those assigned, deleted and or modified. The Offeror shall provide number portability at no cost to the Government. The Offeror shall ensure that the numbers are available for use when requested.

AT&T Response: [redacted]

C.2.1.3 Site Preparation

C.2.1.3.1 Any Offeror-provided equipment to be located on customer premises shall be placed in locations approved by the Government. Requests for Government-controlled space to house equipment shall include a primary and an alternate for each equipment location. The Offeror shall provide detailed information regarding floor space, ceiling height, electrical, environmental, and floor-loading requirements. The Government will provide space at the time of the Notice to Commence Work and will make every effort to provide the space in the primary location but in some cases may require use of the alternate space. This approval will be on a case by case basis. Where available, the Government will authorize the use of a reasonable amount of space and power without charge.

AT&T Response: AT&T understands that any contractor-provided equipment that needs to be located on customer premises must be placed in locations that the Government approves. Requests for Government-controlled space to house equipment will be for one contiguous space. This space will include a primary and an alternate for each equipment location. The Government will provide such space to AT&T at the time of the Notice to Commence Work and will make every effort to provide space in the primary space. If this is impossible, or if space is not available, AT&T will use ODC (Other Direct Cost) to cover the cost in order to deliver the service. AT&T understands that an alternate space may be required. AT&T will provide detailed information regarding floor space, ceiling height, electrical, environmental, and floor-loading requirements. AT&T understands that in Government-owned or

leased buildings, the Government will provide a reasonable amount of space, power and ground, without charge in order for us to house circuit terminating equipment such as CSU/DSU or terminating blocks. On a case-by-case basis, AT&T will coordinate and get approval through the GSA/Government representative for all equipment installations, prior to installation. Furthermore, we will specify any environmental requirements for our solution.

C.2.1.3.2 Requirements for commercial power, backup power, grounding, conduits, frames, terminals, room construction or environmental requirements shall be provided by the Offeror to the ordering agency. A site preparation survey report shall be provided to the Government by the Offeror for the proper equipment and service operation.

AT&T Response: AT&T will provide site preparation documentation to the Government necessary for proper equipment or service operation. Documentation will include requirements for commercial power, backup power, grounding, conduits, frames, terminals, room construction, or environmental requirements to the ordering agency.

C.2.1.4 Final Disposition of Government Owned Cable Plant and Equipment Manuals/Records

The Offeror shall convey to the government, on the final day of this contract, all current equipment and cable plant records, operational and maintenance manuals, and other pertinent documentation, at no additional cost to the Government. In addition, the Offeror shall make available all of the above information anytime requested by the Government representative throughout the contract term. Amendment 2: Reference C.2.1.4., The contractor shall be responsible for conveying all current equipment and cable plant records, manuals and other pertinent documentation as work is completed and accepted.

AT&T Response: The Government will, upon completion of the installation, own any cable plant, CPE equipment, and phone equipment purchased during the term of this contract. At time of installation acceptance, records will be available for work done on task orders that AT&T processes on this contract for cabling beyond SDP-1. When AT&T delivers to the point of demarcation (NETPOP and/or APOP) only, any cable plant and equipment on the AT&T side of the NETPOP and/or APOP will remain AT&T's property, and no plant records for that cable plant and equipment will be furnished.

C.2.1.5 Local Loops

CALSC VS and CSDS local access connections shall conform to the standards of Telcordia's Notes on the Networks (SR 2275).

AT&T Response: We understand and comply with the points of the requirement, as stated above. The pricing we've provided includes all basic capabilities, as required per the solicitation. AT&T supports the standards listed in the requirement above. We will provide voice and data services that adhere to the standards shown and will comply with any new versions and or modifications that may become available at no additional cost to CALSC.

C.2.1.6 Offeror Compatibility

The Offeror, as part of the basic service, shall support the customer as necessary in testing hardware and software that interfaces with the CALSC network to assure that the customer's systems, services, features, and applications function as required. When a non-standard solution is required to resolve a system incompatibility, the implementation of the solution shall be approved on an individual-case basis with the Government.

AT&T Response: AT&T will support the customer on testing hardware and software ordered from AT&T that interfaces with the CALSC network to assure that the customer systems, services, features, and applications function as required. For non-standard solutions, AT&T will look to the Government for approval. These solutions will be addressed on a case-by-case basis. A non-standard solution will be considered on an individual case basis, and additional charges could apply based upon the requirements.

C.2.1.7 Interoperability

C.2.1.7.1 The Offeror shall support interoperability for service offerings to allow a user of a service from one CALSC contract to be able to communicate with users of services from other service providers, CALSC and others, with equivalent service. The GSA recognizes that diFFerent levels of interoperability (i.e., partial or full) exist commercially, particularly in the area of data networking. Interoperability shall be made available for any service offered by the Offeror and be interoperable with other CALSC Offerors' service. The Offeror shall notify the GSA of the details regarding the degree of interoperability available for the services. In addition, the Offeror shall make any future service interoperable at no additional cost to the GSA when the Offeror proposes additional contract services.

AT&T Response: AT&T agrees to support interoperability for service offerings with other CALSC contract holders. AT&T understands that the Government may have services and equipment procured through other

contractual vehicles that will be interfaced with our product offer. These requirements include, but are not limited to, the following services:

- Local Service
- Intra-Local Access and Transport Area (LATA) toll
- Inter-LATA access
- Data networking (local and wide area)
- Inter-LATA transport
- International voice/data transport
- Wireless
- Electronic commerce
- Internet
- Electronic messaging

As the nation's largest provider of local and long distance service with approximately 66.5 million switched access lines in service and 23.5 million long distance lines, AT&T holds hundreds of interoperability agreements with a variety of telecommunications service providers that include, but are not limited to, major and minor CLECS, wireless providers, cable companies, and VoIP providers, as well as voice and data CPE manufacturers. As the largest provider of local telephone services in Illinois, AT&T will provide the Government with this support for the systems and services provided under these other contract vehicles, and with other telecommunications service providers using current or future interoperability agreements. While AT&T cannot agree to make any unknown future service interoperable at no

additional cost to the GSA, AT&T will agree to make future service interoperability decisions on a case-by-case basis.

C.2.1.8 Numbering Plan and Dialing Plan

C.2.1.8.1 The Offeror shall support a uniform numbering plan for all CALSC services that conforms to the North American Numbering Plan (NANP) and is consistent with the current FTS2001 dialing plan. New services shall be accommodated within this framework. The NXX blocks that are being used by CALSC are identified in Section J.3.1.

AT&T Response: AT&T understands and will support a uniform numbering plan for all CALSC services. It will conform to the North American Numbering Plan (NANP).

AT&T further understands that the numbering plan will be consistent with the current FTS2001 dialing plan, and that new services will be accommodated within this framework.

C.2.1.8.2 The Offeror shall be responsible for administering changes in the NANP affecting the CALSC network users. Changes shall be implemented no later than 30 calendar days after notification of NANP changes. Amendment 2: Reference C.2.1.8.2., The contractor shall administer changes in the NANP affecting the CENTREX network CALSC service users.

AT&T Response: AT&T understands the CALSC requirement to administer changes in the NANP that affect CALSC network users. As new NPA/NXX assignments or changes to these assignments are made by the North American Numbering Plan (NANP) Administrator, AT&T will implement these changes no later than 30 calendar days from the time they become public knowledge. AT&T provides NPA/NXX information 24x7 at the following AT&T website: www.AT&T.com/areacodes .

www.nanpa.com – NeuStar, the North American Numbering Plan Administrator, is responsible for managing the telephone numbering plan shared by the United States, Canada, Bermuda, and many Caribbean nations.

C.2.1.8.3 The Offeror shall be responsible for the compatibility of the CALSC numbering scheme with the numbering plan of both the GDIXC networks and the local exchange network. Current FTS2001 subscriber numbers shall be maintained whenever technically possible. Detailed information regarding the FTS2001 numbering and dialing plans will be provided to Offerors after contract award through the release of individual TOPS orders.

AT&T Response: AT&T complies with the Government's requirement for compatibility of the CALSC numbering scheme with the numbering plan of both the GDIXC networks and the local exchange network. AT&T understands the Government's desire for this contract to provide Government users continuity of services for local telecommunications and to serve as a stable platform for the Chicago Area Local Services Contract. AT&T interfaces with the FTS2001 Contract and will provide the same level of interface with any subsequent awards as its replacement. Along with this requirement, AT&T provides equal access for PIC and LPIC. AT&T will make every effort to maintain existing subscriber numbers as required by the GSA. As the LEC provider and in order to make appropriate provisions in the proposed contract numbering plan, AT&T will work with the Government regarding its current or future numbering plans. AT&T understands that all new services are to be accommodated within this framework. After contract award, AT&T understands that the Government will approve the AT&T routing plan.

C.2.1.9 Performance

The Offeror shall be responsible for all aspects of the Quality of Service (QoS), security, interconnectivity, and interoperability in support of delivery of CALSC services. The applicable performance parameters for each service are specified in C.2.2 through C.2.5. Each performance parameter is defined in terms of the minimum acceptable level of performance for the service or feature. The Offeror shall deliver services at a performance level equal to or greater than prevailing standards. If the available commercial performance parameter is more demanding than the minimum acceptable level specified in this contract, the available commercial performance parameter shall prevail.

AT&T Response: AT&T will be responsible for the Quality of Service (QoS) over which AT&T has control, including areas of security, interconnectivity, and interoperability in support of delivery of CALSC services. As requested, the applicable performance parameters for each service are specified in C.2.2 through C.2.5 and is defined in terms of minimum acceptable level of performance for the specified service or feature. AT&T will deliver these services at a performance level that is equal to or greater than the prevailing

standards. Where the commercial performance parameter is stricter than the minimum acceptable level specified, the commercial performance parameter will be applied. AT&T is committed to a standards-based network and service platform. AT&T's critical network, architecture, and service requirements drive the development and delivery of industry standards that achieve zero-touch, reliable, and scalable technology solutions provided by multiple vendors. Our customers benefit the most when standards are used to drive industry suppliers to develop products and services that are interoperable. As a leading telecommunications provider, AT&T participates in many industry forums that develop specifications, implementation agreements, and accredited standards.

C.2.1.10 System Attributes

The Offeror shall meet the following general system minimum requirements over the life of this contract, or the prevailing industry standard, whichever is more stringent:

C.2.1.10.1 Reliability

The maintainable design life of all Offeror-provided components, circuits, and equipment shall be at least five years. The design life shall be on the basis that normal recommended maintenance procedures will be followed. Systems shall be designed with sufficient redundancy to ensure system availability as referenced in C.2.1.10.4.

AT&T Response: AT&T agrees and will honor the equipment manufacturer's commitment. AT&T will select products with five-year design life remaining, when possible.

C.2.1.10.2 Robustness

The Offeror's infrastructure shall be sufficiently robust that failure of any single system or component will not cause loss of service to more than 10% of their CALSC subscribers. Downtime consists of all time required to restore the system.

AT&T Response: AT&T understands and will meet the need for CALSC services 24 hours a day, seven days a week availability. [redacted] For Dedicated Services, AT&T's service availability shall be at least 99. 5% from our central office facility up to the NID or SDP-1. [redacted]

[redacted] AT&T gives the GSA superior service so that the GSA and its customers receive the best possible support on Switched Access Services. To enable the Government to receive this level of service, AT&T has assigned a Service Executive who is a customer advocate for working through critical needs and escalating issues regarding services.

[redacted]

AT&T is not responsible for another vendor's failure that may affect AT&T's service. Industry standard does not include scheduled maintenance downtime as part of the performance measurements. Therefore, AT&T will exclude any scheduled downtime from our measured ratings.

AT&T's preventative scheduled maintenance is routinely part of all customer service. AT&T will provide scheduled maintenance and will conduct said maintenance during hours that are the least disruptive to the customer, usually 10:00 p.m. to 6:00 a.m. and the maintenance will not negatively impact service.

In addition, AT&T's maintenance department is staffed, 24x7x365. The Network is monitored on a full-time basis by machine testing and through the efforts of the on-line maintenance staff. Due to the redundant nature of the

Network and Central Office switching, many problems are identified and repaired before the customer is affected or even is aware a problem may have occurred.

[redacted]

Included in our request to customers for a maintenance window, AT&T advises the customer that the circuit will be down and unusable during a specified period and estimated amount of time. The amount of estimated down time is stated in the maintenance request. If for some reason, during the maintenance job, unexpected issues develop that would prevent the scheduled maintenance from being completed within the specified timeframe, AT&T will stop the work, restore the circuit and advise the customer work was not completed.

We will then request a new maintenance window for another time.

C.2.1.10.3 Warranty Period

All equipment and components procured as a unit under this contract shall be warranted for a period not less than the time specified in the original equipment manufacturer's warranty. Repair or replacement of any item during the warranty period shall be at no cost to the Government, and the Offeror shall provide substitute equipment during the period of repair. These rights shall be in addition to those provided by FAR 52.246-20 (Warranty of Services), Section I-92.

AT&T Response: AT&T warrants equipment and components procured by AT&T for the Government under this contract for the period specified in the original equipment manufacturer's warranty. AT&T further agrees that repair or replacement of an item during the warranty period will be at no charge to the Government and AT&T, in accordance with the manufacturer's warranty, will provide substitute equipment (if required) during the period of repair.

C.2.1.10.4 Availability of Service

CALSC services shall be available 24 hours a day, seven days a week. The availability of each required service shall be at least 99.5 percent at each SDP. For purposes of the CALSC contract, the availability shall be calculated as follows:

$$Availability = \frac{\text{Total Uptime} \times 100}{\text{Total Uptime} + \text{Total Downtime}}$$

AT&T Response: [redacted]

Total uptime is the total amount of time the service is available within a one-month period. Total downtime is the total amount of time that the service is unavailable within a one-month period. Total downtime includes scheduled maintenance downtime if the service is unavailable for use.

AT&T Response: [redacted] AT&T agrees to be responsible for 99.5 percent availability for its portion of the service up to SDP-1. AT&T is not responsible for another vendor's failure that may affect AT&T's service. Industry standard does not include scheduled maintenance downtime as part of the performance measurements. Therefore, AT&T will exclude any scheduled downtime from our measured ratings.

C.2.1.10.5 Network Synchronization

The CALSC network shall be capable of supporting a common and highly accurate timing mechanism traceable back to a Stratum 3 source. Specific timing required will be identified on the individual TOPS order.

AT&T Response: AT&T's network supports timing mechanisms back to a Stratum 3 source. Since Stratum sources and specifications vary by vendor, AT&T will require that the Government provide synchronization information on each TOPS order to ensure appropriate timing resources.

C.2.1.10.6 Network Architecture

The Offeror shall implement a network architecture that delivers specified services and features throughout the CALSC service area and interfaces with the Public Switched Network in a manner that meets the requirements of this Statement of Work. The Offeror is responsible for all maintenance, administration, upgrades, etc., for all network based systems and service.

AT&T Response: AT&T's current network architecture delivers Government customers specified services and features. [redacted] local provider of services in Chicago, AT&T provisions, implements and maintains our offered services and facilities in a cost-effective manner. Within the CALSC service area, AT&T agrees to interface with the Public Switched Telephone Network in a manner that meets the requirements of this proposal. AT&T

agrees to assume responsibility for all maintenance, administration, upgrades, etc, for all its network-based systems and services. AT&T is the largest provider of local and long distance services in the United States and we provide access to the Public Switched Telephone Network worldwide.

C.2.1.10.7 The service, including all hardware and software, must be maintained and upgraded in accordance with industry and manufacturer specifications and standards. As part of the baseline service, Offeror shall provide modifications to switching platform mandated by industry changes and/or manufacturer's requirements. Advance notification shall be provided a minimum of two weeks for any change affecting service delivery.

AT&T Response: AT&T maintains and upgrades our network based upon needs of the business and in accordance with industry and manufacturer specifications and standards. AT&T will strive to meet the requirement of a minimum of two weeks for any hardware or software change that would affect service delivery.

C.2.1.10.8 The current service/system/station, feature information is provided in Section J, Attachments J-2. The information is not intended to be all inclusive. The government seeks a solution that is commercially available and comparable to the existing functionality.

AT&T Response: AT&T understands the Government's objectives. Our response addresses the products and services requested in this RFP by the Government. Where applicable, we have inserted additional services, systems, and features that are currently available from AT&T in Chicago. AT&T will propose new products and services to the Government throughout the life of this contract as they become commercially available. The price list provided with this response is intended to address the requirements as stated in the RFP. Additional products and services can be addressed as modifications to the CALSC contract as needs dictate.

C.2.1.10.9 Offeror shall provide electronic billing media capable of interfacing with the Government Telecommunications Ordering and Pricing System (TOPS). The file formats are provided in Section J.6.

AT&T Response: [redacted]

offer billing information in the file formats outlined in Section J of the CALSC RFP. AT&T can provide, through electronic media (CD or email), the invoice

data fields identified as acceptable by the Government in the Review Comments document issued on March 22, 2007, [redacted] AT&T will provide the data in ASCII format with fixed-length fields. After award, AT&T will develop a mutually acceptable data dictionary defining field lengths, content, and order of information.

C.2.1.10.10. Service Reliability and Automatic Processor Reload

The service(s) shall be based on technology that has critical component redundancy as well as automatic system re-initialization to the identical level of service prior to need for reload.

AT&T Response: AT&T complies with the requirement above. AT&T designed and engineered its network to provide consistent, high quality levels of service. Trained technicians monitor and maintain the network 24 x 7 x 365 providing customers with reliable service. AT&T's network is monitored at numerous Network Operations Centers worldwide. Historically, as FCC reports will confirm, AT&T meets its own 99.999% uptime goal, which confirms dependable, local telecommunications switched service for our customers.

C.2.1.10.11. Transmission Service.

Voice, Data and Video Transmission Service offerings shall be provided where available. Service requirements may include, but are not limited to the functionality supporting DOD/DID trunks, business lines, Centrex -like service and related features, internet services, T-1, T-3, SONET and ISDN BRI/PRI. These services may include digital information transport and processing for connection of voice, video, and data terminals to the Public Switched Network (PSN), Internet Protocol/World Wide Web (IP/WWW), Local/Wide Area Networks (LAN/WANs), and Point-to-Point connectivity.

AT&T Response: AT&T currently provides voice, data, and video services to Government customers, and although video transmission service is not listed as part of the services required under this contract, AT&T is able to provide pricing via a contract modification in the future if these video services are required. We support transmission services via DOD/DID trunks, business lines, Centrex-like service and related features, internet services, T-1, T-3, SONET, ISDN BRI/PRI, and many more products and services.

AT&T also supports leading technology emerging applications such as Voice over IP and Unified Messaging. Our Network-based IP VPN Service with Voice Over IP is an example of how AT&T can work to meet your requirements for connectivity from a variety of endpoints and transport methods. Should the Federal Government agencies in the Chicago area desire these new technologies, AT&T will be happy to determine availability, price, and will negotiate modification to this contract to accommodate agency needs.

C.2.1.10.12. Conformity to Standards

C.2.1.10.12.1. Throughout Section C, references are made to standards (including interim standards, Internet Engineering Task Force [IETF], Requests for Comments [RFCs], or defacto standards) as they exist at the time of issuing this RFP. Compliance with the latest versions of these standards is expected throughout the duration of the contract. Considering the evolving nature of standards in the telecommunications industry, discussions may be held semiannually between the Offeror and the Government to assess the impact of any changes in standards on the CALSC network. The Offeror shall prepare a draft Technology Refreshment Plan with the initial proposal, a final no later than 30 calendar days after award, and updates (see Sections H. and G.) semiannually thereafter that incorporates the agreed changes.

AT&T Response: AT&T is committed to a standards-based network and service platform and, accordingly, uses AT&T's critical network architecture and service requirements to drive the development and delivery of industry standards that achieve zero-touch, reliable and scalable technology solutions provided by multiple vendors. Our customers benefit the most when standards are used to drive multiple suppliers to deliver non-proprietary products that are interoperable. For additional information, please see the draft Technology Plan we have included as Attachment 3.

The table on the following pages is a representative sampling of AT&T's involvement in industry forums. AT&T participates in many industry forums that develop specifications, implementation agreements and accredited standards.

Industry Forum
Alliance for Telecommunications Industry Solutions (ATIS) 3GPP ESIF IIF NIPP NRSC OBF OPTXS PRQC PTSC TMOC WTSC
Acoustical Society of America (ASA)
Common Ground Alliance (CGA)
Common Interest Group for Routing and Rating (CIGRR)
Consumer Electronics Association (CEA) (Tech. Committees)
Digital Living Network Alliance (DLNA)
DSL Forum
ENUM Forum (ENUM) CC1 ENUM LLC
EPCglobal US
Fixed Mobile Convergence Alliance (FMCA)
Full Service Access Network (FSAN)
Home Phoneline Networking Alliance (HomePNA)
Institute of Electrical and Electronics Engineers (IEEE) - Committee 802
Institute of Electrical and Electronics Engineers Standards Association (IEEE) Broadband Power Line Working Groups P1901 and P1775
Institute of Electrical and Electronics Engineers Standards Association (IEEE-SA)
International Electrotechnical Commission (IEC)
International Standards Organization (ISO)
International Telecommunication Union (ITU), ITU-R and ITU-T
Internet Engineering Task Force (IETF)
Internet Society (ISOC)
IP Data Records Forum (IPDR)
IPsphere Forum (ISPF)
JAIN (Sun Microsystems, Inc.) / JCP
Linguistic Data Consortium (LDC)
Metro Ethernet Forum (MEF)

Industry Forum
MFA Forum
Multimedia over Coax Alliance (MoCA)
MultiService Forum (MSF)
National Emergency Number Association (NENA)
Network Reliability and Interoperability Council (NRIC)
Object Management Group (OMG)
Open Grid Forum (OGF)
Open IPTV Alliance
Open Mobile Alliance (OMA)
Optical Internetworking Forum (OIF)
Organization for the Advancement of Structured Information Standards (OASIS)
The Parlay Group
Society of Cable Telecommunications Engineers (SCTE)
Society of Motion Picture and Televison Engineers (SMPTE)
Software Defined Radio Forum (SDR Forum)
Telecommunications Industry Association (TIA) TIA FO-4 TIA TAG IEC TC76 TIA TR-41
TeleManagement Forum (TM Forum)
United States ITU Association (USITUA)
Universal Plug and Play Forum (UPnP)
Video Services Forum (VSF)
Voice XML Forum
VoIP Security Alliance (VoIPSA)
WiMAX Forum (WiMAX)
Wi-Fi Alliance
Wireless Communications Association International (WCA)
World Wide Web Consortium (W3C)

Table 4: AT&T Participation List of Industry Forums

AT&T has provided a draft Technology Refreshment Plan with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh the plan on a semi-annual basis.

C.2.1.10.12.2. Service provided to the Government shall conform to the standard commercial offerings. If the Offeror implements a new or modified standard for any customer in the CALSC service area for a service in the CALSC contract, the Offeror shall propose to implement the change into the CALSC network within six months in accordance with C.7.2, Systems Changes. If a customer organization wants conformance to a new standard earlier, than the Offeror's commercial plan for development, then it shall be negotiated on an individual-case basis.

AT&T Response: As a recognized, standards-based, leading telecom provider, AT&T complies with the latest versions of these standards. We agree with the points of the requirement and will comply throughout the duration of CALSC. AT&T will provide service to the Government that conforms to the same standards as that of our commercial service offerings. Requests for conformance to a new standard sooner than AT&T's commercial plan for development will be negotiated with the Government on an individual case basis.

C.2.1.10.12.3. Where multiple standards are cited, the order of precedence shall be effective in the following order of precedence unless otherwise noted:

AT&T Response: AT&T complies with the latest versions of standards. We understand where multiple standards are cited, the order of precedence shall be effective.

C.2.1.10.12.3.1. Federal Information Processing Standards.

AT&T Response: AT&T meets or exceeds the standards listed herein and understands that inside wiring will conform to Federal Information Processing Standards Publications (FIPSPUBS) 175, 176, 187, and 195. According to the Federal Information Processing Standards Publications(FIPSPUBS) website: (http://www.itl.nist.gov/fipspubs/withdraw.htm), FIPS 175, 176, 187, and 195 have adopted voluntary industry standards for Federal Government use. The Government no longer mandates standards that duplicate industry standards. Federal Government departments and agencies are directed by the National Technology Transfer and Advancement Act of 1995 (P.L. 104-113), to use technical industry standards that are developed in voluntary consensus standards bodies. Since they had not been updated to adopt

current or revised industry standards, these FIPS have been withdrawn by the Government and replaced with ANSI/EIA/TIA standards as follows:

FIPS NO.	*Title*	*Date of Publication*	*Date Withdrawn*	*Federal Register Citation Volume/Page*
175	Federal Building Standard for Telecommunications Pathways and Spaces (ANSI/EIA/TIA-569-1990)	92 Aug 21	00 Feb 25	65FR/10050
176	Residential and Light Commercial Telecommunications Wiring Standard (ANSI/EIA/TIA-570-1991)	92 Aug 21	00 Feb 25	65FR/10050
187	Administration Standard for the Telecommunications Infrastructure of Federal Buildings (ANSI/TIA/EIA-606-1993)	94 Aug 11	00 Feb 25	65FR/10050
195	Federal Building Grounding and Bonding Requirements for Telecommunications (ANSI/TIA/EIA-607-1994)	95 Aug 15	00 Feb 25	65FR/10050

Table 5: ANSI/EIA/TIA Standards

As a global, standards-based telecom industry leader, AT&T inside wiring procedures are in accordance with applicable industry standards. AT&T complies with the standards referenced herein. There may arise a circumstance where the method or area of service provision precludes a standard listed. Should this circumstance arise, AT&T proposes to review the necessary compliances at the time of any service implementation under this CALSC contract. It will be understood that GSA will provide a list of any compliances that it wishes to have reviewed and confirmed at the time of service implementation. AT&T meets technical specifications and standards that are outlined by the following industry groups:

- National Electric Code
- Electronic Industry Association (EIA)
- Telecommunications Industry Association (TIA)
- Building Industry Consulting Service International (BICSI)
- American National Standards Institute (ANSI)
- Institute of Electronics and Electrical Engineers (IEEE)
- Local codes and industry minimum safety, transmission, installation and material quality standards.

C.2.1.10.12.3.2. Other Federal Standards

AT&T Response: As a global, standards-based telecommunications industry leader, AT&T is in accordance with applicable industry standards. AT&T complies with the standards referenced herein. AT&T meets technical specifications and standards that are outlined by the following industry groups:

- National Electric Code
- Electronic Industry Association (EIA)
- Telecommunications Industry Association (TIA)
- Building Industry Consulting Service International (BICSI)
- American National Standards Institute (ANSI)
- Institute of Electronics and Electrical Engineers (IEEE)

If a circumstance should arise where the method or area of service provision precludes a standard listed, AT&T would review the necessary compliances at that time. It is understood that GSA will provide a list of any compliances

that it wishes to have reviewed and confirmed at the time of service implementation.

C.2.1.10.12.3.3. Federal Telecommunications Recommendations (FTRs)

AT&T Response: AT&T inside wiring procedures are in accordance with applicable industry standards. AT&T complies with the standards referenced herein.

C.2.1.10.12.3.4. Industry forums (e.g., North American Integrated Services Digital Network (ISDN) Users Forum [NIUF], Frame Relay Forum, Asynchronous Transfer Mode Forum [ATMF])

AT&T Response: AT&T complies with the latest versions of these standards.

C.2.1.10.12.3.5. Internet Activities Board (IAB)

AT&T Response: AT&T complies with the latest versions of these standards.

C.2.1.10.12.3.6. ANSI, Electronic Industries Association [EIA], Institute for Electrical and Electronic Engineers (IEEE), Insulated Cable Engineers Association (ICEA), National Electric Code (NEC), Telecommunications Industry Association [TIA] Telecommunications Industry Forum (TCIF), and Underwriters Laboratories (UL) standards.

AT&T Response: AT&T complies with the latest versions of these standards.

C.2.1.10.12.3.7. Telcordia

AT&T Response: AT&T supports the Telcordia standards. AT&T is a member of most national and international standard bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.1.10.12.3.8. International Telecommunications Union-Telecommunications Service Sector (ITU-TSS)

AT&T Response: AT&T complies with these standards.

C.2.1.10.12.3.9. Proprietary standards

AT&T Response: Clarification: AT&T complies with many proprietary and defacto standards, but we cannot comply with all manufacturer's proprietary standards. AT&T will evaluate any proprietary standards as needed.

C.2.1.10.12.4. The Government reserves the right to waive the standards requirement for any service.

AT&T Response: AT&T understands that the Government reserves the right to waive the standards requirement for any service. However, AT&T will agree only when there is no degradation to its overall service delivery.

C.2.1.10.12.5. The Offeror shall support connections for switched and dedicated applications and shall provide service at the highest commercially-available standards over the life of the contract. The services shall conform to the following publications:

AT&T Response: AT&T complies with appropriate national and local codes, and all other directives referenced within this contract. As a leading, standards-based telecom provider with more than 125 years of experience, AT&T conforms to—and meets or exceeds—accepted industry installation and repair practices. AT&T understands that all work and code compliance is subject to Government review and approval.

C.2.1.10.12.5.1 ANSI T1.101

AT&T Response: AT&T complies with appropriate national and local codes, and all other directives referenced within this contract. As a leading, standards-based telecom provider with more than 125 years of experience, AT&T conforms to—and meets or exceeds—accepted industry installation and repair practices. AT&T understands that all work and code compliance is subject to Government review and approval.

C.2.1.10.12.5.2 ANSI ISDN

AT&T Response: AT&T supports the standards of ANSI ISDN listed above. We will provide voice and data services that adhere to the standards and will comply with new versions and or modifications that may become available. AT&T will support the national standards for ISDN lines at Government-specified buildings for the duration of CALSC.

C.2.1.10.12.5.3 ANSI SS7 standards

AT&T Response: AT&T supports the standards listed above. AT&T is a member of most national and international standards bodies. As international standards for existing and emerging telecommunications standards evolve,

AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.1.10.12.5.4 Telcordia Notes on the Networks, Issue 4, October 2000

AT&T Response: AT&T supports the standards listed above. AT&T is a member of most national and international standards bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.1.10.12.5.5 All applicable Telcordia, ANSI and ITU standards

AT&T Response: AT&T supports the standards listed above. AT&T is a member of most national and international standards bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.1.10.12.5.6 ITU-Terminating Equipment (TE). 164 as interpreted by the Industry Number Committee of ATIS

AT&T Response: AT&T supports the standards listed in the requirement above. We will provide voice and data services that adhere to the standards shown and will comply with new versions and or modifications that may become applicable.

C.2.1.10.12.5.7 The Offeror shall comply with all new versions, amendments, and modifications to the above documents and standards as they become applicable.

AT&T Response: AT&T understands and will comply with new versions, amendments, and/or modifications that may become applicable.

C.2.1.10.12.5.8. The Offeror shall support any combination of custom ISDN lines and ISDN lines that conform to the national standard at specified Government buildings throughout the life of the contract.

AT&T Response: AT&T will support combination of custom ISDN that conforms to the national standard for ISDN lines at Government-specified buildings for the duration of the CALSC.

As applicable, voice services shall also conform to:

C.2.1.10.12.5.9 IEEE 802.1p/q, 802.3x

AT&T Response: AT&T understands and conforms to these standards.

C.2.1.10.12.5.10 Internet Engineering Task Force (IETF) RFC 2132 for Dynamic Host Configuration Protocol (DHCP)

AT&T Response: AT&T understands and conforms to the following:

1. IEEE 802.1p/q, 802.3x
2. Internet Engineering Task Force (IETF) RFC 2132 for Dynamic Host Configuration Protocol (DHCP)
3. IETF RFCs 2916 (ENUM), 2806
4. IETF RFCs for Internet Protocol (IP) IPv4. IPv6 when and where offered commercially by the contractor
5. ITU RFC 1349 ToS, 2474,2475 DiffServ

C.2.1.10.12.5.11 IETF RFC's 2916 (ENUM), 2806

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to IETF RFC's 2916 (ENUM), 2806.

C.2.1.10.12.5.12 IETF RFC's for Internet Protocol (IP) IPv4. IPv6 when and where offered commercially by the Offeror.

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to IETF RFC's for Internet Protocol (IP) IPv4; IPv6 when and where offered commercially by the contractor.

C.2.1.10.12.5.13 ITU RFC 1349 ToS, 2474,2475 DiffServ

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to ITU RFC 1349 ToS, 2474,2475 DiffServ.

C.2.1.10.12.5.14 ITU-TE.164 as interpreted by the Industry Number Committee of Alliance for Telecommunications Industry Solutions (ATIS).

AT&T Response: AT&T understands and agrees. As applicable, services also conform to ITU-T E.164 as interpreted by the Industry Number Committee of Alliance for Telecommunications Industry Solutions (ATIS).

C.2.1.10.12.5.15 ITU-T G.107

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to ITU-T G.107.

C.2.1.10.12.5.16 ITU-T G.711, G.723.x, 7.26, G.728, or G.729.x

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to ITU-T G.711, G.723.x, 7.26, G.728, or G.729.x.

C.2.1.10.12.5.17 ITU-T H.248.1 MEGACO, H.323, H.350 when and where offered commercially by the Offeror.

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the contractor.

C.2.1.10.12.5.18 ITU-T Q.700 series recommendations for Signaling System No. 7

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to ITU-T Q.700 series recommendations for Signaling System No. 7.

