Volume 2 — Management

Enterprise Infrastructure Solutions (EIS)

Solicitation #QTA0015THA3003

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████████████████████████████████. BT Federal has
provided CONUS and OCONUS customized solutions to the Civilian, DoD, and the
Intelligence Community since 1999. BT Federal is organized to leverage BT's full global
capabilities in more than 170 countries on programs with a national security emphasis.
BT Federal is a wholly-owned subsidiary of our parent company, BT Group plc.,
hereinafter referred to as BT.

Our ability and confidence to meet these requirements comes from our many years of
experience in successfully delivering services to multiple locations to both commercial
and government customers. BT Federal has reachback into the BT family of companies
using our Global Service Line Matrix Resourcing capability described **in Attachment 1
Program Management Plan** of this volume.

Organized to Meet the Needs of GSA and the Agencies

Our management approach described in this volume is based on providing full lifecycle
support to GSA and the Agencies.

Lifecycle Model. BT Federal gained valuable knowledge and insights by actively
participating in GSA EIS procurement activities by including the ACT-IAC NS 2020
Working Group, attending industry day events, commenting at the draft RFP stage,
engaging with the agency officials during the one on one meetings, and participating in
the question and answer process during final proposal development. This experience
influenced the tailored design of our EIS Service Delivery Lifecycle Model. As depicted
in **Figure 1-1**, the steps of our model directly align with GSA's view of the Agency Task
Order Process steps of 1) Planning, 2) Solicitation, 3) Implementation, and 4)
Operations as presented during the EIS Government/Industry Information Exchange
Session Day 3 on June 30, 2015.
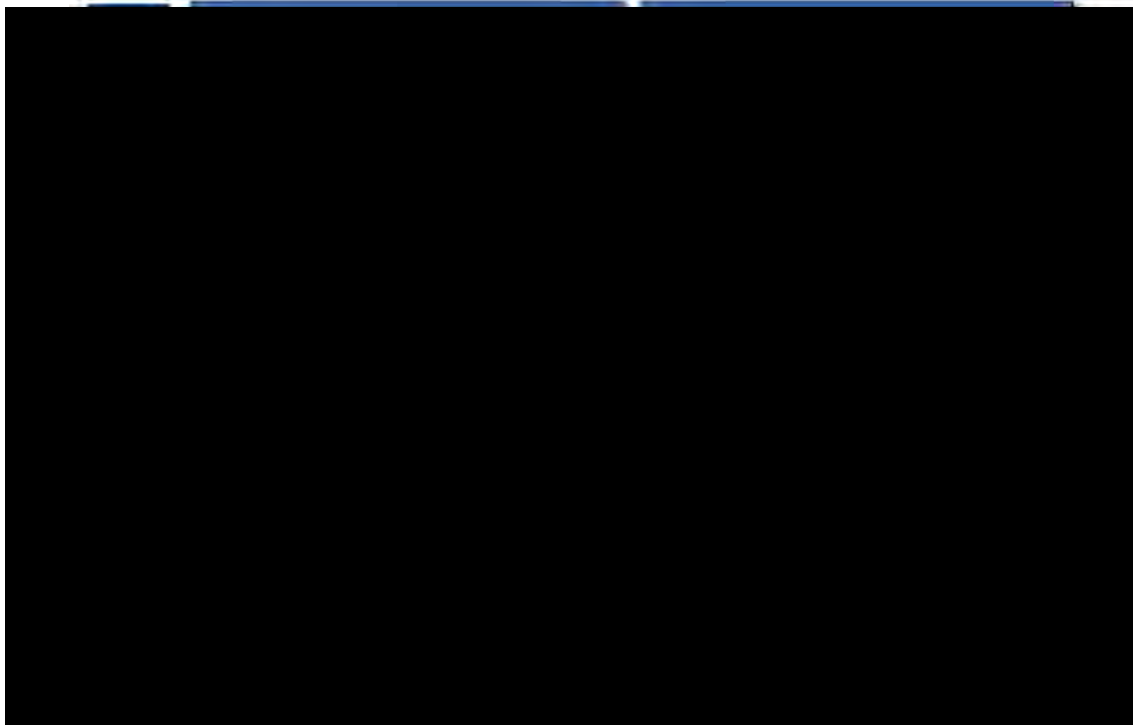
Our CSO is also accountable for the overall customer experience. We will partner with GSA and the Agencies to provide the best possible customer experience. Our EIS CSO **Sales and Engineering** team will communicate with GSA and the Agencies directly to strategically position GSA's value proposition while advocating EIS and the NS 2020 strategy. The **Program Operations** team will collaborate with GSA and the Agencies in execution of this contract.

