



General Services Administration
Federal Acquisition Service

Region 4 – Voice and Data Services (4QTT4712CM01)

Networx Enterprise

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David Wilson
Senior Contracting Officer
77 Forsyth Street
Ground Floor, Zone A-1
Atlanta, GA 30303

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Disclaimer:

Government is using the term proposal to refer to quote throughout the documents for purposes of convenience to be consistent with the existing terminology in the Network Guide.

1 INTRODUCTION AND BACKGROUND

The General Services Administration (GSA) Federal Acquisition Service (FAS) Region 4 (R4), hereafter referred to as R4, currently provides voice and data services to Federal Agency customers within the states of Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee. R4 has the need to replace, enhance or expand voice and data services from previous contract vehicles with the highest quality services available in the telecommunications industry. Historically, R4 has successfully lead GSA in acquiring and offering comprehensive telecommunications solutions by providing best value at lowest aggregate prices throughout the Southeast Sunbelt Region. With the advent of new technologies and the increasing demand for complex services, R4 has been exploring innovative ways to better serve its Customers.

2 OBJECTIVES

R4 contemplates the procurement of VoIP and data services in accordance with the Fair Opportunity process pursuant to G.4 of the Networx Enterprise Contract. R4 intends to utilize this task order to provide a variety of Voice over Internet Protocol (VoIP) and data services to its Agency customers. This SOW will result in a task order awarded to a single contractor with established pricing for services R4 intends to provide to its customer base. The Awardee shall perform Networx services as promised to R4. This will facilitate an acquisition process by which R4 can order services when a Customer's need arises during the performance period of this contract. R4 will remain the customer of record for these services. All services will be ordered by R4 via TOPS or any ordering document allowed by Networx. The Awardee will bill ordered services to R4 and in turn R4 will bill Agency Customers through its TOPS system.

R4 is seeking a Managed VoIP Service to transition existing voice customers on legacy platforms to Internet Protocol (IP) voice services. R4 anticipates the Atlanta Federal Center (AFC) will be the first recipient of Managed VoIP Service under this task order. As a result, project specific documentation is being requested as part of contractor proposals and in turn will be part of the evaluation. The remaining services in this SOW are R4's best estimate of the demand for future services based on historical service information and current assessments of customer needs. Contractors are encouraged to submit competitive proposals in response to this SOW.

R4 seeks solutions, from the awarded Networx Enterprise contractor, which will include assisting in the transition of current customers, assessing customer needs and designing solutions to enhance and optimize the services awarded in the resulting task order. The awarded Networx contractor is expected to provide professional project management methodologies in order to ensure transparent and seamless transitions for our customers through completion of service implementation. R4 views this task order as a critical component directly relating to the quality and quantity of services ordered by R4 customers.

3 INSTRUCTIONS TO OFFERORS

The contractor shall submit the following information in response to this SOW:

- 3.1 Technical Proposal – A detailed proposal, in MS Word 2007 or earlier format, containing responses to the Technical, and Management and Operations requirements. The Offeror’s proposal shall include the Offeror’s agreement that all contractor performance under the task order shall be in compliance with and without exception to the terms and conditions of the Offeror’s Network Enterprise contract; accordingly all Offeror responses shall comply with and not take exception to the terms and conditions of the Offeror’s Network Enterprise contract.
 - 3.1.1 Technical Response- The Technical Proposal shall include a Technical Response that provides the detailed Technical Approach for the Offeror’s solution for meeting or exceeding the technical requirements specified in Section 5.0 of this SOW for each Scenario, respectively, identified in Appendices E,F,G and H. The Technical Approach shall demonstrate a thorough understanding of the requirements of this SOW and detailed technical knowledge of the solution(s) being offered and realistic methodologies that will be employed in the provision of this solution. This shall include, but not be limited to, detailed narratives, diagrams, and tables as necessary to support the complete technical solution as it relates to design, implementation, planning and transition.
 - 3.1.2 Management and Operations Response - The Technical Proposal shall include a Management and Operations Response that provides the detailed Management and Operations approach for the Offeror’s solution for meeting or exceeding the technical requirements specified in Section 6.0 of this SOW for each Scenario, respectively, identified in Appendices E, F, G and H. The Management and Operations Response shall include an approach that demonstrates the Offeror’s organizational support including a description of the duties and responsibilities of each position that will be utilized in the implementation and execution of the solutions.
- 3.2 Price Proposal - A completed Pricing Workbook (Appendix C) in MS Excel 2007 or earlier format that complies with pricing requirements defined in Section 7.0 of this SOW. The price proposal shall include a list of assumptions (if any) that Offeror makes in connection with its proposed pricing, and an adequate explanation of particular or unique methods or similar efficiency strategies that the Offeror intends to employ to enable it to provide the services at low prices offered; in the event that the realism of the Offeror’s prices is in question, the failure to include such an adequate explanation could adversely impact the Government’s assessment of performance risk.
- 3.3 Compliance Checklist - <redacted>
- 3.4 Submission Details -
 - 3.4.1 The proposal Point of Contact (POC):

David Wilson
david.wilson@gsa.gov
404.331.3512

3.4.2 The proposal shall be submitted electronically to the following address:

david.wilson@gsa.gov

3.4.3 Questions regarding this SOW should be submitted to the Contracting Officer (CO) via e-mail at **david.wilson@gsa.gov** no later than 09/04/2012 at 5 PM EST, to allow the Government sufficient time to respond.

3.4.4 Proposal package Instructions:

3.4.4.1 Due date is 11/30/12 at 5 PM EST.

3.4.4.2 The contractor shall submit the proposal electronically. The Technical Proposal, which includes the Technical and Management & Operations responses, shall not to exceed 75 pages, using a font of Times New Roman 12 points. Pages 76 and beyond shall not be considered part of the proposal and shall not be evaluated. The page maximum is inclusive of the table of contents, executive summary, charts, graphs, tables, figures, matrices, acronym lists etc. Every physical page shall count toward the total page count for the proposal. The files shall not be password protected. To facilitate the Government’s evaluation, the files shall be in a format that is text-searchable by word.

3.4.4.3 In order to permit the evaluation of the Technical Proposal strictly on the merit of the material submitted, the contractor shall not include any price information in the Technical Proposal.