AT&T supports the standards' references made throughout Section C. The offeror, as applicable, will comply with the latest versions of these standards throughout the duration of the contract. RFCs and other references may not yet be classified as standards (de-facto) or not generally accepted and deployed. However, as telecommunications technologies evolve, AT&T will have discussions with the Government semi-annually to determine the impact of these changes on the CALSC network. As defined in Sections G and H, AT&T has provided a draft Technology Refreshment Plan as Attachment 3 with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh it on a semi-annual basis.

C.2.1.10.12.5.19 ITU-T T.30, T.37, and T.38

AT&T Response: AT&T supports the standards' references made throughout Section C. The offeror, as applicable, will comply with the latest versions of these standards throughout the duration of the contract. RFCs and other references may not yet be classified as standards (de-facto) or not generally accepted and deployed. However, as telecommunications technologies evolve, AT&T will have discussions with the Government semi-annually to determine the impact of these changes on the CALSC network. As defined in Sections G and H, AT&T has provided a draft Technology Refreshment Plan with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh it on a semi-annual basis.

C.2.1.10.12.5.20 Lightweight Directory Access Protocol (LDAP)

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to Lightweight Directory Access Protocol (LDAP).

AT&T supports the standards' references made throughout Section C. The offeror, as applicable, will comply with the latest versions of these standards throughout the duration of the contract. RFCs and other references may not yet be classified as standards (de-facto) or not generally accepted and deployed. However, as telecommunications technologies evolve, AT&T will have discussions with the Government semi-annually to determine the impact of these changes on the CALSC network. As defined in Sections G and H, AT&T has provided a draft Technology Refreshment Plan with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh it on a semi-annual basis.

C.2.1.10.12.5.21 Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Offeror

AT&T Response: AT&T understands and complies. As applicable, services will also conform to Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the contractor.

AT&T supports the standards' references made throughout Section C. The offeror, as applicable, shall comply with the latest versions of these standards throughout the duration of the contract. RFCs and other references may not yet be classified as standards (de-facto) or not generally accepted and deployed. However, as telecommunications technologies evolve, AT&T will have discussions with the Government semi-annually to determine the impact of these changes on the CALSC network. As defined in Sections G and H, AT&T has provided a draft Technology Refreshment Plan with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh it on a semi-annual basis.

C.2.1.10.12.5.22 Real-Time Transport Protocol (RTP) IETF RFC 3550

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to Real-Time Transport Protocol (RTP) IETF RFC 3550.

AT&T supports the standards' references made throughout Section C. The offeror, as applicable, shall comply with the latest versions of these standards throughout the duration of the contract. RFCs and other references may not yet be classified as standards (de-facto) or not generally accepted and deployed. However, as telecommunications technologies evolve, AT&T will have discussions with the Government semi-annually to determine the impact of these changes on the CALSC network. As defined in Sections G and H, AT&T has provided a draft Technology Refreshment Plan with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh it on a semi-annual basis.

C.2.1.10.12.5.23 Session Initiation Protocol (SIP) IETF RFC 3261 when and where offered commercially by the Offeror

AT&T Response: As applicable, services shall also conform to Session Initiation Protocol (SIP) IETF RFC 3261 when and where offered commercially by the contractor

AT&T supports the standards' references made throughout Section C. The offeror, as applicable, shall comply with the latest versions of these standards throughout the duration of the contract. RFCs and other references may not yet be classified as standards (de-facto) or not generally accepted and deployed. However, as telecommunications technologies evolve, AT&T will have discussions with the Government semi-annually to determine the impact of these changes on the CALSC network. As defined in Sections G and H, AT&T has provided a draft Technology Refreshment Plan with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh it on a semi-annual basis.

C.2.1.10.12.5.24 Transmission Control Protocol (TCP) IETF RFC 793

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to Transmission Control Protocol (TCP) IETF RFC 793.

AT&T supports the standards' references made throughout Section C. The offeror, as applicable, shall comply with the latest versions of these standards throughout the duration of the contract. RFCs and other references may not yet be classified as standards (de-facto) or not generally accepted and deployed. However, as telecommunications technologies evolve, AT&T will have discussions with the Government semi-annually to determine the impact of these changes on the CALSC network. As defined in Sections G and H, AT&T has provided a draft Technology Refreshment Plan with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh it on a semi-annual basis.

C.2.1.10.12.5.25 User Datagram Protocol (UDP) IETF RFC 768

AT&T Response: AT&T understands and agrees. As applicable, services will also conform to User Datagram Protocol (UDP) IETF RFC 768.

AT&T supports the standards' references made throughout Section C. The offeror, as applicable, shall comply with the latest versions of these standards throughout the duration of the contract. RFCs and other references may not yet be classified as standards (de-facto) or not generally accepted and deployed. However, as telecommunications technologies evolve, AT&T will have discussions with the Government semi-annually to determine the impact of these changes on the CALSC network. As defined in Sections G and H, AT&T has provided a draft Technology Refreshment Plan with this initial proposal and will provide a final no later than 30 calendar days after award, and will refresh it on a semi-annual basis.

C.2.2 Voice Services

C.2.2.1 Capabilities and Features

C.2.2.1.1 Multiple contract awards are preferred and will be based on the Offerors' ability to satisfy the functional requirements of the current Chicago MAA contract where currently commercially available. Basic capabilities shall be included in the base price of the service. Features are additional service functionalities that shall be provided by the Offeror and may be priced separately from the base price of the service. Basic capabilities and features that are required for CALSC voice services are discussed in this section.

AT&T Response: AT&T understands and complies with the points of the requirement as stated above. We have provided pricing for this response that includes all basic capabilities as required by the solicitation. In addition, AT&T has priced features separately. We've included all pricing on the Government-provided J Tables.

C.2.2.1.2 Requirements Identification and Definition.

A service feature is a quality of the service that is required by the customer, either a basic capability that is included in the base price of the service or a feature that may be priced separately from the basic price of the service. If the Offeror elects not to separately price a feature, then it becomes a basic capability. Required basic capabilities and features are described in this section and listed in Table C.2-2. A service functionality such as one-digit speed calling may be a required basic capability for one product and a feature for another. The following basic capabilities/features listed in Table C.2-2 shall be provided by the Offeror:

AT&T Response: AT&T understands and complies with the points of the requirement as stated above. We have provided pricing for this response that includes all basic capabilities as required by the solicitation referenced in

Table C.2-2. In addition, AT&T has priced features separately. We've included all pricing on the Government-provided J Tables.

C.2.2.1.3. Basic capabilities and features have been distinguished for a single line and a trunk in Table C.2-3. The capabilities and features identified with a "C" in the respective line or trunk cell, indicates the functionality shall be part of the basic service; where an "F" is identified, the functionality may be separately priced.

AT&T Response: Exception: AT&T understands and complies with the points of the requirement as stated above [redacted] We have provided pricing for the CALSC response that includes basic capabilities and features. We understand that capabilities and features identified with a "C" in the respective line or trunk cell indicates the functionality will be part of the basic service. Where an "F" is identified, we understand the functionality may be priced separately.

[redacted]

[redacted]

[redacted]

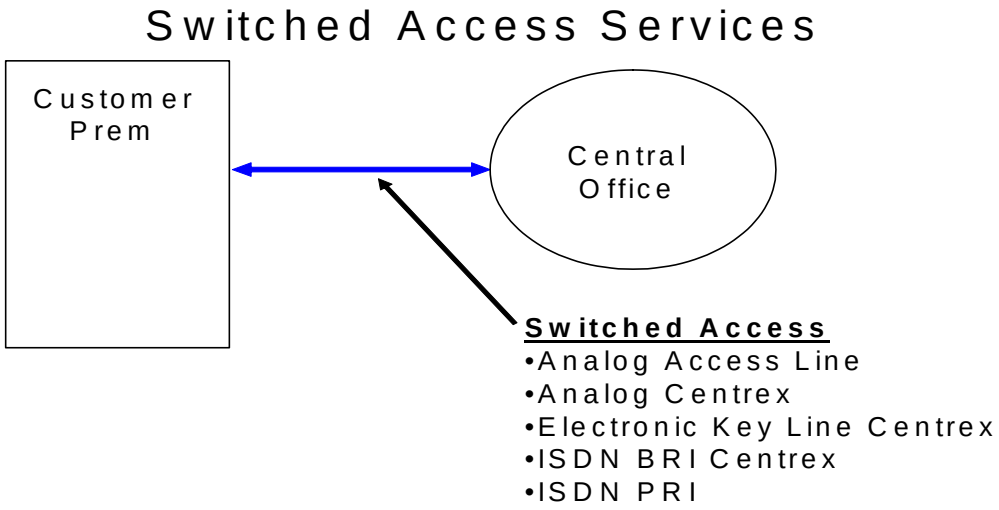
[redacted]

[redacted]

C.2.2.2 Performance

C.2.2.2.1. The transmission performance for VS shall meet the specifications below.

AT&T Response: AT&T understands the requirements for transmission performance for the voice services offered to the Federal Government. In an effort to clearly define its voice or switched access services, refer to the [redacted]



Switched Access is defined as AT&T's service that goes from the customer location to the AT&T serving Central Office, then out into the PSTN (Public Switched Telephone Network).

At the T-1 level (for ISDN PRI) there is a single LDC priced into the PRI CLIN. That LDC connects the Customer Premises to the serving Central Office.

C.2.2.2.1.1. All analog transmission parameters shall satisfy the values and ranges set forth in Telcordia Notes on the Networks, Issue 4, October 2000 (Standards: ANSI /TIA/EIA-464 for PBX trunk service and Telcordia SR-2275).

AT&T Response: AT&T complies with the requirement for transmission of voice service. As a provider of local service in the CALSC area, AT&T consistently meets Government standards and requirements.

C.2.2.2.1.2. All digital transmission parameters shall satisfy the values and ranges set forth in the High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations (Standard: Telcordia TR-TSY-000754 or Telcordia GR-342-CORE)

AT&T Response: AT&T complies with the requirement for digital transmission. As a provider of local service for the GSA and many other Federal customers in the CALSC area, AT&T consistently meets Government standards and requirements.

C.2.2.2.2. The service availability shall comply with the requirements of Section C.2.1.10.4.

AT&T Response: AT&T complies with the requirement and all sub-parts of the requirement above for transmission of Voice Service. As a provider of local service for the GSA and many other Federal customers in the CALSC area, AT&T consistently meets Government standards and requirements. Although Industry Standards do not offer a guarantee of service levels on Switched Access voice services, AT&T offers the Government its typically above average service availability. The switched voice access services are listed here with the service availability measurement indicated for each.

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
[redacted]		[redacted]

Table 6: Switched Voice Access Services

C.2.2.2.3. The Offeror shall monitor and measure switch performance using the industry reliability and quality standards and practices, such as Telcordia's GR-929 document.

AT&T Response: AT&T complies with the requirement for monitoring and measurement of switch performance. As a provider of local service for the GSA and many other Federal customers in the CALSC area, AT&T has consistently met all Government standards and requirements.

C.2.2.2.4. The Offeror shall be cognizant of the impact of Internet access traffic, e.g. as identified in the Alliance for Telecommunications Industry Solutions (ATIS) Network Reliability Steering Committee (NRSC) Internet Team Study Report, February 1998, and the mitigation methods identified in the ATIS TIA1.2 Working Group on Network Survivability Performance Technical Report on Reliability and Survivability Aspects of the Interactions Between the Internet and the Public Telecommunications Network, Report No. 55, October 1998.

AT&T Response: AT&T complies with the ATIS requirement above for internet access traffic. As a provider of local service for the GSA and many other Federal customers in the CALSC area, AT&T consistently meets Government standards and requirements.

C.2.2.3 Reserved

C.2.2.4 Interfaces

C.2.2.4.1 User-to-Network Interface (UNI's). The Offeror shall support the following (UNI's) at the SDP:

C.2.2.4.1.1. Analog line, two-wire loop signaling at 4000 Hz bandwidth (300 to 3300 Hz) (for CALSC lines). Two-wire loop access circuits. (Standard: Telcordia SR-2275).

AT&T Response: AT&T will deliver the interface listed in section C.2.2.4.1.1 and meet industry standards for payload data rate or bandwidth and signaling, including the Telcordia standards listed.

C.2.2.4.1.2. Analog trunk at 4000 Hz bandwidth (300 to 3300 Hz) (for CALSC trunks: incoming/outgoing/two-way traffic; direct inward/outward dialing) (Standards: ANSI T1.102/103/403 and Telcordia SR-2275):

AT&T Response: AT&T will deliver the interface listed in section C.2.2.4.1.2 and meet industry standards for payload data rate or bandwidth and signaling, including the Telcordia standards listed.

C.2.2.4.1.2.1. Two-wire and four-wire access circuit with Dial Pulse/Dual Tone Multi-Frequency (DP/DTMF) pulsing (Standard: Telcordia Notes on the Networks).

AT&T Response: AT&T will deliver the interface listed in section C.2.2.4.1.2.1 and meet industry standards for payload data rate or bandwidth and signaling, including the Telcordia standards listed.

C.2.2.4.1.2.2. Signaling/supervision types:

C.2.2.4.1.2.2.1. Immediate start

AT&T Response: AT&T will deliver the Signaling/Supervision Type listed in Section C.2.2.4.1.2.2.1 for Immediate Start.

C.2.2.4.1.2.2.2. Ground start

AT&T Response: AT&T will deliver the signaling/supervision type for Ground Start listed in section C.2.2.4.1.2.2.2 and meet all industry standards.

C.2.2.4.1.2.2.3. Loop start

AT&T Response: AT&T will deliver the signaling/supervision type for Loop Start listed in section C.2.2.4.1.2.2.3 and meet industry standards.

C.2.2.4.1.2.2.4. Wink start

AT&T Response: AT&T will deliver the signaling/supervision type for Wink Start listed in section C.2.2.4.1.2.2.4 and meet industry standards.

C.2.2.4.1.2.2.5. Delay dial

AT&T Response: AT&T will deliver the signaling/supervision type for Delay Dial listed in section C.2.2.4.1.2.2.5 and meet industry standards.

C.2.2.4.1.2.2.6. E&M types II, III, and IV (Standard: Telcordia's Notes on the Network [SR-2275])

AT&T Response: AT&T will deliver the interface for E&M types II, III, and IV listed in section C.2.2.4.1.2.2.6 and meet industry standards, including the Telcordia standards listed.

C.2.2.4.1.3. Digital trunk. Incoming/outgoing/two-way traffic; direct inward/outward dialing

AT&T Response: AT&T will deliver the interface for Digital Trunks listed in section C.2.2.4.1.3 and meet industry standards.

C.2.2.5 Additional Service Requirements

C.2.2.5.1 Additional service requirements are discussed in this section.

C.2.2.5.2 The system service shall be maintained at not less than a P.01 (block 1% of calls) grade of service at all stations for access to the network.

AT&T Response: [redacted] AT&T designed and engineered its network to provide consistent, high quality levels of service at the P.01 level from the central office to the NID or SDP-1. AT&T's network is electronically monitored 24x7x365 days to provide customers with reliable service. Numerous Network Operations Centers worldwide monitor the AT&T network. AT&T agrees to be responsible for 99.5 percent availability for its portion of the service up to SDP-1 or NID only for dedicated services. While we are accustomed to

meeting high standards, it is not Industry Standard to provide Service Level Agreements on Switched Services. [redacted] Additionally, a dedicated Service Executive is assigned to the GSA who is their advocate for working through critical needs and escalating issues regarding services. AT&T provides the GSA superior service that follows strict guidelines so that the GSA and its customers receive the best possible support on Switched Access Services.

If the GSA or its end-user agencies require detailed information on the Grade of Service (GOS) on their trunks, AT&T will provide information on incoming calls as requested. Historically, FCC reports confirm, AT&T meets its own 99.999% uptime goal. These results reinforce the dependable, local telecommunications switched service we provide to our customers.

C.2.2.5.3 Incoming Call Identification (ICLID) with name is a required capability to be passed for all calls where service is available.

AT&T Response: Incoming Call Identification (Caller ID) will be furnished as required by the agency/client according to the switch availability and/or customer equipment. Per line blocking of calling number identification is available in varying formats as approved by the state of Illinois. GSA currently subscribes to Caller ID through AT&T.

C.2.2.5.4 All stations shall be able to dial 311 and 911 and be connected to the proper E911 Primary Service Answering Point (PSAP) with the associated caller identification.

AT&T Response: AT&T complies with the requirements above. 911 Service is available within the entire state of Illinois. AT&T is able to connect stations to the proper E911 Primary Service Answering Point within the caller identification. 3-1-1 service is an Advanced Intelligent Network (AIN)-based offering that provides three-digit non-emergency calling to local governmental

agencies. Calls to 3-1-1 are routed to specific destinations that the subscriber predefines.

C.2.2.5.5 Offeror shall provide SMDR interface as a minimum standard for all outgoing and incoming traffic.

AT&T Response: AT&T offers a variety of alternate, robust usage detail tools such as AEBS or Centrex Network Manager and we will work with the Government post award to develop the best solution to meet the needs of the Government. Following is a brief description of Centrex Network Manager and AEBS (also called EBS, Electronic Billing Service).

The Centrex Network Manager (CNM) is an integrated platform that provides customer access to the central office to obtain specific data and make changes in the switch. The platform allows customers to obtain:

- Call information
- Operational measurements [redacted]
- A comprehensive software solution for the management of Centrex networks, the CNM is a modular system designed to enhance the Centrex offering for customers. CNM extends secure partitioned access for end-customer management of their Centrex data from various central offices.
- Centrex Network Manager also provides reports giving customers the peg count and usage information for:
  - Trunk Groups
  - Peak Trunk Groups
  - Virtual Facility Groups
  - Peak Virtual Facility Groups
  - Customer Group Usage
  - Subgroup and Attendant Console

  - Off Hook Call Back Queuing
  - Call Park
  - Integrated Business Network Calls
- The customer is provided with information (such as total call attempts, total failures and duration) that can be used to size and monitor their Centrex operation. The reports may be:
  - Browsed online
  - Spooled to a printer on demand or a scheduled basis
- The report information is stored for seven calendar days after which time the data is overwritten.

Electronic Billing Service (EBS/AEBS)

What It Does

Electronic Billing Service (EBS) provides an electronic version of billing information in addition to paper or other bill formats (Summary Billing Service). EBS lets a customer quickly analyze business bills and is a valuable tool if the GSA:

- receives multiple phone bills
- consolidates branch, state, or regional bills
- allocates telecommunications costs between departments

EBS is available in:

- CD-ROM
- Cartridge
- Connect Direct

Benefits

- Provides flexibility in the way billing detail is received

- Allows a customer's billing information to be analyzed for unique allocations
- Provides billing and call detail that is more compatible with GSA accounting information
- Allows the GSA to more effectively and efficiently create cost projections, reports and budget plans as needed
- Allows for recognition of billing discrepancies
- Enables the GSA to keep unique reports
- Eliminates the need to key in data
- Has a Connect Direct media option, which provides a faster and more efficient means of transferring data

Pricing is included in the Price Volume, Other Charges tab.

C.2.2.5.6. Access Restriction

The service shall screen and process a minimum of 12 out-dialed digits and divert calls to intercept message(s), as required, for day-to-day operations at all locations. "Access Restriction" provides the end users with Centrex -like service, the capability to limit automatic call routing, and provide intercept messages.

AT&T Response: AT&T complies with the requirement above. AT&T provides "Access Restriction" for its customers with Centrex service. Intercept messages are provided with local services.

C.2.2.5.7. Outgoing and Incoming Calling

Outgoing calling number ID of all lines shall be furnished connecting switching facilities. The information is required to support commercial toll calls, FTS2001, inter-city network(s) usage, and public network accessed "Emergency 911" correlation applications. Incoming calling number and name ID (Caller ID) shall be furnished, on a per line basis, as required for telephone/terminal display. Provide automated call blocking of originating number/calling number and name suppression. Offerors shall provision services with a pseudo telephone number and name when identified to meet client security requirements.

AT&T Response: [redacted]: AT&T will comply to outgoing calling number ID on all lines. AT&T shall also support commercial toll calls, FTS2001, inter-city network(s) usage and public network accessed "Emergency 911" correlation applications. Incoming Calling Number and Name ID shall be furnished on a

per–line basis. AT&T only provides call blocking on a call-by-call basis of origination. When required to meet client security requirements, AT&T can provide provisioning to supply a pseudo name but not number.

C.2.2.5.8. Voice Mail

C.2.2.5.8.1. Voice Mail shall be available for all station users at all locations. The voice mail service shall be capable of receiving, forwarding with comments and storing messages, including the capability for providing private and shared mailboxes, automated or personalized recording, remote initialization and the capability of remote retrieval through a toll free number.

AT&T Response: AT&T complies and offers voice mail capabilities that meet the requirement, where facilities and capabilities exist. Administration of voice mail services is accomplished by password when access to voice mail service is granted by dialing into individual voice mailboxes.

The Government will have the ability to change mailbox passwords, personal and standard greetings, and out-of-office announcements. Users call a designated local telephone number to retrieve messages remotely.

C.2.2.5.8.2. When providing local voice mail service, the Offeror shall supply and/or interface with and support a data link (e.g., Station Message Desk Interface [SMDI], Simplified Message Service Interface [SMSI]) to integrate a Government-owned voice mail system into its switching system.

AT&T Response: With the provisioning of Centrex switch-based service, AT&T can support voice mail service using data links for SMDI and SMSI that will integrate the Government's voice mail system in the Centrex switch-based service, where facilities and capabilities exist.

C.2.2.5.9. Call Processors / Auto Attendants

AT&T Response: [redacted] AT&T understands and complies with the points of the requirement as stated above, [redacted] We have provided pricing for the CALSC response that includes basic capabilities and features. We understand that capabilities and features identified with a "C" in the respective line or trunk cell indicates the functionality will be part of the basic service. Where an "F" is identified, we understand the functionality may be priced separately.

C.2.2.5.10 Access to Voice Mail Services. The Offeror shall provide voice mail for all voice service locations. Maintenance, administration, and upgrades shall be the responsibility of the Offeror. The system shall be capable of providing a minimum of two services; 30 and 60 messages, without duration or restriction, for each user. Offeror shall provide the Government the capability to remotely administer voice mail system.

AT&T Response: AT&T complies with the requirement above. AT&T's Voice Mail service is available to all station users in the CALSC area. AT&T is responsible for maintaining and upgrading the voice mail system and service platform. AT&T consistently monitors and upgrades voice mail systems for the end user, as necessary. As illustrated in the table below, AT&T offers two classes of voice mail: Basic and Enhanced. [redacted]

Mailbox Features	*Basic - AM7V1*	*Enhanced - AM7V2*
Personal Greeting (min)	5	10
Message Length	5	10
Max # of Messages	60	90
Retention Period (days)	16	31

Table 7: AT&T Voice Mail Features

C.2.3 Circuit Switched Data Services

The basic capabilities, features, performance, and interface requirements for CSDS are specified in the following sections.

C.2.3.1 Basic Service Capabilities

C.2.3.1.1. Multiple contract awards are preferred and will be based on the Offerors' ability to satisfy the functional requirements of the current Chicago MAA contract where currently commercially available. CSDS shall provide a synchronous, full-duplex, totally digital, SDP-to-SDP circuit-switched data service at a data rate of up to 1.544 Mb/s in increments of 56 kb/s or 64 kb/s. ISDN BRI lines for Circuit Switched Data shall have two B channels and one D channel. CSDS shall conform to the following standards:

AT&T Response: AT&T understands and complies with the requirement above.

C.2.3.1.1.1 ANSI X3.189

AT&T Response: AT&T supports the standard listed in the requirement above that ISDN BRI Lines for Circuit Switched Data will have two B channels and one D channel. We will provide voice and data services that adhere to the standard shown, and will comply with any new versions and/or

modifications that may become available. AT&T will support the national standard for ISDN lines at Government-specified buildings for the duration of CALSC.

C.2.3.1.1.2. ITU E.721

AT&T Response: AT&T supports the standard listed in the requirement above that ISDN BRI Lines for Circuit Switched Data will have two B channels and one D channel. We will provide voice and data services that adhere to the standard shown and will comply with any new versions and or modifications that may become available. AT&T will support the national standard for ISDN lines at Government-specified buildings for the duration of CALSC.

C.2.3.1.1.3. Applicable Telcordia and ANSI standards for digital transmission.

AT&T Response: AT&T supports the standard listed in the requirement above that ISDN BRI Lines for Circuit Switched Data will have two B channels and one D channel. We will provide voice and data services that adhere to the standard shown and will comply with any new versions and or modifications that may become available. AT&T will support the national standard for ISDN lines at Government-specified buildings for the duration of CALSC.

C.2.3.1.1.4. ITU-TSS and EIA standards for Data Terminal Equipment (DTE).

AT&T Response: AT&T complies with all ITU-TSS and EIA standards for Data Terminal Equipment (DTE).

C.2.3.1.2. CSDS access shall be delivered directly to subscriber's terminal equipment, including but not limited to the following types: DTE (e.g., workstation, host computer, PC, Group IV Fax, and other communicating office equipment), digital PBX, or intelligent multiplexer. The Offeror shall make available 10-digit Public Switched Network (PSN) numbers for dial-in access over an ISDN access arrangement. The UNIs are defined in C.2.3.4.1.

AT&T Response: AT&T will deliver CSDS to the Government-defined SDP.

AT&T understands and will comply with the requirement to make available 10-digit Public Switched Telephone Network numbers for dial-in access over an ISDN access arrangement.

C.2.3.1.3. CSDS services shall be available "on demand"; i.e., a subscriber will not have to schedule a call.

AT&T Response: AT&T understands and complies with request that CSDS services will be available on demand. AT&T Integrated Services Digital Network (ISDN) Direct Service is a telecommunications service that provides integrated voice and data capabilities. It transmits Circuit Switched Voice and Data and Packet Switched Data signals on an incoming and outgoing basis by using Integrated Services Digital Network architecture. This architecture is recommended by the International Telecommunications Union (ITU) and the American National Standards Institute (ANSI), as defined by Bellcore Technical References, and consistent with the North American ISDN Users Forum (NIUF) Implementation Agreements.

C.2.3.1.4. The following CSDS capabilities are mandatory unless indicated otherwise:

C.2.3.1.4.1. Uniform numbering plan. The same uniform numbering plan as proposed for CSDS shall be integrated with the Voice Services plan (refer to C.2.2.1).

AT&T Response: AT&T will support existing uniform numbering plans as configured today. AT&T also understands the requirement to provide the same uniform numbering plan as proposed for CSDS and will be integrated with the voice services plan.

C.2.3.1.4.2. Authorization Codes for CSDS. Authorization codes for CSDS shall be the same as Voice Services.

AT&T Response: AT&T understands and will comply with the requirement that authorization codes for circuit switched data services be the same as voice services.

C.2.3.1.4.3. CSDS shall provide network-derived clocking to the DTE, PBX, or multiplexer at the SDP. Once a call has been established, all bit sequences transmitted by the DTE shall be transported as data/bit transparent, maintaining data/bit sequence integrity.

AT&T Response: AT&T agrees and will comply by providing network-derived clocking to Service Delivery Point 1. A centralized network management system monitors and detects any problem long before it can become an issue. AT&T's network is based on a fiber optic backbone and is 99.999 percent reliable.

C.2.3.1.4.4. Following call establishment, all bit sequences transmitted by the DTE shall be transported as data/bit transparent and shall maintain data/bit sequence integrity.

AT&T Response: AT&T understands and complies with the above requirement that bit sequences transmitted by the Data Terminal Equipment be transported as data/bit transparent and shall maintain data/bit sequence integrity.

C.2.3.1.4.5. DS1 Category of dialable information-payload bandwidth shall be DS1 (i.e., 1.536 Mbps) data rate.

AT&T Response: AT&T's DS1 service provides the requested dialable information-payload bandwidth of 1.544 Mbps. AT&T will work with the GSA to configure the entire circuit for a single, high-bandwidth application, or if desired, we can help the GSA divide or multiplex the DS1 into multiple channels. There is no charge for assisting in the configuration of the DS1 into multiple channels. Since the multiplexer has been clarified as customer owned, multiplexer related configuration will be the responsibility of the Government and associated costs for multiplexer configuration no longer apply.

AT&T understands data transport: our company owns and operates world-class wireline, wireless, and IP data networks, including one of the world's most advanced and powerful IP backbones. Our networks offer local, national, and global coverage.

C.2.3.1.5. The following categories of dialable information-payload bandwidth are optional:

C.2.3.1.5.1. Multirate DS1 Category. The dialable bandwidth range shall be available from DS1 to N times DS1 data rates, where N varies from 2 to 24.

AT&T Response: AT&T understands and complies with the above request for the dialable bandwidth range to be available from DS1 to N times DS1 data rates, where N varies from 2 to 24.

C.2.3.1.5.2. DS3 Category. The dialable bandwidth shall be DS3 (i.e., 43.008 Mbps) data rate.

AT&T Response: AT&T understands and complies with above request for DS3 bandwidth.

AT&T's DS3 offering will allow the GSA to use the entire circuit for a single, high-bandwidth application, or AT&T can assist the Government in dividing, or multiplexing the DS3 into multiple channels.

C.2.3.1.5.3. SONET Level-I (i.e., OC-1) Category. The dialable information-payload bandwidth shall be SONET OC-1 (i.e., 49.536 Mbps) data rate.

AT&T Response: While AT&T does not offer SONET OC-1 service, we offer OC-3 (UPSR), OC-12 (UPSR), OC-48 (UPSR or BLSR) and OC-192 (UPSR or BLSR). We offer EC-1 (Electrical STS-1) port services on SONET OC-3 through OC-48. EC-1 is an electrical interface that can transport up to 51.84 Mbps in a concatenated format.

C.2.3.1.5.4. SONET Level-II (i.e., Multirate OC-1) Category. The dialable information-payload bandwidth range shall be available from SONET OC-1 to N times OC-1 data rates, where N varies from two to three.

AT&T Response: [redacted]

C.2.3.1.5.5. SONET Level-III (i.e., Multirate OC-3) Category. The dialable information-payload bandwidth range shall be available from SONET OC-3 to N times OC-3 data rates, where N varies from two to four. SONET OC-3 shall support information-payload data-rate of 148.608 Mbps.

AT&T Response: AT&T understands and complies with the above requirement for SONET OC-3. AT&T will provision and maintain the dedicated OC-3 SONET service for the GSA up to and including the network interface (NI) or SDP-1. Due to the complexity of SONET, the equipment must be located at SDP-1 or Network Interface. The AT& T service delivery point for T3/DS3, OC-3, OC-12 and OC-48 is the NID or SDP-1. Any requirement to deliver service beyond SDP-1 must be managed on an individual case basis. AT&T cannot offer fixed rate pricing for extensions beyond SDP -1 on these services. AT&T's SONET service offers 100% availability of service for point-to-point configuration with 1 + 1 diversely routed loops.

C.2.3.1.5.6. SONET Level-III (i.e., Multirate OC-12) Category. The dialable information-payload bandwidth range shall be available from SONET OC-12 to N times OC-12 data rates, where N varies from two to four.

AT&T Response: AT&T understands and complies with the requested dialable information-payload bandwidth range for SONET OC-12. AT&T will

provision and maintain the dedicated OC-12 SONET service for the GSA up to and including the network interface (NI). AT&T's SONET service offers 100% availability of service and point-to-point configuration with 1 + 1 diversely routed loops.

C.2.3.1.5.7. SONET Level-III (i.e., Multirate OC-48) Category. The dialable information-payload bandwidth range shall be available from SONET OC-48 to N times OC-48 data rates, where N varies from two to four.

AT&T Response: AT&T understands and complies with the requested dialable information-payload bandwidth range for SONET OC-48. AT&T will provision and maintain the dedicated OC-48 SONET service for the GSA up to and including the network interface (NI) or SDP-1. Due to the complexity of SONET, the equipment must be located at SDP-1 or Network Interface. The AT&T service delivery point for T3/DS3, OC-3, OC-12 and OC48 is the NID or SDP-1. Any requirement to deliver service beyond SDP-1 must be managed on an individual case basis. [redacted] AT&T's SONET service offers 100% availability of service and point-to-point configuration with 1 + 1 diversely routed loops.

C.2.3.2 Features

CSDS shall include features to support the following functionality

C.2.3.3 Performance

C.2.3.3.1. The transmission performance for CSDS shall satisfy the values and ranges set forth in the High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations (Standards: Telcordia GR-342-CORE and ANSI/EIA T1.510).

AT&T Response: AT&T understands and complies with the transmission performance for Circuit Switched Data Services. Based on international standards, established by the International Telephone Union (ITU, formerly CCITT), Business ISDN can connect to other BRI ISDN services anywhere in the world, allowing fully digital end-to-end connections.

C.2.3.3.2 The service availability shall comply with the requirements of C.2.1.10.4.

AT&T Response: [redacted] CALSC services will be available 24 hours a day, seven days a week. The availability of this service meets the requirement of 99.5 percent at SDP-1 for circuit switched data service (ISDN PRI). For purposes of the CALSC contract, the availability will be calculated as follows: Total uptime is the total amount of time the service is available within a one-month period. Total downtime is the total amount of time that the service is unavailable within a one-month period. Total downtime excludes scheduled maintenance downtime if the service is unavailable for use.