This complete approach from the BT Federal EIS CSO will provide a contractual environment and process that streamlines GSA and the Agencies' procurement of telecommunications service and products.

2.0 Management Response to Section G Contract Administration Data [G.2.2.1.1, L.30.1(1)]

2.1. Introduction

2.2. Contract Administration [G.2]

Close coordination and streamlined contract administration are paramount to success of GSA's EIS Program. BT Federal understands the complexities associated with the processes of administering multiple contracts with multiple task orders (TOs). We are ready Day One of award with a contracts administration team that understands orders ranging from simple procurements to enterprise-wide implementations as well as the complexities of the rules and requirements of Federal government procurements.

2.2.1. Government Points of Contact [G.2.1]

BT Federal will coordinate contract administration with the Government's assigned points of contact in accordance with the following guidelines and best practices.

2.2.2. Roles and Responsibilities [G.2.2]

2.2.2.1. Agency Role [G.2.2.1]

BT Federal understands the Agency's roles and responsibilities for administering task orders, service orders, acceptance, payment and will fully cooperate with the Agency and local government contacts and others as appropriate and designated by the Agency.

2.2.2.1.1. Task Order Authority / OCO [G.2.2.1.1]

We will comply with the Agency's requirement to ensure that any Ordering Contracting Officer (OCO) or authorized official has the appropriate warrant or Delegation of Procurement Authority (DPA) to transact business under the contract. Our Program Manager in conjunction with our Contracts Manager will ensure administrative governance requires validation of DPA data contained in GSA's system prior to processing any new TOs or processing changes to existing TOs.

2.2.2.1.2. OCO Duties [G.2.2.1.2]

BT Federal understands the OCOs' role and duties and will work with them to administer service orders and fulfill their other responsibilities relating to a Task Order.

2.2.2.2. GSA Role [G.2.2.2]

BT Federal understands GSA's role and responsibilities and will cooperate with GSA in its role as contract administrator.

2.2.2.2.1. GSA Contracting Officer [G.2.2.2.1]

BT Federal understands the responsibility vested in the GSA Contracting Officer (CO) and will work to support the CO's role administering the contract.

2.2.2.2.2. GSA Program Manager [G.2.2.2.2]

BT Federal understands the roles and responsibilities of the GSA Program Manager, Contracting Officer's Representative (COR), Customer Service Representative and Technology Service Manager (TSM) (under Section G) and will support them and the GSA program office.

2.2.3. BSS Final Contract Acceptance [G.2.3; E.2.1, H.3]

We will complete and pass the Business Support System (BSS) validation testing, as stated in the contract, within 12 months from the acceptance of the BSS Verification Test Plan. BT Federal understands that if we do not pass the BSS testing in the 12-month period, the Government may cancel the contract; however, we will receive additional time due to delays caused by the Government. BT Federal understands that we will not receive the Minimum Revenue Guarantee (MRG) stated in Clause H.3 if our contract is cancelled in accordance with this clause and that the Government will not entertain any financial claim or settlement submitted by BT Federal as a result of the contract being cancelled.

2.2.4. Contract Modification [G.2.4; J.4]

We will adhere to the guidelines for contract modification described in Section J.4, Guidelines for Modifications to EIS Program Contracts.