3.4.4.4 The prices in the proposal shall include the GSA Management Service (GMS) fee.

4 SCOPE

4.1 Place of Performance – The place of performance for this SOW includes the locations identified in Appendix A located within the states of Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee. In addition, the awarded contractor shall deliver services to any R4 customer that requires a solution to expand their network beyond the R4 geographic area, but within the geographic coverage area specified in the contractor’s Networx Enterprise contract, in order to complete the customer’s enterprise WAN. The list of service locations, as dictated by the needs of the Government, may be expanded or reduced during the period of performance as permissible by the Networx Enterprise contract.

4.2 Period of Performance - The period of this task order shall be from date of award through the end of the Networx Enterprise contract. The task order start and stop dates are listed in Table 4-1.

Table 4-1. Task Order Start/Stop Dates

Networx Year	Task Order Year	Start Date	Stop Date
1	N/A	7/1/2007	9/30/2007

2	N/A	10/1/2007	9/30/2008
3	N/A	10/1/2008	9/30/2009
4	N/A	10/1/2009	9/30/2010
5	N/A	10/1/2010	9/30/2011
6	N/A	10/1/2011	9/30/2012
7	Base Year	10/1/2012	9/30/2013
8	Option Year 1	10/1/2013	9/30/2014
9	Option Year 2	10/1/2014	9/30/2015
10	Option Year 3	10/1/2015	9/30/2016
11	Option Year 4	10/1/2016	5/30/2017

5 TECHNICAL REQUIREMENTS

This section describes the technical requirements of the voice and data services R4 intends to provide to its agency customers. The services have been grouped into three areas: 1) Managed VoIP Service, 2) VOIPTS and 3) Data Services. Specific technical requirements beyond what is specified in the Network Enterprise Contract have been defined. Where conflicts in technical requirements for services arise, requirements in this SOW shall take precedence over requirements in the Network Enterprise Contract. In addition to services requirements, requirements for Service Enabling Devices (SEDs), site surveys, premises wiring/cabling and Certification and Accreditation (C&A) have also been defined.

5.1 Managed VoIP Service

The contractor shall provide hosted and premises based Managed VoIP Services using the following four services. The GSA working with its Agency customers and the awarded Network Enterprise contractor will determine whether a hosted or premises based solution is implemented on a site-by-site basis.

5.1.1 Access Arrangements – The contractor shall provide access arrangements to each service locations within the service area defined in Section 4.1 of this SOW.

5.1.1.1 The contractor shall select the access facility technology using Table C.2.16.2-1, Minimum Dedicated Access Arrangement of the Network Enterprise Contract Section B.

5.1.1.2 The contractor shall dimension the access bandwidth required to meet the number of telephone numbers/seats to be serviced, and the performance requirements of IPTeLS.

5.1.2 Wide Area Network (WAN) Transport – The contractor shall provide WAN transport via Network Based Internet Protocol Virtual Private Network Service (NBIP-VPNS) and shall comply with the technical specifications in Section C.2.7.3 of the Network Enterprise Contract.

5.1.2.1 The NBIP-VPNS service level shall be determined on a site basis following award, as ordered by the Government. The NBIP-VPNS port shall be dimensioned to meet bandwidth demands (e.g., telephone numbers/seats) and shall correspond to the access bandwidth.

- 5.1.2.2 The NBIP-VPNS port shall provide Premium Class of Service (CoS) suitable for the transport of real time traffic across the contractor's IP/MPLS backbone network.
- 5.1.3 Internet Protocol Telephony Service (IPTeIS) – The contractor shall provide hosted and premises based IPTeIS with the features, capabilities and functionality as specified in Section C.2.7.10 (IPTeIS) of the Networx Enterprise Contract.
- 5.1.3.1 The type of IPTeIS (hosted or premises based) shall be determined on a site-by-site basis as ordered by the Government.
- 5.1.3.2 The service level for the IPTeIS service level (i.e., Routine or critical) shall be determined on a site-by-site basis as ordered by the Government.
- 5.1.3.3 The IPTeIS service shall support off-net calling to CONUS, OCONUS and Non-Domestic locations.
- 5.1.3.4 The contractor shall include the Voice Mail Box Feature as per IPTeIS Section C.2.7.10.2.1 (4) of the Networx Enterprise Contract.
- 5.1.3.4.1 The contractor shall send an email with a WAVE (.wav) file attachment of each voicemail message received by each subscriber of this feature to the email address that the subscriber designates.
- 5.1.3.4.2 The contractor shall provide users the capability to modify or update email information and email preferences when receiving and forwarding messages through a secure user web portal.
- 5.1.3.5 The contractor shall support auto attendant capabilities that allow callers to dial a single number for high volume call areas and to select from up to nine (9) options to be directed to various attendant positions, external phone numbers, mail-boxes or to dial by name or extension at a minimum.
- 5.1.3.6 The contractor shall provide a remote access capability that, once enabled, provides a user the ability to use any landline or cell phone to make or receive phone calls as if they were making or receiving calls with their office VoIP phone. Off-network calls made using remote access feature shall count against the 7,500 off-network minute allotment for IPTeIS and usage shall not be charged unless this allotment has been exhausted.
- 5.1.3.7 The proposed IPTeIS solution shall provide fail-over capabilities to the Public Switched Telephone Network (PSTN). The telecommunications facilities needed to access the PSTN shall be included as part of this solicitation. The contractor shall provide failover to accommodate 5 percent of the users in each of the scenarios, as specified in Appendix E. However, specific failover requirements will be defined on a site by site basis.
- 5.1.3.8 Enhanced 911 (E-911) Service – The contractor shall provide enhanced 911 service as a feature to IPTeIS. The contractor shall connect each of customer's Managed VoIP Service subscribers to the appropriate Public Safety Answering Point (PSAP) whenever a subscriber places a "911" call from any handset using IPTeIS. The contractor shall appropriately populate the 911

Private Switch/Automatic Location Identification (PS/ALI) database with the customer's profile (e.g., subscribers' telephone numbers, station locations, building location, and building address) during the initial service implementation cutover. The contractor shall provide secure remote access to the customer to the PS/ALI database via a client or a web browser to allow the customer to maintain the customer profile on an ongoing basis (e.g., to account for moves, adds, deletions, or other changes).