While we are accustomed to meeting high standards, it is not Industry Standard to guarantee service levels on Switched Access services. [redacted] Additionally, a dedicated Service Executive is assigned to the GSA to work through critical needs and escalate issues regarding services.

AT&T designed and engineered its network to provide consistent, high quality levels of service. Trained technicians monitor and maintain the network 24 x 7 x 365 to provide customers with reliable service. Numerous Network Operations Centers worldwide monitor AT&T's network. Historically, as FCC reports confirm, AT&T meets its own 99.999% uptime goal. These results reinforce the dependable, local telecommunications switched service we provide to our customers.

C.2.3.3.3. The grade-of-service shall comply with the service requirements specified in Table C.2-6 below.

AT&T Response: AT&T complies with the requirement above. AT&T designed and engineered its network to provide consistent, high quality levels of service. The AT&T network is electronically monitored and maintained 24x7x365 days to provide customers with reliable service. Numerous Network

Operations Centers worldwide monitor AT&T's network. Historically, as FCC reports confirm, AT&T meets its own 99.999% uptime goal. These results reinforce the dependable, local telecommunications switched service we provide to our customers.

C.2.3.3.4. The Offeror shall monitor and measure switch performance of the CALSC switches using the same accepted industry reliability and quality standards and practices, such as Telcordia's GR-929 document.

AT&T Response: AT&T complies with the requirement above to monitor and measure switch performance. As a provider of local service for Government customers in the CALSC area, AT&T consistently meets Government standards and requirements.

C.2.3.3.5. The Offeror shall implement industry standards in relation to Internet access traffic, e.g., as identified in the Alliance for Telecommunications Industry Solutions (ATIS) Network Reliability Steering Committee (NRSC) Internet Team Study Report, ATIS, February 1998, and the mitigation methods identified in the ATIS TIA1.2 Working Group on Network Survivability Performance Technical Report on Reliability and Survivability Aspects of the Interactions Between the Internet and the Public Telecommunications Network, Report No. 55, October 1998.

AT&T Response: As a recognized standards-based leading telecommunications provider, AT&T complies with the latest versions of these standards for Internet access traffic.

AT&T implements industry standards in relation to Internet access traffic.

AT&T's central office switches are designed for 99.99% uptime. We monitor our central office switches from a centralized location or by on-site maintenance technicians. Any failure of redundancy or service degradation invokes an immediate on-site response. Central office switches are battery powered, with a minimum 72-hour reserve, or are equipped with either an on-site or portable emergency generator. Consequently, commercial power interruptions are transparent to our customers. AT&T cannot be responsible for outage time for all instances associated with circuit switched data services as this could be an issue with another vendor's equipment, power issue or many other circumstances.

AT&T is deeply involved in over 20 industry forums and standards' bodies and compliant with many standards developed by many different individual standards' bodies. A dedicated team of individuals, the Strategic Standards Organization, represents AT&T's interests in the development of many technologies and standards, in addition to many AT&T Labs engineers who also participate. Eight of the major organizations with AT&T dedicated involvement are: Alliance for Telecommunications Industry Solutions (ATIS), ENUM Forum, ITU, IETF, MFA Forum, Object Management Group (OMG), Session Initiation Protocol Forum (SIP Forum), and the Telemanagement Forum. Other groups where AT&T participates include the IEEE, ISO, NRIC, NENA, OIF and WiMAX Forum, to name a few.

Statistics for the AT&T Internet Network is available to you at anytime and can be found on this site http://ipnetwork.bgtmo.ip.att.net/pws/index.html. This site provides you with the following valuable information:

- Monthly network performance
- Network latency (15-minute statistics)
- Network loss (15-minute statistics)

C.2.3.4 Interfaces

C.2.3.4.1 User Network Interfaces

The Offeror shall support the following UNIs:

C.2.3.4.1.1. EIA/TIA-530, at a line rate up to 1.544 Mb/s, RS366A (dialing) signaling type.

AT&T Response: AT&T will deliver the UNIs listed in section C.2.3.4.1.1 and meet industry standards for payload data rate or bandwidth and signaling.

C.2.3.4.1.2. ISDN BRI digital line. (Standards: ANSI T1.607 and 610) BRI lines shall consist of two B channels (64 kb/s) and one D (16 kb/s) channel. The D channel shall be capable of supporting:

C.2.3.4.1.2.1. Signaling only (ITU-TSS Q.931 signaling type)

AT&T Response: AT&T complies with the requirements and standards listed above for ISDN BRI digital lines.

C.2.3.4.1.2.2. Signaling and Packet Switched Service

AT&T Response: AT&T complies with the requirements and standards listed above for ISDN BRI digital lines.

C.2.3.4.1.3. ISDN PRI trunk (23 B + D): An information-payload data rate of 1.472 Mb/s and ITU-TSS Q.931 signaling type. D channel cannot be shared by another ISDN PRI trunk. (Standards: ANSI/EIA T1.607 and 610; NIUF National ISDN-1 [Telcordia SR-NWT-001937], NIUF National ISDN-2 [Telcordia SR-NWT-002120], and NIUF National ISDN-3 [Telcordia SR-NWT-002457].)

AT&T Response: AT&T complies with the standards listed above for ISDN PRI Trunks (23B + D).

C.2.3.4.1.4. ISDN PRI trunk (24 B + 0 D): An information-payload data rate of 1.536 Mb/s and ITU-TSS Q.931 signaling type. Shares a D channel with another PRI trunk. (Standards: ANSI/EIAT1.607 and 610; NIUF National ISDN-1 [Telcordia SR-NWT-001937], NIUF National ISDN-2 [Telcordia SR-NWT-002120], and NIUF National ISDN-3 [Telcordia SR-NWT-002457].)

AT&T Response: AT&T complies with the standards listed above for ISDN PRI trunks (24B + 0 D).

C.2.3.4.1.5. ISDN PRI trunk (23 B + D): An information-payload data rate of 1.472 Mb/s and ITU-TSS Q.931 signaling type. D channel can be shared by another ISDN PRI trunk. (Standards: ANSI/EIA T1.607 and 610; NIUF National ISDN-1 [Telcordia SR-NWT-001937], NIUF National ISDN-2 [Telcordia SR-NWT-002120], and NIUF National ISDN-3 [Telcordia SR-NWT-002457].)

AT&T Response: AT&T understands and complies with the details of the requirement above, which is industry standard.

C.2.3.4.1.6. Router or LAN Ethernet port: RJ-45 (Standard: IEEE 802.3)

C.2.3.4.2. The required performance levels are specified by UNI Type and provides interface type, standards, and signaling information for Circuit Switched Data:

AT&T Response: AT&T can provide the CSDS interface types detailed below, [redacted]

UNI Type	*Interface Type and Standards*	*Payload Data Rate*	*Signaling Type*
1	ITU-TSS V. 35	56/64 Kbps; and optionally up to 1. 536 Mbps	RS366A (dialing)
2	EIA RS-449	56/64 Kbps; and optionally up to 1. 536 Mbps	RS366A (dialing)

UNI Type	*Interface Type and Standards*	*Payload Data Rate*	*Signaling Type*
3	EIA RS-530	56/64 Kbps; and optionally up to 1. 536 Mbps	RS366A (dialing)
4	ISDN PRI (Multirate) (T Reference Point) (Standard: ANSI T1. 607 and 610)	Up to 1. 536 Mbps	ITU-TSS Q. 931
5 [redacted]	ISDN BRI (Multirate) (S and T Reference Point) (Standard: ANSI T1. 607 and 610)	Up to 128 Kbps	ITU-TSS Q. 931
6	T1 (with ESF) (Std: SR-2275, and ANSI T1. 102/107/403)	Up to 1. 536 Mbps	SS7
The Following optional interfaces are in the scope of the contract			
7	T3 (Standard: Telcordia GR-499-CORE)	Up to 43. 008 Mbps	SS7
8 [redacted]	SONET OC-1 (Standard: ANSI T1. 105 and 106)	Up to 49. 536 Mbps	SS7
9	SONET OC-3 (Standard: ANSI T1. 105 and 106)	Up to 148. 608 Mbps	SS7
10	SONET OC-12 (Standard: ANSI T1. 105 and 106)	Up to 594. 432 Mbps	SS7
11	SONET OC-48 (Standard: ANSI T1. 105, ANSI T1. 106, ANSI T1. 117)	Up to 2. 488 Gbps	SS7

Table 8: CSDS Interface Types and Standards

C.2.3.5 Additional Service Requirements

Additional service requirements are discussed in this section.

C.2.3.5.1. The system service shall be maintained at not less than a P.01 (block 1% of calls) grade of service at all stations for access to the network.

AT&T Response: Deviation: AT&T agrees and will comply to the Government's requirement for system service to be maintained at not less

than a P.01 grade of service to the NID only. AT&T understands the importance of a reliable network. [redacted] AT&T is not responsible for another vendor's failure that may affect AT&T's service. Industry standard does not include scheduled maintenance downtime as part of the performance measurements. Therefore, AT&T excludes scheduled downtime from our measured ratings. A dedicated Service Executive is assigned to the GSA who is their advocate for working through critical needs and escalating issues regarding services.

AT&T understands the importance of a reliable network. Many other systems fail due to a domino effect, such as overload in one circuit leading to the overload of its neighbor. When this occurs, problems can quickly propagate throughout the network. A centralized network management system detects and isolates problems long before they can spread.

C.2.3.5.2. Incoming Call Identification (ICLID) with name is a required capability to be passed for all calls where service is available.

AT&T Response: AT&T understands and we provide ICLID as required where service is available.

C.2.3.5.3. All stations shall be able to dial 311 and 911 and be connected to the proper E911 Primary Service Answering Point (PSAP) with the associated caller identification.

AT&T Response: AT&T complies with the requirement for Access to 911 service. AT&T provides access to both 911 and 311 services as part of its standard service offerings in the state of Illinois. [redacted]

C.2.3.5.4. ISDN BRI must be available to support point-to-point and Multi-Point with Circuit Switched Voice (CSV) and Circuit Switched Data (CSD).

AT&T Response: AT&T understands and the service is available as described above.

C.2.3.5.5. Offeror shall provide SMDR interface as a minimum standard for all outgoing and incoming traffic.

AT&T Response: SMDR is a feature that has been grandfathered and is no longer available to new Centrex customers or to existing customers expanding their network.

However, AT&T offers a variety of alternate, robust usage detail tools such as AEBS or Centrex Network Manager and we will work with the government post-award to develop the best solution to meet the needs of the Government.

C.2.4 Dedicated Transmission Service (DTS)

Multiple contract awards are preferred and will be based on the Offerors' ability to satisfy the functional requirements of the current Chicago MAA contract where currently commercially available. The basic capabilities, features, performance, and interface requirements for DTS are specified in the following sections.

C.2.4.1 Basic Service Capabilities

C.2.4.1.1. DTS shall provide dedicated transmission bandwidth between SDP's within the CALSC service area. The connection shall be permanently established unless a service request for modification, move, or disconnect is received. DTS shall be capable of supporting any application, analog or digital service, and shall provide capability for integration and aggregation of all end-user traffic (VS, CSDS, and IAS).

AT&T Response: AT&T understands and will provide requested DTS bandwidth between service delivery points within the CALSC service area. DTS is a 1.544 Mpbs DS1 connection that handles up to 24 analog voice or data channels. As is the standard for all DTS circuits, the connection will be permanently established. The only exception would be a request from the Government requiring a modification, move, or disconnect.

C.2.4.1.2. DTS shall conform to the following standards:

C.2.4.1.2.1. ANSI T1.102/107/403/503/510 for T1.

AT&T Response: AT&T supports the ANSI 102/107/403/503/510 for T1 standards listed above. AT&T is a member of most national and international

standards' bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.4.1.2.2. Telcordia GR-499-CORE for T3.

AT&T Response: AT&T supports the Telcordia GR-499-CORE for T3 standards listed above. AT&T is a member of most national and international standards' bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.4.1.2.3. ANSI T1.105 and 106 for SONET.

AT&T Response: AT&T supports the ANSI T1.105 and 106 for SONET standards listed above. AT&T is a member of most national and international standards' bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.4.1.2.4. Telcordia GR-253-CORE for SONET.

AT&T Response: AT&T supports the Telcordia GR-253-CORE for SONET standards listed above. AT&T is a member of most national and international standards' bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.4.1.2.5. Telcordia SR-2275, TR-NWT-009 and TR-NWT-000335 for analog.

AT&T Response: AT&T supports the Telcordia SR-2275, TR-NWT-009 and TR-NWT-000335 for analog standards listed above. AT&T is a member of

most national and international standards' bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.4.1.3.. DTS connections shall be delivered directly to the prescribed equipment, such as analog terminal equipment (e.g., analog PBX, modem), DTE (e.g., computer, Group IV fax), digital PBX, multiplexer, or Local Area Network (LAN) bridge/router.

AT&T Response: AT&T will deliver the DTS connections to the requested Service Delivery Point. Partnered with the hardware manufacturer, AT&T will provide, install, and test the CPE equipment required to terminate the connection.

C.2.4.1.4. Digital DTS at T1 rates and below, the network shall be capable of providing network-derived clocking to the connected DTE, digital PBX, intelligent multiplexer, or LAN bridge/router. The service shall provide data transport and shall be transparent to any protocol used by the DTE or bridge/router. All bit sequences transmitted by the DTE through the SDP shall be data transparent.

AT&T Response: AT&T agrees and complies with the government's requirement for AT&T to provide network-derived clocking for digital DTS at T1 rates (and below) to Government CPE. Timing will be traceable to a Stratum 1 source. AT&T will provide the Government with timing appropriate for specific application so bit sequences can be data transparent.

C.2.4.1.5. The following categories of DTS shall be capable of providing payload specified:

AT&T Response: AT&T agrees and will comply with the detail contained in the following table.

Category	Basic Service	Payload Data Rate
1	T1 (unchannelized)	Single line rate of 1.544 Mb/s, to provide 1.536 Mb/s information payload.
2	Channelized T1	24 separate DS0 channels of 64 kb/s where each DS0 channel may be either a clear channel or contain multiple subrate DS0

Category	Basic Service	Payload Data Rate
		payloads
3	T3 (unchannelized)	A single line rate of 44.736 Mb/s, to provide 43.008 Mb/s payload.
4	Channelized T3	28 separate Digital Signal Level 1 (DS1) channels of 1.536 Mb/s information payload rate
5	OC3 Concatenated	A single channel service shall support a line rate of 155.520 Mb/s, having an information payload data rate of 148.608 Mb/s.
6	Channelized OC3	Three separate DS3 or STS-1 channels, each with an information payload data rate of 45 Mb/s or 49.536 Mb/s, respectively.
7	OC12 Concatenated	Single channel service l supporting a line rate of 622.080 Mb/s, having an information payload data rate of 594.432 Mb/s.
8	Channelized OC12	Four separate OC3c channels, each with an information payload data rate of 148.608 Mb/s, shall be supported.
9	OC48	A single channel with the information payload data rate of 2.377 Gb/s and a line rate of 2.488 Gb/s

C.2.4.2 Features

The following point-to-point and multipoint connections capabilities shall be available at DTS rates of DS1, DS3, OC3, and OC3c, OC12, OC12c, OC48, OC48c.

C.2.4.2.1. Branch-Off (also known as Drop-and-Continue). In this mode, all points shall be treated as if in one shared medium and shall be capable of autonomously sending and receiving data at each point.

AT&T Response: Using AT&T's SONET application, the requested point-to-point and multipoint connections can be available at the requested speeds with Add/Drop functionality.

Services will only be able to be added or dropped according to how they have been mapped within the OC-n service. Therefore, if an OC-n has been mapped for DS3s, no DS1s would be available to be added or dropped and vice versa.

After DS3s or DS1s have been dropped, they can then be multiplexed via standard DS3/DS1 multiplexers to lower speed services. Applicable rates apply.

C.2.4.2.1.1. Drop-and-Insert (also known as Add-Drop-Multiplexing). In this mode, previously specified channels of a channelized T1, T3, or OC3 service shall be capable of being dropped from the connection and new channels shall be capable of being inserted.

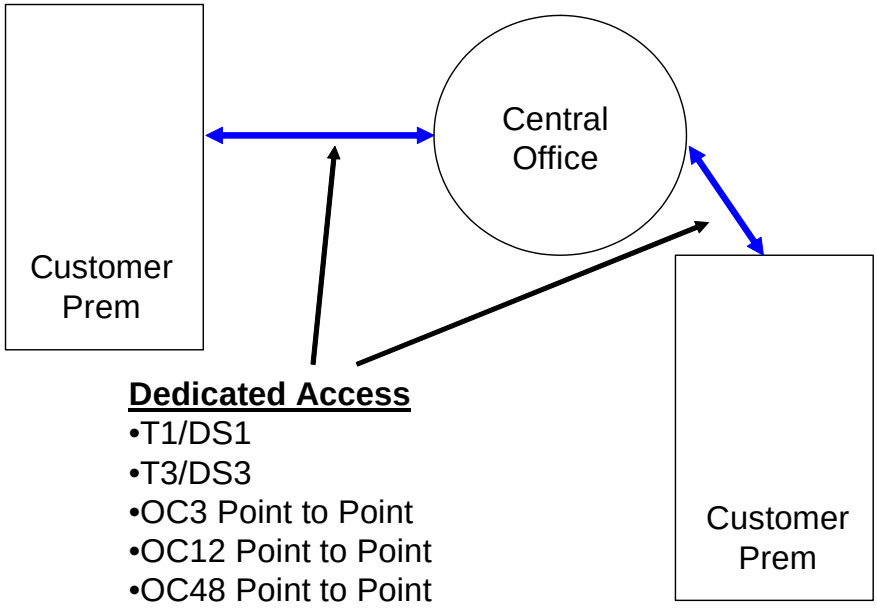
Service	*DS1*	*DS3*	*OC-3*	*OC-12*	*OC-48*
OC-3	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
OC-12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
OC-48	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
OC-192	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Table 9: SONET Service Options

C.2.4.2.2. Service assurance shall be available at DTS rates of DS1, DS3, OC3, OC12, and OC48. This feature shall improve the availability of DTS circuits as specified below by using such approaches as automatic restoration and reconfiguration:

AT&T Response: AT&T understands the requirements for service assurance for the dedicated access services offered to the Federal Government. In an effort to clearly define its dedicated access services, refer to the following diagrams:

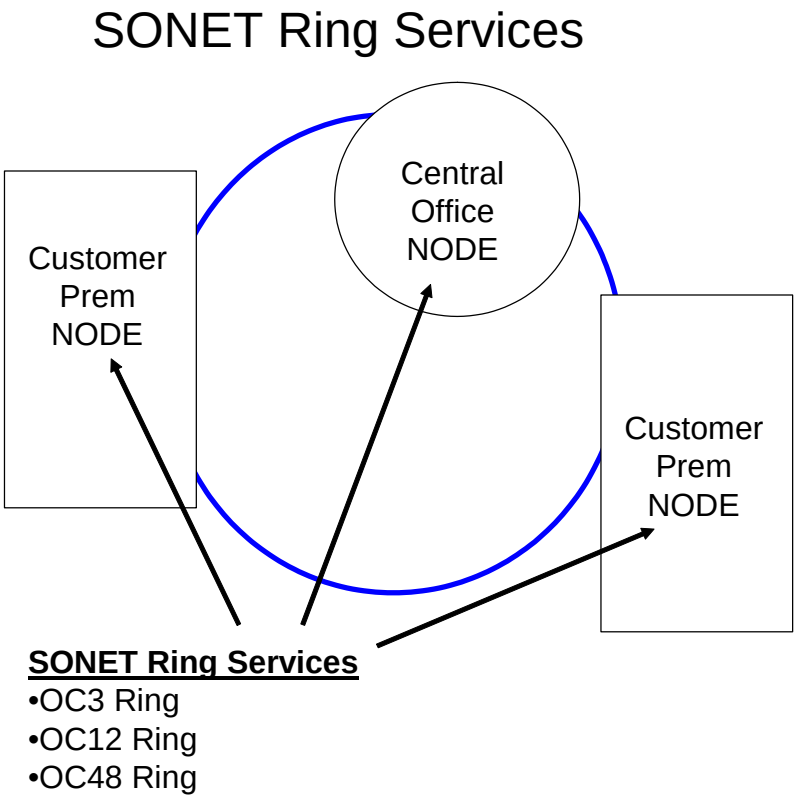
Dedicated Access Services



Dedicated Access Services, also called Dedicated Point to Point services, are services that link two customer premises or a customer premises and an LD Carrier PoP (Point of Presence).

T-1 and T3 dedicated access (also called point to point) circuits are designed with two Local Distribution Channels (LDCs). The CLIN for T1 and T3 account for both LDCs.

If multiple Central Offices are involved with the design of the circuit, 2 CLINS of Channel Termination and also the related channel mileage between the serving Central Offices will be charged (CLIN prices per mile).



SONET Ring Service offers redundancy and survivability. SONET Ring service can be as small as a two node design (One Central Office node and one customer premises node) or as large as 16 total nodes per SONET Ring. Our CLINS for SONET Ring service are priced by node. We also have CLINS for mileage between all nodes and CLINS for the related PORTS to jump onto and off of the ring.

C.2.4.2.2.1. Availability: At least 99.99 percent, calculated as described in C.2.1.10.4.

AT&T Response: Historically, as FCC reports confirm, AT&T meets its own 99.999% uptime goal, which confirms dependable, local telecommunications dedicated service for customers. The availability of service meets the

requirement of 99.9 percent at SDP- 1 for dedicated access services. The dedicated access services are listed here with the service availability measurement indicated for each..

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]

Table 10: Dedicated Access Services and Service Availability

Using AT&T's SONET technology, the Government will receive service assurance. Other benefits include the following:

- Increased bandwidth that can support broadband services, video, and high-speed local area networks (LANs) interconnection
- Infrastructure that will have built-in survivability
- Ability to add or drop off bandwidth as needed, while maintaining the transport facility
- Built-in performance monitoring
- Customizable customer network
- Enhanced network management capabilities
- Enhanced network survivability
- Bandwidth consolidation

- Bulk data transport
- Medical imaging
- Scientific computing
- Additional protection
- Multi-vendor shopping

C.2.4.2.2.2. Offeror's network monitoring shall identify and isolate trouble within 20 minutes from the time of disruption.

AT&T Response: AT&T monitors its network and will begin to identify and isolate trouble within 20 minutes of disruption.

C.2.4.2.3. Route or path diversity: Providing multiple, physically separate routes for DTS circuits, including SONET-type rings. This feature shall be negotiated on an individual-case basis.

AT&T Response: AT&T will work with the Government to design its Point-to-Point or SONET Ring Circuits to provide multiple or physically separate paths for diversity. The designs will be provided on an individual case basis.

C.2.4.2.4. Route or path avoidance: Allows a customer to define a geographic location or route on the network to avoid. This feature shall be negotiated on an individual-case basis.

AT&T Response: AT&T will work with the Government to design their Point-to-Point or SONET Ring Service with route or path avoidance. AT&T understands this feature will be negotiated on a case-by-case basis.

C.2.4.3 Performance

C.2.4.3.1. The DTS performance parameters for originating and terminating connections shall conform to the following specifications:

C.2.4.3.1.1. All digital transmission parameters shall satisfy the standards set forth in the High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations (Standards: Telcordia GR-342-CORE; ANSI/EIA T1.503/510 for T1, Telcordia TR-499 for T3, and ANSI/EIA Standards T1.105 for SONET OC1, OC3, OC12 and OC48 service.)

AT&T Response: AT&T agrees to the digital transmission parameters for OC-3, OC-12, and OC-48 service. AT&T also supports the standards listed above. AT&T is a member of most national and international standards bodies. As international standards for existing and emerging telecommunications standards evolve, AT&T will continue to make sure that

its network complies with the standards and that our premises-based equipment and networks are standards-based, as well.

C.2.4.4 Interfaces

C.2.4.4. User-to-Network Interface. The Offeror shall support the UNIs specified below:

C.2.4.4.1.1. ITU-TSS V.35 at a line rate up to 1.544 Mb/s

C.2.4.4.1.2. EIA-449 at a line rate up to 1.544 Mb/s

C.2.4.4.1.3. EIA/TIA-530 at a line rate up to 1.544 Mb/s.

AT&T Response: AT&T understands and complies with the standards detailed in the requirements above.

C.2.4.4.1.4. T1 at a line rate of 1.544 Mb/s and information-payload data-rate of 1.536 Mb/s. (Standards: Telcordia's Notes on the Networks [SR-2275] and GR-342-CORE; and ANSI/EIA T1.403).

AT&T Response: AT&T understands and complies with the specifications shown above.

C.2.4.4.1.5. T3 at a line rate of 44.736 Mb/s and an information-payload data-rate of 43.008 Mb/s (Standard: Telcordia TR-499).

AT&T Response: AT&T understands and complies. The DS-3 service is a two-point dedicated service that provides for simultaneous two-way transmission of serial, isochronous digital signals at a terminating bit rate of 44.736 Megabits per second (Mbps) and meets Telcordia standards.

C.2.4.4.1.6. SONET OC1 (Standards: ANSI/EIA T1.105, T1.106, T1.117).

AT&T Response: [redacted]

C.2.4.4.1.7. SONET OC3 (Standards: ANSI/EIA T1.105 T1.106, T1.117).

AT&T Response: AT&T complies with the standards shown above.

C.2.4.4.1.8. SONET OC3c (Standards: ANSI/EIA T1.105 T1.106, T1.117).

AT&T Response: AT&T complies with the standards shown above.

C.2.4.4.1.9. SONET OC12 (Standards: ANSI/EIA T1.105, T1.106, T1.117).

AT&T Response: AT&T agrees and meets the Standards of ANSI/EIA T1.105, T1.106, and T1.117 for SONET OC-12. As a standards-based leader in the telecommunications industry, AT&T consistently meets or exceeds the standards and requirements listed herein.

C.2.4.4.1.10. SONET OC12c (Standards: ANSI/EIA T1.105, T1.106, T1.117).

AT&T Response: AT&T agrees with and meets the Standards of ANSI/EIA T1.105, T1.106, and T1.117 for SONET OC-12c.

C.2.4.4.1.11. SONET OC48 (Standards: ANSI/EIA T1.105, T1.106, T1.117).

AT&T Response: AT&T agrees and meets the Standards of ANSI/EIA T1.105, T1.106, and T1.117 for SONET OC-48. AT&T is a member of most national and international standards' bodies.

C.2.5 Internet Access Service (IAS)

The Government intends to use IAS to support a wide range of customer requirements, such as connecting to the global Internet, Government-wide intranets, and extranets. IAS shall allow customers to interconnect CPE using the TCP/IP protocol suite and interoperate with other Government networks. Multiple contract awards are preferred and will be based on the Offerors' ability to satisfy the functional requirements of the current Chicago MAA contract where currently commercially available.

C.2.5.1 Basic Service Capabilities

C.2.5.1.1. The Offeror shall provide IAS ports at digital service levels specified by the customer and shall use appropriate CALSC services (e.g., VS analog data service, dial-up ISDN, DSL, DTS, or functional equivalent) to connect customers' SDPs to the Offeror's IAS service office(s). These access circuits shall support TCP/IP-based applications that conform to the specifications of the Internet Standards. The Offeror may establish a POP within the current Government-leased space if in the best interests of the Government.

AT&T Response: AT&T offers Managed Internet Service (MIS), which is a dedicated Internet access service that will provide the government with high-speed Internet access through communications facilities managed on a 24x7x365 basis by AT&T. This service complies with all applicable industry standards and fully supports all TCP/IP based systems and applications over a wide range of supported network access facilities including the Digital Private Line from CALSC. AT&T offers MIS with Managed Router for use by Government agencies.

C.2.5.1.2. The following capabilities shall be provided as part of the basic service:

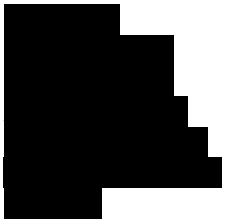
C.2.5.1.2.1. Unlimited access to the Internet 24 hours a day, 7 days a week.

AT&T Response: The AT&T MIS is a dedicated broadband Internet access service that is available 24x7x365.

C.2.5.1.2.2. DSL – Dynamic. Download speeds from 384k to 3.0Mbps. Upload speeds from 128k 416k. DSL – Static. Download speeds from 384k to 6.0Mbps. Upload speeds from 128k to 608k.

AT&T Response: AT&T offers a variety of Dynamic and Static DSL services. AT&T is offering Dynamic DSL at download speeds of 384 Kbps/768 Kbps to 3.0 Mbps/6.0 Mbps and upload speeds of 128 Kbps/384 Kbps to 512 Kbps/768 Kbps. The Static offers range for download speeds of 384 Kbps/1.5Mbps to 3.0 Mbps/6.0 Mbps and upload speeds of 128 Kbps/384 Kbps to upload speeds of 512 Kbps/768 Kbps. The pricing and bandwidth speeds have been added to the pricing table. Please refer to the DSL tab for pricing and bandwidth speed information.

The AT&T Business DSL Internet Service offers an "always on" Internet connection where available. It offers a selection of bandwidths, service plans, and features to accommodate individual business needs. AT&T offers a single IP DSL service where one IP (static or dynamic) is provided and a multiple IP DSL service where up to 29 usable IPs are provided. The following table provides an overview of the supported service categories.

Type	*Description*	*Speeds*	*Additional Information*
Standard ADSL	▪ One IP address per circuit –static or dynamic ▪ Bridge modem provided for an additional fee (non-NAT configured) ▪ Self-Installation supported for qualifying customers ▪ Professional Installation available for additional $175 charge ▪ No inside wiring is provided with ADSL Service	768/128 Kbps (ADSL)	Shared voice and data line 
Enhanced ADSL	▪ One IP address per circuit –static or dynamic ▪ Bridge modem provided for an additional fee (non-NAT configured) ▪ Self-Installation supported for qualifying customers ▪ Professional Installation available	Up to 1.5 Mbps/Up to 384 Kbps (ADSL)	Shared voice and data line 

Type	*Description*	*Speeds*	*Additional Information*
	for additional $175 charge ▪ No inside wiring is provided with ADSL Service		[redacted]
IDSL Single IP	▪ One IP address per site –static or dynamic ▪ Router provided for an additional fee in bridge mode ▪ Installation of new DSL service. ▪ Up to 15 minutes of inside wiring included* ▪ Tech Installation Required	144/144 Kbps (IDSL)	Data line only
IDSL Multiple IP	▪ LAN connection to the Internet ▪ Routed connection (Router provided for an additional fee) ▪ 8 IPs automatically assigned. Up to 29 usable Static IP addresses available upon request ▪ Installation of new DSL service. ▪ Up to 15 minutes of inside wiring included* ▪ Tech Installation Required	144/144 Kbps	Computers must be networked via an Ethernet Hub Data line only
SDSL	▪ LAN connection to the Internet ▪ Routed connection (Router provided for an additional fee) ▪ 8 IPs automatically assigned. Up to 29 usable Static IP addresses available upon request ▪ Installation of new DSL service. ▪ Up to 15 minutes of inside wiring included* ▪ Tech Installation Required	192/192 Kbps 384/384 Kbps 768/768 Kbps 1.1/1.1 Mbps 1.5/1.5 Mbps	

Table 11: AT&T Business DSL Supported Service Categories

C.2.5.1.2.3. Access control provided by the Offeror's network to ensure that the only incoming connections to CALSC IAS SDPs are from authorized users.

AT&T Response: For customers who choose the MIS with Managed Router option, AT&T includes customer-specific Packet Filtering as a standard feature. In this case, AT&T oversees the implementation and maintenance of packet filtering tables in the customer's router for added security. Packet

filtering is a useful component of a comprehensive security plan. It helps prevent unauthorized access to the customer's internal network, and controls authorized users' access to customer-specified Internet sites. AT&T engineers work with the customer to define a customized filtering plan and, at the customer's request, make changes to it. In addition to packet filtering on the CPE router, AT&T can optionally provide a wide range of Managed Firewall Service options, which will enable the customers to fully secure their Enterprise network environment from a wide range of external security threats.

C.2.5.1.2.4. Support for the Government assigned and InterNIC registered IP addresses and domain names.

AT&T Response: The AT&T MIS fully supports customers with Government assigned and InterNIC registered IP addresses and domain names.

C.2.5.1.2.5. Primary and Secondary Domain Name Service to provide an authoritative name server for the customer's IAS.

AT&T Response: AT&T's MIS includes the following support for Domain Name Services (DNS).

- **Up to 15 primary DNS zones** (15 domain names per circuit) with a maximum of 150 Kilobytes of Primary zone data
- **Up to 15 secondary DNS zones** with a maximum of 150 Kilobytes of Secondary zone data

Customers who need more than the above maximums may purchase an additional DNS option.

This option supports administration of up to 15 additional DNS zones with a maximum of 150 Kilobytes of zone file data. Customers may select either primary DNS OR secondary DNS, but they cannot combine the two. If the customer requires both additional primary DNS and additional secondary DNS, they must purchase multiple DNS options.

With the above proposed DNS service, customers may choose to establish their own primary DNS, in which case AT&T will provide/administer secondary DNS only, if requested. Once the customer's DNS has been established, AT&T MIS customers administer their own DNS for all existing zones using the web-based DNS Provisioning Tool (DPT). DPT is available 24 hours a day, seven days a week. The DPT tool allows customers to view, add, delete, or update their DNS records and add new domains quickly and easily without having to rely on AT&T's MIS Customer Service.