2.2.5. Contract Closeout [G.2.5]

We will follow guidelines for Contract Closeout per FAR Part 4.804, Closeout of Contract Files and GSAM Subpart 504.804-5, Procedures for closing out contract files.

2.2.6. Past Performance [G.2.6]

BT Federal understands and will view and comment on evaluations entered in CPARS and will ensure that our PPIRS information is current and up to date.

2.3. Ordering [G.3; F.2.1 Deliverable ID #37, 38]

GSA and the Agencies need easy access to one-stop shopping for a broad scope of telecommunications and IT infrastructure services. BT Federal offers a BSS that enables user-friendly, automated ordering that supports service planning and

implementation. BT has implemented a range of BSS for government and commercial customers.

BT Federal understands and will comply with the Ordering requirements listed in ADM 4800.2H Eligibility from GSA Source of Supply and Services ensuring that we will only accept orders from authorized entities using the following process: (1- GSA establishes a DPA from the GSA CO to the OCO; 2- The OCO completes the fair opportunity process; 3-The OCO issues a TO that complies with FAR 16.505; 4- The OCO may appoint a COR(s) or other authorized ordering official on the TO to assist with the administration and placing of service orders; 5- Once the TO is awarded, the OCO completes account registration with BT Federal; 6-Government may place service orders against the TO).

Our BSS enables the application for customer-facing change requests and management. BT uses this system to provide a contract-specific service catalog from which any type of change can be requested and managed such as small moves/ adds / changes, product orders, and complex changes.

Our BSS includes a customer self-service capability to request, manage, and track changes and orders. Customers use a secure, user-friendly, Web-based interface allowing direct and immediate access to status and acknowledgements. Users may initiate service orders and access, manage, and track service ordering data 24x7x365.

BT's service catalog is underpinned by a configurable workflow, allowing unique processes to be modeled into the BSS on a case-by-case basis. For example, the workflow for each service catalog item can be tailored based on service type, geographical region, cost, lead-time, priority or other criteria.

The interface allows the Customer to interact directly with BT Federal teams throughout the lifecycle of a change. The system captures order details, alerts BT Federal teams to new requests, and directs subsequent actions and requests to appropriate team(s). As the change moves through its life cycle, the system allows the user to check the latest progress at the touch of a button and in real-time. It also keeps an auditable record of all changes.

The BT Federal Customer Support Office will act as the point of contact. The team will interface with Agencies via a toll-free hotline to handle orders and account changes, as

well as provide updated status on service ordering activities. Our Sales Managers have years of experience working with Government requirements and will work to ensure that Agency commitments are met or exceeded. Regardless of whether an order comes through the Web portal, email, fax, U.S. Mail, or the telephone, our team will ensure that an order is properly completed.

2.3.1.1. Fair Opportunity Process [G.3.1]

BT Federal understands the fair opportunity procedures, and appreciates being considered to compete for Task Orders under the EIS contract.

For fair opportunity TOs exceeding more than $150K and less than $5.5M, BT Federal understands each TO will be placed on a competitive basis. All costs associated with the preparation, presentation, and discussion of the contractor's proposal will be at our sole and exclusive expense.

2.3.1.2. eBuy [G.3.1.1]

BT Federal is familiar with the process of purchasing supplies and services from eBuy. We will register and begin frequently monitoring and responding to EIS opportunities using the EIS RFQ/RFP tool. Upon receipt of an email notice indicating that there is an eBuy opportunity BT Federal will respond in the manner prescribed in the request.

2.3.2. Task Orders [G.3.2]

Task Orders released by the Government will include technical details and scope of work identifying the services required. Task Order Unique CLINS (TUCs) as defined in RFP B.1.2.2, will be used for new service items that do not fall into any of the fixed or ICB CLINs defined in RFP B.1.2.14.

Per the Delegation of Procurement Authority (DPA) issued by GSA as described in RFP G.2.2.1.1, we will not accept TOs or service orders from an unauthorized person.

