

**REQUEST FOR PROPOSAL NUMBER:
CALSCRFP061271**

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

For **CHICAGO AREA LOCAL SERVICES
CONTRACT**

SECTION 3 - MANAGEMENT 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.**

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Request for Proposal: CALSCRF061271 – 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

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This final contract document incorporates data from the following:
GSA Amendments 1 and 2, and the following documents:

THE

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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

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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]
[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]

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

[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]
[REDACTED]
[REDACTED]

[REDACTED] Existing customer premises equipment, such as non-proprietary Nortel handsets, could remain in this [REDACTED]

[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]
[REDACTED]
[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]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[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.

L.31.3 MANAGEMENT RESPONSE

The Management Response shall describe the means by which requirements specified in Sections C will be satisfied. The offeror shall address the following seven evaluation subfactors:

1.Support Systems. The offeror shall describe the support systems that are proposed to manage the delivery and ongoing operation of CALSC services. The offeror shall describe the proposed service ordering, operational support services, billing, trouble handling, training, and customer service systems and shall demonstrate the degree to which the offeror's proposed systems meet or exceed the Government's requirements.

Demonstrate the access and efficiency of the support systems.

Provide Training Plan as described in Section C. 3.6 through C.3.10.

Provide the Client's Guide (as described in Sections C.3.1.5.)

Provide the OSS Verification Test Plan (as described in Section C.3.3.)

g. Additionally the offeror shall describe the format and content of the following deliverables:

- Service Order Receipt Acknowledgement (as described in Section C.C.3.2.7.2.)*
- Service Order Tracking/Status (as described in Section C.3.2.9.)*
- Service Order Completion Acknowledgement (as described in Section C.3.2.11.2.)*
- Service Performance/Compliance Report (as described in Section G.2.1.2.)*
- Associated Government Fee(s) Summary Report (as described in Section G.2.1.1.)*

AT&T Response: Customer Care Services - The following pages contain descriptions of AT&T's customer care services. The following are covered:

- AT&T Ordering
- AT&T Billing
- Trouble Reporting
- Training

AT&T Ordering

Orders may be placed by contacting any member of the AT&T Global Account Team either via e-mail or fax. The GSA's account team consists of designated Service Representatives (Customer Advocates), and Sales Support Managers in the Sales Offices, as well as sales support resources: Technical Sales Executives, Project Managers and Sales Managers and Sales Support Managers. This team provides seamless support of all order taking provisioning for the GSA. Orders are acknowledged by AT&T within 24

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hours of receipt and confirmation is sent to the GSA (with due dates and order numbers) within 48 hours. The hours of operation for placing orders are Monday through Friday 8 a.m. – 5 p.m. Central time. See **Attachment 1** for an overview on the account team structure.

AT&T Custom Billing

The Custom Billing Inquiry function manages all elements of billing for inquiries, adjustments and issuance of billing related orders. Government designated representatives can contact the AT&T billing representative by telephone or e-mail.

The AT&T Custom Billing Inquiry groups are available to support all of the Government's billing issues. A Toll free number will be assigned after notice to proceed. The GSA designated representatives may contact AT&T via e-mail or phone. Office hours are 8 A.M. to 5 P.M. Central time, Monday through Friday.

Trouble Reporting

AT&T provides trouble reporting for customers as described below:

- Toll Free Number available for customers, 1-877-888-5622.
- Hours Of Operation: The Trouble Reporting Centers are maintained 24 hours a day, 7 days a week, 365 days a year.

Training

AT&T will provide training on basic service and features as needed to the end users, COTRs, CORs, GDRs, ADRs, and ITRs.

AT&T will provide two hours of classroom training for end users. COTRs, CORs, GDRs, ADRs, and ITRs will receive six to eight hours of classroom and /or hands-on training to fully explain all contract services and features

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that are part of the CALSC. Training will be available at a mutually agreeable location. We will limit class size as required, and will conduct training before cutover at a time that is mutually agreeable to AT&T and the Government.