As another option, AT&T operates "resolving" or "caching" DNS servers that can be used for domain name lookups, e. g. www. yahoo. com, by Customer's in-house systems (PCs, mail servers, etc) connected to MIS. This service is only available to Customers who do not have their own in-house DNS server(s).

C.2.5.2 Features

C.2.5.2.1. The Offeror shall provide the following features:

C.2.5.2.1.1. Electronic Mail Service. The Offeror shall provide and manage individual mail accounts using Simple Message Transfer Protocol (SMTP), Post Office Protocol (POP), and Internet Messaging Access Protocol (IMAP) standards. The e-mail service shall support Multipurpose Internet Mail Extension (MIME) for application-specific binary attachments.

AT&T Response: AT&T can provide its customers with robust, enterprise-wide Electronic Mail Services through its Enterprise Messaging Services (EMS) product portfolio. The EMS is based on Microsoft's Hosting Messaging and Collaboration architecture [redacted]. It was designed to meet messaging requirements of our customers. In addition, the managed messaging offering has the ability to deliver additional AT&T messaging services, such as Instant Messaging, wireless communication, and collaboration/shared folder services.

C.2.5.2.1.2. Web Hosting. The Offeror shall provide a Web hosting service to host Government web pages. The Web hosting service shall be accessible 24 hours per day, seven days per week via:

C.2.5.2.1.2.1. Shared server(s) and/or

AT&T Response: AT&T does not support hosting on shared servers at this time.

C.2.5.2.1.2.2. Dedicated server(s)

AT&T Response: AT&T supports Web Hosting capabilities through its Enterprise Hosting Services portfolio, which is a continuum of hosting and management capabilities that provides clients with a global, scalable, reliable, and flexible infrastructure for running their e-business applications. It includes an array of web hosting and management services designed to allow clients to run and manage enterprise-class e-business applications that address their needs and challenges.

Service Type	*Description*
AT&T Enhanced Managed	▪ AT&T provisions, installs, and provides application performance management and comprehensive reporting. AT&T Enhanced Managed capabilities are available for clients who want to buy an end-to-end (ETE) integrated hosting solution, where the entire solution is configured to meet their business and performance objectives. AT&T guarantees the performance of their on-line business. ▪ AT&T provides Performance Management Services to support predictive performance and optimal end-user experience. ▪ Performance is guaranteed with Service Level Agreements. ▪ Performance reporting is available via the AT&T BusinessDirect® Portal. ▪ Application migration and due diligence is performed. ▪ Client application is loaded and stress tested. ▪ The AT&T BusinessDirect® Portal provides: o Performance Reporting o Optional ETE Application Management with Service View reporting o Trouble Ticketing o Collaboration Tools Professional services provide design, implementation and management services. Unique additional client needs include: ▪ Complex migration and integration services ▪ Client specific Application/Hardware/Software management

Service Type	*Description*
	▪ Extensive application due diligence ▪ Client-unique SLAs and reporting ▪ Client-intimate operational process support
AT&T Managed	AT&T provisions, installs, monitors, manages, maintains and reports on certified applications operating systems, and hardware. AT&T Managed capabilities allow clients to buy hosting services as a set of individually configured and managed components, where AT&T guarantees the availability of those components. ▪ Advanced Management Services for certified Hardware, Operating Systems, and Application Software ▪ Component Availability Service Level Agreements and availability reporting using the AT&T BusinessDirect® Portal ▪ Possible combination of Advanced Monitoring Services and Advanced Management Services when the client designates particular servers ▪ Managed network services are available ▪ Choice of several managed services: ▪ Managed Storage ▪ Managed Security ▪ Content Distribution and Media Services ▪ Managed Load Balancing ▪ Multi-ISP Services with AT&T Managed BGP Routing
Client Managed	AT&T monitors and manages the AT&T Network and GIDCs. The client acquires, installs, manages and maintains their system resources. Client Managed clients can purchase AT&T Managed Services such as Managed Firewall Services, Intrusion Detection Services, Managed Storage Services, Content Distribution Services, and Managed Load Balancing Services. ▪ The client can purchase Advanced Monitoring Services for certified hardware, operating systems and application software, and non certified supported elements with alarm notification and reporting delivered via the AT&T BusinessDirect® Portal. This includes Direct Control Services which enable them to remotely manage and update parameter thresholds of their solution ▪ The client retains root access to their systems ▪ The client is responsible for managing and restoring their service ▪ Leased AT&T Global Internet Data Center (GIDC) space is provided using Lockable Cabinets or Standard Cage sizes for streamlined provisioning. See Rack Space and Power for more information ▪ Direct connectivity to OC-192 IP Backbone is ensured ▪ Metered bandwidth is provided

Service Type	*Description*
	▪ Client Managed solutions receive service level agreements for Global Internet Data Center and AT&T backbone availability: ▪ Global Internet Data Center Service network availability SLAs provide 99.9% availability of the IDC Infrastructure and IP Backbone for any given month. When AT&T's GIDC is unable to transmit packets due to a GIDC outage, the client is entitled to a credit on their bill. ▪ The client can purchase Remote Advanced Server Monitoring Service on servers located in their own Corporate Data Centers. AT&T will monitor servers, operating systems and application software, and non-certified supported elements with alarm notification and reporting delivered via the AT&T BusinessDirect® Portal. This includes Direct Control Services, which enable them to manage and update parameter thresholds of their solution. ▪ The client retains root access to their systems ▪ The client is responsible for aspects of managing and restoring their service This service requires AT&T monitoring Infrastructure to be installed in Client's Data center. <SPA

Table 12: AT&T Web Hosting Service Types

C.2.5.2.1.3. Web Authoring. The Offeror shall provide an hourly rate to assist the Government in the development of Web pages and services.

AT&T Response: AT&T is capable of providing the government with custom Web Development and maintenance services on a time and material basis. Depending on the required skill levels, various labor categories for such services can be provided.

C.2.5.2.1.4. Firewall Security Service. The Offeror shall provide a firewall service which shall provide a completely transparent access process, including firewalls, management tools, integrity checkers, and intruder alarms. The firewall system shall be 100% Internet compatible. Individual IAS circuits may have different requirements for the Firewall Security Service feature. Offerors may propose additional CLINs for such firewall capabilities as virus scanning, site-to-site encryption, or url/java/active-x filtering. Such features will be evaluated for reasonableness but will not be included in the Government's Total Estimated Price.

AT&T Response: AT&T supports a wide range of Managed Security Services to meet customer's security needs for IP networking. The following table provides an overview of the available security services that can optionally be combined with the AT&T MIS service.

Option	*Description*
Managed Firewall – Server Based	Provides a customer with fully managed CheckPoint Firewall-1 software on a Sun Ultra Enterprise server on the customer's internal network.
Managed Firewall – Router Based	Provides customers fully managed Cisco IOS Firewall Feature set working on the Cisco router provided with the MIS CPE.
AT&T Managed Firewall Service - Premise Based Cisco PIX® option	Provides customers with a fully managed security service based on Cisco's suite of PIX® firewalls. By utilizing the industry-leading Cisco firewall series, AT&T provides customers with unmatched security, reliability, and performance in conjunction with superior Managed Security Service.
Managed Intrusion Detection	Provides customers one or more fully managed NetRanger Sensor at various locations on a customer's network. The sensors report suspicious activity back to the NetRanger Director located at the AT&T Security Network Operations Center.
AT&T Network Scanning Service	AT&T Network Scanning Service is a vulnerability and risk assessment tool that helps scan the customer's IP network for security holes.

Table 13: AT&T Available Security Services

C.2.5.2.1.5. Border Gateway Protocol (BGP). The Offeror shall provide support for the border gateway protocol for CALSC customers with registered Autonomous System (AS) numbers.

AT&T Response: AT&T supports both Static Routing as well as Border Gateway Protocol Version 4 (BGPv4) for interconnecting customer networks to the public Internet via AT&T's MIS.

C.2.5.2.1.6. Network News Transfer Protocol (NNTP) News Feed. The Offeror shall provide as a feature a Usenet news feed and shall describe the Usenet NNTP news feeds that will be provided in its technical proposal. CALSC customers shall be able to choose whether to access the Offeror's news feed server or to have the news feeds downloaded by the Offeror to the customer's server.

AT&T Response: [redacted]

C.2.5.2.1.7. Periodic Reports. The Offeror shall provide the capability to deliver special reports detailing the performance of IAS connections for individual customers in accordance with Section G. The periodic reports described in Section G shall include IAS activity and shall be provided as part of the basic service.

AT&T Response: Dedicated Internet Access, AT&T MIS, customers with online access have access to traffic summary reports. These reports track access line use as a percentage of the available bandwidth. This comprehensive view of usage data will provide information needed to

effectively monitor and manage your Internet bandwidth use and plan for future upgrades. Network Usage Reports are available 24 hours a day, seven days a week except during maintenance. You can access Network Usage Reports through a Web site with various security features. Secure Socket Layer (SSL) technology is used to protect your data from unauthorized users. All data is password protected. From the Usage Reports website, you can display your AT&T MIS usage in graphical format or download the data in tabular form. Graphical reports are available on a daily, weekly and monthly basis. The daily graphical reports display the 15-minute inbound and outbound traffic profile (except for usage-based circuits where 5-minute traffic data is used) as well as the peak and average traffic statistics of the day. The weekly and monthly graphical reports display the inbound and outbound traffic profile as well as the peak and average traffic statistics for the corresponding time-frame. Tabular reports are available on a daily, weekly and monthly basis. The reports provide both the percent use and raw data and may be downloaded to an Excel file.

The Usage Reports Web site is located at: https://usage. dedicatedip.att.net/

C.2.5.2.1.8. Dialup backup of dedicated ports. Transmission shall be provided separately using:

C.2.5.2.1.8.1. ISDN BRI at a peak data rate of 64 kb/s.

AT&T Response: Each ISDN BRI B channel has a peak data rate of 64 kb/s.

C.2.5.2.1.8. 2. ISDN BRI at a peak data rate of 128 kb/s.

AT&T Response: ISDN BRI using both B channels has a peak data rate of 128 Kbps.

C.2.5.2.1.9. Service Level Guarantee. If the customer experiences an unscheduled outage of 30 minutes, or more in any 24-hour period, that customer shall receive one day's service credit. All scheduled maintenance shall provide a minimum of two weeks notice and notice prior to actual service disruption.

AT&T Response: Actual SLA, in its entirety, is found in Attachment 5.

The performance objective for the MIS Site Availability/Time to Restore SLA is 100%. If AT&T does not meet this performance objective in any given

calendar month, the Government will be eligible for an MIS Site Availability/Time to Restore SLA credit for each Outage equal to the product of a customer's total discounted Covered MIS Monthly Charges for the affected MIS Ports by a percentage based on the duration of (Time to Restore) the Outage, as set forth in the MIS Site Availability/Time to Restore SLA Credit Table. "Outage" means an occurrence within the AT&T Network and/or the AT&T-provided dedicated access (and in the case of MIS with Managed Router, the AT&T CPE) that is unrelated to the normal functioning of MIS and that results in the inability of Customer to transmit IP packets for more than one minute. Measurement of Time to Restore begins when a trouble ticket is opened by AT&T Customer Care and Customer releases the affected Service Component(s) to AT&T and ends when AT&T Customer Care makes its first attempt to notify Customer that the problem has been resolved and the Service Component(s) are restored and available for Customer to use. Time to Restore excludes Outage time that is outside of the standard operating hours of the AT&T local transport which also is separately ordered from AT&T in conjunction with the dedicated Internet access product called MIS for the affected MIS Port.

MIS Site Availability/Time to Restore SLA Credit Table – Single Link / Single Router						
Time to Restore		**Country Group**				
Equal to or Greater than:	to Less than:	Group 1 Single Link, Single Router	Group 2 Single Link, Single Router	Group 3 Single Link, Single Router	Group 4 Single Link, Single Router	Group 5 Single Link, Single Router
1 Minute	1 Hour	3.3%	3.3%	3.3%	3.3%	3.3%
1 Hour	2 Hours	3.3%	3.3%	3.3%	3.3%	3.3%
2 Hours	3 Hours	10.0%	3.3%	3.3%	3.3%	3.3%
3 Hours	4 Hours	10.0%	10.0%	3.3%	3.3%	3.3%

MIS Site Availability/Time to Restore SLA Credit Table – Single Link / Single Router						
Time to Restore		**Country Group**				
4 Hours	5 Hours	25.0%	10.0%	10.0%	3.3%	3.3%
5 Hours	6 Hours	25.0%	10.0%	10.0%	3.3%	3.3%
6 Hours	7 Hours	25.0%	25.0%	10.0%	3.3%	3.3%
7 Hours	8 Hours	25.0%	25.0%	10.0%	10.0%	3.3%
8 Hours	9 Hours	50.0%	25.0%	25.0%	10.0%	3.3%
9 Hours	10 Hours	50.0%	25.0%	25.0%	10.0%	3.3%
10 Hours	11 Hours	50.0%	50.0%	25.0%	10.0%	3.3%
11 Hours	12 Hours	50.0%	50.0%	25.0%	25.0%	3.3%
12 Hours	13 Hours	50.0%	50.0%	50.0%	25.0%	3.3%
13 Hours	14 Hours	50.0%	50.0%	50.0%	25.0%	3.3%
14 Hours	15 Hours	50.0%	50.0%	50.0%	50.0%	3.3%
15 Hours	16 Hours	50.0%	50.0%	50.0%	50.0%	3.3%
16 Hours	17 Hours	100.0%	50.0%	50.0%	50.0%	3.3%
17 Hours	18 Hours	100.0%	50.0%	50.0%	50.0%	3.3%
18 Hours	19 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
19 Hours	20 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
20 Hours	21Hours	100.0%	100.0%	100.0%	50.0%	3.3%
21Hours	22 Hours	100.0%	100.0%	100.0%	50.0%	3.3%
22 Hours	23 Hours	100.0%	100.0%	100.0%	50.0%	3.3%
23 Hours	24 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
24 Hours	36 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
36 Hours	Over 36 Hours	100.0%	100.0%	100.0%	100.0%	10.0%

Table 14: MIS Site Availability/Time to Restore SLA Credit Table

AT&T provides notice of scheduled maintenance prior to actual service disruption. Routine maintenance is generally planned several weeks in advance and is performed between 12 a.m. and 6 a.m., Monday through Friday, local time, for the network element being serviced. Customers are

notified of planned maintenance events via two methods. First, a notification of planned maintenance is placed on the Customer Care website listing the names and location of the routers which are affected along with the estimated duration of the maintenance downtime. In addition, an email is sent to all customers who have ports on the affected routers two weeks in advance.

In order to further clarify Internet SLAs, we have written them in the following format:

Dedicated Internet Access	*SLA*
Latency	
US	37 ms
Data Delivery	
US	99. 95%
Jitter	
US	1 ms

Table 15: Dedicated Internet Access SLAs

General MIS SLA Terms

Under the AT&T Service Level Limited Guarantee Program, AT&T Managed Internet Service, AT&T Global Managed Internet Service, and AT&T International Managed Internet Service customers provisioned on the AT&T IP Backbone are provided with the following performance and provisioning guarantees:

Performance SLAs

In order to receive a credit for a MIS SLA for a Customer Site located within the United States, [redacted]

[redacted]

Customer may receive:

- only one credit for any calendar day for a particular MIS Port for the MIS Site Availability/Time to Restore SLA;
- only one credit in any calendar month for each of the Network Latency SLA, the Network Data Delivery SLA, and the Network Jitter SLA
- credits for any Customer Site in a given month totaling no more than the total Covered MIS Monthly Charges for the Customer Site for that month.

Definitions

Covered MIS Monthly Charges means:

- the monthly charges for the affected Customer Port, and
- the monthly charges for Optional Features associated with the affected Customer Port.

MIS On-Time Provisioning SLA

The performance objective for the MIS On-Time Provisioning SLA for MIS Sites located within the US is for AT&T to complete installation of a Covered Access Arrangement at a Customer Site by the Due Date. If AT&T does not meet this performance objective for a Covered Access Arrangement,

Customer will be entitled to a MIS On-Time Provisioning SLA credit equal to one month's discounted monthly recurring charge for the MIS Service Component(s) that is not installed on time, after the installation is completed.

Covered Access Arrangements and Due Dates

The MIS On-Time Provisioning SLA applies to Sites located in the US with respect to Covered Access Arrangements, as defined in the following table, provided that local access is confirmed to be available at the time of the technical interview. The On-Time Provisioning SLA does not apply with respect to any access arrangement ordered for, and/or associated with, any type of Customer collocation arrangement on AT&T's premises.

Covered Access Arrangement	*Due Date*
Access of any speed that is provisioned as part of a T1 Local Channel, including multiple T1 configurations	30 days after AT&T receives signed CCD
Access of any speed which is provisioned as part of a T3 Local Channel	42 days after AT&T receives signed CCD
Access of any speed which is provisioned as part of an OC–3 Local Channel	63 days after AT&T receives signed CCD

Table 16: Covered Access Arrangement due dates

C.2.5.2.2. The following additional features shall support the customer's intranet service requirements:

C.2.5.2.2.1. Intranet Access Control Facilities to ensure that only authorized users are allowed on the customer's intranet.

AT&T Response: AT&T supports a wide range of Security Services to meet a customer's security needs for Intranet Access Control.

C.2.5.2.2.2. Service Assurance. This feature shall improve the availability of the customer's intranet connections as specified below by using such approaches as automatic restoration and reconfiguration:

C.2.5.2.2.2.1. Contractor monitoring shall identify trouble on the network not later than 20 minutes from occurrence.

AT&T Response: AT&T agrees with identifying trouble not later than 20 minutes from occurrence. We monitor our network 24x7 at our fully-redundant Network Operations Centers. At our centers, we can instantly access

information on the health of switches and the entire fiber optic network and identify trouble on the network.

C.2.5.2.2.2.2. Time to restore: Less than 2 hours from time of identification.

AT&T Response: [redacted] The Mean Time To Repair (MTTR), same as Time to Repair, objectives represent what AT&T attempts for every customer. Due to the complex nature of the telecommunications business and our broad product portfolio, [redacted] AT&T has assigned a Service Executive dedicated to facilitate service restoral. Our Service Executives are a single point of contact for service issues and are responsible for escalating service issues when required.

C.2.5.3 Performance

C.2.5.3.1. The Offeror's infrastructure shall support best commercial practices against unauthorized access and threats from hacker, criminal, and terrorist activities. In addition, the Offeror's infrastructure security shall comply with the OMB Circular A 130, which requires adequate security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.

AT&T Response: AT&T's infrastructure supports best commercial practices against unauthorized access and threats. AT&T understands the requirements described above and will be responsible for aspects of security as they relate to the service being provided under this contract. AT&T reminds the Government that problems caused by Government customers' improper practices are not the responsibility of AT&T.

C.2.5.3.2. Customer technical support shall be provided 24 hours per day, seven days per week. Support shall be available by toll-free phone and e-mail.

AT&T Response: The AT&T maintenance department is fully staffed 24 x 7, and is available via a toll-free number or email to support the customer.

C.2.5.3.3. The Offeror shall monitor the customer's connections and traffic 24 hours per day, seven days per week.

AT&T Response: AT&T's maintenance department is fully staffed, 24x7x365. Machine testing and a maintenance staff monitor the network full-

time. Due to the redundant nature of the network and Central Office switching, we often identify and repair problems before the customer is affected or even aware a problem occurred.

C.2.5.3.4. Continuity of Operation. The Offeror shall provide disaster recovery to ensure that the Government's IAS is restored in cases of natural or other disaster situations. The Offeror shall maintain and test the disaster recovery capability and include a description in the Contingency Plan.

AT&T Response: As a world leader in the telecommunications industry, and ever conscious of the growing need for security of our nation's infrastructure, AT&T is actively involved with and serves in leadership roles with our nation's foremost security programs.

AT&T's Chief Operating Officer, [redacted] is on the President's National Security Telecommunications Advisory Committee (NSTAC), and our company proudly serves the National Security Emergency Preparedness program (NSEP) of the Federal Government. AT&T is only one of seven companies nationwide to have a company Director on premises with the National Coordination Center (NCC) of the Department of Homeland Security. AT&T understands the critical security needs of the Government, and we take pride in our Corporation's dedication protecting the nation's telecommunications infrastructure.

AT&T has a National Security Emergency Preparedness (NSEP) Plan currently in place with the Government. For this contract, AT&T will abide by the guidelines that are part of that plan. The requirements of this RFP do not change those guidelines. A copy of the NSEP Plan is available to the GSA as Attachment 7 to this response. AT&T understands the importance of TSP and its role in supporting priority circuits.

C.3 Management and Operations

As part of the service offering, the Offeror shall ensure proper management and operation of the telecommunications services it provides. The Offeror shall incorporate state-of-the-art web-enabled commercial Business Support Systems (BSS) and Operational Support Systems (OSS) in accomplishing these functions. The Offeror shall conduct verification testing of its OSS in accordance with the contractor's OSS Verification Test Plan accepted by the Government. The Offeror shall complete verification testing within 60 calendar days after the Government acceptance of its OSS Verification Test Plan or within 60 calendar days after the Notice to Proceed, whichever is later. The Offeror shall neither issue a Service Order Confirmation nor proceed with CALSC orders until it successfully completes OSS verification testing. The Offeror shall provide: Amendment 2: Reference C.3., Management and Operations, requirement for offerors to incorporate state-of-the-art web-enabled commercial Business Support Systems (BSS) and Operations Support Systems (OSS). The web-enabled support system requirement is optional. The Government will consider other than web-enabled systems.

C.3.1 Sales and marketing support

AT&T Response:

Identify Target Customers and Understand Customer Requirements. AT&T will work with the Government to identify those target customers for the services. With years of experience and expertise in selling to the Federal Government, AT&T Account Representatives are well positioned to identify those who require these services. AT&T's Federal Sales team also has the expertise, including Technical Solution Engineers, to understand customer requirements and prepare a proposal to meet specific customer needs.

Collateral/Product Briefs. AT&T will develop product briefs as marketing collateral on the services. These product briefs will include a service overview, features, benefits, and applications, as appropriate. These are one-page, two-sided glossy documents for handing out or leaving behind with customers.

Website Content. AT&T will develop website content and provide website or portal links that could be used to promote these services online. Additional service and solution information or white papers will be easily accessible as appropriate from the AT&T Government Solutions website.

Promotion/Sales. AT&T will use its dedicated federal sales team to promote and sell these services to customers. Specific training will be provided to these sales resources on the services, features, applications, and implementation of these services.

Verification Test Plan. AT&T will conduct OSS Verification Tests, using AT&T standard commercial practices and systems. The tests will be conducted within 60 days of the Notice to Proceed. Service Orders will not be issued until the Verification testing has been successfully completed.

The OSS Verification Testing will include testing of order process through [redacted] into our ordering system. Customer notification and status of orders will be reviewed and other processes through the completion of the order. A final Verification Plan will be developed after the award.

An example of a Verification Test Plan [redacted] with the GSA is included as Attachment 8.

C.3.1.1. The Offeror shall market, promote, and sell CALSC services, features, and basic capabilities to customers. The Offeror shall prepare a draft Marketing Plan as part of its proposal and update it annually, indicating how it will work with the Government to achieve the CALSC contract objectives defined in Section C.1.2. The Offeror shall work with the Government in setting sales goals in terms of total revenue and new service development in the next three-to-six months. The Offeror shall report on an annual basis in the Marketing Plan on the results achieved.

AT&T Response: AT&T will assist in marketing, promoting, and selling CALSC services, features, and basic capabilities to our customers. We will work with the Government in setting sales goals in terms of total revenue and new service development in the next three to six months. The AT&T program manager will provide reporting on an annual basis.

The AT&T marketing plan will consist of the following activities:

- Create and distribute marketing materials to the AT&T sales personnel to be used on sales calls to targeted GSA customers.

- Train the sales team members dedicated to supporting the GSA on the contract.
- Educate other AT&T sales personnel on the availability of the CALSC contract and its benefits.

C.3.1.2. The Offeror shall take the lead in marketing, promoting, and selling CALSC products and services; and the Offeror's sales forecasts will be the basis for the CALSC sales goals. These sales forecasts and sales goals will be negotiated with the Government. The Government will establish policy and work with the Offeror to achieve the CALSC sales and marketing goals, although the Offeror will play the primary role in day-to-day sales/marketing activities.

AT&T Response: AT&T will market, promote, and sell CALSC products and services. Forecasts and goals will be established by AT&T and Government personnel and they will work together to achieve the CALSC sales and marketing goals. AT&T's GSA sales team will market to the CALSC customer base during our day-to-day sales/marketing activities.

The GSA/Region 5 COTR will be the Government's primary customer contact at the CALSC contract level. The COTR may vary for individual orders.

AT&T understands GSA's assignment and purpose for the GSA/Region 5 COTR for the CALSC contract.

C.3.1.3. The Offeror shall meet at least monthly, unless a different time is mutually established, with the GSA/Region 5 staff to review results and plan next steps. The Government reserves the right to accompany the Offeror on any CALSC customer call on one business days' notice. The Offeror shall maintain a current schedule of planned customer meetings in a database that shall be capable of being accessed in near-real time by the Government.

AT&T Response: Customer presentation schedules will be provided to the Government upon request, rather than stored in a near-real time database.

AT&T is available to meet at least monthly, unless a different time is mutually established, with the GSA/Region 5 staff to review results and discuss plans. AT&T will continue to make joint sales calls with Government personnel when appropriate. AT&T's GSA sales team will maintain a current schedule of CALSC customer presentations, which the Government may request at any time.

C.3.1.4. The Offeror shall measure in an objective, ongoing, and statistically significant manner the level of customer satisfaction with CALSC service. The Marketing Plan shall:

C.3.1.4.1. Report on the level of customer satisfaction and assess any changes. Customers who may be considering a reduction in their use of CALSC services shall be identified.

AT&T Response: AT&T will capture customer satisfaction with regard to the CALSC contract. Any customer who has a high degree of satisfaction or a low degree of satisfaction will be addressed with the GSA so the GSA understands who they may use as references and who may be at risk of exiting the CALSC contract.

C.3.1.4.2. Recommend specific actions to improve customer satisfaction with the CALSC program.

AT&T Response: As AT&T and GSA roll out the CALSC contract to the GSA's customers, we will share customer satisfaction with the GSA. Together, we can identify any gaps or shortfalls with cut/migration/servicing our customers on the CALSC contract. AT&T will collaborate with the GSA to improve any identified gaps or shortfalls.

C.3.1.4.3. Identify prospects who may become new CALSC customers during the next reporting interval, why they are now interested in becoming customers, their expectations of the CALSC program, and their forecast service requirements.

AT&T Response: Per Amendment 1, C.3.1.4.3 has been changed to read "reserved."

C.3.1.4.4. Forecast growth requirements of all customers all services by service and by building.

AT&T Response: AT&T will collaborate with the GSA to discuss and share forecasting information.

C.3.1.5. The Offeror shall provide a Client's Guide on an annual basis to help CALSC subscribers order services, features, CPE, and other support services and become aware of new products and services. However, if the Offeror and the Government agree that no significant changes to the Client's Guide are needed, the previous version may be retained. A draft of the Client's Guide shall be included with the proposal. The Offeror also shall maintain a CALSC home page on the Internet, using information from the Client's Guide. The Government requires five working day to review updates to the home page.

AT&T Response: We have provided a draft Client Guide, as required, in Attachment 9.

C.3.1.6. The Offeror shall describe how it will avoid conflicts of interest between its CALSC marketing efforts and its direct sales to Federal users in the CALSC service area. In particular, the Offeror shall describe how it will encourage use and support its sales staff to offer and sell CALSC services and features to Government subscribers in the Chicago rather than market its other competing services.

AT&T Response: AT&T has a dedicated sales team who will market directly in the CALSC area. AT&T will use marketing brochures to educate agencies so they understand options provided by this contract.

C.3.2 Service Ordering Support

C.3.2.1 Service Order Process

AT&T Response: The Government's requirement is that the CALSC transition process shall be transparent to the customer and the Offeror shall be able to process CALSC service orders using existing service order processes. The CALSC service ordering process shall, at a minimum, support the following functions as well as requirements to interface with the Government's ordering and billing system.

AT&T's Federal Customer Care Center in Chicago is responsible for all GSA ordering for CALSC. AT&T provides a toll-free number for the GSA to contact for all locations included in the contract. AT&T provides several service representatives to work with the GSA on requests and issues, as needed. The AT&T manager who oversees this department also is listed for the Government's convenience, should the Government require any support or assistance from a management supervisor. Shown in the table below is the contact information for the AT&T manager, as well as the GSA electronic mail box, which is available for all GSA correspondence and orders.

One of AT&T's defining characteristics is its commitment to a culture devoted to exceptional customer support for ordering and billing inquiry. AT&T's philosophy is rooted in a highly personalized approach that values the unique needs of our customers. Our vision is to provide world-class service that exceeds our customers' expectations.

The AT&T team may be contacted by phone [redacted] however orders may be placed [redacted] Hours of operation for placing orders are Monday through Friday, 8 a.m. to 5 p.m. (central time).

Following is a list of contact personnel:

[redacted]

C.3.2.1.1. Provide service price quotes.

Service Ordering Points of Contact:

AT&T Response: AT&T's Global Customer Care Center in Chicago is responsible for all GSA ordering throughout the CALSC area. AT&T provides a toll-free [redacted] for the GSA to contact for all locations included in the contract. AT&T provides several service representatives to work with the GSA on requests and issues as needed and these would include providing price quotes, initiating and accepting service orders, change orders and disconnect orders. The AT&T manager who oversees this department also is listed for the Government's convenience, should the Government require any support or assistance from a management supervisor. AT&T will coordinate with incumbent vendors to assure everything necessary to complete service has been accomplished and will notify Government as required.

- [redacted]

[redacted]

C.3.2.1.2. Initiate service orders.

AT&T Response: AT&T's Federal Customer Care Center in Chicago is responsible for all GSA ordering CALSC. AT&T provides a toll-free number for the GSA to contact for all locations included in the contract. AT&T provides several service representatives to work with the GSA on requests and issues as needed. The AT&T manager who oversees this department also is listed for the Government's convenience, should the Government require any support or assistance from a management supervisor. Shown in the table below is the contact information for the AT&T manager, as well as the GSA electronic mail box, which is available for all GSA correspondence and orders.

Orders may be placed by contacting the AT&T team by e-mail or fax. Hours of operation for placing orders are Monday through Friday, 8 a.m. to 5 p.m. (central time).

Following is a list of contact personnel:

- [redacted]

C.3.2.1.3. Track service orders.

AT&T Response: AT&T complies, and directs the Government to our response in C.3.2.9.

C.3.2.1.4. Change service orders.

AT&T Response: AT&T complies, and directs the Government to our response in C.3.2.10.

C.3.2.1.5. Accept service orders.

AT&T Response: AT&T complies and directs the Government to our response in C.3.2.11.

Orders may be placed by contacting the AT&T team either via e-mail or fax. Hours of operation for placing orders are Monday through Friday, 8 a.m. to 5 p.m. (local time).

C.3.2.1.6. Disconnect service orders.

AT&T Response: AT&T understands and will accept disconnect orders. Please refer to our response in C.3.2.12.

C.3.2.2 Customer Service Point of Contact

The Offeror shall provide a single, toll-free point of contact in the Offeror's Customer Service Center to GSA and Direct Order Direct Billing Agencies (DODB) using information from the Client's Guide. The required level of support shall include home page development, design, maintenance, and regular updates of CALSC services, products, and pricing.

AT&T Response: One of AT&T's defining characteristics is its commitment to provide exceptional customer support for ordering. AT&T values our customers' unique needs. Our vision is to provide world-class service that exceeds our customers' expectations. AT&T provides [redacted] A team of experienced representatives handle the Government's needs for GSA and Direct Billing Agencies using information from the Client Guide. [redacted] orders may be placed via e-mail or fax.

C.3.2.3 Ordering Period

Orders may be issued under this contract from date of contract award through the expiration date of the contract. All orders issued under this contract are subject to the terms and conditions of the contract. The contract shall prevail in the event of conflict with any order. All orders issued prior to expiration of the contract shall be honored and performed by the Offeror according to all terms and conditions of the contract. Copies of all service orders shall be maintained by the Offeror for the length of the contract, plus six years.

AT&T Response: AT&T understands and will comply with the ordering period as described in the requirement above.

C.3.2.4 Provide Price Quotes

The Offeror shall provide price quotes for CALSC services and features when requested by GSA and the DODB agencies. The price quote shall identify all recurring, non-recurring, and usage charges, the service availability date, the date when the price quote will become onbonding, and appropriate descriptive information. The Offeror shall provide the service price quote to the agency or GSA representative no later than five business days on existing CLINs after the request is made, unless a different timeframe is identified in the RFQ.

AT&T Response: AT&T will receive orders to initiate, move, add, or change only from the contracting officer or COTR as requested. We will provide a service price quote within five business days on existing CLINs after receiving the request.

C.3.2.5 Initiate Service Orders

C.3.2.5.1. Service orders will be issued only by the Contracting Officer (CO) or Contracting Officer Technical Representative, (COTR) of authorized users specified in Section H.2, Authorized Users. The Offeror shall accept service orders to initiate, add, change, move, or disconnect service and service features. The Offeror shall be responsible for directing and accomplishing all tasks associated with processing all service orders. If additional information or modification is required before service order processing can be completed, the Offeror shall notify the COTR/CO within 24 hours days after receipt of the service order and shall specify the required information and action to be provided by the Government.