Per RFP J.2.3, Task Order Data Management, BT acknowledges that TO data management will consist of initial setup and ongoing maintenance of TO data in the GSA system (**GSA Conexus**) and the **BT BSS**. Data management will begin immediately after TO issuance and extend for the TO's life.

BT Federal will comply with requirements for the following three categories of data for the GSA Conexus and the BT BSS to foster effective data exchange: 1) Task Order Controlled Data, 2) Task Order Associated Data, and 3) System Reference Data.

2.3.2.1. Task Order Award [G.3.2.1]

BT Federal understands that all TOs awarded will be placed directly by the OCO and can only be modified by a TO modification.

2.3.2.2. Task Order Modification [G.3.2.2]

Our CSO handles reporting and will keep GSA up to date on TO modifications as directed in RFP J.2.3, Task Order Data Management. For more information, see Section 4.2, Task Order Data Management.

2.3.2.3. Protests and Complaints [G.3.2.3]

BT will comply with the process for Protests per FAR 16.505 (a)(9)(i) and Complaints per GSA Acquisition Manual Part 533 — Protests, Disputes, and Appeals.

2.3.2.3.1. Fair Opportunity Notice of Protest [G.3.2.3.1]

BT Federal understands the process for a Fair Opportunity Protest.

2.3.2.4. Customer of Record [G.3.2.4]

BT commits to supporting all customer-of-record options under this contract, including; GSA acting as customer of record on behalf of another agency; The agency itself acting as customer of record; GSA acting as an OCO for an agency with the Agency remaining as the customer of record.

2.3.2.5. Authorization of Orders [G.3.2.5]

BT Federal complies with GSA's process for Authorization of Orders and recognizes it will not be able to accept a TO or service order until all mandatory services for that CBSA have been added to the contract through the contract modification process. In the event BT Federal submits a proposal or quote for any requirement not currently on the contract, we will submit a modification proposal to GSA to add the necessary services and/or discount class to our contract and so indicates in the solicitation. BT Federal will not accept a TO or service order, or provision items until the items have been added to our catalog. TOs will not be accepted unless all services and/or discount class on the

order are on contract; this applies to missing services, approved CBSA, or discount class.

2.3.3. Ordering Services [G.3.3]

BT Federal complies with the requirement to accept and handle orders for service incorporated directly within the TO or placed separately after the issuance of the TO. We will accept supplemental information to complete an order of service in the event that the missing data is supplemental rather than other than required TO data per RFP G.3.2, Task Orders.

BT Federal acknowledges the requirements for the placement, acceptance, and handling of orders for service regardless of whether such orders are incorporated into the TO or placed separately after the issuance of the TO as described in RFP J.2.4, Ordering.

2.3.3.1. General Requirements for Ordering Services [G.3.3.1]

2.3.3.1.1. Agency Hierarchy Code (AHC) [G.3.3.1.1]

BT Federal complies with Agency Hierarchy Codes (AHCs) requirements as described in Section J.2.4.1.2. Any orders received by BT Federal without an AHC for each line item will be rejected.

2.3.3.1.2. Auto-Sold CLINs [G.3.3.1.2]

If there is a need for Auto-Sold CLINs, we will include in the proposal or quote as requested and ensure they are on the TO. BT Federal will not apply any newly added auto-sold CLINs to any previously issued TO unless specifically added via a TO modification. If a TO modification is issued to add a new auto-sold CLIN, we will issue new Service Order Completion Notices (SOCNs).

2.3.3.1.3. Customer Want Date [G.3.3.1.3]

BT Federal will include in our order a Customer Want Date (CWD) for installation. We will make every reasonable effort to accommodate the CWD. BT Federal will not issue the SOCN nor begin billing prior to the CWD unless the order specifies that early installation is acceptable. If the time between the order and the CWD is greater than the defined provisioning interval for the service as described in Section G.8.2.2, the service provisioning SLA is waived for that service on that order.