AT&T's training will provide information on the following:

- How to obtain price quotes for CALSC services and features.
- How to order services and features via CLINs.
- Service order placement for adds, changes, cancellations, disconnects
- How to add/change features
- AT&T's 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.

Various AT&T personnel will conduct training in a timely manner, with dates and times that are mutually agreeable for both the Government users and AT&T. Plans will be finalized with the GSA within 20 days of receipt of comments from the Government.

Customer Training Plan

Shown in **Attachment 15** to this final contract document is the draft training plan that will be updated and fine-tuned to add GSA and customer-specific detail, dates, etc., following contract award.

A formal training plan specifically designed to meet the requirements of the CALSC users will be developed within 20 days of receiving the Government's comments. [REDACTED]

Client Guide

A draft of the client guide outlining the procedures on how to order CALSC services, equipment, and support services from AT&T is included with this submission as Attachment 9. AT&T will provide a more comprehensive, detailed Guide within 60 days of notification to proceed. The Guide will be updated annually or as needed.

AT&T Custom Billing Support

The Billing Inquiry function manages all elements of billing for inquiries, adjustments and issuance of billing related orders. The Custom Billing Team will assist you with billing inquiry issues or questions. They include:

- Handling questions about your bill.
- Handling customer credits.
- Billing reconciliation and validation.
- Tracking Centralized and Direct billing.

Points of Contact

- Toll Free Custom Billing Number: Assigned After Award
- [REDACTED], Billing Implementation Mgr.: [REDACTED]
- [REDACTED] Area Mgr. Custom Billing: [REDACTED]

AT&T Trouble Reporting

AT&T provides trouble reporting for customers as described below:

- Hours Of Operation: The Trouble Reporting Centers are maintained 24 hours a day, 7 days a week, 365 days a year.

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Points of Contact

- Toll Free Number available for customers: [REDACTED].
- [REDACTED], Service Executive: [REDACTED]
- [REDACTED] Area Service Manager: [REDACTED]

Request for Repair:

The following information will be required to help ensure adequate trouble handling:

- Telephone or Circuit ID number
- General description of the problem
- Location of the trouble within the building
- Type of equipment currently in use at the premise
- Name and number of person reporting the trouble
- Access hours and contact number in the event that a dispatch is required

Service Levels are defined by Number of Users Affected

- Severity 1 – 50 or more users affected at a site
- Severity 2 – 2 to 49 users affected at a site
- Severity 3 – Single user affected at a site

Escalation Procedures:

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

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number. At any time, if the GSA's 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 via the 800 number, [REDACTED].

1. 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]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

This information refers to escalations within a repair center to their managers and applies to maintenance issues and not to any installation related problems.

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 at 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 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

<div data-bbox="305 1402 511 1438"></div>	<div data-bbox="703 1318 1052 1438"></div>
<div data-bbox="305 1444 462 1480"></div>	<div data-bbox="703 1444 857 1480"></div>
<div data-bbox="305 1575 665 1690"></div>	<div data-bbox="703 1486 925 1780"></div>

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[illegible]

Table 5: Escalation Contact Information

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OSS Verification Test Plan

AT&T will conduct Operational Support System (OSS) Verification Tests, using AT&T standard commercial practices and systems. The tests will be conducted within 60 days of the Notice to Proceed. The OSS Verification Test Plan will be submitted 45 days after receiving the Government's comments after contract award. Service Orders will not be issued until the verification testing has been successfully completed.

The OSS Verification Testing will include testing of order and billing processes for the first order of these services:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Attachment 8 is an outline of the OSS Verification Test Plan.

Service Order Receipt Acknowledgement

The following information is contained on the Order Receipt Acknowledgment document that is provided to the Government.

We received your request for service and will contact you should additional information or clarification be needed. The Service Order Notification confirming your order is as follows:

- Agency Name:
- Customer Contact Name:
- Customer Contact Information:
- (Phone, Fax, and/or email address)
- Date Order Request Received:
- Customer Purchase Order Number (PON):
- Service Order Number:
- Service Due Date:
- Acknowledgement Date/Time:
- AT&T Order Contact:
- AT&T Order Contact Information:
- (Phone, Fax, and/or email address)

Service Order Tracking

- To determine status of a service order, call AT&T's Toll Free Ordering Inquiry Number [REDACTED] AT&T's customer service group has access to the Ordering system and will provide status based upon order number.