AT&T Response: AT&T will receive orders to initiate, move, add, or change only from the contracting officer or the COTR, as requested. We will notify the GSA within 24 hours of any additional required information. [redacted]

C.3.2.5.2 The total dollar value of any single new service order placed against this contract by an agency shall not exceed the amount remaining under the contract. When in doubt, the Offeror shall confirm with the GSA ACO that an order is authorized.

AT&T Response: AT&T understands and will confirm any service order exceeding the amount remaining in the contract, with the GSA ACO.

C.3.2.5.3. CO/COTRs will be nominated by their agency, and delegations will be granted by the GSA or agency ACO. CO/COTRs will be responsible for each order, will sign and approve the order, and will be responsible for inspection and acceptance of the services ordered. After contract award, the Offeror will be notified by the GSA ACO which agencies are authorized to order directly. Other customers will place their orders through a GSA COTR/CO (Centralized Ordering) as illustrated in Figure C.3-1.

AT&T Response: AT&T understands and will comply.

C.3.2.6 Service Order Media

The Offeror shall enable the agency or GSA to select and submit service orders using all of the following media:

C.3.2.6.1. Offeror's CALSC Web Page.

AT&T Response: [redacted]

AT&T acknowledges the Government description above of the service order initiation process and procedures. Our AT&T processes will enable the Government to submit service orders by email or fax. Further receipt and continual updating by the Government of the GSA ACO and ADR lists will be required to make certain that AT&T accurately and properly authorizes order processing. The Customer Care Center will notify the GSA of order number and due date. Order status information is always available through the Customer Care Center.

C.3.2.6.2. Electronic Data Interchange (EDI).

AT&T Response: AT&T acknowledges the Government description above of the service order initiation process and procedures. Our AT&T processes will enable the Government to submit service orders by fax or email. [redacted] Further receipt and continual updating by the Government of the GSA ACO and ADR lists will be required to verify that AT&T accurately and properly authorizes order processing. The Customer Care Center will notify the GSA of order number and due date. Order status information is always available through the Customer Care Center.

C.3.2.6.3. Electronic File transfer – where available.

AT&T Response: AT&T acknowledges the Government description of the service order initiation process and procedures. Our AT&T processes will enable the Government to submit service orders by fax or email. [redacted] Further receipt and continual updating by the Government of the GSA ACO and ADR lists will be required to verify that AT&T accurately and properly authorizes order

processing The Customer Care Center will notify the GSA of order number and due date. Order status information is always available through the Customer Care Center.

C.3.2.6.4. Electronic mail.

AT&T Response: AT&T acknowledges the Government description of the service order initiation process and procedures. Our AT&T processes will enable the Government to submit service orders by fax or email. Further receipt and continual updating by the Government of the GSA ACO and ADR lists will be required to verify that AT&T accurately and properly authorizes order processing. The Customer Care Center will notify the GSA of order number and due date. Order status information is always available through the Customer Care Center.

C.3.2.6.5. Facsimile

AT&T Response: AT&T complies, and offers the following fax number: [redacted]

C.3.2.7 Service Order Format

C.3.2.7.1. The Government will provide the format and content of the service order to be used. At a minimum, each order shall contain the following fields:

C.3.2.7.1.1. Time and date service order was submitted.

C.3.2.7.1.2. Service order number.

C.3.2.7.1.3. Agency Bureau Code – which uniquely identities the agency.

C.3.2.7.1.4 Billing Account Code – which uniquely identifies the agency cost center.

C.3.2.7.1.5. Location Code – which uniquely identifies the building to be served.

C.3.2.7.1.6. Room number.

C.3.2.7.1.7 User group order number (including priority) – which defines the Class of Service and the features that shall be assigned to the line.

C.3.2.7.1.8. Point of contact and telephone number.

C.3.2.7.1.8.1. Work description (including specific data such as classmark, equipment assigned)

C.3.2.7.1.8.2. Requested completion date

C.3.2.7.1.8.3. Status of service order

C.3.2.7.1.8.4. Actual completion date and time

C.3.2.7.1.8.5. Cost associated with service order

C.3.2.7.1.8.6. Identification of circuit and station line

C.3.2.7.1.8.7. Remarks

AT&T Response: AT&T agrees that it will accept an agency-ordering document used by the GSA to order services. At a minimum, each order shall contain the fields outlined in C.3.2.7.1 and all subparagraphs of that requirement.

C.3.2.7.3. The Offeror shall provide the Government access to the Offeror's service ordering system.

AT&T Response: [redacted] The AT&T Customer Care Center is available to assist the GSA with ordering information. The Customer Care Center will notify the GSA of order status (order number and due date). Other information the GSA may need is available by contacting the Customer Care Center.

C.3.2.8 Service Availability Intervals

C.3.2.8.1. Service orders shall be implemented within the following service availability intervals. (See Table C.3-1).

AT&T Response: [redacted]

Following are standard intervals for routine installations. For expedited service, the intervals are negotiable as they are in emergency situations. AT&T will always work with the ordering agent to try to meet their requests if possible.

Following are standard intervals for the following products:

- Routine POTS lines due dates are within five business days.

Centrex

Order Activity	Centrex Service	Quantity of Lines	Interval (business days)
New	Noncomplex	1 to 25	5 days
New	Noncomplex	26 to 50	10 days
New	Noncomplex	51+	Negotiated
New	Complex	1 to 50	10 days
New	Complex	51+	Negotiated
Change	Noncomplex /Complex (Both)	1 to 5	3 days
Change	Noncomplex /Complex (Both)	6 to 25	5 days
Change	Noncomplex /Complex (Both)	26 to 50	10 days
Change	Noncomplex /Complex (Both)	51 +	Negotiated
Disconnect	All	All	3 days

Table 17: Service Availability Intervals - Centrex

Note: New is defined as establishing a new Centrex common block or establishing new, any of the features identified as Complex service.

Change activity includes adding, removing or changing features, rearrangements, inside moves, and conversions.

ISDN Prime

If the Number of Primes Ordered Is:	*And:*	*And the Switch Type Is:*	*Then the Due Date Interval Will Be:*
Four Primes or Less	Cards Only are Needed	DMS100 or EWSD	15 Business Days.
Four Primes or Less	Cards Only are Needed	5ESS	15 Business Days.
Five or More Primes	Cards Only are needed	Any Switch Type	Negotiated
Four Primes or Less	Infrastructure is Needed	Any Switch Type	Due Date cannot be established until the infrastructure is in place. 15 Business Days from the "Facility Available" Date.
Five or More Primes	Infrastructure is Needed	Any Switch Type	Negotiated

Table 18: Service Availability Intervals – ISDN Prime

DS1

- Seven business days

DS3

IF	*THEN*
1 DS3 - capacity/ construction interval available	15 Business Days.
1 DS3 - capacity/construction interval not available	Negotiated based on construction.
More than 1 DS3 - capacity/construction interval available More than 1 DS3 - capacity/construction interval not available	Negotiated based on construction.

Table 19: Service Availability Intervals – DS3

C.3.2.8.1.1. Routine service availability interval.

AT&T Response: AT&T will provide a standard schedule for all types of network services and features requested by the Government. This information is included in Tables 17-19.

C.3.2.8.1.2. Expedited service availability interval.

AT&T Response: AT&T understands. Notwithstanding any unusual emergency or catastrophic situations, AT&T will expedite services needed by the GSA or its customers. AT&T will provide service intervals for the GSA that are in agreement, barring any unusual circumstances that would delay those timeframes. The expedited intervals will vary depending on the GSA needs and the services being requested. Additionally, AT&T recommends TSP application for essential / critical services.

C.3.2.8.1.3. Emergency service availability interval.

AT&T Response: AT&T understands. Notwithstanding any unusual emergency or catastrophic situations, AT&T will expedite services needed by the GSA or its customers. AT&T will provide due dates on a case by case basis for the GSA that are in agreement, barring any unusual circumstances that would delay those timeframes. Additionally, AT&T recommends TSP application for essential / critical services. The expedited intervals will vary depending on the GSA needs and the services being requested and the nature of the emergency situation.

C.3.2.8.2. The Offeror shall support the Government in responding to emergencies (as determined by the Government ACO). The costs and service intervals for emergency orders shall be negotiated on an individual case basis.

AT&T Response: AT&T agrees with the requirement above, and if a customer has TSP, charges for TSP are previously established.

C.3.2.8.3. Service orders requesting expedited service implementation shall take priority for completion over routine service orders submitted previously by the requesting customer only and shall not be placed ahead of the orders of any other customer unless otherwise directed by the GSA Administrative Contracting Officer (ACO). Orders requesting emergency service implementation shall take precedence over all pending CALSC expedited and standard service orders.

AT&T Response: AT&T understands and will treat expedited service as a priority, and emergency service will take precedence over all expedited and standard service orders.

C.3.2.8.4. The Offeror may negotiate a service-availability date with the ACO or COTR under the following conditions:

C.3.2.8.4.1. There is no standard service availability interval for the service or feature.

AT&T Response: In instance where no standard availability date is available, AT&T will negotiate a mutually agreed upon date with the Government.

C.3.2.8.4.2. The COTR requests a service date before or beyond the applicable standard service-availability interval.

AT&T Response: If the COTR requests a service date before or beyond the applicable standard service-availability interval, AT&T will negotiate a mutually agreed-upon date with the Government.

C.3.2.8.4.3. The Offeror identifies equipment compatibility problems (C.2.1.6).

AT&T Response: AT&T will respond to equipment compatibility problems on a case-by-case basis.

C.3.2.8.4.4. The Offeror identifies inside wiring deficiencies (C.2.1.2).

AT&T Response: AT&T will respond to inside wiring deficiencies identified by the GSA customer on a case-by-case basis.

C.3.2.8.4.5. The Government may require a site survey to assess the complexity or scope of the service order (i.e., the number of buildings, required geographic coverage, or required new technology may lead the Government to request a more detailed plan).

AT&T Response: AT&T has resources to support site surveys under the CALSC. The offeror understands that the Government may require site

surveys to assess future requirements. As required, AT&T understands and will comply.

C.3.2.9 Track Service Orders

The Offeror shall provide a means for the GSA and agency DODBs to verify the status of each service order from the time the Offeror acknowledges receipt of the service order to the contract expiration date. The Offeror shall propose and implement an electronic mechanism for providing access to the Offeror's CALSC service order database. Government DARs require an acknowledgment within 24 hours after entering a service order. (If the Offeror's CALSC service order database is updated within one hour and the Government has access to this database, this requirement will be met.)

AT&T Response: [redacted] AT&T provides several service representatives to work with the GSA on requests and issues as needed and these would include providing price quotes, initiating and accepting service orders, change orders and disconnect orders. Orders are acknowledged by AT&T within 24 hours of receipt to the GSA. Order confirmation, to include order number, due date and additional order detail, will be captured on the Service Order Confirmation and Tracking Report. This report will be provided to the Government on a weekly basis on a day to be determined by mutual agreement between the COTR and AT&T's Program Manager. [redacted] The AT&T manager who oversees this department also is available for the Government's convenience, should the Government require any support or assistance from a management supervisor. Refer to Attachment 10.

Service Order Tracking

To determine status of a service order, in addition to the Service Order Confirmation and Tracking Report, call AT&T's toll-free order inquiry number [redacted] AT&T's Customer Care Center will provide current status based upon the AT&T order number.

C.3.2.10 Change Service Orders

AT&T Response: The Government has the right to cancel, modify, or change the due date or other parameters of a service order at any time prior to acceptance of the service order. The service order change date shall be the date the Contracting Officer provides with written notice of the change order to the Offeror. However, AT&T will expect to recover costs incurred for work performed prior to cancellation, modification, or change.

C.3.2.11 Service Order Completion and Acceptance

C.3.2.11.1. The Offeror shall complete acceptance tests specified in Section E, Inspection and Acceptance, before delivering the service to the customer. The Offeror shall be responsible for coordinating with any other Offerors who may be involved in activating the service to ensure that everything necessary to complete the service order has been accomplished. The Offeror shall verify that the service is activated and operational before delivering it to the customer. The Offeror shall perform necessary adjustments or corrections to any service deficiencies, at no cost to the Government, during service activation.

AT&T Response: AT&T will perform all necessary cutover, tests, and acceptance tests before delivering service to the customer.

AT&T's practice would be to include the customer, and any other service providers in cooperative arrangements during all cutover, planning, and implementation activities. AT&T routinely interfaces with a large number of

contractors and subcontractors, and has long-term experience in projects where such interfaces are necessary.

AT&T will verify the service is operational before delivering it to the customer.

C.3.2.11.2. When each service order is completed or partially completed, the Offeror shall provide an order completion acknowledgment to the GSA or agency COTR. The order completion acknowledgment shall include sufficient information to identify the effective service date, the SDP, Location Code, associated telephone numbers or circuit numbers, Billing Account Code, and whether the service order was partially or fully completed. (A service order is partially completed when some of the services ordered are accepted and some are not; e.g., five CALSC lines out of six ordered have been accepted.)

AT&T Response: [redacted] When field work is required, AT&T currently acknowledges completion of the service order by the technician to the end user only. When a technician is not required, the end user is informed that the order will be operational by 5 p.m. on the due date. AT&T will begin billing for the services on the day following the installation. For service disconnects, AT&T shall cease billing the day of the service disconnection.

[redacted]

C.3.2.12 Disconnect Service Orders

Service shall be physically terminated no earlier than 11:59 p.m. Central Standard Time on the service disconnect date required by the GSA or agency COTR unless otherwise coordinated. For billing purposes, service termination shall occur no later than 11:59 p.m. Central Standard Time on the service disconnect date required by the GSA or agency DAR.

AT&T Response: AT&T understands and will comply.

C.3.3 Operational Support Systems

AT&T Response: AT&T understands that number administration, moves, adds/changes, inventory management, and security services are mandatory operational support. AT&T manages these items through the Customer Care Center using the experience and dedication of the Customer Service Representative and the Sales Support Manager. In addition,

- AT&T will provide number administration and portability as required by the FCC guidelines.
- AT&T will provide the capability to request moves, adds, and changes of lines, services, and features through its service ordering process.
- AT&T will provide detailed billing information required each month as part of the monthly billing statement.

AT&T personnel and any subcontractor personnel assigned to this contract will abide by our rigorous corporate standards for clean and orderly equipment rooms, wire closets, and overall cleanliness of the job site. AT&T requires its project staff and any subcontractors to adhere to strict AT&T standards for safety procedures and project security and for the operation, administration and maintenance of Government Furnished Property (GFP) and Government Furnished Equipment (GFE). AT&T personnel and our subcontractor personnel will clearly label wires and circuits, and will submit to any background investigation that may be necessary in order to work in controlled areas.

AT&T will provide a high level of security for information in our possession. AT&T has safeguards in place to secure information, prevent unauthorized access, maintain data accuracy, and help ensure only appropriate use of information.

C.3.3.1 Commercial Systems

The Offeror shall utilize commercial Business Support Systems and Operational Support Systems.

AT&T Response: [redacted] AT&T understands that number administration, moves, adds/changes, and security services are mandatory operational support. AT&T manages these items through the Customer Care Center using the experience and dedication of the Customer Service

Representative and the Sales Support Manager. Although AT&T provides number administration and portability as required by the FCC guidelines, [redacted]

C.3.3.2 Mandatory Support Systems

The following activities are mandatory operational support systems:

C.3.3.2.1. Number administration.

AT&T Response: AT&T will provide number administration and portability as required by the FCC guidelines.

C.3.3.2.2. Moves, adds, and changes.

AT&T Response: AT&T will provide the capability to request moves, adds, and changes of lines, services, and features through the service ordering process.

C.3.3.2.3. Service visits.

AT&T Response: AT&T will provide service visits to customer locations when required. This may generate an additional charge, which will be provided at the time of request.

Examples of service visits to customer locations that may generate a charge would be:

1. If customer requests an inspection or battery replacement on their UPS prior to the regularly-scheduled maintenance… it is billable.
2. If AT&T tests a circuit successfully up to the demarc and the customer requests an onsite visit and it is determined that the trouble was caused by a faulty customer-owned CPE device… it is billable.

C.3.3.2.4. Operation, administration, and maintenance of GFP.

AT&T Response: AT&T will comply.

C.3.3.2.5. Inventory management.

AT&T Response: [redacted]

C.3.3.2.6. Physical security and work area management.

AT&T Response: AT&T personnel and any subcontractor personnel assigned to this contract will abide by our rigorous corporate standards for clean and orderly equipment rooms, wire closets, and overall cleanliness of the job site. AT&T requires its project staff and any subcontractors to adhere to strict AT&T standards for safety procedures.

C.3.3.2.7. Security services.

AT&T Response: AT&T will provide a high level of security for information in our possession. AT&T has appropriate safeguards in place to secure information, prevent unauthorized access, maintain data accuracy and help make certain that information is used appropriately.

C.3.3.3 Moves/Adds/Changes and Service Visits

C.3.3.3.1. The Offeror, as part of the basic service, shall provide the end user with the on-line capability to request moves, adds, and changes of lines, trunks, services, features, and CPE through the CALSC service ordering process. Changes involving the dispatch of a technician are known as "hard" changes, and changes that may be accomplished without the dispatch of a technician are known as "soft" changes.

AT&T Response: The GSA and its user agencies may place orders for moves, adds or changes by contacting any member of your AT&T Global Customer Care Team either via e-mail or fax. Your team is located in Chicago and is responsible for all ordering throughout the CALSC area.

C.3.3.3.2. The Offeror shall provide the means necessary to allow the end users, via a service order, to make incidental internal software reconfiguration changes related to the provision of CALSC services to such things as line features, classes of service, telephone numbers, and other aspects that do not require changes in the physical facilities or cost of service.

AT&T Response: The GSA and its end-user agencies may change orders by contacting any member of the AT&T Global Customer Care Team via e-mail or fax.

C.3.3.3.3. The Offeror, upon receipt of a service order for a move, disconnect, change of service, or other work authorized under the contract that does not require delivery of new system equipment or facilities, shall complete the work within the intervals set forth in Table C.3-1.

AT&T Response: [redacted] AT&T has provided a description of its service intervals in response to requirement C.3.2.8.1.

Order Activity	*Centrex Service*	*Quantity of Lines*	*Interval (business days)*
New	Noncomplex	1 to 25	5 days
New	Noncomplex	26 to 50	10 days
New	Noncomplex	51+	Negotiated
New	Complex	1 to 50	10 days
New	Complex	51+	Negotiated
Change	Noncomplex /Complex (Both)	1 to 5	3 days
Change	Noncomplex /Complex (Both)	6 to 25	5 days
Change	Noncomplex /Complex (Both)	26 to 50	10 days
Change	Noncomplex /Complex (Both)	51 +	Negotiated
Disconnect	All	All	3 days

Table 20: Service Availability Intervals - Centrex

Note:

New is defined as establishing a new Centrex common block or establishing new, any of the features identified as Complex service.

Change activity includes adding, removing or changing features, rearrangements, inside moves, and conversions.

ISDN Prime

If the Number of Primes Ordered Is:	*And:*	*And the Switch Type Is:*	*Then the Due Date Interval Will Be:*
Four Primes or Less	Cards Only are Needed	DMS100 or EWSD	15 business days.
Four Primes or Less	Cards Only are Needed	5ESS	15 business days
Five or More Primes	Cards Only are needed	Any Switch Type	Negotiated
Four Primes or Less	Infrastructure is Needed	Any Switch Type	Due Date cannot be established until the infrastructure is in place. 15 Business Days from the "Facility Available" Date.
Five or More Primes	Infrastructure is Needed	Any Switch Type	Negotiated

Table 21: Service Availability Intervals – ISDN Prime

DS1

- Seven business days

DS3

IF	*THEN*
1 DS3 - capacity/ construction interval available	15 business days
1 DS3 - capacity/construction interval not available	Negotiated based on construction.
More than 1 DS3 - capacity/construction interval available More than 1 DS3 - capacity/construction interval not available	Negotiated Negotiated based on construction.

Table 22: Service Availability Intervals – DS3

C.3.3.4 Technical Support

The Offeror is encouraged to provide technical support services that further enhance the value of its voice and data service offerings. Table C.3-2 lists a collection of general labor categories representative of the needs of CALSC

customers. The Offeror shall determine which labor categories to provide and shall further set the qualifications associated with those labor categories. The Offeror shall provide all offered technical support services on an hourly basis.

AT&T Response: AT&T has provided pricing for all categories listed above. Please see the price volume of this response document. Note: due to page limitations, we have not included the Government's Table C.3-2 in our response.

C.3.3.5 Operations, Administration and Maintenance

C.3.3.5.1. Inventory Management

The Offeror shall propose and provide an electronic inventory management system to track, by building and customer, the inventory of lines, equipment, services, features, telephone numbers, maintenance Offeror's name and local repair number, the date of acceptance, and the dates that the warranties provided under this contract expire. The Inventory Report for all devices in service at any time during the service month shall be updated within four hours of service order completion, although COTRs shall be able to retrieve the current version of the Inventory Report on demand electronically (in EXCEL/or mutually agreed upon format). Information in the Offeror's Inventory Report will be used by the Government to reconcile the amounts invoiced for lines, trunks, and features. Full inventories shall be archived online for the full term of the contract.

AT&T Response: [redacted]

C.3.3.5.2. Physical Security and Work Area Management

The Offeror shall follow security procedures established by the Government in conjunction with building management to prevent unauthorized access to a building's telecommunications facilities (e.g., telephone closets). These security measures shall include, but not be limited to, procedures for signing in and out, escort procedures, and inspection routines. When multiple Offerors share the telecommunications facility, the Offeror shall work with the Government in coordinating with the other Offerors and the building management to agree on procedures that ensure the security of the facility while allowing access to the facility by multiple parties.

AT&T Response: AT&T personnel and any subcontractor personnel assigned to this contract will abide by procedures established by the Government and our rigorous corporate standards.

C.3.3.5.3. Security

C.3.3.5.3.1. Work on this project may require that personnel have access to Privacy information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

AT&T Response: AT&T will provide a high level of privacy for any information in our possession and will abide by applicable agency rules and regulations, such as the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable rules and regulations.

C.3.3.5.3.2. Normally, telecommunications services under this contract will carry non-sensitive programmatic and administrative traffic, Sensitive But Unclassified (SBU) traffic, and higher levels of sensitive and/or classified traffic

that has been encrypted by users. Therefore, security services are required. The services provided by the Offeror shall be compatible with existing security devices and systems used by the Government. Security services shall protect all facilities and services under this contract against threats, attacks, or failures of systems.

AT&T Response: [redacted] AT&T can provide normal telecommunications security that pertains to AT&T programs or administration. [redacted]

AT&T's Corporate Information Security is responsible for developing and communicating specific policies, standards, guidelines, and other reference materials concerning data classification and risk management, information systems security, procedural and administrative security, personnel security, and physical security. AT&T understands and agrees to the provisions above.

C.3.3.5.3.3. The Offeror shall be responsible to maintain equipment rooms, wire closets, and all other work areas at Government locations in a clean, orderly, and neat state in accordance with EIA/TIA standards. The Offeror's responsibility shall be limited to cleaning up disorder and removal of trash created by its personnel only. The Offeror shall provide all labor, tools, parts, and software, and any additional test equipment required to maintain continuity of service to the Government.

AT&T Response: AT&T personnel and any subcontractor personnel assigned to this contract will abide by our rigorous corporate standards for clean and orderly equipment rooms, wire closets and overall cleanliness of the job site. AT&T requires its project staff and any subcontractors to adhere to strict AT&T standards for safety procedures and project security. AT&T will provide the required items to maintain continuity of service to the Government.

C.3.3.5.3.4. For wiring/telephone closets, the Offeror shall clearly label at each cross connection and termination, the wires and circuits used to provide CALSC services to permit the Government to identify and trace the physical installation of a particular line or group of lines in accordance with EIA/TIA standards. The Offeror shall ensure that these labels are readable and up-to-date at all times.

AT&T Response: AT&T personnel and our subcontractor personnel will clearly label wires and circuits.

C.3.3.5.3.5. The Offeror shall furnish and install an UPS system in the demarc room when necessary for equipment reliability and monitor system for operation. Maintenance routines shall be established to reduce risk of outages.

AT&T Response: AT&T understands and we will provide UPS system when required in order to maintain the reliability and functionality of AT&T's network

services. Maintenance routines are conducted in order to maintain the integrity of our network as well as to reduce risk of service outage.

C.3.3.5.3.6. Technicians shall be required to complete Government required security forms, at no cost to the Government, for required background check and obtain favorable results when necessary to be allowed access to Government facilities.

AT&T Response: AT&T agrees to the background checks as required by the Government.

C.3.3.5.3.7. Service requirements are based, in large part, on what customers are buying today. There must be no loss of service functionality and minimal disruption of service as customers' transition from the current vehicle to any contract awarded as a result of this RFP.

AT&T Response: AT&T will work with the Government to assure minimal disruptions in service during any transition of service.

C.3.4 Billing / Invoicing Support

AT&T Response: AT&T's Federal billing department is located [redacted] and is responsible for GSA billing for CALSC. AT&T will provide a Billing Implementation Manager who will work directly with the GSA and any direct-billed customers on questions, issues, and disputes, as needed. This AT&T manager will oversee the AT&T associates who will be responsible for compiling and generating the GSA and direct-billed monthly invoices and supporting documentation. A toll-free number for the billing department will be provided upon notice to proceed.

AT&T's objective is to produce an accurate, timely, and comprehensive billing invoice that includes charges from the first day of the previous billing cycle through the last day of the cycle.

C.3.4.1 Submission Requirements

The Offeror shall bill in arrears on a monthly basis. The Offeror shall provide the Government two methods of billing.

AT&T Response: AT&T agrees to bill the Government in arrears and will provide Direct or Centralized Billing as requested.

Note 1. Direct Billing: *The Offeror shall invoice each customer cost center that is using direct billing and provide supporting billing data. Each such customer will verify the invoice and directly pay the Offeror.*

Note 2. Centralized Billing: *The Offeror shall invoice GSA and provide supporting data for payment and processing charges to all customers using centralized ordering. GSA will verify the charges and pay the centralized invoice.*

AT&T Response: AT&T understands the Direct and Centralized Billing requirements and will provide supporting information as requested. Note: due to page limitations, we have not included the Government's Figure C.3-2 in our response.

C.3.4.2

GSA is responsible for paying the Offeror only for the CALSC centralized invoices that charge the centralized billing user agencies or sub-agencies. GSA will not be responsible for any charges directly invoiced to any agency or sub-agency. The Offeror shall be responsible for the collection of charges from directly billed agencies or sub-agencies. Although agencies will decide whether they want direct billing or centralized billing, the Offeror shall be notified by the GSA ACO.

AT&T Response: AT&T understands that payment of direct-billed invoices is the responsibility of the agency or sub-agency, and AT&T will work directly with those agencies to collect payments.

C.3.4.3 Invoice Requirements

C.3.4.3.1. The Government recognizes that the billing processes and requirements specified herein may actually be provided by more than one Offeror system. The use of the term billing "system" herein should not be construed to require the Offeror to provide the billing processes using one system. Section J defines the record formats that are to be submitted by a vendor to GSA for processing in the Telecommunications Ordering & Pricing System (TOPS) billing system. All records defined are submitted in the same file. The file shall contain all charges for any given account. Multiple files may be submitted based on different billing cycles; however, any single customer account must be completed within a single file. Multiple accounts may be in the same file.

AT&T Response: [redacted] AT&T will provide invoice support throughout the CALSC contract term. AT&T will negotiate with the Government as to file format and content. AT&T will develop a mutually acceptable data dictionary defining field lengths, content and data order, within 30 days of award (a sample Data Dictionary is included as Attachment 11). If any changes to the data dictionary are required after the original implementation, AT&T would require 30 days from the point of acceptance before invoices would reflect the new data dictionary layout. [redacted]

[redacted] AT&T can provide the invoice data fields identified as acceptable by the Government in the Review Comments document issued on March 22, 2007, with the exception of the work site field. The invoice will be created in Excel, but converted to ASCII file format prior to transmission, using the pre-negotiated data dictionary field lengths, content and order of information. Credits will be detailed to the respective phone number for which they are applicable.

C.3.4.3.2. The invoice requirements are as follows:

C.3.4.3.2.1. The Offeror shall submit all centralized and direct billing invoices to the designated billing offices by the agreed dates each month.

AT&T Response: AT&T will submit invoices on the agreed dates, once those dates have been negotiated and identified.

C.3.4.3.2.2. The invoice format shall be capable of accommodating new services and features at no cost to the Government.

AT&T Response: AT&T will, at time of negotiation, include all related charges for providing any new service. AT&T understands charges will not be considered to render a bill for those services. If a request is made to change the format of the bill, additional charges may be necessary.

C.3.4.3.2.3. The Offeror shall allow the Government to audit the Offeror's billing process in accordance with Section G.1.5 (Quality Management Audits).

AT&T Response: The billing process associated with this contract will be available for audit by the Government in accordance with Section G.1.5, Quality Management Audits.

C.3.4.3.2.4. The Offeror shall propose in the Transition Management Plan which provides a single consolidated invoice for CALSC services to the Government (centralized billing) and each agency cost center (direct billing) each month. To prepare a consolidated invoice, this billing data will have to be aggregated reliably, accurately, quickly, and inexpensively.

AT&T Response: AT&T will consolidate charges onto a single monthly invoice for the GSA and will bill each agency directly for direct billing, and the GSA for centralized billing. The charges will be billed in arrears.

The actual service dates for the charges included on the consolidated bill will be based on several factors, including conversion date, volumes, and processing time.

C.3.4.3.2.5. Monthly CALSC charges shall include the CALSC Associated Government Fee(s) in accordance with Section H.25.

AT&T Response: The CALSC associated Government fee will be included in direct bills and collected from the agencies. AT&T will forward to the Government all fees collected, within the timeframe specified in H.25. [redacted]

C.3.4.3.2.6. The Offeror shall be capable of delivering invoices and billing verification data to GSA and agencies electronically for viewing and file transfer using a format that is acceptable to the Government and the Offeror. The Offeror shall also provide a copy of the monthly invoice to the COTR. [The Offeror shall submit invoices on a CD-ROM in EDI format identified in Section J.6. The format and media shall be kept current by mutual agreement pursuant to Section C.7.4, System Changes. The file shall be either a text or database file.

AT&T Response: [redacted] AT&T understands the Government will accept an ASCII file via email or CD [redacted] AT&T can provide, through electronic media (CD or email), the invoice data fields identified as acceptable by the Government in the Review Comments document issued on March 22, 2007, with the exception of the work site field. AT&T will provide the data in ASCII format with fixed-length fields. Within 30 days after award, AT&T will develop a mutually-acceptable data dictionary defining field lengths, content, and order of information. Per the document received from the Government on May 22, 2007, AT&T understands that the COTR no longer requires a copy of the invoice. The invoice for centralized orders will be submitted to the Atlanta Finance Center. Billing for services that are ordered via decentralized methods will be submitted to the agency identified on the respective orders.

C.3.4.3.2.7. The Offeror shall itemize all mandatory state and local taxes, surcharges, and fees on the invoice in accordance with Sections H.16, State and Local Taxes and H.27, Surcharges and Fees.

AT&T Response: AT&T will provide itemized detail for all government-mandated taxes.

C.3.4.3.3. Invoice Content

C.3.4.3.3.1. Each invoice shall reflect all charges from the first to the last day of the previous billing cycle. The Offeror shall charge for all services, features, and equipment within three billing cycles after the services were rendered. All charges not submitted within three billing cycles shall be borne by the Offeror unless a request for extension is formally approved by the ACO.

AT&T Response: Service date ranges may vary, but will always be for the first to the last day of the previous billing cycle. AT&T will charge for services, features and equipment within three billing cycles after the services are rendered. Services not charged within three billing cycles will be borne by AT&T unless a request for extension has been formally approved by the ACO.

C.3.4.3.3.2. The Offeror's proposal shall describe, in detail, the content and format of all invoices to be used for billing CALSC services required under this contract, including the transition period.

AT&T Response: [redacted] AT&T Custom Billing will provide invoices and invoice documentation to the Government on a monthly basis throughout the contract term to include the data outlined here. The invoice will be created using Microsoft Excel. Additionally, the invoice detail will be provided in ASCII file format with fixed-length fields. The invoice will consist of the following sections and data fields:

Summary Section: Past due balance, payments, total adjustments, total current charges, total amount due, invoice number, invoice date.

Order Activity: Product Code, Telephone Number, Quantity, Circuit Number, Vendor Order Number, Recurring Charge, Non-recurring Charge, Vendor Completion Date, Taxes/Surcharges.

Recurring Charges: Product Code, Telephone Number, Circuit Number, Quantity, Recurring Charge, Vendor Completion Date, Taxes/Surcharges

Usage Charges: Billed Phone Number, Origin Phone Number, Destination Phone Number, Call Date, Start Time, Call Duration, Origin City, Origin State, Destination City, Destination State, Amount, Message Type, Number of Local Message Units, Taxes/surcharges.