2.3.3.1.4. Service Order Completion Notification (SOCN) [G.3.3.1.4]

BT Federal will submit a SOCN after completion of each service provisioning. We understand no revisions to the SOCN are permitted without an administrative change order.

2.3.3.2. Order Types [G.3.3.2]

2.3.3.2.1. Orders for New Services [G.3.3.2.1]

BT Federal understands that orders for new services are defined as order for services (CLINs) that are not currently provided.

2.3.3.2.2. Orders to Change Existing Services [G.3.3.2.2]

2.3.3.2.2.1. Move Orders [G.3.3.2.2.1]

BT Federal understands that Move orders are defined as orders that require the removal of an existing service and/or Service Related Equipment (SRE) from one location and the re-installation of the identical service and/or SRE at another location.

2.3.3.2.2.2. Feature Change Orders [G.3.3.2.2.2]

BT Federal understands that feature change orders are defined as orders that require changes to the features of an existing service and fall into two categories: A change to the CLIN being billed; Changes that do not require a change to the CLIN being billed.

2.3.3.2.2.3. Disconnect Orders [G.3.3.2.2.3]

Disconnect orders are orders that require the removal of services (CLINs) currently being provided. BT will accept at any time disconnect orders from agencies Per the Delegation of Procurement Authority (DPA) issued by GSA as described in RFP G.2.2.1.1. BT Federal will not accept orders from an unauthorized person.

Billing for the disconnected services will stop on the completion date in the SOCN and within the provisioning intervals for disconnects as required in Section G.8 Service Level Management. Disconnect orders includes the customer's desired disconnect date. If the time between the order and the desired disconnect date is greater than the defined provisioning interval for the service as described in RFP G.8.2.2, the service provisioning SLA will be waived for that service on that order. GSA will automatically stop payment on these orders based on stated disconnect date.

Equipment related to disconnect orders will be removed within 45 days after the termination of services.

Equipment related to disconnect orders will be removed within 45 days after the termination of services. Our standard procedure for equipment sanitization is aligned to NIST SP 800-88 Revision 1, "Guidelines for Media Sanitization."

If a disconnect order includes disconnection of services that appear to leave other services effectively unusable (e.g., disconnecting a circuit but not the associated equipment), we will immediately notify the customer of the full list of associated Unique Billing Identifiers (UBIs). We will request clarification of the customer's intent to only disconnect the specified service. If the customer provides instructions indicating that the list, in whole or in part, is intended for disconnect, then BT Federal will accept this as an order update.

2.3.3.2.2.4. Administrative Change Orders [G.3.3.2.2.4]

BT Federal will accept administrative changes that do not impact service delivery or pricing to previously provisioned orders via administrative change orders. After updating our system, BT Federal will provide the updated information to GSA as described in Section J.2.4 of the solicitation.

2.3.3.2.3. Updates to In-Progress Orders [G.3.3.2.3]

The following provisions may be updated to accommodate the following

- Cancel the Order
- Change Service Delivery Location
- Change Service Features
- Change the Customer Want Date (CWD)
- Change in Administrative Data

2.3.3.2.3.1. Cancel Orders [G.3.3.2.3.1]

BT Federal will accept an order from an agency to cancel a pending order at any step of the order process prior to SOCN.

If a cancel order includes the cancellation of services that appear to leave other services effectively unusable (e.g., canceling a circuit but not the associated equipment), we will notify the customer of the full list of associated order line items. BT

Federal will request clarification of the customer's intent to only cancel the specified order line items. If the customer provides instructions indicating that the list, in whole or in part, is intended for cancellation, we will accept this as an order update.

BT Federal will not charge the ordering agency for network access order if the cancellation order was placed 30 or more days before the later of The CWD in the initial order, or The firm order commitment date.

If the Government's cancellation request does not meet the timeframe and requirements above, then the Government will pay the non-recurring charge (NRC) for the associated access arrangements using the cancellation CLIN described in RFP B.4.1.13, even if it was previously waived by BT.