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Service Order Completion Acknowledgement

- An AT&T technician acknowledges completion of the service order, when field work is required, to the Government point of contact (POC). When field work is not required, the customer is informed that the order will be operational by 5:00 P.M. local time 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.

Service Performance/Compliance Report

[REDACTED]

[REDACTED]

[REDACTED]

- **Attachment 10** - Service Order Confirmation and Tracking Report (listing pending orders)
- **Attachment 2** - Special Project Report (included in the Project Management Plan)
- **Attachment 14** - Repair Root Cause Analysis Report (Trouble handling)

Information concerning Availability of Service, Grade of Service and Specific Billing and Ordering arrangements is available by contacting the Customer Care Center. Other reports may be developed by mutual consent after the award of the contract.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Associated Government Fees report

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] **Attachment 17** contains a sample summary report and cover letter that we would use for identifying payments due to the Government for direct billed Associated Government Fees.

Program Management. The offeror shall describe its approach to program management and demonstrate the degree to which the offeror's proposed approach meets or exceeds the Government's requirements. Describe the CALSC team and demonstrate the degree to which the team is appropriately experienced and capable, including organizational charts and descriptive text depicting the roles, areas of responsibility and authority. Identify key personnel, qualifications and experience, relevant to success of CALSC. Describe the offeror's approach to business development and implementation of Marketing Plan.

AT&T Response: AT&T's approach to Program Management is a vital component to our successful endeavors. 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 program team informed about progress, responsibilities, and requirements. The components of AT&T Program 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
- Official project closure.

AT&T's Program Management organization is comprised of experienced Project Management Professionals (PMP) certified by the Project Management Institute (PMI). The PMI methodology would be used in all phases of the implementation, as well as the transition of services. The role of the Program Manager is full accountability and authority for the CALSC project. He/she will direct the efforts of the Project Manager(s) and provide overall support to the team. The key responsibilities of the Program Manager would include development of Project Plans, tracking/controlling and managing the team, communication and strategic planning and analysis. The Program Manager will establish a structure and processes that allow the "project team" to make collective decisions building relationships with the team therefore, allowing the team the ability to manage the project and transition successfully.

AT&T's Program Management is focused on achieving strategic business objectives and optimized benefits. Key success factors for program management include coordination, integrated management and optimization, communication and delivery of benefits.

AT&T's Project Management has a tactical focus and is concerned with delivering a single project's results according to the projects measures of success. Key success factors for Project Management include management of scope, time, cost and quality.

Program Manager and team will be named within 30 days of the notification to proceed. A basic milestone sample follows:

<i>Milestone</i>	<i>Period</i>
CALSC Award	TBD
Identify Specific Project Team Members (CALSC & AT&T).	2 weeks following award
Kick Off Meeting	TBD
Service Orders Placed with carriers	TBD
Facilities Preparation	TBD
Installations	TBD
Services delivered	TBD
Testing and Cutover	TBD
Transition	TBD
Training	TBD
Final Acceptance by Government	2008

Table 6: CALSC Project Milestones List – Sample

Attachment 1 is an organizational chart that lists the GSA management team that will provide day-to-day customer support for CALSC.

Program Management Plan

AT&T will refine our Program Management Plan within 60 days following the Government's notice to proceed.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

Project Management Plan

AT&T will refine our Project Management Plan within 30 days following the Government's notice to proceed.

The Project Management Plan is assembled by the AT&T Program Manager and updated throughout the lifecycle of the project. The plan includes specifics about scope, risk, milestones, communications, and how the project will be carried out. Timelines and other benchmarks for measuring success are also detailed.

The Project Management Plan should be thoroughly reviewed with the customer at the time of the kickoff. It can be formally signed and updated with successive revision numbers if the customer desires. In general, the larger a project is the more detailed and formal the plan should be.