C.3.4.3.3.3. The Offeror shall ensure that each invoice contains all pricing components I to reconcile charges with completed orders or actual usage. The Offeror shall ensure that all charges, credits, and debits are shown on the invoice and that no additional data are required by the Government to verify the price of a call or feature and to verify the amount of discounts, credits or debits. In calculating applicable taxes, the Offeror shall not impose tax on the CALSC Associated Government Fee(s) (see Section H.25, CALSC Associated Government Fee(s)) or regulatory surcharges and fees (see Section H.27, Surcharges and Fees).

AT&T Response: Pricing components needed to reconcile charges will be included with the custom bill. The invoice will detail charges, credits and debits. AT&T will not charge the government any taxes on the GSA fee.

C.3.4.3.3.4. The Offeror shall bill the Service Initiation Charge in one lump sum, indicating waived or discounted charges, on the invoice following acceptance by the Government of the service contained in the completed service order. The Offeror shall ensure that the invoices reflect the Offeror's authorized charges for a specific service order. The Government will not pay any charges that are not agreed upon between the Offeror and the CO.

AT&T Response: [redacted]

When service is established and operational, the GSA will be billed according to the contracted rates. AT&T will begin billing for the services on the day following the installation. For service disconnects, AT&T shall cease billing the day following the service disconnection. Disputes regarding service will be handled through the dispute process, and once resolved any corresponding adjustments will be applied to a future invoice.

C.3.4.3.4.1. The Offeror shall prepare all invoices (for both direct and centralized billing) in accordance with the Government's Billing Account Code, Agency Hierarchy Code, Agency Billing ID, Location Code, and Service Delivery Point ID. These codes will permit each customer to be billed for CALSC services actually used. The Government requires the basic capability to receive billing data in at least a four-level hierarchy (e.g., Agency Bureau Code, Billing Account Code, Location Code, and telephone number). Each invoice shall also include the transaction number specified on the service order. The Offeror shall submit an electronic invoice for all goods and services within 10 calendar days of the period being billed to the customer. A summary bill detail report containing the total charges by agency must accompany the invoice when submitted. The Offeror shall also submit the usage details, e.g., CDR records, within 10 calendar days following the period being billed.

Agency Bureau Codes will need to be identified.

AT&T Response: [redacted] AT&T can provide telephone number- and/or circuit

identification-level detail. Each invoice will include the transaction number (purchase order number) specified from the service order. [redacted]

Because of the manual billing process required for the contract, AT&T will submit invoices within 25 business days from the end date of the billing period for Direct bills, which contain a single billing period. For a Centralized bill, AT&T proposes to submit an invoice to the GSA within 25 business days from the last day of the last period being billed on the Centralized bill. Usage details and a summary of total charges will accompany each invoice.

C.3.4.3.4.2. Centralized Billing

The Offeror shall submit all centralized invoices to the designated billing office at the address indicated below:

DESIGNATED BILLING OFFICE FOR CENTRALIZED BILLING CUSTOMERS

US General Services Administration
Financial Service Center
401 W. Peachtree Street
Suite 800
Atlanta, GA 30308-3525

AT&T Response: AT&T understands. AT&T will submit all centralized invoices to the billing office address listed above.

C.3.4.3.4.3. Direct Billing

The Offeror shall submit direct bills to each authorized customer at the customer addresses indicated below:

DESIGNATED BILLING OFFICE ADDRESSES

FOR DIRECT BILLING CUSTOMERS

(Will be specified after contract award on individual orders)

AT&T Response: AT&T will provide direct bills based on the customer list provided after award.

C.3.4.3.4.4. Use of Credit Cards

The Offeror shall permit all authorized direct order/direct bill agencies to purchase CALSC products and services using Government credit cards. The Offeror shall establish a merchant account with each of the SmartPay Offerors. For more information about GSA's SmartPay program, visit the web site at http://www.gsa.gov.

AT&T Response: AT&T will accept credit card payments from the Government CALSC users, provided the charges are carried forth on the following credit cards:

- Visa, Master Card, American Express and Discover.

In the case that a unique SmartPay merchant account does need to be established, AT&T will establish that account.

C.3.4.3.4.5. Invoice Data Retention

The Offeror shall maintain all original paid invoices and other related records for the length of the contract plus six years after the expiration of the contract. The Offeror shall make this data available to Government auditors within ten business days after a formal request is received by the Offeror. Archived information shall be provided in a mutually acceptable electronic format.

AT&T Response: AT&T will maintain invoices and invoice information for the length of the contract plus six years after expiration of the contract. AT&T will provide information to Government auditors in a mutually acceptable electronic format within ten business days of the formal request.

C.3.4.3.4.6. Trouble or Service Outage Credits

The Offeror shall provide a mechanism for uniquely identifying service outages and allowing the Government to reconcile credits with associated outages. The Offeror shall credit the affected customer as specified in Section H.12, Credits and Consideration for Failure to Provide Service to Meet Contract Requirements. Also the Offeror shall provide a web-enabled tool which allows the tracking of Billing Adjustments. Within three billing cycles after resolution of the service outage, the service outage credit shall be processed through the Offeror's billing system and appear on the invoice and the Billing Adjustments Summary Report. The cost of services not invoiced by the specified time shall be the contractor's responsibility unless authorized and approved by the Contracting Officer.

AT&T Response: [redacted] Credits for service outages will be displayed in the Order Activity section of the invoice. Service outage credits will be processed and displayed on the invoice within three (3) billing cycles from resolution.

C.3.4.3.4.7. Invoice Changes

The Offeror may lower contract prices at any time in accordance with Section H.7, Price Reductions. Rate changes shall become effective on the first day of the next invoicing period following the effective date of the rate change. The frequency of such changes, including changes resulting from the introduction of new services or industry standards modifications, shall not exceed once every 60 calendar days unless the change was mandated by a Federal, state, or local public utility regulatory authority that requires implementation in less than 60 calendar days. Invoice changes initiated by changes in the invoice standards by an authorized regulatory body or at the direction of the Offeror shall be done at no cost to the Government. The Offeror shall provide a detailed specification of the revised format to the ACO. The Offeror shall obtain written approval from the Government ACO to initiate an emergency change.

AT&T Response: AT&T understands the requirement above, and will provide any reduction in CALSC contract pricing effective on the first day of the next invoicing period following the effective date of the rate change. Rate changes

(if any) will not exceed once every 60 calendar days unless mandated by Government authority.

C.3.4.3.4.8. Billing Verification

The Government requires evidence that each charge has been properly authorized and priced correctly, or it may dispute the charge. The Offeror shall provide all of the supporting information needed by the Government to fully verify each CALSC invoice with the invoice or provide read-only access to this information in near-real time. The Offeror shall recommend a procedure for GSA and agencies who choose to be directly billed to do required invoice verification. The Offeror shall provide billing verification assistance performed as part of the basic service. The Offeror shall provide the end-user software report generation tools (e.g., to read CDRs and other billing support information) that are available to its commercial customers as part of the basic service.

AT&T Response: [redacted]

A single point of contact, AT&T Billing Implementation Manager, is assigned to the GSA to receive any bill disputes and inquires. The Billing Implementation Manager will work with each of the providers to ensure that all questions are answered and credits are applied.

C.3.4.3.4.9. Billing Disputes

C.3.4.3.4.9.1. The Offeror shall resolve billing disputes directly with the dispute initiator unless the dispute involves the terms and conditions of the CALSC contract, in which case the dispute shall be resolved with the GSA ACO. The Offeror shall propose a mechanism for uniquely identifying each billing dispute to permit the dispute initiator to electronically track the status of a dispute. The Offeror shall resolve billing disputes to the satisfaction of the dispute initiator within 60 calendar days following official notification from the Government. The Offeror shall take a proactive lead in resolving disputes promptly with the initiator of the dispute by establishing and maintaining meaningful dialogue directed toward a prompt, fair, and equitable resolution. In cases where a resolution is not forthcoming, the Offeror shall submit partial resolutions (less than the total amount in dispute) to the dispute initiator for acceptance or denial. The Government COTR or the dispute initiator will respond within five business days with a proposed resolution. If either party wants to escalate the dispute to the ACO (GSA ACO for centralized billing or agency ACO for direct billing) at any time, it may do so. Disputes that are not resolved within 60 calendar days or the approved extension time shall be escalated to the ACO (GSA ACO for centralized billing and agency ACO for direct billing). Any disputes escalated to the ACO will be resolved in accordance with Federal Acquisition Regulation (FAR) 52.233-1 (Disputes). The Offeror shall propose an automated system that can track the progress of the billing disputes.

AT&T Response: In the event the Government disputes any charges from AT&T, a toll-free 800 number is provided to the GSA for billing assistance and resolution. AT&T's representatives will work with the GSA to identify the problem. When the GSA notifies AT&T of a billing dispute, AT&T will work with the GSA to resolve all billing problems quickly. AT&T will respond proactively to disputes, and will communicate regularly with the GSA through final resolution. Any dispute not resolved within 60 days or an approved extension time may be escalated as outlined in the Government's

requirement above. When a dispute is resolved, its resolution will appear on the next invoice (or supporting report).

C.3.4.3.4.9.2. Once a dispute is resolved, the Offeror shall process the associated credit or debit within two billing cycles, making sure that the debit or credit and the associated billing dispute identifier are clearly documented in the invoice and assigned to the proper level of the invoice prescribed by the Billing Account Code, Agency Hierarchy Code, and Agency Billing ID.

AT&T Response: After resolution, credits or debits resulting from billing disputes will be processed within the required two billing cycles.

C.3.4.3.4.10. Right to Withhold Payment

The Government reserves the right to withhold a partial or entire payment of an invoice in dispute as detailed in Section I.1.58, FAR 52.232-1.

AT&T Response: AT&T intends to resolve disputes promptly and apply the credit or debit on a future invoice. Based on that, the expectation would be that all undisputed amounts of an invoice would be paid in full within the contractual timeframe.

C.3.5 Trouble Handling

AT&T Response: AT&T will provide a centralized contact for trouble reporting. Government trouble calls will be directed to the maintenance division of the MAC via a toll-free number. The following information will be required in order to ensure adequate trouble handling:

1. Telephone or Circuit ID number
2. General description of the problem
3. Location the customer is experiencing the trouble.
4. Type of equipment currently in use at the premise
5. Name and number of person reporting the trouble
6. Access hours, in the event that a dispatch is required

A trouble ticket will be processed as shown above and a ticket number will be provided to the Government representative who reported the trouble.

After the Government representative has been informed of the trouble ticket, AT&T will isolate, test, and analyze the problem, and will pass the trouble ticket to the appropriate AT&T department for handling and final resolution. An AT&T representative will alert the Government representative to confirm that the reported problem has been resolved.

AT&T will maintain an audit trail of trouble resolution activities on the log section of the trouble ticket record. This information will be stored electronically and the MAC can retrieve it using the ticket number.

GSA may follow the escalation procedures described in Attachment 13.

- Within the Repair Center – contact the technicians of the organization that is working on the ticket for resolution.
- Can escalate to dedicated AT&T Service Executive, who will escalate to higher level authorities, if necessary.

C.3.5.1 Definition/Procedures

Trouble handling includes the procedures for diagnosing and clearing troubles by telephone, trouble reporting, entry, tracking, analysis, priority classifications, and escalation to ensure that problems are resolved in a timely manner. By definition, a "trouble" is a report entered by the Offeror or a subscriber regarding a possible failure of the CALSC system.

AT&T Response: AT&T understands and has a standard practice and policy for handling trouble reports. AT&T's standard practices will be followed for any CALSC trouble issues.

C.3.5.2. Support System Access.

In order to comply with Government information assurance (IA) requirements, the Government requires network management insight into the network infrastructure supplying CALSC services. Insight includes visibility into network connections, utilization, and BSS and OSS processes.

AT&T Response: [redacted] AT&T will, however, provide the Government an analysis of its own circuit performance

and trends of trouble reporting instances. This CPAT (Customer Performance Analysis and Trending report) will be provided on a monthly basis along with other contract deliverables. See the sample layout provided in Attachment 12.

C.3.5.3 Process

The Offeror's proposal shall include a description of the trouble-handling process for the CALSC system. The scope of the trouble-handling system shall include all facilities owned or leased by the Offeror, and all facilities and services that interconnect with the CALSC network and shall include the following functions:

C.3.5.3.1. Centralized trouble reporting.

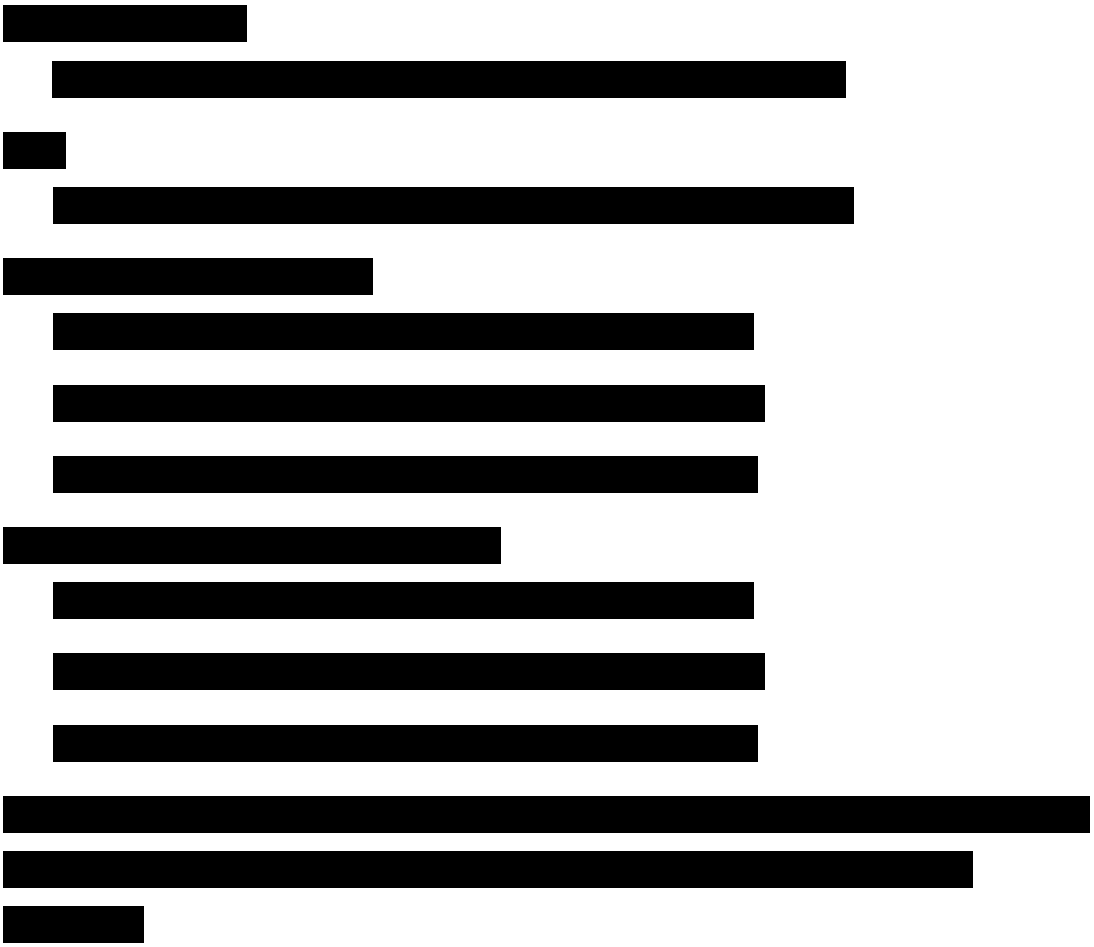
AT&T Response: AT&T will provide a centralized contact for trouble reporting. Government trouble calls will be directed to the maintenance division of the MAC via a toll-free number. The following information will be required in order to ensure adequate trouble handling:

1. Telephone or Circuit ID number
2. General description of the problem
3. Location the customer is experiencing the trouble.
4. Type of equipment currently in use at the premise
5. Name and number of person reporting the trouble
6. Access hours and contact number, in the event a dispatch is required

The decision to escalate should be based upon an assessment of whether or not the repair process is proceeding in an acceptable manner for the GSA. All initial trouble reports and escalations should be made to the MAC repair number. At any time, if the GSA business needs are not being met, the GSA may escalate a repair situation. The AT&T Service Executive is available to meet your business needs, and may be contacted at any time on the numbers in Attachment 13, Escalation Procedures.

Additionally, AT&T will proactively monitor all routine and emergency trouble tickets to promote efficient resolution. In the event that a ticket is not progressing satisfactorily, AT&T will initiate an internal escalation procedure. The standard timeframe for the escalation process is one hour. Each hour a ticket remains open after the initial escalation results in escalation to the next level.

Following are some examples of AT&T internal trouble report escalations, which may vary within a repair center and by type of service:



AT&T will provide trouble report and performance information to customer organizations at mutually agreed upon frequency. Information regarding the number of trouble reports received, the speed of which the telephone is answered, and mean time to restoration will be provided in the performance reports.

If the estimated restoration time at the time the trouble is reported is not acceptable, the AT&T representative will follow the existing escalation procedures to negotiate a new restoration date and time.

When making an escalation, the following information should be provided to the MAC:

- AT&T circuit number /or ticket number
- An explanation of the reason for escalation
- The desired commitment for restoration

C.3.5.3.2. Determining the cause of and correcting troubles.

AT&T Response: Please refer to our response to C.3.5.3.1 above.

C.3.5.3.3. Working cooperatively with other Offerors and Government representatives to resolve problems.

AT&T Response: Please refer to our response to C.3.5.3.1 above.

C.3.5.3.4. Maintaining audit trails of trouble resolution activities.

AT&T Response: An audit trail of trouble resolution activities will be maintained by AT&T on the log section of the trouble ticket record. This information will be stored electronically and can be retrieved by the MAC using the ticket number.

C.3.5.3.5. Responding to subscriber inquiries regarding trouble resolution status.

AT&T Response: AT&T will provide a centralized contact for trouble reporting. Government trouble calls will be directed to the maintenance division of the MAC via a toll-free number. After a trouble ticket has been input into our system and distributed to our internal groups, a ticket number

will be provided to the Government representative who reported the trouble. The Government can use this ticket number to contact the MAC to determine the status of the trouble.

C.3.5.3.6. Providing trouble escalation for normal and emergency events.

AT&T Response: The decision to escalate should be based upon an assessment of whether or not the repair process is proceeding in an acceptable manner for the GSA. All initial trouble reports and escalations should be made to the MAC repair number. At any time, if the GSA business needs are not being met, the GSA may escalate a repair situation. The AT&T Service Executive is available to meet your business needs, and may be contacted at any time on the numbers provided in Attachment 13.

Additionally, AT&T will proactively monitor all routine and emergency trouble tickets to promote efficient resolution. In the event that a ticket is not progressing satisfactorily, AT&T will initiate an internal escalation procedure. The standard timeframe for the escalation process is one hour. Each hour a ticket remains open after the initial escalation results in escalation to the next level.

Following are some examples of AT&T internal trouble report escalations, which may vary within a repair center and by type of service:

[redacted]

[redacted]

AT&T will provide trouble report and performance information to customer organizations at mutually agreed upon frequency. Information regarding the number of trouble reports received, the speed of which the telephone is answered, and mean time to restoration will be provided in the performance reports.

If the estimated restoration time at the time of trouble is reported is not acceptable, the AT&T representative will follow the existing escalation procedures to negotiate a new restoration date and time.

When making an escalation, the following information should be provided to the MAC:

- AT&T circuit number /or ticket number
- An explanation of the reason for escalation
- The desired commitment for restoration

Escalation Overview

The decision to escalate should be based upon an assessment of whether or not the repair process is proceeding in an acceptable manner. All initial

trouble reports and escalations should be made to the MAC repair number. If the procedures do not meet the business needs of the GSA, we ask the GSA and its customers to contact the AT&T Service Executive.

When making an escalation, the following information should be provided to the MAC:

- AT&T circuit number /or ticket number
- An explanation of the reason for escalation
- The desired commitment for restoration

C.3.5.5.2. The point of contact shall be responsible for coordinating trouble isolation and repair efforts within the Offeror's organization, between other service providers who may be involved in resolving the problem, and the COTR. The point of contact shall be responsible for escalating all troubles not resolved in the required time frames. The point of contact shall stay actively involved with the trouble resolution process from start to completion.

AT&T Response: [redacted] For trouble isolated to the AT&T network, please refer to our response in C.3.5.5.1 above. AT&T will be responsible for escalation within our network, but for trouble isolated to other providers, or for coordination with other providers, the MAC can provide assistance.

C.3.5.5.3. The Offeror shall resolve trouble reports on a routine and emergency basis. The trouble report will specify whether emergency or routine handling is required.

AT&T Response: AT&T will resolve trouble reports on a routine and/or emergency basis. Trouble reports may be labeled for emergency or routine handling, but would need to be specified by the customer at the time the trouble is reported.

C.3.5.6 Routine Restoration

For routine trouble reports that involve a user without service, the maximum allowable time to resolve service shall be the next business day if a site visit is required or four hours if a site visit is not required unless a different clearing time objective is agreed upon by the Offeror and the Government.

AT&T Response: AT&T will provide routine trouble restoral within four hours without dispatch of a technician. If a technician is required and can be dispatched in the morning, the technician will attempt to clear the trouble the

same day. If a technician is not dispatched until the afternoon, AT&T cannot guarantee restoral until the following business day.

AT&T's own corporate goal is to restore service within 24 hours and will make every effort to meet that commitment. AT&T's average time to repair is four hours if a site visit is not required. If the estimated restoral time given at the time the trouble is reported is not acceptable, the AT&T representative will follow the existing escalation procedures (Attatchment 13) to negotiate a new restoral date and time.

C.3.5.7 Emergency Restoration

Emergency restoration requirements are discussed in Section C.6, Priority Restoration of Facilities and Services.

AT&T Response: AT&T understands.

C.3.6 Customer Training

AT&T Response: AT&T will provide training for the COTRs, DARs and CORs, as well as for the GDRs, ADRs and ITRs to cover the CALSC basic services and features. The training may, if applicable, cover information on the following tasks: any contract support systems; how to obtain price quotes for contract services/features; ordering via CLINs from the contractor; placing service orders to add, change, cancel or disconnect; adding/changing features; contractor point-of-contact information/operational support; status reports/billing issues/ invoicing /routine and emergency trouble reports; prevention of contract fraud; use of Contractor's security services; AT&T CALSC support systems.

C.3.6.1 The Offeror shall provide customer training to the following groups:

C.3.6.1.1. Contracting Officer's Technical Representatives (COTRs) and Contracting Officer's Representatives (CORs).

AT&T Response: AT&T will provide training on basic services/features if requested, especially if the service/feature that is part of the CALSC contract

is being introduced to a user site for the first time or is part of a major upgrade. We will provide training at a Government site, or a contractor-provided site, and will work with the Government to make sure the space and/or equipment necessary are accessible. AT&T welcomes the Government to observe any training it conducts in order to ensure contract compliance. We have provided a DRAFT training plan included as Attachment 15 for your review. Upon notice to proceed, we will provide a customized user-training program as required.

C.3.6.1.2. Designated Agency Representatives (DARs).

See AT&T's response above.

C.3.6.1.3. End-users of CALSC services.

AT&T Response: AT&T will provide training on basic services/features if requested, especially if the service/feature that is part of the CALSC contract is being introduced to a user site for the first time or is part of a major upgrade. AT&T will provide training at a Government site, or a contractor-provided site, and will work with the Government to make sure the space and/or equipment necessary are accessible. AT&T welcomes the Government to observe any training it conducts in order to ensure contract compliance.

C.3.6.1.4. Government trainers

C.3.6.2. This training shall be provided as part of the basic service when a CALSC service or feature is being provided to a site for the first time, when a new service is being introduced, or when a major upgrade is being implemented. The Offeror shall include a draft Customer Training Plan in its proposal and submit a final version within 20 calendar days after receiving the Government's comments.

AT&T Response: AT&T will provide training on basic services/features if requested, especially if the service/feature that is part of the CALSC contract is being introduced to a user site for the first time or is part of a major upgrade. We will provide training at a Government site, or a contractor-provided site, and will work with the Government to make sure the space and/or equipment necessary are accessible. AT&T welcomes the

Government to observe any training it conducts in order to ensure contract compliance. We have provided a DRAFT training plan as Attachment 15 to this submission for the Government's review. Upon notice to proceed, we will provide a customized Customer Training Plan as required.

C.3.6.3. The training shall be conducted on Government premises or Offeror premises or via the World Wide Web at the discretion of the Government. When the training is conducted at a Offeror site, the Offeror shall provide an appropriate classroom environment and all necessary equipment and support. When the training is conducted at a Government site, the Government will provide the necessary space and environmental support. The Government may inspect training facilities and may observe training being performed by the Offeror to ensure compliance with the contract.

AT&T Response: AT&T will provide training on basic services/features if requested, especially if the service/feature that is part of the CALSC contract is being introduced to a user site for the first time or is part of a major upgrade.

AT&T will provide training at a Government site, or a contractor-provided site, and will work with the Government to make sure the space and/or equipment necessary are accessible. AT&T welcomes the Government to observe any training it conducts in order to ensure contract compliance. AT&T will provide the initial training outlined in the SOW at no additional cost to the Government.

C.3.7 COTR Training

C.3.7.1. The Offeror shall train designated CALSC COTR's and CO's to understand fully all CALSC services and features as part of the basic service. Class size shall be a minimum of 10 and limited to a maximum of 20 students, and classes shall begin prior to cutover at a time that is acceptable to the Offeror and the Government. At a minimum, each student shall receive at least 6-8 hours of classroom/hands on training so that they become proficient in performing such tasks as:

C.3.7.1.1. Using all available CALSC support systems.

C.3.7.1.2. Obtaining all of the Offeror's data regarding CALSC performance on a read-only basis.

C.3.7.1.3. Obtaining price quotes for CALSC services and features.

C.3.7.1.4. Reserved.

C.3.7.1.5. Placing a service order electronically to add, change, cancel, or disconnect services.

C.3.7.1.6. Adding or changing the features, calling privileges, telephone number or other line attributes than can be changed via "soft" reconfigurations.

C.3.7.1.7. Calling the Offeror to the site for CALSC-related operational support.

C.3.7.1.8. Obtaining status reports from the service order tracking system.

C.3.7.1.9. Accepting or rejecting a service order or part of a service order.

C.3.7.1.10. Reconciling a CALSC invoice.

C.3.7.1.11. Initiating and tracking billing disputes.

C.3.7.1.12. Placing and tracking trouble reports for routine and emergency troubles.

C.3.7.1.13. Identifying and preventing CALSC fraud.

C.3.7.1.14. Using the Offeror's security services.

C.3.7.1.15. Obtaining and analyzing each of the CALSC reports described in Section G.2.

C.3.7.1.16. The contractor shall provide a copy of training materials per student.

AT&T Response: AT&T will provide training for the designated CALSC COTRs and CORs to cover the contract's basic services and features. The training may, if applicable, cover information on the following tasks: any contract support systems; how to obtain price quotes for contract services/features; ordering via CLINs from the contractor; placing service orders to add, change, cancel or disconnect; adding/changing features; contractor point-of-contact information/operational support; status reports/billing issues/ invoicing /routine and emergency trouble reports; prevention of contract fraud; use of AT&T's security services. In addition, we will limit class sizes as required to ensure that each student will receive the classroom/hands-on training needed for proficiency and thorough understanding of the services and features of this contract. AT&T will provide training materials as needed to each student and will conduct training before cutover at a time mutually agreeable to the AT&T and to the Government.

C.3.8 Reserved

C.3.9 End-user Training

The Offeror is responsible for providing initial training to all end users. The Offeror shall provide a minimum of two hours of classroom training and two hours of laboratory training to end users of such services who request training. Class size shall be a minimum of 10 students and a maximum of 40 students, and classes shall begin prior to cutover at a time that is acceptable to the Offeror and the agency.

AT&T Response: AT&T will provide classroom/laboratory initial training on basic services/features if requested, especially if the service/feature that is

part of the CALSC contract is being introduced to a user site for the first time or is part of a major upgrade.

AT&T will provide training at a Government site, or a contractor-provided site, and will work with the Government to make sure the space and/or equipment necessary are accessible. Class size will adhere to the specifications detailed in the requirement above and will be scheduled prior to cutover at a time mutually acceptable to the agency and to AT&T. AT&T welcomes the Government to observe any training it conducts in order to ensure contract compliance.

C3.10 Training Government Trainers

AT&T Response: AT&T will provide a customized user-training program to include basic telephone services to the GSA. Training will be available when new service is introduced, a feature is provided for the first time, or when an upgrade is implemented. Training for the COTRs, COR, designated government (authorized) representatives, end users, and Government trainers will be incorporated into the training that our experienced personnel will provide. This on-site, off-site, or web-based training will use printed documentation, hands-on activities, and a structured instruction period. AT&T will negotiate the class size best suited to provide for the Government's unique needs and will follow the guidelines requested. Timeframes for class instruction will be established to meet CALSC requirements. Hands-on training will be provided on telephone equipment.

Experience teaches us that training schedules should include two training sessions per day with class sizes optimally between 15 and 20 persons per session for end users; however, AT&T's primary objective is flexibility to meet customer requirements.

End-User Training Objectives include:

- A service overview covering basic components, functions, features, and operation.
- Hands-on training focusing on customer specific telecommunications operations.
- Provision of communications system solutions to individual station-user problems.

End-User Training Outline includes:

- Services overview of station equipment, voice mail and their operational techniques.
- Telephone feature utilization for station equipment.
- Applications and benefits.
- Customized user training materials.

COTR, COR, DAR Government Trainers Training includes:

- Overview of CALSC support systems, obtaining price quotes, placing orders, obtaining operational support, reports and tracking, placing trouble reports, tracking billing issues, identifying fraud.
- Hands-on training focusing on customer specific telecommunications operations.
- Provision of communications system solutions to individual user problems.

A formal training plan will be developed within 20 days of receiving government comments. [redacted]

C.4 Service Enabling Devices/General Requirements

C.4.1 General Requirements

The Offeror shall meet the following general requirements in acquiring, provisioning, operating, administering, and maintaining required equipment:

C.4.1.1 COTS

All equipment shall be commercially available "off the shelf" items requiring no further development, and shall have been fully tested or demonstrated in the commercial or Government marketplace, unless otherwise specified.

C.4.1.2 Network Compatibility

The Offeror shall ensure that all network equipment and CPE ordered under this contract are compatible with, or can interface with, the existing CALSC CPE (to the extent that commercial standard interfaces and implementations exist to support such compatibility. The GDIXC network, the local exchange network, and the commercial interexchange telephone networks.

AT&T Response: AT&T will confirm that the local telecommunications services provided under this contract are compatible, provided that commercial standard interfaces and implementations exist to support such compatibility. AT&T's local telecommunication's network currently supports existing Government CPE. AT&T understands that, on an individual-case basis, where proprietary or legacy systems/equipment exists and the Government requires compatibility with such, the Government will negotiate with AT&T to achieve a workable solution.

C.4.2 Reserved

C.4.3 SDP Delivery Via House Cable/Wiring

C.4.3.1 Demarcation point

The demarcation point for services (with the exception of proprietary CPE or orders specifying a different demarcation point) is the Network Interface Device (NID). Any other demarcation point for services will be included on the individual service order, whether at the proprietary CPE station jack, or other location as specified. The SDP diagram below, Figure C.3-3., Service Delivery Point (SDP), presents the different termination points normally required by the Government. Offerors shall provide CPE to deliver services to the required SDP and include CPE with monthly recurring charge.

AT&T Response: AT&T understands that the GSA will specify the demarcation point for service, with the CLIN of the SDP, on each individual service order. AT&T has provided individual prices for each SDP and is included with the price proposal of this submission. Prices include hardware (CPE), labor and maintenance.

C.4.3.1.1. All cable, wire and hardware required to extend the service to the SDP location shall be provided and maintained by the Offeror(s) awarded for the duration of service. As this cable, wire and hardware is used (new or existing) a record of it shall be maintained in a central file and made available to COTR.

AT&T Response: AT&T will make available to the COTR/LPOC information provided by the technician, which will include cable, wire, and hardware provided or identified. AT&T will perform the cross connections required to complete the installation. After the installation is complete, the system will be tested to determine that it meets contract, OEM, and customer specifications. After receiving acceptance of the cable plant, AT&T will verify that everything installed by us in association with the job will perform according to OEM specifications. AT&T will perform testing and provide documentation, if requested by the Government.

C.4.3.2 Main/Intermediate Distribution Frame(s) (MDF/IDF)

As required by the Government Representative the Offeror shall provide the most current commercially available cross connect(s) for each site. The type of frame provided shall facilitate ease of cable management and maintenance. The cross connect is located in an equipment room, riser closet, or satellite closet and is installed to provide a complete professional installation, appropriate materials, length, tested, toned and labeled in accordance with the industry standard. All terminated services shall be in accordance with the industry standard. A record shall be maintained of all cable, wire and hardware provided and recorded in a central file.

AT&T Response: AT&T will make certain that the most current commercially available equipment for cross connects is used.

We will provide all cable/wire, terminals, blocks, installation hardware and miscellaneous materials required to provision service from the Government's side of the demarcation (NID) to the desktop on an "as required," per task order basis.

C.5 Transition To CALSC

C.5.1 Coordinated transfer

Transition is the coordinated transfer of service from the MAA to a CALSC contract.

AT&T Response: AT&T understands the transition as defined above.