2.3.3.2.3.2. Location Change Updates [G.3.3.2.3.2]

Location change updates are defined as order updates that change the service delivery location from that specified in the original order. These are Changes in service delivery location that impact LEC provisioning, and Changes in service delivery location that do not impact LEC provisioning.

2.3.3.2.3.3. Feature Change Updates [G.3.3.2.3.3]

Feature change updates are defined as order updates that require changes to the features of an existing service. These are Feature changes that require a change to the CLIN originally ordered, and Feature changes that do not require a change to the CLIN originally ordered.

2.3.3.2.3.4. Customer Want Date Change Updates [G.3.3.2.3.4]

BT Federal complies with Customer Want Date (CWD) updates. BT Federal will not issue the SOCN and begin billing prior to the new CWD, unless the change requested is less than 14 days before the later of The CWD in the initial order, or The firm order commitment date.

2.3.3.2.3.5. Administrative Data Change Updates [G.3.3.2.3.5]

BT Federal will accept administrative changes to in-progress orders as long as it does not impact service delivery or pricing.

2.3.3.3. Special Order Handling [G.3.3.3]

2.3.3.3.1. Telecommunications Service Priority (TSP) Orders [G.3.3.3.1]

BT Federal complies with requirements for Telecommunications Service Priority (TSP) orders as outlined in **Attachment 8 National Security and Emergency Preparedness**. We will have a 24-hour point-of-contact available to receive emergency requests and reports of TSP outages.

BT Federal will provide the service in accordance with the following telecommunication service priority levels:

When TSP is specified in the order, we will provide the service in accordance with the following telecommunication service priority levels:

a) PROVISIONING PRIORITY (5, 4, 3, 2, 1, or E),
b) RESTORATION PRIORITY (5, 4, 3, 2, or 1), or
c) BOTH for both provisioning and restoration as specified in the order from Service Delivery Point to Service Delivery Point (SDP).

Restoration of service will be in accordance with the TSP priority levels designated for the transmission service and in accordance with NCS Directive (NCSD) 3-1, TSP System for NS/EP and NCS Manual 3-1-1, "Service User Manual for the TSP System." NS/EP, including urgent or emergency delivery order service, and will be separately negotiated on an individual case basis. BT Federal will provide expedited service implementation when the ordering agency requires priority provisioning for NS/EP circumstances or other circumstances in which the TSP system is invoked. BT Federal will make our best effort to implement the ordered service(s) by the CWD, based on essential priorities as set certified by the DHS Program.

2.3.3.3.2. Rapid Provisioning Orders [G.3.3.3.2]

BT Federal will ensure that services identified for rapid provisioning can be provisioned within 48 hours. BT Federal will use the proposed Rapid Provisioning interval when calculating SLA compliance for the Service where Rapid Provisioning applies.

2.3.3.3.3. Task Order Projects [G.3.3.3.3]

Upon award of a TO, we will prepare a Task Order Project Plan (TOPP) IAW Deliverable ID #38 which identifies our project management processes, scheduling, procedures, tools, and implementation of the TO on the BT network. We will deliver the TOPP to the OCO of the TO (or service order) for approval and signature; the OCO's

signature indicates agreement to the implementation schedule and as-of billing date for each item in the TO.

For each Task Order Project, we will provide the OCO with a single point of contact for service implementation. We will ensure that the point of contact or the designated alternate is accessible by telephone (office or mobile) or pager during the time periods when service implementation activities are taking place. We will coordinate with the OCO, customers, subcontractors, vendors, and other service providers during the service implementation. BT Federal will inform the OCO and the LGC on the order when activities, including installation and cutover testing, are scheduled at a building. If the contractor changes the installation or activation date, we will promptly notify the OCO and provide a revised date.

Unless the OCO requests an alternative outline, we will include in the TOPP as per the minimum requirements in RFP items G.3.3.3(1) through (11)(a)-(e).