The Project Management Plan in **Attachment 2** was designed with the Project Management Institute (PMI) approach in mind. The Project Management Plan makes available a number of Project Management tools as suggested by PMI. These items include a Summary Milestone Gantt Chart, a Responsibility Assignment Matrix (RAM), an AON Network Diagram, a Probability-Impact Matrix, etc.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Marketing Plan

AT&T approaches marketing of any GSA contract with energy and dedication to clear, focused communications. AT&T's approach to marketing of the CALSC contract is summarized in the points below.

Identify Target Customers and Understand Customer Requirements

AT&T will work with the Government to identify those target customers who may benefit from the CALSC contract. With its years of experience and expertise in selling to the Federal Government, AT&T Account Representatives are well positioned to help the GSA market CALSC. AT&T's Federal Sales team also has the expertise, including Technical Solution Engineers to understand customer solution requirements and prepare a proposal to meet the 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 currently has in place websites designed to promote AT&T's products and services. These can be found on www.att.com under Government Solutions. This site is updated and enhanced on a regular basis. This contract will be advertised on our website within 90 days after award of this contract.

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Promotion/Sales

AT&T will use its dedicated Federal GSA Sales and Support Team members listed in the organization chart now included as **Attachment 1** to promote and sell these product offers and services to customers. Training includes instruction on services, features, applications and the implementation of these products and services on the CALSC contract vehicle. Training material will consist of a custom developed one page document containing instructions on ordering and billing, customer ready brochure, and updates/notifications via emails.

Associated Government Fee Summary Report (G.2.1.1)

Attachment 12 contains a sample summary report and cover letter that AT&T would use for identifying payments due to the Government for direct-billed Associated Government Fees. [REDACTED]

[REDACTED]

3. Transition. The offeror shall describe its approach to transition and demonstrate the degree to which the offeror's proposed approach meets or exceeds the Government's requirements. Demonstrate the capability to transition existing MAA services to CALSC without disruption or degradation of service. Provide Transition Management Plan (TMP) and Cutover Test Plan.

AT&T Response: AT&T will manage transition to the new CALSC contract in the most expeditious manner possible. [REDACTED]

[REDACTED]

Following is a draft plan, a more specific plan will be available approximately 30 calendar days after comments are received following contract award.

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]

[REDACTED]

[REDACTED]

[REDACTED] Existing customer premises equipment, such as non-proprietary Nortel handsets, [REDACTED]

[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]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3. **Capacity and Performance.** Capacity and performance requirements will improve as AT&T will migrate CALSC users [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

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 all contingency issues. Services will be restored to original state if an unforeseen service interruption occurs during any portion of the transition. AT&T's Program Manager will have the necessary personnel engaged in the event this occurs. A detailed Risk Mitigation Plan/Risk Management Plan will be provided within the Project Management Plan following award, including a Risk Register (sample below).

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

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Table 8:

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. See **Attachment 2** for a Sample Project Management Plan.

Finally, AT&T's final transition plan will contain an implementation and cutover schedule for the installation of services at all locations. Following is a sample Cutover Plan, 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

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- 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]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

4. *Subcontracting Plan.* The offeror is required to submit a subcontracting plan, in accordance with FAR Clause 52.219-9, and Section H.17, Small Business Subcontracting Plan. This plan shall be provided to the Government at the time of proposal submission and is subject to negotiation by the CO. At award, the plan is included in the contract¹. Through the plan, the offeror shall demonstrate compliance with the requirements of 15 U.S.C. 637 d (8) and Subpart 19.7 of the FAR and both the commitment and capability to meet the Government's goals for participation of small business, small disadvantaged businesses, women-owned small business, HUBZone small business, service disabled veteran owned small businesses set forth in Section H.17, Small Business Subcontracting Plan.