- 5.1.3.9 Voice Quality - The contractor shall provide voice quality at least equal to 64 kbps PCM (standard: ITU G.711) for the IPTeS service included in the proposal.
- 5.1.3.10 Access to the Defense Switched Network (DSN) – The contractor shall support the ability to access / interface with the Defense Switched Network (DSN) at sites within R4 which require access. DSN access is not mandatory as part of IPTeS and will be determined and implemented on a site by site basis.
 - 5.1.3.10.1 The contractor's solution shall interface with DSN service providers who have elected to terminate calls to Federal subscribers via the contractor's solution.
 - 5.1.3.10.2 Required functionality shall include interoperability (e.g., translations, specified interfaces) with the associated service providers.
 - 5.1.3.10.3 The contractor shall recommend appropriate interface points to the Government, in consultation with each affected contractor, after contract award.
- 5.1.4 Managed LAN Service – The contractor shall provide a Managed LAN Service under the Managed Networking Service (MNS) provisions of the Network Enterprise Contract. The contractor shall provide and manage all LAN networking hardware components (e.g., switches, routers, call servers etc.) to extend the IPTeS service from the site demarcation point to the terminating subscriber device (e.g., handset), including the management of the router that terminates the IPTeS access arrangement. Equipment provided by the contractor shall support Power over Ethernet (PoE) in order to supply necessary power to IP phone sets or other PoE devices. The Managed LAN service shall conform to the technical requirements below.
 - 5.1.4.1 The contractor shall provide, manage, maintain and repair or replace all equipment necessary to provide the Managed LAN Service, including but not be limited to any necessary LAN switches and/or any necessary Edge Routers, accept for those portions of the service for which the Government is responsible (e.g., power, facilities, rack space, cabling/wiring).
 - 5.1.4.1.1 The contractor shall provide all of the hardware and licensing necessary to extend the IPTeS site demarcation point to the terminating device (e.g., the handset), be it a hosted or premises based solution. In the case of an on-premises solution this would include any hardware or licensing necessary to support on-premises call processing (e.g., call manager, IP PBX etc.).
 - 5.1.4.1.2 The contractor's hardware/software solution shall interoperate with R4 provided VoIP ready cabling infrastructure including category 5, 5E, 6, 6A and single mode and multimode fiber at a minimum. The contractor shall identify any cabling limitations with regards to either form of VoIP solution in its proposal.

- 5.1.4.1.3 The contractor shall be responsible for the ongoing maintenance and upgrades of the contractor-owned equipment used to provide the Managed LAN Service. If the contractor makes any changes to the contractor's equipment, device software, or reprograms subscriber devices, the contractor shall be responsible for making these changes at no additional cost to the Government.
- 5.1.4.1.4 The contractor shall provide a 24 hour support desk for maintenance calls related to the IPTeIS service and or the hardware associated with the service. If equipment is identified as requiring replacement that replacement shall occur by next business day.
- 5.1.4.2 The Managed LAN Service shall comply with the technical requirements of the IPTeIS including all capabilities and features specified in sections C.2.7.10.1–C.2.7.10.3 of the Networx Enterprise Contract.
- 5.1.4.3 The Networx contractor shall maintain the IPTeIS service performance metrics in the Networx Enterprise Contract Section C.2.7.10.4 in delivering the Managed LAN Service.
- 5.1.4.4 The Networx contractor shall propose installation time intervals for additional subscriber devices at sites already using the IPTeIS service and Managed LAN Service.
- 5.1.4.5 The Managed LAN Service shall not include any wireless devices or components on the LAN (i.e., wired solution only) unless requested and approved by the Government.
- 5.1.4.6 The Managed LAN Service shall not support other services (i.e., data, video etc.) unless requested and approved by the Government.
- 5.1.4.7 The Managed LAN Service shall support only R4 customers unless requested and approved by GSA.
- 5.1.4.8 The Networx contractor shall ensure that only authorized subscriber devices are able to operate on the Managed LAN Service.
- 5.1.4.8.1 Authorized subscriber devices will be determined by the subscribing agency.
- 5.1.4.8.2 The Networx contractor shall describe its approach to satisfying this requirement in their response.
- 5.1.4.9 The Networx contractor shall monitor, manage and restore the Managed LAN Service on a 24x7 basis.
- 5.1.4.10 The Networx contractor shall specify the LAN management activities being provided as part of the Managed LAN Service as well as identify those activities which are considered customer responsibilities in the following areas:
- Configuration management
 - Moves, Adds, Changes, Disconnects (MACDs)
 - Service/Alarm monitoring and fault management
 - Ticket creation

- Proactive notification
- Trouble isolation and resolution

5.1.4.11 The Network contractor shall provide proactive notification of major and minor alarms to the Managed LAN Service via e-mail to the Points of Contact (POCs) identified by R4.

5.1.4.11.1 R4 will be responsible for identifying and updating the POCs for the services ordered.

5.1.4.11.2 Alarm notifications shall be sent to all identified POCs within 15 minutes of alarm detection by the contractor.

5.1.4.12 The Network contractor shall define the escalation path for trouble tickets for both network and hardware issues. This escalation path shall be identified by level of severity and include key personnel for each level of escalation as well as guidelines and timing for the next step in escalation.

5.1.4.13 At no additional cost to the Government, the contractor shall add or enhance contractor owned equipment throughout the life of the contract on an as-needed basis in order to meet required service performance levels and quantities of users. Any new equipment that is added to the Network contract as a Service Enabling Device (SED) may also be used for this Managed LAN Service, as long as performance levels continue to be met. Further, the contractor shall replace any broken or non-operational equipment at no additional cost to the Government on an as-needed basis. Low value items for fixed location equipment, such as jumper cables, connecting blocks, and mounting fixtures, shall be provided and installed at no additional cost as part of the normal service installation.

5.1.5 Architectural Diagrams - The contractor shall provide architectural diagrams of the network design for each Managed VoIP site scenario. Designs shall not include redundant connections between the customer site and the contractor's IP/MPLS network.

5.2 VOIPTS

The contractor shall provide Voice Over Internet Protocol Transport Services (VOIPTS) in accordance with Networkx Enterprise Contract Section C.2.7.8.

5.3 Data Services

The contractor shall provide the following data services in accordance with the Networkx Enterprise Contract.

5.3.1 Network-Based IP VPN Service (NBIP-VPNS)

The contractor shall provide Network-Based IP VPN Service (NBIP-VPNS) in accordance with Networkx Enterprise Contract Section C.2.7.3.

5.3.2 Layer 2 VPN Service (L2VPNS)

The contractor shall provide L2VPNS in accordance with Networkx Enterprise Contract Section C.2.7.12.

5.3.3 Ethernet Service (EthS)

The contractor shall provide EthS in accordance with Networkx Enterprise Contract Section C.2.7.1.

5.3.4 Internet Protocol Services (IPS)

The contractor shall provide IPS in accordance with Networkx Enterprise Contract Section C.2.4.1.