2.3.4. Testing and Acceptance of Services Ordered [G.3.4]

BT Federal complies with the requirements for the verification testing of all associated EIS services based on the methodology defined in Section E.2.2 EIS Services Verification Testing. We will comply with the criteria for acceptance testing defined by the Agency TO.

2.3.5. Performance Management [G.3.5]

BT Federal will comply with requirements for provisioning intervals as defined in RFP G.8 Service Level Management and stated in RFP G.8.2.2 Service Provisioning SLAs.

2.4. Billing [G.4]

EIS requires a fully integrated ordering, billing and inventory management system, with bill verification services to its customer Agencies. BT Federal is committed to assisting GSA to improve billing management. We will follow a stringent process for billing submission that reduces errors, increases accuracy, and provides billing clarity and transparency.

BT Federal complies with the functions, processes, data, and systems interface for the billing as required by RFP Sections G.4 and J.2.5.

BT Federal will manage all aspects of billing and invoicing for the contract to ensure proper Agency invoicing, and that the Agency understands and agrees with the charges. The key responsibilities for billing processing and work stream are:

- Establishing invoice processes including supplier pass-throughs and customer Agency validations
- Coordinating monthly Billing and Invoicing for Agencies including adjustments.
- Creating accurate invoices and supplier invoice payments
- Establishing and maintaining billing dispute and adjustment processes
- Producing billing and invoice related reporting
- Reconciling supplier/customer invoices with asset and inventory management

2.4.1. Billing Prerequisites [G.4.1]

BT Federal will provide a simplified billing management system that provides GSA and Agencies Web-based accessibility, ease of use, accuracy, reliability, real-time update capability, and security. The following sections describe BT Federal's internal billing system and processes for direct billing; billing disputes and adjustments; and process of exchange of billing information with Agencies. Our BSS architecture provides for implementation of these processes.

2.4.1.1. Billing Cycle [G.4.1.1]

BT Federal's monthly billing will indicate charges for services to the Government in arrears at the end of every month after services have been provided. All billing will be rendered based on calendar month cycles and will comply with the Government's billing period, which runs from the first through the last day of the calendar month.

2.4.1.2. Billing Start Date and End Date [G.4.1.2]

BT Federal will submit Service Order Completion Notice (SOCN) to the Government prior to billing for the associated service. For new services, the SOCN date will represent the billing start date. For services that are disconnected, the SOCN will reflect the billing end date.

If BT federal receives a rejection notice from the Government within 3 days of receipt of SOCN or longer depending on specific TO test and acceptance criteria, we will not

begin billing for services. We will issue a new SOCN for services, with an updated order completion date, after correcting the reasons for rejection.

We will begin billing both NRC and MRC on the billing start date with the following exceptions:

- The government rejects the services within three (3) days of receipt of the SOCN
- Task Orders may specify alternate billing start dates. BT Federal start dates will comply with the specific TO billing requirements and will not violate the 90-day billing requirement

Unless otherwise specified in the TO, the NRC price billed will be that which was in effect at the time the service order was placed and the MRC will be that which is in effect for the billing month.

2.4.1.3. 90-Day Billing Requirement [G.4.1.3]

BT Federal will submit a proper Billing Invoice (BI) within 90 days after issuance of the initial SOCN or any revised SOCN due to service rejections.. For direct-billed arrangements, the Agency OCO may waive the 90-day billing requirement. The waiver will be assessed on a case-by-case basis.

2.4.1.4. Unique Billing Identifier [G.4.1.4]

BT Federal will create and assign the UBIs and will include them on all bills for provided services. The UBIs will uniquely identify one or multiple items associated with one order. The UBI will be linked to ordering, billing and inventory management. The SOCN UBIs will align with the UBIs reported on the billing documents.

2.4.1.5. Agency Hierarchy Code [G.4.1.5]

BT Federal will comply with the AHC requirements as described in RFP J.2.4. Our billing, provisioning, and inventory management systems will assign and record Agency Hierarchy Codes (AHC) to all transactions and will include the AHC for each line item in all billing. BT Federal will review all order requests and ensure the proper AHC is assigned to each line item of the order. Additionally, we will provide the ability for the Government to make AHC changes without interruption of services and billing cycles.