AT&T Response: For this procurement, AT&T has provided our 2007 Commercial Subcontracting Plan as **Attachment 18**. The Plan was approved officially by an authorized government agency, DITCO, for use in Federal procurements. The corporate AT&T approach to Small Business utilization is broadly based and keenly focused on achieving a successful future for all AT&T government and commercial contracts. This is accomplished by taking into account certain strategic factors in our subcontracting such as promoting ethical business practices, the promotion of small business enterprise, minimizing customer risks, and continuous development of innovative solutions, which support agency growth. Our experience in outreach and utilization of Small Business resources under a variety of successful programs dedicated to serving federal agencies and a highly effective governance model, combine to assure the government that contract performance will meet or exceed the goals established for all procurements.

5. *Standard Form 33.* Form shall be signed and executed by the offeror.

AT&T Response: We have included the completed Standard Form 33 in **Attachment 19**.

6. *Representations and Certifications.* Contractors shall use the Government electronic systems for the submission of the Representations and Certifications as explained in Section K.2, Electronic Representations and Certifications.

AT&T Response: The Online Representations and Certifications Application (ORCA) is part of the Business Partner Network (BPN). ORCA is the primary

¹ This provision does not apply to small business concerns.

Government repository for Contractor submitted representations and certifications required for the conduct of business with the Government. Contractors are required to use ORCA as a part of the proposal submission process. SBC Global Services, Inc., d/b/a AT&T Global Services has been previously registered in the Business Partner Network (BPN), Central Contractor Registration (CCR) and has its current Reps and Certs located on ORCA (Online Representations and Certification Application).

ORCA is located at <http://orca.bpn.gov>. Prior to accessing ORCA, Contractors shall first register through the CCR database. Contractors shall maintain and update CCR and ORCA in accordance with FAR Clauses 52.204-7 and 52.204-8 (above).

AT&T's **TIN** number : [REDACTED]

AT&T's Remit-to Address:

[REDACTED]

7. Offeror Responsibility. In order for an offeror to receive a contract, the CO must first make an affirmative determination that the prospective contractor is responsible in accordance with the provisions of Subpart 9.1 of the FAR. To assist the CO in this regard, the offeror shall include the following information in this section:

A statement of financial condition of the offeror in the form of a completed GSA Form 527 (available at <http://www.gsa.gov/forms>). This form may be appended with the offeror's most recent financial statements. However, all appropriate blocks of the form must be completed and the form must contain an authorized signature.

AT&T Response: We have included the completed GSA Form 527 in Attachment 20.

Demonstration of prior satisfactory performance.

AT&T Response:

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- AT&T is identified in the “Leader Quadrant” in all four Gartner Network Service Provider Reports: Global, Pan European, Asia/Pacific, and the U.S. - Gartner (December ‘05).
- AT&T is clearly the industry’s leading primary provider for business voice and data services. - Yankee Group(Dec. ‘05).
- With the highest number of ‘Outstanding performances and no ‘Poor’ ratings in the Top 10, AT&T shows it is effectively meeting the priority needs of its customers. - Telemark (Dec. ‘05).

Demonstration of adequate financial resources or the ability to obtain such resources as required during performance of the contract.

AT&T Response: AT&T has long been a global leader in the large business market, serving multinational companies in some 240 countries and territories, from the Americas to Europe, Africa, Asia and the Pacific Rim. We serve nearly all of the Fortune 1000. For additional information, please see our 2006 annual report, included as Attachment 21.

Demonstration of the ability to comply with the required or proposed delivery schedule, taking into consideration all existing business commitments, both commercial and Government.

AT&T Response: AT&T’s ability to comply with the required delivery schedule of this project has been carefully outlined within the body of the technical and management responses.

Demonstration of a satisfactory record of integrity and business ethics.

AT&T Response: AT&T Inc. is committed to the highest standards of ethics, integrity, personal and corporate responsibility and adherence to laws and regulations that govern our business.

Through our dedication to these corporate values, we have gained and retained the public’s trust and confidence for more than a century. In keeping with this commitment, we have adopted a number of processes and policies

that guide all of our employees and our board of directors in upholding the integrity of the AT&T name.

To review AT&T's commitment to integrity and business ethics, visit

<http://www.att.com/gen/corporate-citizenship?pid=8510>

Demonstration of the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them.