5.3.5 Premises-Based IP VPN Service (PBIP-VPNS)

The contractor shall provide PBIP-VPNS in accordance with Networkx Enterprise Contract Section C.2.7.2.

5.3.6 Optical Wavelength Service (OWS) Wavelength Division Multiplexing (WDM)

The contractor shall provide OWS WDM in accordance with Networkx Enterprise Contract Section C.2.5.4.

5.4 Performance Requirements – The contractor shall meet all Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) for the services provided under this task as specified in the Networkx Enterprise Contract Sections J.12.3 and J.13 and corresponding performance metrics sections of those services (e.g., Section C.2.X.X.4.1). The performance metrics for Time to Restore for IPTeLS have been revised for this task order and provided below in Table 5-1. The contractor shall utilize these metrics in place of those defined in Networkx Enterprise Contract Section C.2.7.10.4.1 as they apply to the IPTeLS SLA.

Table 5-1. Modified IPTeLS Performance Metrics

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	How Measured
Time to Restore (with or without dispatch)	Non-Emergency Outage	8 hours	≤ 8 hours	
	Emergency Outage	4 hours	≤ 4 hours	Note 1

Notes:

Note 1: Emergency outages are those which result in catastrophic failure of the IPTeLS service where all or a significant portion of the user base is unable to make or receive calls. See Section C.3.3.1.2.4 for further definitions and measurement guidelines.

5.5 Fault Management – The contractor shall adhere to the following changes to the Networkx Contract Section C.3.3.1.2.4 with regards to providing IPTeLS as part of the Managed VoIP Service. These changes correspond to R4’s modification of the Time to restore performance metrics in Section 6.4 of this SOW.

Table 5-2. Modified IPTeLS Fault Management

ID Number	Description
22	The contractor shall resolve each emergency service for any Networkx service being provided as part of the managed VoIP service, defined in Section 6.1 of this task order, within 4 hours whether or not the outage requires the dispatching of personnel. See

	Attachment J.13.4, for Service Level Agreements associated with service outage incidents.
23	The contractor shall resolve each non-emergency service outage for any Network service being provided as part of the managed VoIP service, defined in Section 6.1 of this task order, within 8 hours whether or not the outage requires the dispatching of personnel. See Attachment J.13.4, for Service Level Agreements associated with service outage incidents.

5.6 Site Based Service Support – The contractor shall provide the following site based service support to aid the implementation or management of services at sites within the service area defined in Section 4.1 of this SOW.

5.6.1 Certification and Accreditation (C&A) – At the sole discretion of the government, C&A will be ordered. The contractor providing C&A services in this SOW shall be contractually subject to the following:

5.6.1.1 Indicating whether the service is compliant or non-compliant with the Information Assurance (IA) policies below (also referenced within the GSA IT Security Policy) or as identified by the Government at time of order. As documentation is subject to change the Government will be responsible for providing current IA documentation to the awarded contractor at time of order.

- 1) GSA Information Technology (IT) Security Policy, CIO P 2100.1E.
- 2) GSA Order CIO P 2181.1 “GSA HSPD-12 Personal Identity Verification and Credentialing Handbook”, dated October 20, 2008.
- 3) GSA Order CIO 2104.1, “GSA Information Technology (IT) General Rules of Behavior”, dated July 3, 2003.
- 4) GSA Order CPO 1878.1, “GSA Privacy Act Program”, dated October 27, 2003.
- 5) GSA IT Security Procedural Guide 04-26, “FISMA Implementation”.
- 6) GSA IT Security Procedural Guide 06-29, “Contingency Plan Testing”.
- 7) GSA IT Security Procedural Guide 06-30, “Managing Enterprise Risk”.
- 8) GSA IT Security Procedural Guide 08-39, “FY 2009 IT Security Program Management Implementation Plan”.
- 9) GSA IT Security Procedural Guide 09-44, “Plan of Action and Milestones (POA&M)”.

5.6.1.2 Indicating whether the service is compliant or non-compliant with Federal Information Processing Standards (FIPS), the “Special Publications 800 series” guidelines published by NIST, and the requirements of FISMA. This shall include NIST 800-58, “Security Considerations for Voice over IP Systems” if applicable.

5.6.1.3 Providing security monitoring, controls and reporting required to support the C&A of the solution per the most current revision of NIST 800-37.

5.6.1.4 Applying the set of Low-, Moderate- or High-impact baseline security controls in NIST 800-53. NIST 800-53 controls requiring organization-defined parameters (i.e., password change frequency) shall be consistent with GSA specifications. The GSA-specified control parameters

and supplemental guidance defining more specifically the requirements per FIPS 199 impact level are provided in Appendix D of this SOW.

5.6.1.5 Creating, maintaining and updating the following C&A documentation:

- 1) System Security Plan (SSP) completed in agreement with NIST Special Publication 800-18. The SSP shall include as appendices required policies and procedures across 18 control families mandated per FIPS 200, Rules of Behavior, and Interconnection Agreements (in agreement with NIST Special Publication 800-47). The SSP shall include as an appendix, a completed GSA 800-53 Control Tailoring worksheet included in Appendix D of this guide. Column E of the worksheet titled “Contractor Implemented Settings” shall document all contractor implemented settings that are different from the GSA defined setting and where the GSA defined setting allows a contractor determined setting).
- 2) Contingency Plan (including Disaster Recovery Plan) completed in agreement with NIST Special Publication 800-34.
- 3) Contingency Plan Test Report completed in agreement with GSA IT Security Procedural Guide 06-29, “Contingency Plan Testing.”
- 4) Plan of Actions & Milestones completed in agreement with GSA IT Security Procedural Guide 09-44, “Plan of Action and Milestones (POA&M).”

5.6.1.6 Defining an Information Assurance (IA) boundary consisting of all the hardware components, software components, firmware components, and system interconnections that constitute the solution. The IA boundary is exclusive of the access facilities.

5.6.1.7 Facilitating the Government’s right to perform manual or automated audits, scans, reviews, or other inspections of the vendor’s hardware, software and firmware being used to provide or facilitate services in this SOW.

5.6.2 Premises Cabling - The contractor shall provide cabling as a means of extending service demarcation/Service Delivery Points (SDPs) in accordance with Networkx Enterprise RFP Section C.2.1.3.1. The contractor shall provide and install vertical and horizontal cabling, associated hardware and adapters within service locations.

6 MANAGEMENT AND OPERATIONAL REQUIREMENTS

The contractor shall provide management and operational support in accordance with Section C.3 of the Networkx Enterprise Contract and the following requirements. Requirements associated with general support shall be met regardless of the service being provided. There are additional service-specific requirements for the Managed VoIP Service. These requirements are in addition to general support

requirements only apply when the contractor is providing managed VoIP service. All travel is included in the fixed prices and will not be separately reimbursable.