C.5.2 Fair consideration

The Offeror is reminded that CALSC customers will apply fair consideration to determine the contract vehicle that best meets their local telecommunications requirements, at transition and throughout the contract life. The CALSC contract is an IDIQ arrangement, the number of subscribers that will transition to the Offeror's network is unknown.

AT&T Response: AT&T understands the rules of Fair Consideration.

C.5.3 Transition Objectives and Responsibilities

The Offeror shall be responsible for maintaining service transparency to the Government during transition to the CALSC contract by meeting all service delivery schedules and assuring that all services and features conform to contractual specifications and customer requirements. GSA will monitor the Offeror's transition performance and assist in coordination between CALSC clients and Offerors as required.

AT&T Response: AT&T will be responsible for maintaining service transparency and service delivery schedules as negotiated with GSA and CALSC clients. AT&T will make certain that services and features of this contract conform to contractual specifications and customer requirements.

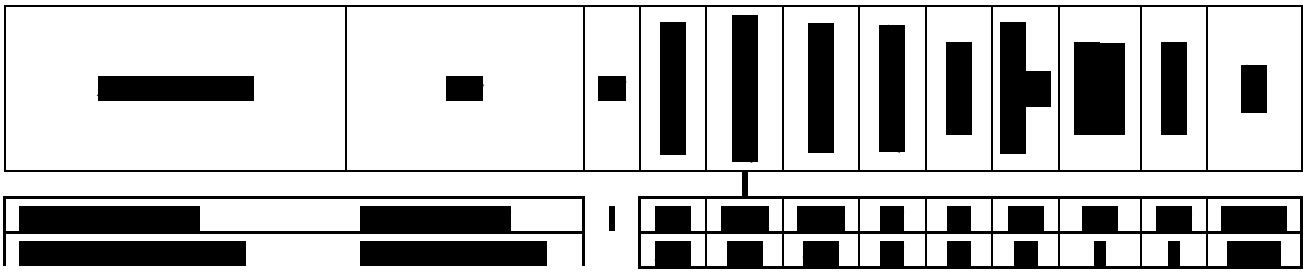
C.5.4 Transition Planning and Implementation

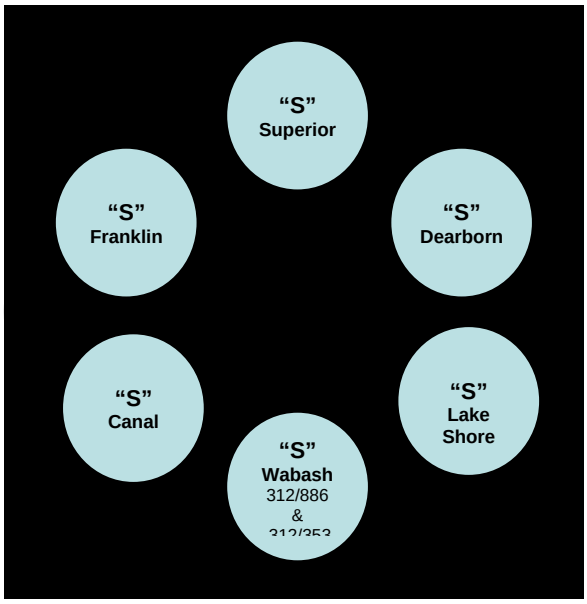
C.5.4.1 The Offeror shall address two forms of transition:

C.5.4.1.1. The initial transition to the Offeror's CALSC network

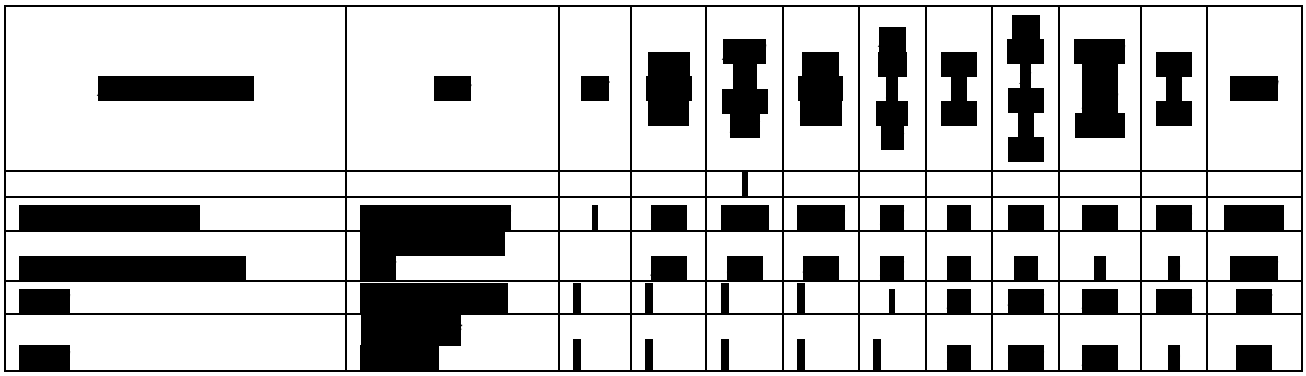
[redacted]

[redacted]




"S"
Superior
"S"
Franklin
"S"
Dearborn
"S"
Canal
"S"
Lake
Shore
"S"
Wabash
312/886
&

[redacted]



[redacted]

[redacted]

C.5.4.1.2. The transition from the Offeror's CALSC network to the follow-on network or service arrangement.

AT&T Response: AT&T will manage transition to the new CALSC contract in the most expeditious manner possible. "In-service" products refer to [redacted]

[redacted]

Following is a draft transition plan. A more specific plan will be available approximately 30 calendar days after comments are received following contract award. Also, a more detailed plan is included in the Project Management Plan (Attachment 2).

1. Management Support. AT&T will address any billing, ordering, trouble reporting or customer service processes and issues that may be outstanding at the time of transition by utilization of our AT&T Government Solutions business processes in place and utilized currently.

   [redacted]

   Standardized turn up procedures will be utilized. AT&T has methods and procedures in place that will address any migration issues that would occur.

2. Service and Features. As part of the transition we will be installing new products and services [redacted]

3. Capacity and Performance. Capacity and performance requirements will improve as AT&T will migrate CALSC users [redacted] This multi-node environment will distribute your end-users' traffic across the more robust network solution therefore positively impacting the service to the end users.

4. Transition Contingency Plan. If an unforeseen service interruption occurs during any portion of the transition, AT&T will make every effort to restore service to the Government. Reasonable efforts will be made by AT&T to minimize outages related to transition. AT&T will utilize its best practices in place within the CALSC area for contingency issues.

5. Project Management. AT&T will support the GSA and its agencies with a team of experts who will be available to provide unmatched customer care and dedicated CALSC support. Our staffing team will provide the GSA with consistent support and regular transition status updates based on GSA's preferred schedule. The project team will provide regular, direct routine and emergency communication as needed via telephone contact and/or meetings scheduled to accommodate a mutually agreed-upon schedule with the GSA.

Finally, AT&T's final transition plan will contain an implementation and cutover schedule for the installation of services at all locations. We have provided a sample Project Management Plan as Attachment 2**,** which outlines normal procedures for installation of certain products. A more specific plan will be available approximately 30 calendar days after receipt of Government comments following contract award.

AT&T conducts cutover testing for every service installation utilizing all necessary tools, equipment and electronics. A description of AT&T's cutover procedures follows below:

For Business Access Lines / 2 Way Trunks / Centrex (Switched Line side services), the technician in the field and in the Central Office will:

- Test for dial tone
- Test outbound dialing capability

For DID trunks / Digital Entrance Facilities / Primary Rate ISDN (Switched Trunk side services), the technician in the field and in the Central Office will coordinate with the CPE vendor to:

- Test for dial tone
- Test outbound dialing capability
- Test for signaling type
- Test framing type
- Test DID calling

For Private Line Services (copper), the technician in the field and in the Central Office will:

- Test for DB loss level

For Private Line Services (optical), the technician in the field and in the Central Office will coordinate a meeting with the CPE equipment vendor to

- Test for light levels

For SONET (optical), the technician in the field and in the Central Office will test for the following:

- Light levels
- SLA delivery

[redacted]

C.5.4.2 Initial Transition to the CALSC Network

C.5.4.2.1. Project management and execution of CALSC transition activities will be based on Government-accepted Offeror-prepared plans. The following plans shall be provided by the Offeror.

C.5.4.2.1.1. The Transition Management Plan (TMP).

This plan describes the Offeror's general approach to the project management of transition, including the Offeror's project management process, procedures, and tools for all CALSC transition activities. The TMP is a Government-wide plan applicable to all of the Offeror's transition activities for all agencies. This plan shall be submitted with the proposal and revised 30 calendar days after receiving the government's comments. It shall be updated as required. The TMP shall address the following areas as well as additional areas proposed by the Offeror:

AT&T Response: AT&T understands that Project Management is a vital component of any successful endeavor. As such, AT&T has established a specialized organization and structured methodology to deal with the increasing complexity of telecommunication projects, including the development of consistent documentation to keep the project team informed about progress, responsibilities, and requirements. The components of AT&T Project Management methodology include: Management of the project by an expert team; accurate definition of scope; extensive planning; risk assessment; regular progress reports; detailed project documentation; full proactive support during the execution of the project; and official project closure.

Project Management services are provided by highly trained individuals, of whom all are Project Management Professionals (PMP) by the Project Management Institute (PMI). Due to the multi-level scope of complex projects, AT&T refers to the lead of the project team as Senior Program Manager. These individual(s) understand the need for close relationships with all

stakeholders, have the experience to handle technical complexities, and the ability to set and meet expectations. The AT&T Project Management team works closely alongside the Federal Account Team to intimately understand the project and remains an integral part of the process from design through completion.

Project Managers provide regular progress updates through project meetings, conference calls, and written project updates. In addition, the AT&T Project Managers track milestones (key events taking place throughout the lifecycle of the project) which provide clear targets against which performance can be reviewed regularly with the Project Team and the customer.

AT&T's Project Management methodology would be used in all phases of implementation. The following provides a high level overview of the activities involved:

1. Establish team
2. Define and outline project scope
3. Document project requirements
4. Develop baseline schedule
5. Execute project plan
6. Monitor progress-manage variances
7. Manage project to specified schedule

A detailed Project Management Plan, which includes a Transition/Cutover Plan, has been included as Attachment 2.

C.5.4.2.1.1.1. Management Support. The Offeror shall address the billing, service ordering, trouble reporting, and customer service processes that are proposed for the transition period. The Offeror shall describe these processes from the perspectives of the GSA COTR, agency DAR, and the end user.

AT&T Response: During transition of services to the proposed Chicago contract, AT&T's billing, ordering, trouble reporting and customer support personnel and processes will be provided to assist the GSA and its customers through the transition. As services are transitioned/moved to the new CALSC contract, all customer-focused processes and services will be available to the Government.

AT&T's transition manager assigned to the CALSC contract will manage the transition of all services and will rely upon other team personnel to provide assistance and subject-matter-expertise as needed to assist the GSA COTR, agency DAR and the end user through a smooth transition.

C.5.4.2.1.1.2. Service and features. The Offeror shall describe how all existing MAA services and features will transition to the Offeror's CALSC network in a manner that is transparent to CALSC subscribers. Existing services are identified in Section J, Attachments J-2.2.

AT&T Response: As part of normal implementation activities, AT&T will evaluate Government- provided information relative to existing systems, service configurations, line/circuit volumes and point-to-point traffic flows. We have included in our response a basic list of activities that will be provided as a preliminary transition plan and serve as a basic description of our transition plan. AT&T will work with the GSA to make certain that a final transition plan will contain an implementation and cutover schedule for the installation of services at all locations utilizing our best practices.

Our preliminary transition plan includes the following activities:

- Establish transition team
- Begin Kick Off Team meetings
- Define and Outline project Scope
- Review existing lines and features
- Develop a list of tasks and schedule to finish project

- Document Project Requirements
- Develop detailed cutover sheets
- Develop baseline schedule
- Make telephone number assignments
- Execute Project plan
- Place orders into AT&T ordering system, billing orders and number portability orders
- Begin switch line translation work
- Perform trunk-side network engineering
- Do switch trunk translations
- Coordinate with Government any actions that may affect their operations
- Monitor progress-manage variances
- Perform physical transition
- Manage project to specified schedule.

AT&T will be responsible for managing and facilitating the transition and implementation of services, to include the successful cutover testing and execution planning. AT&T's plan generally provides the following:

- Meeting service delivery schedules co-developed by AT&T and the GSA
- Providing services, functions and features that meet the specifications and requirements of the awarded contract

- Working to make certain that the continuity and quality of existing service to the customer organizations are maintained until the implementation and testing of the new service is successfully completed
- Minimizing disruptions for services to GSA subscribers
- Providing seamless operations to the GSA customer base

AT&T will work with the GSA to make certain that the final transition plan will contain an implementation and cutover schedule for the installation of services at all locations.

C.5.4.2.1.1.3. Interconnection plan. The Offeror shall describe the interconnection arrangements between the MAA and the CALSC networks during the transition, including the interconnection arrangements with the local exchange network, the IXCs, and Government private networks. The Offeror shall describe how the service performance requirements will be met and describe the phases of the transition.

AT&T Response: [redacted] As the local exchange carrier that provides service in the CALSC area, the new AT&T has interconnection arrangements with current IXCs. Also, AT&T has interconnection arrangements with other local exchange carriers as well as Government private networks. AT&T has a robust hierarchical network architecture. As a global provider of voice and data transport services, AT&T has IXC agreements in place which define our interconnection processes with each specific carrier. Service level requirements will be met by following the specific interconnection processes. A finalized interconnection plan will be addressed after the RFP is awarded.

In support of the Transition Plan, AT&T will support the Interconnection with an experienced Project Management team. AT&T's Project Management methodology would be used in all phases of the implementation, as well as the transition of the services. AT&T will work with the GSA to make certain

that the final transition plan will contain an implementation and cutover schedule for the installation of services at all locations by utilization of our best practices. The following is a high level overview of the phases of transition.

1. Establish team
2. Define and outline Project scope
3. Document Project requirements
4. Develop baseline schedule (Schedule Management Plan/Cutover Plan)
5. Execute Project plan
6. Monitor progress-manage variances
7. Manage Project to specified schedule

The processes we will use to manage this program are outlined below:

Initiating Processes

Formal start of project through a "Kickoff Meeting" - recognizing that a project or phase should begin and officially committing to start.

Planning Processes

- Scope Planning – developing a written scope statement as the basis for future project decisions.
- Scope Definition – subdividing the major project deliverables into smaller, more manageable components.
- Risk Identification – determining which risks are likely to affect the project and documenting the characteristics of each risk.

- Risk Quantification – evaluating risks and risk interactions to assess the range of possible project outcomes.
- Quality Planning – identifying which quality standards are relevant to the project and determining how to satisfy them.
- Activity Definition – identifying the specific activities that must be performed to produce the various project deliverables.
- Activity Sequencing – identifying and documenting interactivity dependencies.
- Activity Duration Estimating – estimating the number of work periods which will be needed to complete individual activities.
- Schedule Development – analyzing activity sequences, activity duration, and resource requirements to create the project schedule.
- Resource Planning – determining what resources (people, equipment, and materials) and what quantities of each should be used to perform project activities.
- Communication Planning – determining the information and communications needs of the stakeholders: who needs what information, when will they need it, and how it will be given to them.
- Risk Response Development – defining enhancement steps for opportunities and responses to threats.
- Project Plan Development – taking the results of the planning processes and putting them into a consistent, coherent document called the “Project Plan. “

Implementing Processes

- Project Plan Execution – carrying out the project plan by performing the activities included therein.
- Scope Verification – verification that the deliverables agree with the project scope.
- Quality Control – evaluating overall project performance on a regular basis to provide confidence that the project will satisfy the relevant quality standards.
- Information Distribution – making needed information available to project stakeholders in a timely manner.

Controlling Processes

- Overall Change Control – coordinating changes across the entire project.
- Scope Change Control – controlling changes to project scope.
- Schedule Control – controlling changes to the project schedule.
- Performance Reporting – collecting and disseminating performance information, including status reporting, progress measurement, and forecasting.
- Risk Response Control – responding to changes in risk over the course of the project.

Closure Processes

- Administrative Closure – generating, gathering, and disseminating information to formalize project completion; organizing records for archiving; and publication of a “Lessons Learned” statement.

- Project Closure – completion and official closure of the project, including resolution of any open items.

C.5.4.2.1.1.4. Transition contingency plan. The Offeror shall describe how service will be restored if unforeseen difficulties are encountered at any stage of the transition. The Offeror shall assess the transition risks and propose how they should be mitigated.

AT&T Response: If an unforeseen service interruption occurs during any portion of the transition, AT&T will make every effort to restore service to the Government. Reasonable efforts will be made by AT&T to minimize outages related to transition. AT&T will utilize its best practices in place within the CALSC area for all contingency issues.

C.5.4.2.1.1.5. Project management. The Offeror shall describe how the project office will be staffed and its relationship to the Offeror's headquarters and with the Government. The Offeror shall describe how it will keep the Government apprised of the status of the transition and describe how routine and emergency communication with the Government will be accomplished.

AT&T Response: AT&T will support the GSA and its agencies with a team of experts who will be available to provide unmatched customer care and dedicated CALSC support. Our staffing plan (Section C.3.) provides a chart of all CALSC project team members, and during transition to the CALSC contract, this team will provide the GSA with consistent support and regular transition status updates based on GSA's preferred schedule. The team will provide day-to-day support for CALSC and a number of the contacts shown on the chart currently support Government customers in the Chicago area, and will offer the same superior support and customer care.

Finally, AT&T will work with the GSA to make certain that the final transition plan will contain an implementation and cutover schedule (if needed) for the installation of services at all locations.

AT&T understands the importance of frequent and rapid communication and data reporting on projects of a large size and complexity. Within AT&T's Chicago CALSC program structure, weekly project team meetings will be held which include members of both AT&T and GSA local program management.

The purpose of these regular meetings will be to share ongoing status, proactively address potential problem areas, and clarify customer requirements. In addition to regular meetings, the AT&T Chicago CALSC team will be in communication with the GSA program team via daily telephone interaction, regular email correspondence, and in-person with ad hoc issue specific meetings when needed.

C.5.4.2.2. The Cutover Test Plan (CTP).

AT&T Response: This plan describes AT&T's general approach to cutover testing for each service during service installation as described here and in Section E.2.1, Cutover. AT&T shall provide necessary test equipment, data terminals, load boxes, test cables, and any other hardware and software required for system testing. This plan shall be submitted with the proposal and revised 30 calendar days after receiving the Government's comments. It shall be updated as required. The CTP shall address the following areas as well as additional areas proposed by AT&T.

AT&T will develop site-specific cutover test plans and schedules for locations identified. Each location will be managed based on the type and quantity of services and the expected cutover timeframes. Test plans will be mutually formulated between AT&T and the Government.

Depending on the location and type of service, AT&T will test to the SDPs.

In order to complete the installation of service, AT&T's experienced personnel will use established cutover testing procedures, which include pre-testing new equipment and facilities before scheduled cutover, to help make certain that cutover activities are coordinated. AT&T will include the GSA GDR and ADR to help make certain that they are fully aware of pre-cutover and execution planning. We are committed to:

- Meeting service delivery schedules co-developed by AT&T and the GSA
- Providing services, functions and features that meet the specifications and requirements of the awarded contract
- Working with the incumbent vendor to provide continuity and to help maintain quality of existing service until the implementation and testing of the new service is successfully completed
- Minimizing disruptions for services to GSA subscribers
- Providing coordinated operations to the GSA customer base

AT&T will work with the GSA so that the final transition plan will contain an implementation and cutover schedule for the installation of services at all locations.

C.5.4.2.2.1. The processes and procedures that will be employed for testing.

AT&T Response: AT&T will conduct cutover testing for every service installation utilizing necessary tools, equipment and electronics. A description of AT&T's cutover procedures follows below:

For Business Access Lines / 2 Way Trunks / Centrex (Switched Line side services), the technician in the field and in the Central Office will:

- Test for dial tone
- Test outbound dialing capability

For DID trunks / Digital Entrance Facilities / Primary Rate ISDN (Switched Trunk side services), the technician in the field and in the Central Office will coordinate with the CPE vendor to:

- Test for dial tone
- Test outbound dialing capability

- Test for signaling type
- Test framing type
- Test DID calling

For Private Line Services (copper), the technician in the field and in the Central Office will:

- Test for DB loss level,
- Test for throughput speed

For Private Line Services (optical), the technician in the field and in the Central Office will coordinate a meeting with the CPE equipment vendor to

- Test for light levels.

For SONET (Optical), the technician in the field and in the Central Office will test for the following:

- Light levels
- SLA delivery

C.5.4.2.2.2. The parameters to be measured, the measurement procedure, and the pass/fail criteria.

AT&T Response: The pass/fail criteria are specific to the service being provisioned. If the parameters fail, AT&T will engage appropriate technical resources to bring the service within the prescribed parameters as defined by the specific service being provisioned.

C.5.4.2.3. The Agency-Specific Transition Plan (ASTP).

This plan identifies the Offeror's project management processes, procedures, tools, and implementation scheduling specifically tailored to the transition of a customer's service requirements to the Offeror's network. This plan shall be prepared by the Offeror, as required by the site specific task order. The ASTP shall address, on a building by building basis, the following areas as well as additional areas requested by the agency or proposed by the Offeror:

C.5.4.2.3.1. Network map that includes the customer's address, SDP by service type, and number of lines and trunks.

AT&T Response: Upon receipt of specific task orders, AT&T will provide the specific management processes, procedures, tools, and implementation

schedules tailored to the specific site's service requirements. We will develop milestone schedules for each site to be cutover after evaluating Government provided information relative to existing systems, service configuration, lines, and circuit volumes. AT&T understands the Government's unique requirements. Our personnel in the Chicago Metropolitan area have, on the average, over twenty years of professional telecommunications experience. [redacted] The combined resources of the new AT&T and its Government solutions organization has the in-house knowledge and expertise and will tailor these deliverables to Government requirements.

[redacted]

C.5.4.2.3.2. Proposed approach and physical route to connect each building to the Offeror's CALSC network, including identification of the number and type of access lines and trunks.

AT&T Response: [redacted] AT&T's network of central offices in the Chicago area will enable us to provide interconnectivity across our CALSC network. AT&T will provide mapping for certain provisioned services [redacted]

C.5.4.2.3.2.1. Site specific design plan to include:

C.5.4.2.3.2.1.1. Site preparation and implementation requirements for each building.

AT&T Response: As specific task orders are received, the site-specific preparation and implementation requirements for each building will be provided by AT&T based on the number and types of services being provisioned.

C.5.4.2.3.2.1.2. Interim and final configuration to include hardware (type, manufacturer, model), software, special circuit arrangements, environmental and electrical requirements, equipment room layouts, Main/Intermediate Distribution Frame/riser cable diagrams (if needed), and any special design requirements.

AT&T Response: [redacted] As a leading standards-based telecommunications provider, with over 125 years experience, AT&T conforms to and meets or exceeds accepted industry practices. AT&T understands that all work and code compliance is subject to Government review and approval.

C.5.4.2.3.2.1.3. Numbering plan and dialing plan, identifying blocks of telephone numbers, if any, that will have to change.

AT&T Response: AT&T will strive to comply with the Government's numbering plan and dialing plan requirements. We will work with the Government regarding its current and future numbering plan and to identify any telephone number blocks that will have to change as part of this transition to CALSC. After contract award, AT&T understands that the Government will need to approve any proposed routing plan. AT&T has successfully ported millions of numbers for users of our services and fully supports numbering portability with systems that are compatible with the North American Numbering Plan. When new task orders are received, we will request blocks of consecutive numbers and if available will offer them to the Government. When transitioning services, we will use and port the existing numbers whenever technically possible. AT&T complies with the Federal Communications Commission's mandates for number portability.

C.5.4.2.3.2.1.4. Interface equipment, including identification and location of special systems integration requirements.

AT&T Response: Upon receipt of specific task orders, AT&T will identify the required interface equipment to transition from the Chicago MAA to CALSC.

This will include the identification and location of any special systems required for integration.

C.5.4.2.3.2.2. Installation/service implementation schedule.

AT&T Response: As required, AT&T will work with the Government or its designated agents to make certain that the final transition plan contains an installation, implementation and cut-over schedule.

C.5.4.2.3.2.2.1. Site-specific cutover test plan.

AT&T Response: Following contract award, AT&T will provide the Government a site-specific cutover test plan. Depending on the site-specific requirements and final needs of the Government, the Final Transition Plan will be a collaborative effort.

C.5.4.2.3.2.2.2. Contingency plan to restore existing services.

AT&T Response: See response to C.5.4.2.1.4

C.5.4.2.4. Transition Oversight

C.5.4.2.5.1. For each service order, the Offeror shall provide a single point of contact for service transition. The Offeror shall ensure that the point of contact, or the designated alternate, is accessible by telephone or pager during the time periods when service transition activities are taking place. The Offeror shall coordinate with the COTR, customers, subcontractors, and other service providers during the service transition. The Offeror shall inform the COTR when activities, including transition and cutover testing, are scheduled at a building.

AT&T Response: For each transition service order, AT&T will assign a project manager as a single point of contact. Our assigned project manager will be accessible by telephone or pager when cutover procedures take place. AT&T ‘s project manager will be available throughout the transition to CALSC to provide primary and back-up functions. As part of AT&T’s responsibilities, the project manager, along with other key personnel, will keep the COTR informed of scheduled transition and cutover activities and will coordinate with customers, subcontractors and other service providers as required during service transition to CALSC.

C.5.4.2.4.2. The Offeror shall complete the transition of each service order within the agreed service availability date.

AT&T Response: As service orders are received, AT&T will provide installation dates specific to the number and types of services requested.

While the services ordered may have variable implementation requirements and schedules, AT&T will make every effort to transition services within the Government's requested timeframe and as agreed upon in the Final Transition Plan.

C.6 Restoration of Facilities and Services

Telecommunications requirements for service and facility restoration are based on a set of telecommunications policies and procedures that exist to ensure critical Government needs are met when an actual or potential emergency threatens the security or socio-economic structure of the United States.

AT&T Response: AT&T will comply with the Government expectations for emergency situations. As a world leader in the telecommunications industry, and ever-conscious of the growing need for security of our nation's infrastructure, AT&T is actively involved with and serves in leadership roles with our nation's foremost security programs.

AT&T's Chief Operating Officer, [redacted], sits on the President's National Security Telecommunications Advisory Committee (NSTAC), and our company proudly serves the National Security Emergency Preparedness program (NSEP) of the Federal Government. AT&T is only one of seven companies nationwide to have a company Director on premise with the National Coordination Center (NCC) of the Department of Homeland Security. The company understands the critical security needs of the Government, and we take pride in our Corporation's dedication to protection of the nation's telecommunications infrastructure.

AT&T has a National Security Emergency Preparedness (NSEP) Plan currently in place with the Government. For CALSC, AT&T will abide by the guidelines that are part of that plan.

C.6.1 Offeror COOP

The Offeror shall have a Continuity of Operations Plan (COOP) designed to ensure continuing Offeror telecommunications support to the government in the event of natural disasters, acts of terrorism, etc. The Offeror may additionally offer support for the government's COOP as requested by the government.

AT&T Response: AT&T has plans to deal with natural disasters, acts of terrorism, etc. See Section C.6.1 above.

C.6.2 Reserved

C.6.3 Emergency Restoration of CALSC Facilities and Services

C.6.3.1. The Offeror shall support the following requirements for restoring services during emergencies. For emergency trouble reports, the maximum allowable time to respond to a trouble report shall be two hours and the maximum allowable time to restore service shall be four consecutive hours unless a different clearing time objective is agreed upon by the Offeror and the Government. The Offeror shall provide emergency restoration in response to any of the following occurrences:

C.6.3.1.1. Catastrophic failure of single or multiple switching systems.

C.6.3.1.2. Catastrophic failure of single or multiple transmission systems.

C.6.3.1.3. Switching locations isolated due to equipment or facilities failures.

C.6.3.1.4. Loss of system access to the Local Exchange Network.

C.6.3.1.5. Buildings isolated due to equipment or facilities failures.

C.6.3.1.6. Loss of system access to GDIXC.

C.6.3.1.7. Disruption of service to users or circuits designated as critical by the Government.

C.6.3.1.8. Traffic overloads and surges.

AT&T Response: AT&T will make every effort to restore service to the Government as quickly as possible. The exact restoral time will depend upon the nature and severity of the service problem, as well as the deployment of our expert repair resources who are available to both commercial and Government customers. AT&T suggests that TSP be included by the Government to ensure the Government's customers the most expeditious service possible. TSP guarantees an expedited restoral, which is crucial in today's environment for all Government customers.

AT&T's preventative/scheduled maintenance is routinely part of network access. AT&T will provide such scheduled maintenance as is normally provided to our customers, and will conduct maintenance during hours that are the least disruptive to the customer, usually 10 p.m. to 6 a.m.

In addition, AT&T's maintenance department is staffed, 24x7x365. The Network is monitored on a full-time basis by machine testing and through the efforts of the monitoring staff. Due to the redundant nature of the Network and

Central Office switching, many problems are identified and repaired before the customer is affected or even is aware a problem may have occurred. In the event that an outage impacts a customer, and is considered routine, serious, catastrophic, or emergency in nature, the following methodology will apply:

[redacted]

When reporting trouble to the number shown above, and to elicit a response within one hour, the caller should stay on the line to communicate with a live person.

In the event of an outage, the average time to repair service will be within the restoral time shown in Table 26.

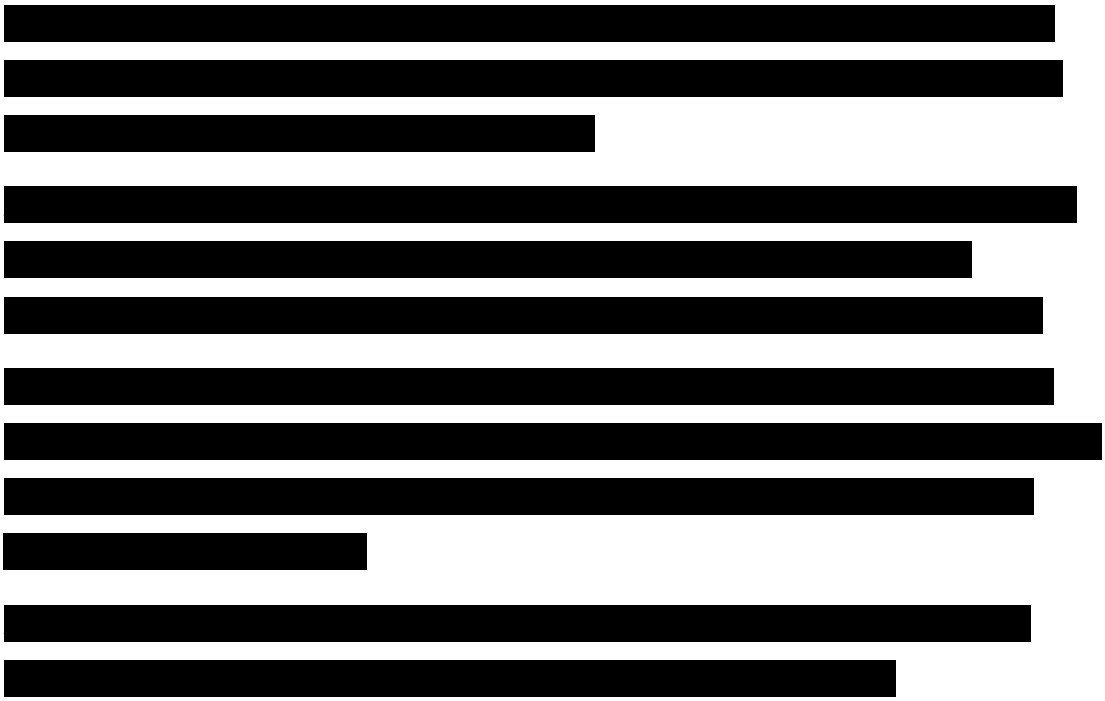
In the event of an outage, the average time to restore service will be within the time. Type of Outage	***Restoral Time***
Priority (Emergency/Catastrophic)	AT&T will work with the GSA to meet priority/emergency due dates in the most expedient manner possible.
Routine	Twenty-four (24) hours from the time AT&T responds to Government's notification.

Table 26: Average Time to Restore Service

If circumstances dictate that we are unable to meet these restoral times, we will notify the Government and negotiate a time to complete the restoral.

Due to the possibility of a large number of repair calls to the repair number, the caller should negotiate the actual time needed to repair any service problems at the time of the report or at the time of the response. The Repair unit is sufficiently staffed to handle multiple calls for the same case or for

different cases. If the same trouble has been reported more than once, the caller will be informed by the Repair unit staff. Processing of the trouble reports will flow through AT&T's switch maintenance organization. Resources will be deployed to meet specified outage repair commitments. If necessary, field technicians will be deployed to the local site. If the estimated restoral time given at the time the trouble is reported is not acceptable, the AT&T representative will follow the existing escalation procedures to negotiate a new restoral date and time. AT&T's own corporate goal is to restore service within 24 hours. However, especially for Government customers, we strongly recommend that TSP be included to ensure the Government customers the most expeditious service possible. TSP will guarantee a expedited restoral, which is crucial in today's environment for all Government customers. The Central Office switches are designed for an average 99.999% up time under normal conditions. Central Office switch information is provided as follows:



The maintenance provisions described above apply only to the AT&T side of the designated demarcation point. In the event the Government would require maintenance on its Government-owned equipment or non-GSA owned equipment (Government's side of the designated demarcation point), AT&T offers maintenance plans to provide identification or correction of any failure caused by the customer's facilities and equipment not furnished by the contractor. AT&T will provide these services as a separate line item on the rendered bill statement.