AT&T Response: AT&T Government Solutions is rated as a leading source of integrated, network-enabled IT solutions comes as no surprise to the dozens of Government agencies we currently serve.

Backed by the global resources of the world's communications powerhouse, AT&T Government Solutions is committed to meeting the challenges of government entities through our network integration capabilities, professional services, and advanced technologies.

Many civilian and defense agencies depend on AT&T Government Solutions for the strength of our company - in our ability to deliver full-scale solutions that fulfill the criteria of complex and sensitive programs, year after year, contract after contract. Our integrity, intellectual assets, market strengths, and financial staying power put us in the lead.

Demonstration of the necessary production, construction, and technical equipment and facilities, or the ability to obtain them.

AT&T Response: The new 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, [REDACTED]

[REDACTED]

[REDACTED] This reliable, high-performance infrastructure enables Government agencies to evolve toward IP and support diverse applications while still taking advantage of their existing network infrastructure. The company's U.S. networks include:

- 50.2 million access lines [REDACTED]
- 6.5 million DSL lines
- Access to more than 18,000 Wi-Fi hot spots in 42 countries

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- AT&T Mobility's (f/k/a Cingular) industry-leading wireless network includes:
- Superior spectrum availability in the nation's top 100 markets.
- A fully digital, GSM/GPRS infrastructure across its footprint.
- EDGE wireless broadband across its footprint.
- UMTS broadband, which is currently being deployed to deliver higher-speed broadband services in metro markets.

The new AT&T's global backbone network includes:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The network remains AT&T's key strategic advantage and is critical to delivering leading-edge IP-based solutions and intelligent networking capabilities to the world's largest companies and government agencies. All backed and supported by an experienced foundation of more than 302,000 employees worldwide.

Demonstration that the offeror is otherwise qualified and eligible to receive an award under applicable laws and regulations.

AT&T Response: AT&T remains, for the most part, a regulated entity. AT&T, incorporated in Delaware, USA, is regulated by many governing bodies, e.g. the FCC, international regulations, and individual state Public Utility Commissions in which it does business.

i. A copy of the organization's most recent annual report shall be submitted as part of the proposal. Annual reports shall also be submitted for all proposed subcontractors expected to perform at least 20 percent of the contract work or responsibility or receive at least 20 percent of the contract revenue.

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AT&T Response: For the Government' convenience and to adhere to the page limitations of this response, AT&T has provided the introductory pages of our 2006 Annual Report and consolidated financial statements as **Attachment 21**, in lieu of the entire 92 page document. We are happy to provide the full report at any time to the Government, in hard copy sent via overnight delivery, but the size and volume of the Annual Report prohibit insertion in its entirety for this response.

Or, if the Government prefers, the Government can access AT&T's Annual Report in its entirety at http://www.att.com/Investor/ATT_Annual/index.html.

ATTACHMENTS

Following is a list of attachments referenced throughout the Technical and Management Sections of this response.

The attachments can be found within the following tabs.

- Attachment 1 – Account Team
- Attachment 2 -- Project Management Plan
- Attachment 3 -- Draft Technology Plan
- Attachment 4 – CLAR (Customer Location Alternate Routing) Brochure
- Attachment 5 – MIS SLA (Managed Internet Service, Service Level Agreement)
- Attachment 6 – MIS Credit Request Form
- Attachment 7 – National Security Emergency Preparedness Plan
- Attachment 8 – OSS Verification Test Plan
- Attachment 9 – Client Guide
- Attachment 10 – Service Order Confirmation and Tracking Report
- Attachment 11 – Data Dictionary
- Attachment 12 – CPAT (Customer Performance Analysis & Trending) Report
- Attachment 13 – Escalation Procedures
- Attachment 14 – Repair Root Cause Analysis

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- Attachment 15 – Draft Training Plan
- Attachment 16 – Sample Résumés
- Attachment 17 – Associated Government Fees Report
- Attachment 18 – AT&T Subcontracting Plan
- Attachment 19 – Standard Form 33
- Attachment 20 – GSA Form 527
- Attachment 21 – AT&T 2006 Partial Annual Report