- 6.1 General Support – The contractor shall provide the following support for all services provided as part of this SOW.
 - 6.1.1 The contractor shall adhere to the Management and Operational requirements applicable to all services, as specified in Section C.3 of the Networkx Enterprise Contract.
 - 6.1.2 The contractor shall schedule a post-award kickoff meeting with R4 within [10] business days of award.
 - 6.1.3 The contractor shall provide telephone support to R4 during normal business hours Monday through Friday, 8:00 AM – 5:30 PM EST and shall conduct business 24x7 in accordance with Section C.3.4.1.2.1 of the Networkx Enterprise Contract. The contractor shall provide a POC for resolving issues that occur outside of normal business hours.
 - 6.1.4 The contractor shall provide training per sections C.3.7.1 and C.3.7.2 of the Networkx Enterprise Contract, specifically:
 - 6.1.4.1 The training shall include portal training, SED (e.g., phone sets etc.) training, and service training (e.g., IPTelS) if applicable.
 - 6.1.4.2 The training shall be tailored to the audience, with more detailed training available for super users (e.g., DARs, ATMs, regional project managers etc.), and higher level training for general users.
 - 6.1.5 The contractor shall provide project management support for the cutover of service to their proposed solution as follows:
 - 6.1.5.1 The Contractor shall provide a Service Delivery Project Plan (SDPP) in accordance with Networkx Enterprise Contract Section C.3.2.4.2.1 subject to approval by R4.
 - 6.1.5.1.1 Cutovers shall be described in the SDPP and approved by R4.
 - 6.1.5.1.2 Cutovers shall be done by hot-cut, unless otherwise agreed to, in writing, in advance by the R4.
 - 6.1.5.2 The contractor shall provide a conference bridge number and ensure that the appropriate parties are available for each cutover, as required by R4. These shall include, but not be limited to; the incumbent contractor, R4 Designated Agency Representatives (DARs), R4 Area Telecommunications Manager (ATM), the customer representative, and the necessary contractor support staff.
 - 6.1.6 Service Reports – The contractor is expected to deliver the following reports, in accordance with the Networkx Enterprise Contract, as applicable to the services it provides under this task order.

- 6.1.6.1 SLA Monthly Compliance Report in accordance with Networkx Enterprise Contract Section C.3.2.4.
- 6.1.6.2 Trouble Management Performance Summary Report in accordance with Networkx Enterprise Contract Section C.3.3.3.
- 6.1.6.3 Data Traffic Report in accordance with Networkx Enterprise Contract Section C.3.3.3.
- 6.1.7 Service Inventory Management – The contractor shall maintain and provide the Government access to an accurate inventory of all services provided under this task order in accordance with inventory management requirements defined in Networkx Enterprise Contract Section C.3.8.
- 6.2 Managed VoIP Service Support – The contractor shall provide the following support, in addition to general support, when providing managed VoIP service.
- 6.2.1 The contractor shall provide the functionality to suspend or mark a line idle, whereby the number is retained while the service and features are suspended, as are the associated billing for the suspended / idle line.
- 6.2.2 The contractor shall allow the Government to reserve a block of numbers, where feasible, for the exclusive use of the Government.
- 6.2.3 The contractor shall retain current numbers to be used by the new service (telephone number retention / portability).
- 6.2.4 The contractor shall describe in detail the operational procedures to Move/Add/Change/Delete (MACD) the following:
- 1) Add a new telephone number/seat for IPTeIS.
 - 2) Move an existing telephone number/seat from one location (e.g. office cubicle) to another location within the same building.
 - 3) Change the directory number for an existing customer using the same LAN switch port.
 - 4) Delete an existing customer “instance” as a result of – for example – employee retirement or transfer.
 - 5) Support IP Phone/terminal portability or nomadic use at a common work site.
 - 6) Additional pertinent scenarios identified by service provider.
 - 7) Step-by-step walk-through of each MACD from Agency order submission through implementation and closeout.
 - 8) Timelines and vendor Service Level Agreements (SLAs) for single MACDs, multiple large MACDs and special projects (qualifiers around each as well, e.g. how many subscribers is considered a special project).
- 6.2.5 The contractor shall describe in detail the operational procedures to be followed to invoke and control calling features listed as follows:

- 1) Using web browser-based portals for custom calling feature control.
- 2) Individual telephone number/seat feature control versus work group administrator.
- 3) Resetting voicemail and profile administration portal passwords.
- 4) Administrator options to override telephone number/seat feature controls.
- 5) Administrator portal features vs. and subscribers' portal access and features.

6.2.6 VoIP Service Reports – The contractor shall provide the following reports at no additional cost to the Government.

6.2.6.1 VoIP Traffic Report – The contractor shall deliver upon request or provide access to a VoIP Traffic Report that contains the following data elements at a minimum:

- 1) Total outbound calls attempted
- 2) Total inbound calls attempted
- 3) Total outbound calls completed (answered)
- 4) Total inbound calls completed (answered)
- 5) Maximum concurrent calls (peak busy hour) and percentage blocked

6.2.6.2 Call Detail Report – The contractor shall deliver upon request or provide access to a call detail report which includes the originating telephone number, destination telephone number and duration (HH:MM:SS) at a minimum.

6.2.7 Site Readiness Analysis and Report – For each request submitted by R4, the contractor shall provide, at no additional cost to the Government, an analysis of the government provided facilities and infrastructure for each site to ensure it is adequate to enable the delivery of the turn-key fully-managed solution proposed. As a result of the analysis, the contractor shall prepare and deliver a Site Readiness Analysis and Report, per Networkx Enterprise Contract Sections C.3.5.1 and C.3.8, to the R4 contracting officer or designated POC within 10 business days of contractor receipt of the Government provided infrastructure documentation. The report shall be written in Microsoft Word 2007 or earlier format. The report shall contain the following at a minimum:

6.2.7.1 Confirmation that the entrance facility, the Main/Intermediate Cross-Connect (MCC/ICC), the Horizontal Cross-Connects (HCCs), the backbone/vertical cabling, are suitable to accommodate the contractor's design and required performance levels.

6.2.7.2 Confirmation that the entrance room and all equipment rooms (MCCs/ICCs, HCCs) are equipped with the appropriate number of cabinets, patch panels, fiber panels to accommodate the contractor's design and required performance levels.