C.6.3.2. A catastrophic failure is defined as any situation under which an entire service or 20 percent of the service provided at a single location for an individual customer is disrupted for more than four hours.

AT&T Response: AT&T understands, and we direct the Government to our NSEP plan included as an attachment to this response.

C.6.3.3. If the service outage or impairment is due to a performance shortfall of any other Offeror supporting the CALSC program, the Offeror, acting as GSA's OA&M Offeror in accordance with Section G.1.3, shall work with that Offeror to restore service. The Offeror shall monitor the network to identify outages requiring emergency restoration and commence appropriate remedial action prior to the actual submission of a trouble report. The Offeror shall notify the COTR immediately when any emergency restoration action is implemented.

AT&T Response: AT&T understands the Government's requirement above, and we will assist with service outages or impairments to help with service restoral. AT&T's monitoring devices can detect problems and will notify appropriate representatives to carry forth action.

C.6.4 Priority Restoration

When outages occur, the Offeror shall provide prioritized service restoration to station lines designated on the service order as critical by the Government. The identity and location of critical station lines may vary over the life of the contract and will be provided to the Offeror on the order (NS/EP).

AT&T Response: Please see AT&T's response to the Introduction to C.6, which includes reference to our NSEP plan.

C.6.5 Status Reports

The Offeror shall provide status reports regarding emergency and priority trouble resolution activities on an hourly basis until the trouble is resolved, or as otherwise agreed to by the COTR. The Offeror shall also provide the COTRs and CORs electronic access to a trouble report database that tracks all of the agency's troubles, and this database shall be updated at least once a day.

AT&T Response: AT&T's maintenance department is fully staffed, 24-hours a day and can be contacted at any time by the Government to determine the status of the trouble report. Additionally, a Service Executive will be involved in Emergency/Priority Situations and will be available to provide updates via telephone at the frequency requested by the GSA.

[redacted] but trouble reports specifically generated for the Government's account(s) will be available for review.

C.6.6 Contingency Document Deliverable

C.6.6.1. The Offeror shall provide a Contingency Plan as a deliverable that will be updated yearly. It will describe in detail the method by which CALSC services shall be maintained and restored under a number of situations. It shall address damage assessment, service restoration time frames, and triggering mechanisms for implementation under a number of different scenarios. The requirements that result from this section shall not be separately priced but shall be negotiated as contract modifications on an individual case basis.

AT&T Response: Following is a draft of AT&T's emergency/contingency plan:

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

C.6.6.2. The plan must specify emergency maintenance actions to be taken by the Offeror and emergency equipment replacement arrangements with suppliers or alternate service arrangements with other carriers.

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3. At a minimum, the Contingency Plan shall address the emergency situations listed in C.6.3, Emergency Restoration of CALSC Facilities and Services, as well as the following national disasters, i.e.:

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.1. Fires

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.2. Floods

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.3. Explosions

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.4. Tornados

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.5. National Disasters

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.6. Civil disturbances

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.7. Terrorist acts

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.8. Strikes, work stoppages, walkouts, or other labor disputes

AT&T Response: Please refer to our response to C.6.6.1.

C.6.6.3.9. Backup power failures

AT&T Response: Please refer to our response to C.6.6.1

C.6.6.4. The Offeror shall describe its approach for meeting CALSC service and facility restoration requirements, including National Security/Emergency Preparedness (NS/EP – see C.6.9) requirements in its Contingency Plan, and shall update this within 30 calendar days after receiving the Government's comments after contract award. The plan shall address at a minimum:

C.6.6.4.1. Alternate routing plans

C.6.6.4.2. Alternative operational facilities, storage, and procedures

C.6.6.4.3. Annual hands on disaster recovery testing for simulation purposes (data center shutdown, full power down, etc.)

AT&T Response: [redacted]

AT&T understands and will comply with the Government expectations and directives as described in the requirement above. NSEP is fully supported by AT&T, and a copy of AT&T's NSEP plan is included in Attachment 7, which

provides the processes, procedures, and network capabilities to provide network facility augmentation and restoration during National Security events. AT&T's plan is consistent with the NTMS and the TSP system, or any replacement system for TSP restoration.

C.6.6.5. The Offeror shall update this plan for the Government annually after contract award, describing how its architecture, technical capabilities, and organizational capabilities will protect telecommunications services during emergency situations. It shall include examples of how these resources will be brought to bear during an emergency.

AT&T Response: AT&T will review and update the plan as needed annually.

C.6.7 Network Facility Augmentation and Restoration

C.6.7.1 Augmentation

The Offeror shall use the following means to provide network facility augmentation and restoration during emergencies:

C.6.7.1.1. National Telecommunications Management Structure (NTMS) and Telecommunications Service Priority (TSP) System (NCS-3-1-2 and NCS-3-1-3) or any subsequent TSP replacement system for providing network management and restoration.

AT&T Response: Please refer to our previous response for NSEP information. We have included the NSEP plan as Attachment 7.

C.6.7.1.2. Reserve and emergency power per commercial practice and use of Telecommunications Electric Service Priority (TESP) in all transmission, switching, signaling, and major facility nodes.

AT&T Response: AT&T understands and will comply. Following is a summary of the three sources of electrical power that are generally used in a central office to power telephone equipment:

- AC commercial power
- Emergency Power (diesel or turbine)
- Battery

If AC commercial power should be lost or switched off in an emergency, the emergency power would begin operation. If the emergency power were switched off, telephone circuits would still be powered by battery for a limited time, generally two to four hours.

AC Power Distribution

- Building Power - Power distribution panels.
- Telephone Power - Telephone power panels to rectifier plant.
- Emergency Power
- The Transfer Switch or breaker will deliver AC commercial or emergency power to the main power boards.

[redacted]

C.6.7.2. Transmission Facilities

C.6.7.2.1. The Offeror shall use the following means to provide transmission augmentation and restoration:

C.6.7.2.1.1. Rapid restoration of network transmission facilities by deployment of such techniques as a SONET self-healing architecture.

C.6.7.2.1.2. Alternate local access connections when specifically requested by a customer.

AT&T Response: [redacted]

C.6.7.3 Switching and Signaling Systems

The Offeror shall follow commercial practice to protect against the loss of services caused by the failure, blockage, or damage of a switching or signaling node.

AT&T Response: AT&T understands and as a standards-based provider, AT&T follows, and in many cases develops, commercial practices.

C.6.8 Protection of Classified and Sensitive Information

C.6.8.1. The Offeror shall provide for the protection of Sensitive But Unclassified (SBU) communications commensurate with NCSC 11 and NTISSP No. 1. The Offeror shall engineer, acquire, provision, install, operate, administer, and maintain the protection equipment at the facility locations where the Offeror has proposed to install applicable equipment.

AT&T Response: AT&T takes a proactive approach to prevent, detect, and report fraudulent use of its and/or a customer's services. Following are the measures AT&T will take related to the CALSC. AT&T will update these fraud prevention procedures on an as needed basis (per Section F) throughout the contract period of performance.

Fraud Detection and Monitoring: A Proven Solution for Protecting Your Telecommunications Services

Fraud System

AT&T proposes [redacted] as the fraud management system for the CALSC contract. [redacted]

It is available 24x7 for near real time call analysis and operates at 99. 99% peak efficiency. AT&T provides monitoring as a complimentary service, at no additional cost.

Fraud Detection and Customer Notification

Fraudulent call activity varies from business to business and location to location. What may be normal call patterns in Sacramento County may differ greatly from Cook County. Because fraud is not always readily discernable,

AT&T has refined its fraud management system to use a variety of different rules for fraud detection.

There are currently 28 separate usage inputs into the AT&T fraud system.

The fraud detection engine focuses largely on:

- Time of day
- Day of week
- Velocity
- Number of calls
- Minutes of use
- Hot countries
- Hot numbers
- Alternate billing
- Service features like call forwarding, three-way calling or call transfer

When a threshold is eclipsed, an alert is created and placed in queue for review by a fraud investigator. As calls continue, the fraud alert is reprioritized and moves to the top of the queue.

The fraud investigator reviews the activity and makes an assessment of the situation, asking questions like:

- Does the usage appear normal for the customer based on previous call history?
- Are the hours abnormal for the customer?
- Has the usage increased significantly?

If the answers to any of these and other indicators are yes, the investigator will promptly call the end-user agency's assigned telecommunications agent to discuss the suspect usage. The investigator will provide detailed information including:

- The number of calls
- Time the calls were made
- Minutes of usage
- Any other pertinent information

In addition, the investigator will contact the CALSC's AT&T account team and alert them.

Fraud Services

AT&T believes the key to fraud protection is a sound fraud education and awareness program. To that end, we have developed a multi-disciplinary approach to fraud detection, deterrence, and prevention that offers our customers the latest information on fraud scams plus simple tips to safeguard their telecommunications systems.

AT&T participates in a monthly Industry Fraud Organization conference call with many carriers. The intent is to identify new fraud trends and to share the latest key learnings by region, by method, etc. Additionally, AT&T is associated with industry fraud organizations in the following capacities:

- Chair of the Telecommunications Fraud Prevention Committee (TFPC)
- Member of the Communications Fraud Control Association
- Member of the Centralized Credit Check System
- Member of the High Technology Crime Investigation Association

C.6.8.2. Essentially, any unclassified information related to the national defense or foreign relations of the United States, to include bits and pieces that in the aggregate would be even more revealing, that could be useful to an adversary, should be considered UBS information.

C.6.8.3. The Offeror shall follow commercial practice to protect its sensitive systems. These sensitive systems include:

C.6.8.3.1. Critical subscribers' locations, identifications, authorization codes, and call records

C.6.8.3.2. Customer profiles

C.6.8.3.3. Computer systems that control or can control the network or services

C.6.8.4. The Offeror shall be provided access to sensitive materials required for service restoration planning, management, and operations. That information will be in various forms, including hard copy and electronic media. The classification of the material will be identified and must be protected by the Offeror in accordance with applicable industrial security regulations.

AT&T Response: AT&T understands the requirement of C.6.8 and sub-paragraphs as stated above. AT&T will provide a high level of security for information in our possession. To secure information, prevent unauthorized access, maintain data accuracy and ensure only appropriate use of information, AT&T has appropriate safeguards in place, which are highlighted below:

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

C.6.9 National Security and Emergency Preparedness (NS/EP) Information

C.6.9.1. The Offeror shall provide communications support to Government agencies under conditions described in PL93 288, NSDD 97, NSDD 145, and other applicable laws, regulations, and directives. Executive Order (EO) 12472 shall also be considered in the design and operations of services to be provided under this contract.

AT&T Response: AT&T understands and will comply with the Government expectations and directives. Our NSEP plan is included in Attachment 7.

C.6.9.2. The Offeror shall notify the agency and GSA COTRs immediately when events arise that may have major consequences to its network.

AT&T Response: AT&T understands and will comply. See response above.

C.7 General Management

C.7.1 Prime contractor responsibilities

The Offeror shall ensure that required telecommunications services are provided to subscribers in a manner that consistently meets contractual requirements. The Offeror shall be responsible for the acquisition, provisioning, installation, testing, placement into service, operation, administration, and maintenance of Offeror-provided equipment and services. This includes, but is not limited to, providing required services, features, and equipment at or above the performance levels specified in this Statement of Work, meeting or exceeding the sales forecast, and maintaining high levels of customer satisfaction. The Offeror shall attract and maintain skilled management, technical, and sales personnel to meet CALSC program objectives throughout the life of the contract.

AT&T Response: AT&T understands and will provide a Program Management team who will provide support for the CALSC users for the life of the contract. Details of the Program Team's roles and responsibilities are provided in response to C.3 Management and Operations.

C.7.2 Tier Relationships

The Offeror shall be responsible for the services provided by its subcontractors and shall manage and coordinate the activities of each subcontractor, including local and inter-exchange service providers. The Offeror shall serve as the point of contact with the Government for contract administration matters, although operational contact with the Government by subcontractor personnel is not precluded.

AT&T Response: AT&T understands and at this time, we do not anticipate that subcontractors will be enlisted for services under CALSC.

C.7.3 Organization Structure

C.7.3.1. The Offeror shall propose an organizational structure for operation, administration, and maintenance of the services provided under this contract. The organization structure shall include personnel to serve as the point of contact to interface with the Government (GSA and agencies) on issues related to:

C.7.3.1.1. Program administration

C.7.3.1.2. Sales and marketing

C.7.3.1.3. Customer service

C.7.3.1.4. Engineering

C.7.3.1.5. Operations, Administration, and Maintenance

C.7.3.1.6. NS/EP

AT&T Response: We have provided an organizational chart as Attachment 1. As changes in personnel occur through the life of the contract, AT&T will provide the Government with a new, up-to-date list. Personnel listed in the

chart may not be the actual assigned personnel for the CALSC program. Final assignments and resumes for the positions listed will be provided following notice to proceed.

C.7.3.2. The Offeror shall appoint qualified personnel to manage each of these areas. The Government reserves the option of reviewing and accepting the resumes of the proposed candidates. The Offeror shall provide resumes for the following key personnel:

C.7.3.2.1. Program Manager

C.7.3.2.2. Contracts Manager

C.7.3.2.3. Billing Manager

C.7.3.2.4. Network Manager

C.7.3.2.5. Security Manager

C.7.3.2.6. Sales and Marketing

C.7.3.2.7. Service Ordering Manager

C.7.3.2.8. Transition Project Manager(s)

C.7.3.2.9. Customer Service Manager

AT&T Response: AT&T staffing has provided the staffing plan and a sampling of résumés required by the Government. We'll provide the resumes of the CALSC assigned personnel upon notice to proceed. AT&T understands and acknowledges the Government's need to have an accurate and realistic staffing plan to make sure the communications needs of this contract are met by qualified and experienced vendor personnel. AT&T advises the Government that needs of the business may require a reassignment of personnel listed within our staffing plan. Future substitutions, if necessary, will be selected for similar qualifications and experience.

The following lists the resumes provided by AT&T (Attachment 16) and the corresponding RFP Section that their roles would relate to:

- Program Manager (C.7.3.2.1)
- Project Manager (C.7.3.2.8, Transition Project Manager)
- Billing Implementation Manager (C.7.3.2.3, Billing Manager)

- Area Manager – Customer Service (C.7.3.2.7, Service Ordering Manager)
- Sales Support Manager (C.7.3.2.6, Sales and Marketing)
- Service Executive (C.7.3.2.9, Customer Service Manager)
- Contract Manager (C.7.3.2.2)
- Various other repair, provisioning and billing support personnel.(C.7.3.2.4, Network Manager and C.7.3.2.5 Security Manager)

The Client Business Manager and team will be responsible for any contract transition and customer service support for any award to AT&T under this contract. AT&T personnel will be available to the GSA and its customers 24x7 via telephone and cellular telephone. We have included sample résumés as Attachment 16.

C.7.3.3. The Government reserves the right to review the performance of each of the Offeror's points of contact with the Government semiannually and to discuss the results with the appropriate manager. In the event the Government identifies unsatisfactory performance, the Offeror shall take steps to restore performance to a satisfactory level.

AT&T Response: AT&T understands and will be available to discuss CALSC personnel evaluations and assessments as needed.

C.7.4 System Changes

The Offeror shall execute system changes in an orderly manner that does not disrupt CALSC subscribers. In the event that a major system change is planned, the Offeror shall notify the Government in writing of the nature of the changes, the proposed schedule, and any anticipated operational impacts in ample time for the government to review and approve or reject the proposed changes.

AT&T Response: Exception: AT&T's program manager will work closely with the government to provide ample lead-time for notice of any proposed changes. However, due to the proprietary nature of system changes, AT&T is not able to provide the Government with any opportunity to review or approve detailed system changes.

C.7.5 Reserved

C.7.6 Network Monitoring

The Offeror shall provide proactive network monitoring capabilities through the establishment of network operations center (NOC) functionality for the CALSC network.

AT&T Response: AT&T understands and will incorporate CALSC in its normal operating practice for the NOC.

C.7.6.1 Offeror Provided Services and Facilities

C.7.6.1.1. The Offeror's network monitoring system shall allow the Government to monitor data from GFE. There shall be no loss in network monitoring functionality during the transition from the MAA to the CALSC network.

AT&T Response: [redacted]

AT&T will provide services of the highest quality available which comply with the requirement above. Our state of the art network management tools allow us to proactively address even the slightest disruption on the network, and make certain that traffic is automatically rerouted in the event of an outage – optimizing network reliability. In this way, service continuity is virtually assured 24 hours a day seven days a week. AT&T consistently monitors the system, but results are only available to AT&T personnel.

C.7.6.1.2. The Offeror shall provide a network monitoring system that allows the Government to monitor the performance and availability of Offeror-provided services and facilities. The Offeror shall provide access to information regarding the service affecting event types listed below:

C.7.6.1.2.1. Outages of network switches or facilities, including planned outages.

C.7.6.1.2.2. Outages causing site impairments or isolations from service.

C.7.6.1.2.3. Faults/failures of other network elements, such as routers and multiplexers.

C.7.6.1.2.4. Outages/failures of major access facilities.

C.7.6.1.2.5. Any hazardous condition that has the potential for major service impact.

C.7.6.1.2.6. Network controls initiated by the Offeror.

AT&T Response: [redacted]

AT&T's state-of-the-[redacted] monitors our global networks twenty-four hours a day, seven days per week. When the [redacted] identifies a problem in one of our networks that can be easily fixed, it will apply the solution. Otherwise AT&T's Customer Maintenance Center will determine the cause of the problem and will fix it if the outage can be corrected remotely. If not, a technician will be dispatched and CMC will monitor the progress of the technician that is restoring the service. CMC is responsible for the quality of the maintenance and the escalation of critical problems. Both of these centers use methods and procedures designed to minimize downtime and provide quality service. E-alarms on AT&T's network level of alarming enable us to identify a failure or the degradation of service early so that an analyst can fix the problem in many instances even before the customer is acting or non-service affecting. The analyst is directed to identify, interpret and act on all alarms by issuing trouble ticket(s) with regard to any incident that occurs. After the alarm has been logged, the analyst passes the trouble ticket to the proper DS-0, DS-1, or backbone systems technician to sectionalize and rectify, either remotely or by dispatching a technician.

When requested by the COR, AT&T will provide the COR, or other Government designated representative, trouble logs when required as a means of documenting responsiveness, but, due to propriety considerations, systems are restricted to AT&T personnel only.

C.7.6.1.3. To the extent possible using the Offeror's existing systems, the form of presentation of such service-affecting events shall include visual (e.g., color or motion changes) and audible alarms to provide information about the reported event. The service affecting event information shall contain, at least, the following types of data:

C.7.6.1.3.1. Event description (e.g., definition of problem).

C.7.6.1.3.2. Event date and detected time.

C.7.6.1.3.3. To the extent possible, service(s) affected by the event.

C.7.6.1.3.4. Information about detection of service affecting events for peripheral network resources indicating whether the event is internal or external to the Offeror's network.

C.7.6.1.3.5. To the extent possible, identification of agencies affected by the event.

AT&T Response: [redacted]

AT&T's state-of-the-art [redacted] monitors our global networks twenty-four hours a day, seven days per week. When the [redacted] identifies a problem in one of our networks that can be easily fixed, it will apply the solution. Otherwise AT&T's CMC will determine the cause of the problem and will fix it if the outage can be corrected remotely. If not, a technician from the FSG will be dispatched and CMC will monitor the progress of the technician that is restoring the service. CMC is responsible for the quality of the maintenance and the escalation of critical problems. Both of these centers use methods and procedures designed to minimize downtime and provide quality service.

[redacted] At the alarm control level, analysts are dedicated to the surveillance of every alarm in the AT&T network. The alarm controller analysts must acknowledge "every" alarm whether it is service affecting or non-service affecting. The analyst is directed to identify, interpret and act on all alarms by issuing trouble ticket(s) with regard to any incident that occurs. After the alarm has been logged, the analyst passes the trouble ticket to the proper DS-0, DS-1, or backbone systems technician to sectionalize and rectify, either remotely or by dispatching a technician.

When requested by the COR, AT&T will provide the COR, or other Government designated representative, trouble logs when required as a means of documenting responsiveness.

C.7.6.2 Agency Network Monitoring

COTRs and other designated Government personnel shall have electronic access to the CALSC service order, billing, traffic, inventory data, required reports, and any other data that are accessible to the Offeror's other customers. Real-time access shall be provided. The Offeror shall make only the information applicable to an agency available to that agency. The format and media of the electronic access shall be mutually acceptable to the Government and the Offeror and shall be kept current via the Systems Changes procedure described in C.7.4.

AT&T Response: [redacted]

C.7.7 Quality Control Plan

C.7.7.1. The Offeror shall implement a Quality Control Plan that will define and describe the Offeror's methods and controls that will assure meeting mandatory provisions of the contract. The Quality Control Plan shall include details relating to:

C.7.7.1.1. Acceptable quality levels.

C.7.7.1.2. Delivery schedules.

C.7.7.1.3. Adherence to schedules and work functions as detailed in plans provided to and accepted by the Government subsequent to contract award.

C.7.7.1.4. Adherence to appropriate safety codes and procedures.

C.7.7.1.5. Adherence to industry recognized levels of quality workmanship and craft practices.

AT&T Response: [redacted] AT&T agrees to be responsible for 99.5 percent availability for its portion of the service up to SDP-1 (NID) only for dedicated services. [redacted]

Additionally, a dedicated Service Executive is assigned to the GSA who is

their advocate for working through critical needs and escalating issues regarding services.

Quality Control Objective

This document contains the "Quality Control" policies and procedures applicable to the provisioning of maintenance for local service and optional features. As a Government-approved document, it will serve as the basis for all quality control actions within the project.

This Quality Control Plan has been prepared to lead to the prevention of defects, early detection of trouble and discrepancies, timely and positive corrective actions to fix any problems. The Plan also will provide feedback on performance and measurable performance standards to the personnel involved with this project.

This document will serve as the basis for all quality assurance actions associated with this project. Changes must be documented, evaluated and approved.

The objectives of the Quality Control Plan are:

1. To provide for the evaluation, inspection, testing and measurement of services to assure compliance with applicable standards.
2. To provide for early detection of defects, early detection of trouble and discrepancies, and the timely and positive correction of problems detected.
3. To provide guidance as well as the procedures to control the quality and reliability of AT&T services at sites during the life of the contract.
4. To provide written reports of the measurement of AT&T's maintenance and quality control processes.

C.7.7.2. A draft of the Quality Control Plan shall be delivered with the proposal and updated within 60 calendar days after receiving the Government's comments. Thereafter, it shall be updated annually.

AT&T Response: Following is a Draft Quality Control Plan (G.2.1.5). It will be updated as the GSA has outlined.

Introduction

AT&T provides this DRAFT Quality Control Plan in fulfillment of the requirement for quality measures. Quality, as defined by AT&T, encompasses all aspects of a project that contribute to the project's success. When the project is complete, the customer's requirements have been understood and achieved; and the customer is satisfied those quality services have been rendered within the operational envelope established for the project.

AT&T's business philosophy is to provide quality products and services in all aspects of our business. Our proposal for the GSA incorporates the company's philosophy that is applied during our management, installation, and maintenance of service for the life of the contract and through any option years. AT&T's quality philosophy encompasses proven methods and controls as described in the Plan. This section of the proposal will demonstrate to the Government that service will be successfully provided, maintained and managed.

Quality Assurance Objective

This document contains the "Quality Assurance" policies and procedures applicable to the provisioning of maintenance for local service and optional features. As a Government-approved document, it will serve as the basis for all quality assurance actions within the project.

This Quality Assurance Plan has been prepared to lead to the prevention of defects, early detection of trouble and discrepancies, timely and positive corrective actions to fix any problems. The Plan also will provide feedback on

performance and measurable performance standards to the personnel involved with this project.

This document will serve as the basis for all quality assurance actions associated with this project. Changes must be documented, evaluated and approved.

The objectives of the Quality Assurance Plan are:

1. To provide for the evaluation, inspection, testing and measurement of services to assure compliance with applicable standards.
2. To provide for early detection of defects, early detection of trouble and discrepancies, and the timely and positive correction of problems detected.
3. To provide guidance as well as the procedures to control the quality and reliability of AT&T services at sites during the life of the contract.
4. To provide written reports of the measurement of AT&T's maintenance and quality control processes.

Plan Organization

The plan that follows is comprised of five topical sections which are briefly described on the following pages.

- **Section 1**—Acceptable Quality Levels (AQL)

  Describes the factors to be measured and the methods to be utilized in data collection and analysis.

- **Section 2**—Adherence to Delivery Schedules

  Describes methods for adherence to delivery schedules.

- **Section 3**—Adherence to Schedules and Work Functions

Describes methods for adherence to schedules and work functions as outlined in various plans.

- **Section 4**—Adherence to Safety Codes and Procedures

  Describes methods for adherence to safety codes and procedures.

- **Section 5**—Adherence to Quality Work and Craft Levels

  Describes the methods used to achieve industry-level quality workmanship and craft practices.

Section 1 - Acceptable Quality Levels

Acceptable Quality Levels (AQL) are the levels at which service will operate.

AT&T understands that if service exceeds a measurable percent of deficiency or defectiveness, AQL will be unsatisfactory. All aspects of AT&T's operations are measured and compared against pre-defined parameters to provide quality maintenance and services. Policies and procedures that address quality assurance are distributed throughout our company. These policies are designed to:

- Educate personnel in ways to meet/exceed customer expectations
- Outline quality control techniques for equipment and services
- Establish quality objectives
- Establish measurements to provide the highest quality service to our customers

These same policies will be used to guide AT&T in the provisioning of quality maintenance and services for Government users throughout the life of the contract.

Testing

AT&T will conduct Acceptance Testing with the Government at each site to assure the minimum requirements are met.

Tests will be performed at each site so that the functions, features, services and capabilities are available, meet established parameters, and operate as required in accordance with the contract.

Ongoing Operations and Maintenance

AT&T's day-to-day activities are governed by a number of indices and measurements. Employees constantly are aware of goals and objectives and are evaluated for their ability to meet and maintain them. In addition to measuring our own performance, we rely on AT&T's Customer Satisfaction Questionnaire (CSQ) to identify ways our customers believe we should improve our products and services. This is a regular, formalized feedback process that evaluates our performance based on customer comments proactively solicited by AT&T.

Section 2 - Adherence to Delivery Schedules

AT&T will adhere to report schedules identified in the SOW. AT&T will provide the following deliverables within the times specified below and in the RFP:

- Project Management Plan – Following award
- Implementation Plan and Milestone Schedule – to be provided following award
- Updated Implementation Schedule – Provided as needed, usually monthly.
- Project Status Reports – Provided bi-weekly
- Maintenance Support Plan –Following award

- Updated Quality Control Plan –Following award
- Billing Summary and Detailed Reports – As requested

Section 3 - Adherence To Work Schedules and Functions

AT&T will assure that all schedules are met that have been approved for the project.

Close coordination will occur among the members of the AT&T Project Management Team (see G.1.2) and the GSA so that anything that may jeopardize an approved schedule can be identified quickly and resolved.

AT&T will provide the Government with a single point-of-contact to facilitate and coordinate during the contract period. Upon contract award, the Project Manager will continue to monitor AT&T's adherence to the contracted schedules and work functions. Points-of-contact will be maintained with other contractors and providers as needed to assure high quality communications.

Section 4 - Adherence to Safety Codes and Procedures

Safety is a top priority for AT&T. We support fully any established safety codes, which are used to minimize accidents and injuries to our employees. We also have AT&T-published procedures in place that assure employees are trained for the proper methods and procedures required for their safety. AT&T will make certain our employees are equipped properly to conduct their jobs safely.

Accident Prevention Plan

AT&T has an Accident Prevention Plan that serves as the primary vehicle for our safety program. At least once each year, non-management employees demonstrate their knowledge of safety pertaining to the tasks and/or work procedures they may perform on the job. These review packages cover the following topics:

- Office and warehouse
- Motor vehicle inspections
- Installation and maintenance
- Defensive driving
- First aid
- Progress report update
- Office and warehouse
- Machine operations
- Environments
- Clerical
- Clerical environmental
- Operator
- Outside craft
- Buildings operations
- Motor vehicle department
- Tool inspections
- Motor vehicle inspection
- Inside craft
- Materials management
- Progress report
- First aid policy
- Hazard communications

- Building entrance/work center
- Central office installation
- Environmental inspection
- Job planning and work habits
- Environmental review-central
- Hazardous condition report
- Office buildings
- Hearing conservation
- Recognizing health hazards
- Program
- Eye protection

Also, selected management employees are reviewed annually.

The review includes those who are not actively engaged with conducting occupational and defensive driving Safety Knowledge Reviews, as well as those subjected to the hazards discussed in those reviews.

Occupational Safety and Health Act (OSHA)

The Accident Prevention Plan provides a means to ensure that AT&T is in compliance with the Federal Occupational Safety and Health Act of 1970 (referred to as OSHA). OSHA requirements can be grouped into three broad categories:

- **Training** - (OSHA, Section 1910.268(c)), “Employers shall provide training in the various precautions and safe practices described in this section and shall see that employees do not engage in the activities to which this section applies, until such employees have received proper

training in the various precautions and safe practices required by this section.

Where training is required, it shall consist of on-the-job training or classroom training or a combination of both."

- **Documentation** - A training record must be maintained for each employee "for the duration of the employee's employment and shall be made available upon request to the Assistant Secretary [of Labor] for Occupational Safety and Health."
- **Enforcement** - Each employee shall comply with occupational safety and health standards and rules, regulations, and orders issued pursuant to the Act which are applicable to his/her own actions and conduct" (Public Law 91-596, Section 5(b)).

Joint Practice

[redacted] method for reporting, recording, measuring and analyzing employee injuries and illness, as well as company motor vehicle accidents in order to satisfy Federal record keeping and reporting requirements of OSHA, [redacted]

This practice enhances our safety efforts by providing management with an indication of the types of accidents that occur.

Section 5 - Adherence to Quality Work and Craft Levels

To maintain the highest-level quality maintenance and repair, AT&T has established standards to measure and control the quality of the work handled by maintenance technicians and supervisors who maintain hardware, software and services.

Supervisor's Handbook

[redacted] describes a supervisor's responsibilities for a work evaluation program designed to assess, monitor, and control the quality of work. AT&T will [redacted] guide to help assure the quality of the services provided to the Government.

[redacted]

[redacted]

C.8 Transition from CALSC to the Follow-On Network

C.8.1. The Offeror shall recognize that the services under this contract are vital to the Government and must be continued without interruption. Upon contract expiration or at any time the Government discontinues or users relocate services from the Offeror, a successor, either the Government or another Offeror, may continue them. The Offeror shall provide phase-in coordination (i.e., to coordinate the orderly transition to the new Offeror- or Government-provided services such that the level and quality of service are not degraded) and shall exercise its best efforts to effect an orderly and efficient transition to a successor network or service.

AT&T Response: AT&T understands we have provided a draft transition plan in response to the Government's requirement C.5.4.

C.8.2. During the transition phase-in, phase-out periods defined below, no new service/products or customers will be added and no new orders placed. Upon the effective date when transition begins, contract terms and conditions and prices (fifth year pricing) of the then-existing contract shall remain the same and not change during the entire transition period.

AT&T Response: AT&T directs the government to Section I 24, Continuity of Service. AT&T will honor the phase-in and phase-out period through the end of and in accordance with the Continuity of Service clause.

C.8.3. The Offeror shall:

C.8.3.1. Upon the GSA ACO's written notice and prior to contract (base, plus all option years) expiration, contract termination, or service relocation, the Offeror shall furnish phase-in, phase-out services that will be effective upon award of a continuity of service (COS) contract for a period up to 12 months. During this COS contract period, the Offeror shall continue performance and the price of services provided shall not exceed the prices under the then-existing contract at the date of contract expiration, termination or relocation of services.

AT&T Response: AT&T understands and will abide by section I.24, Continuity of Service, provided as part of the Government's RFP.

C.8.3.2. Negotiate in good faith a plan with a successor(s) and the Government for determining the nature and extent of phase-in and phase-out services required. This plan shall specify interconnection and transition procedures that enable the services to be provided at the levels and quality called for by this contract.

AT&T Response: AT&T directs the Government to our draft Transition Plan provided in response to C.5.4.

C.9 Transition Oversight

C.9.1. For each service order, the Offeror shall provide a single point of contact for service transition. The Offeror shall ensure that the point of contact, or the designated alternate, is accessible by telephone or pager during the time periods when service transition activities are taking place. The Offeror shall coordinate with the COTR, customers, subcontractors, and other service providers during the service transition. The Offeror shall inform the COTR when activities, including transition and cutover testing, are scheduled at a building.

AT&T Response: AT&T will provide a project manager for CALSC to lead transition activities related to the new contract. This person will coordinate with the Government and provide ongoing communication with the Government COTR and representatives about day-to-day program activities.

C.9.2. The Offeror shall complete the transition of each service order within the agreed service availability date.

AT&T Response: AT&T will work to complete transition of each service order within agreed-to dates.