6.2.7.3 Documentation of all identified deficiencies found performing the activities requested in Sections 6.2.6.1 and 6.2.6.2 of this SOW. Such deficiencies are the difference between the facilities and infrastructure provided by R4 and those required by the solution proposed.

6.2.8 VoIP Service Delivery Project Plan (SDPP) – The contractor shall develop a VoIP SDPP in accordance with Networkx Contract Section C.3.2.4, Section 6.1.5.1 of this SOW and the following additional requirements.

6.2.8.1 The contractor shall populate the equipment table below for each site where VoIP is being deployed and include it in the subsequent SDPP.

Table 6-1. Equipment Specifications and Location

Equipment Type (Mfr., Model)	Qty	Location (Building #, Room)	Rack Units (RU)	Width Inches	A/C, D/C Power	# of Power Feeds or Outlets	Voltage	Amps (max)	BTUs per Hour	Operating Temperature	Required Humidity

7 PRICING REQUIREMENTS

7.1 General

The contractor shall propose pricing and associated Contract Line Item Numbers (CLINs) required to meet all of the requirements described in Technical Requirements (Section 5.0) and Management and Operations (Section 6.0) through the completion of the pricing workbook, Appendix C of this SOW.

All prices shall conform to the format and structure specified or referenced herein. New CLINs may be added to the task order as appropriate. The contractor is encouraged to waive any charge at any time. The contractor shall clearly identify all charges being waived in its proposal. All charges initially waived shall be waived for the life of the task order. Any equipment, material, facility, site preparation, or service required in the performance of this contract for which a price is not specifically identified in the price tables shall be considered to be included in the price of another item or provided at no cost to the government, except as otherwise provided for in this SOW. The contractor shall propose prices for the entire period of performance, which is from date of award through the life of the Networkx Enterprise contract

The contractor shall use R4 specific CLINs when submitting its prices for the requirements specified in this SOW. The contractor shall map new R4 specific CLINs to existing corresponding contract service CLINs in its proposal. The new CLINs specified in this SOW are for purposes of evaluation only. The actual CLINs shall be defined post award by the contractor in accordance with GSA’s contract modification process as set forth in detail in the GSA Networkx Contract Modification Guide dated September 28, 2007, see therein, e.g., Appendix C – Contract Modification Process. Each of the locations to be served is described in Section 4.1 of this SOW. The price of each of these CLINs shall be less than or equal to the price of the contractor’s existing corresponding Networkx Enterprise CLIN over the life of this task order. The contractor shall use the pricing structures defined herein when submitting prices for services not currently on the Networkx Enterprise contract. The areas of pricing that are required are listed in Table 7-1.

Table 7-1. Pricing Section References

Service Area	Pricing Area	Section 7 Reference	Section 5 Reference	Pricing Workbook Reference (Appendix C)	Networkx Enterprise Contract Section B Reference
Managed VoIP	Access	7.3.1.1	5.1.1	Tabs 22, 24, 26	B.3

Service	Arrangements				
	Wide-Area Network (WAN) Transport	7.3.1.2	5.1.2	Tabs 6, 22, 24, 26	B.2.7.3
	Internet Protocol Telephony Service	7.3.1.3	5.1.3	Tabs 2, 3, Tabs 22, 24, 26	B.2.7.10.2
	Managed LAN Service	7.3.1.4	5.1.4	Tabs 4, 22, 23, 24, 25, 26, 27	B.2.9
VoIPTrunking Service	VoIPTrunking Service	7.3.2	5.2	Tabs 5, 28	B.2.7.8
Data Services	Network-Based IP VPN Service	7.3.3.1	5.3.1	Tabs 6, 7, 29	B.2.7.3
	Layer 2 VPN Service	7.3.3.2	5.3.2	Tabs 8, 9, 10, 30, 31	B.2.7.12
	Ethernet Service	7.3.3.3	5.3.3	Tabs 11, 12, 13, 32, 33	B.2.7.1
	Internet Protocol Services	7.3.3.4	5.3.4	Tabs 14, 15, 34	B.2.4.1
	Premise-Based IP VPN Service	7.3.3.5	5.3.5	Tab 35	B.2.7.2
	Optical Wavelength Service WDM	7.3.3.6	5.3.6	Tabs 16, 17, 36	B.2.5.4.2
Service Support	Certification and Accreditation	7.3.3.7	5.6.1	Tabs 18	B.2.11.9.2
	Site Surveys	7.3.3.8	5.6.2	Tabs 19, 37	B.6.10
	Premises Cabling	7.3.3.9	5.6.3	Tabs 20, 37	B.6.9

7.2 Scenario Pricing

The contractor shall provide pricing for the scenarios, defined in Appendices E, F, G and H, using the pricing workbook in Appendix C of this SOW. The contractor shall price the scenarios using the start and stop dates described in Section 4.1 of this SOW. The contractor shall price hosted and premises-based versions of each Managed VoIP scenario. The items (e.g., port sizes etc.) contained in the scenarios are not a guarantee of future requirements but rather the Government's expected future demand and a means of evaluating price for this SOW; actual quantities and items ordered may vary during the life of this task order. The contractor shall select the appropriate terminating SEDs (e.g., routers etc.) for each

scenario. No SEDs shall be priced for the Managed LAN Service scenarios. All requisite equipment (e.g., routers, switches, call processing equipment etc.) to deliver the Managed LAN Service to the terminating devices (e.g., IP phones) shall be included in the service cost and shall not be separately priced. Terminating devices, such as IP handsets or analog adapters, will vary and are not part of the Managed LAN Service and therefore shall not be priced or included in the Managed LAN Service scenarios. The contractor shall comply with the formats specified in Tabs 22 –37 of the Pricing Workbook (Appendix C) in pricing each scenario and summarize the proposed costs in Tab 21.

7.3 Pricing Tables

The contractor shall provide pricing for specified services. The contractor shall price all entries in the attached SOW Pricing Workbook (Appendix C) and shall comply with the pricing formats and pricing instructions defined in this section, the SOW Pricing Workbook, and Section B of the Network Enterprise Contract.

7.3.1 Managed VoIP Services – The contractor shall provide Managed VoIP Service scenario pricing in Tabs 22-26 of the Pricing Workbook (Appendix C).

7.3.1.1 Access Arrangements

The contractor shall use the existing Network Enterprise Contract Section B price tables when providing access arrangements, as described in Sections B.3.1 and B.3.2 of the Network Enterprise Contract. Table B.3.1-3 provides the structure and format for Network Site Code (NSC) Domestic Wireline Access MRC Exception prices. The contractor shall price access arrangements using the format and the CLINs defined in the SOW Pricing Workbook.

7.3.1.2 Wide-Area Network (WAN) Transport

The technical requirements for WAN transport are described in Section 5.1.2 of this SOW. The contractor shall provide WAN transport using Network Enterprise NBIP-VPNS and shall price NBIP-VPNS in accordance with Section 7.3.3.1 of this SOW and Section B.2.7.3 of the Network Enterprise Contract using the format and the CLINs defined in the SOW Pricing Workbook.

7.3.1.3 Internet Protocol Telephony Service (IPTeS)

The technical requirements for IPTeS are described in Section 5.1.3 of this SOW. The contractor shall price hosted and premise-based items in accordance with the instructions of Section B.2.7.10 of the Network Enterprise Contract using the format and the CLINs defined in Tab 2 of the SOW Pricing Workbook. Voice mail shall be priced as a separate line item.

Off-net usage for premise-based and hosted IPTeS shall be priced in accordance with Section B.2.7.10.3 of the Network Enterprise Contract. IPTeS features shall be priced in accordance with the instructions of Section B.2.7.10.4 of the Network Enterprise Contract using the CLINs specified in Tab 3 of the SOW Pricing Workbook.

7.3.1.4 Managed LAN Service

The contractor shall provide fixed MRC and NRC prices on a per seat basis for CONUS. The prices per seat for installation and service activation may vary by

the IPTeS service type (hosted or premise-based). The price per seat for maintenance and management may vary by the IPTeS service type and the size of the site (small, medium, or large). Small, medium, and large sites are defined in Tab 4 of the SOW Pricing Workbook. A seat is defined as any terminal equipment or device that occupies a switch port; e.g., an end user, handset, IP endpoint, or analog adapter. A site is defined as an office or location with one or more floors in which subscribers are located. The contractor shall price Managed LAN Service using the format and CLINs defined in Tab 4 of the SOW Pricing Workbook.

Only equipment associated with the Managed LAN Service is authorized to be purchased or leased as part of this task order. The contractor shall maintain ownership of all equipment (including SEDs) used to provide the Managed LAN Service. The contractor shall describe the SED/equipment composition of Managed LAN Service for each of the scenarios using the format provided in Tabs 23, 25 and 27 of the Pricing Workbook (Appendix C). The contractor also shall provide the CLIN and Case Number for each proposed SED.

7.3.2 Voice over Internet Protocol Transport Service (VOIPTS)

The technical requirements for VOIPTS are specified in Section 5.2 of this SOW. The contractor shall price VOIPTS in accordance with the instructions and CLINs defined in Section B.2.7.8 of the Networx Enterprise Contract. The contractor shall complete Tabs 5 and 28 of the Pricing Workbook (Appendix C).

7.3.3 Data Services

7.3.3.1 Network-Based IP VPN Service (NBIP-VPNS)

The technical requirements for NBIP-VPNS are described in Section 5.3.1 of this SOW. The contractor shall price NBIP-VPNS ports in accordance with Table B.2.7.3.1-1 of the Networx Enterprise Contract using the CLINs specified in Tab 6 of the SOW Pricing Workbook. NBIP-VPNS features shall be priced in accordance with Table B.2.7.3.4-1 of the Networx Enterprise Contract using the CLINs specified in Tab 7 of the SOW Pricing Workbook.

The contractor shall price access arrangements for NBIP-VPNS in accordance with Section B.3 of the Networx Enterprise Contract and shall price SEDs for NBIP-VPNS in accordance with Section B.4 of the Networx Enterprise Contract. The contractor shall complete the NBIP-VPNS scenario in Tab 29 of the Pricing Workbook (Appendix C).

7.3.3.2 Layer 2 VPN Service (L2VPNS)

The technical requirements for L2VPNS are described in Section 5.3.2 of this SOW. L2VPNS Virtual Private Line Service (VPLS) ports shall be priced in accordance with the instructions of Table B.2.7.12.3-1 of the Networx Enterprise Contract using the CLINs specified in Tab 8 of the SOW Pricing Workbook.

Virtual Private Wire Service (VPWS) is optional to price. If prices are proposed for VPWS, it shall be in accordance with the instructions of Table B.2.7.12.3-5 of the Networkx Enterprise Contract using the CLINs specified in Tab 9 of the SOW Pricing Workbook.

L2VPNS features shall be priced in accordance with Tab 10 of the Pricing Workbook (Appendix C).

The contractor shall price access arrangements for L2VPNS in accordance with Section B.3 of the Networkx Enterprise Contract and shall price SEDs for L2VPNS in accordance with Section B.4 of the Networkx Enterprise Contract. The contractor shall complete the L2VPNS VPLS scenario in Tabs 30 of the Pricing Workbook (Appendix C). However, the L2VPNS VPWS scenario in Tab 31 of the Pricing Workbook (Appendix C) is optional to complete. The costs for the optional L2VPNS VPWS scenario will not be counted toward the scenarios grand contract total (Pricing Workbook Tab 21), but will be evaluated for fair and reasonable.

7.3.3.3 Ethernet Service (EthS)

The technical requirements for EthS are described in Section 5.3.3 of this SOW. The contractor shall price Ethernet Private Line service (E-Line) and Ethernet Private LAN service (E-LAN) in accordance with the instructions of Section B.2.7.1 of the Networkx Enterprise Contract. The ports shall be priced using the CLINs specified in Tab 11 and Tab 12 of the SOW Pricing Workbook. The features shall be priced in accordance with Table B.2.7.1.4-1 of the Networkx Enterprise Contract using the CLINs specified in Tab 13.

The contractor shall price access arrangements for EthS in accordance with Section B.3 of the Networkx Enterprise Contract and shall price SEDs for EthS in accordance with Section B.4 of the Networkx Enterprise Contract. The contractor shall complete the EthS E-LINE and E-LAN scenarios in Tab 32 and 33 of the Pricing Workbook (Appendix C).

7.3.3.4 Internet Protocol Services (IPS)

The technical requirements for IPS are specified in Section 5.3.4 of this SOW. The contractor shall price IPS in accordance with the instructions Section B.2.4.1 of the Networkx Enterprise Contract using the CLINs specified in Tab 14 and Tab 15 of the SOW Pricing Workbook.

The contractor shall price access arrangements for IPS in accordance with Section B.3 of the Networkx Enterprise Contract and shall price SEDs for IPS in accordance with Section B.4 of the Networkx Enterprise Contract. The contractor shall complete the IPS scenario in Tab 34 of the Pricing Workbook (Appendix C).

7.3.3.5 Premise-Based IP VPN Service (PBIP-VPNS)

The technical requirements for PBIP-VPNS are described in Section 5.3.5 of this SOW. The Contractor shall use the CLINs defined in Section B.2.7.2 of the Networx Enterprise Contract when proposing PBIP-VPNS prices.

The contractor shall price access arrangements for PBIP-VPNS in accordance with Section B.3 of the Networx Enterprise Contract and shall price SEDs for PBIP-VPNS in accordance with Section B.4 of the Networx Enterprise Contract. The contractor shall complete the PBIP-VPNS scenario in Tab 35 of the Pricing Workbook (Appendix C).

7.3.3.6 Optical Wavelength Service (OWS) Wavelength Division Multiplexing (WDM)

The technical requirements for OWS WDM are described in Section 5.3.6 of this SOW. The Contractor shall use the CLINs defined in Section B.2.5.4 of the Networx Enterprise Contract when proposing OWS WDM Transport and Feature prices in Tabs 16 and 17 of the Pricing Workbook (Appendix C).

The contractor shall price access arrangements for OWS in accordance with Section B.3 of the Networx Enterprise Contract and shall price SEDs for OWS in accordance with Section B.4 of the Networx Enterprise Contract. The contractor shall complete the OWS scenario in Tab 36 of the Pricing Workbook (Appendix C).

7.3.4 Site Based Service Support – The contractor shall provide pricing for the following site-based service support in Tabs 18, 19, 20 and 37 of the Pricing Workbook (Appendix C).

7.3.4.1 Certification and Accreditation (C&A)

The contractor shall provide pricing to meet the C&A requirements specified in Section 5.6.1 of this SOW. The contractor shall use the CLINs and structure of Table B.2.11.9.2-1 of the Networx Enterprise Contract and Tab 18 of the Pricing Workbook (Appendix C) in pricing these requirements. The contractor shall provide NRC prices (and case numbers) for each of the deliverables listed below. The contractor shall provide two NRCs for each of these deliverables, one for the initial deliverable and the second for updates to this deliverable.

- a. System Security Plan – initial plan and plan updates
- b. Contingency Plan - initial plan and plan updates
- c. Contingency Plan Test Report - initial plan and plan updates
- d. Plan of Action and Milestones - initial plan and plan updates

7.3.4.2 Site Surveys

The requirements for site surveys are described in Section 5.6.2 of this SOW. The contractor shall price a Site Survey Report using a single non-recurring charge in accordance with Section B.6.10 of the Networx Enterprise Contract and Tab 19 of the Pricing Workbook (Appendix C).

7.3.4.3 Premises Cabling

The Contractor shall comply with the instructions of Section B.6.9 of the Networkx Enterprise Contract and shall price the CLINs specified in Tab 20 of the SOW Pricing Workbook (Appendix C).

8 EVALUATION AND AWARD

This procurement is being conducted under FAR Part 16.505. This is not a FAR 15 negotiated competition. The Government contemplates a single fixed-price award shall be made to the lowest price, technically acceptable offer by a Networkx Enterprise Contractor as required by this solicitation.

8.1. <Redacted>

8.2 The Government will evaluate for technical acceptability of the technical proposal for each scenario in SOW Appendices E, F, G and H respectively, based upon the factor in 8.2.1. With respect to the non-price factors, Offerors are on notice that an Offeror is solely responsible for furnishing in its proposal adequate details to allow the government to assess the acceptability of the offer on the factor; an Offeror's failure to submit adequate details may result in the government finding the proposal technically unacceptable.

8.2.1 Technical and Management Approach - Scenarios (Sections 5.0 and 6.0, and subsections there under). The Government shall evaluate the technical acceptability of the Offeror's Technical and Management Approach for the Offeror's solution for meeting or exceeding the technical requirements specified in Sections 5.0 and 6.0 of this SOW for each scenario, respectively, identified in Appendices E,F,G and H. Acceptable Technical and Management Approaches shall demonstrate a thorough understanding of the requirements of this SOW and detailed technical knowledge of the solutions being offered and realistic methodologies that will be employed in the successful provision of this solution specifically relating to design, implementation, planning and transition. Acceptable Technical and Management Approaches shall further demonstrate organizational support that will be utilized in the successful implementation and execution of the solutions to satisfy the requirements of Sections 5.0 and 6.0. with respect to each scenario in Appendices E,F,G and H.

8.3 Price (Section 7.0 and all respective subsections)

The Government intends to evaluate the prices in Tabs 2 through 20 for fairness, reasonableness, and price realism. For purposes of comparing Offerors on price for award selection the government will compare the Total Discounted Net Present Value (NPV) for each proposal. During price evaluation the government will calculate the NPV Total using values from Tab 21, labeled "Scenario Pricing Summary" of the Pricing Workbook located in Appendix C of this SOW along with the applicable nominal interest rate from the Office of Management and Budget (OMB) Circular No. A-94 [Discount rates are updated annually and can be found at http://www.whitehouse.gov/omb/circulars_a094_a94_appx-c/].

Performance Risk: Price proposals will be evaluated for price realism. This evaluation may include an analysis of the proposed rates and compared to the rates under similar contracts and/or orders and/or to the Government's estimate for this task order, and/or to the rates quoted by other Offerors for this task order. An evaluation of performance risk shall be performed in order to determine if the Offeror's proposal is realistic for the type of work provided for in the SOW. A price proposal which is determined

to be unrealistic will be assessed as having high performance risk. A business decision to submit an unrealistic price proposal will be considered as reflecting on the risk associated with the proposal.

The Government reserves the right to confer with Offerors to clarify or resolve proposal/quotation issues. The Government reserves the right to make an award decision based on the initial quotation. Therefore, offers should contain all of the aforementioned requested information and best prices should be submitted with this proposal.

APPENDIX A - CURRENT REGIONAL SERVICE LOCATIONS

<redacted>

APPENDIX B - COMPLIANCE CHECKLIST

<redacted>

APPENDIX C - PRICING WORKBOOK

<redacted>

APPENDIX D - GSA TAILORING OF NIST 800-53 CONTROLS

<redacted>

APPENDIX E - MANAGED VOIP SCENARIOS

<redacted>

APPENDIX F - VOIPTS SCENARIO

<redacted>

APPENDIX G - DATA SERVICE SCENARIOS

<redacted>

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APPENDIX H - SITE BASED SERVICE SUPPORT SCENARIO

<redacted>