2.4.1.6. Agency Service Request Number [G.4.1.6]

BT Federal has developed our BSS to accommodate Agency Service Request Numbers (ASRNs). BT Federal has the ability to maintain up to two ASRN for each line item of an order. If the Government provides ASRN data element(s) as part of a Service Order (SO), we will include them on all deliverables that reference that order or the services included in that order.

2.4.1.7. Electronic Billing [G.4.1.7]

The Government intends to use electronic billing for all TOs. BT Federal currently provides electronic billing services to our customers using Invoicing, Receipt, Acceptance, and Property Transfer (iRAPT) system, formerly known as Wide Area Workflow (WAWF), which is a web-based, DoD-wide application designed to eliminate paper from the receipt and acceptance process of the contracting lifecycle. Our BSS design will have the ability to integrate other similar Government electronic billing systems data processing using electronic data interchange (EDI) formats such as ANSI X12.

BT Federal has designed our BSS with capabilities to input summary invoice data in Government designated systems, and enable electronic submission into Government billing portals.

- WebVendor
- Vendor and Customer Self Service (VCSS) system
- Invoice Processing Platform (IPP)
- Other systems as specified in the TO

The Government will not accept paper invoices unless authorized by the Government.

2.4.2. Direct Billing　　[G.4.2]

BT Federal will bill the agency directly for all charges incurred by the agency and its sub-agencies in accordance with the TO. BT Federal will be paid directly by the agency. BT Federal will be responsible for collecting the AGF and remittance of the total AGF amount collected for the month to GSA by electronic funds transfer (EFT).

2.4.2.1. Blank

The content of this section has been removed due to changes required by RFP Amendment 16, Dated 10/19/2016.

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2.4.3. Billing Functional Requirements [G.4.3]

BT Federal's billing processes have been developed to comply with the processes, deliverables and data exchange requirements as prescribed in RFP J.2.5. BT Federal will respond within seven (7) days to a billing inquiry.

2.4.3.1. Adjustments [G.4.3.1]

When errors are discovered during the billing cycle either pre or post payment, we will follow the adjustment process described in RFP J.2.5.2 Billing.

A Billing Adjustment (BA) will be submitted for errors that have been identified after payment and not resulted in disputes as described in RFP J.2.6. We will apply any adjustments to the next available bill.

When adjustments are required prior to payment being made we will submit revised versions of deliverables within three (3) days of discovering the undisputed error.

2.4.3.2. Monthly Billing Informational Memorandum (G.4.3.2)

BT Federal will provide, as needed, a Monthly Billing Informational Memorandum to coincide with the monthly delivery of billing files. The monthly informational memorandum will include explanation of changes in billing, changes to data formats, new services added to the billing, and issues pertaining to balancing charges.

2.4.4. Disputes [G.4.4]

The Government may reject a bill in whole or part within seven (7) days of BT Federal's submission of electronic invoice. BT Federal will accept and process the Government's disputes and comply with the processes, deliverables, and data exchange requirements described in Section J.2.6 Billing & Inventory Disputes. We will work with the Government to address the dispute to enable a mutually agreeable resolution within 180 days of dispute. Upon resolution, any payment adjustments, either increases or decreases, will be applied to the next billing cycle. In situations when a complete resolution is not forthcoming within the 180 days, we will submit a partial resolution for acceptance or rejection. If the partial resolution is agreed to by BT Federal and the Government, the adjustment may be made at that time, or held until the pending items are resolved.

2.4.4.1. Billing Disputes Resolution [G.4.4.1]

BT Federal will resolve billing disputes with the Agency that submitted the dispute following these steps:

1. BT Federal will work to resolve disputes within 180 days of the dispute notice.

2. In cases where a complete resolution is not forthcoming, we will submit partial resolutions (less than the total amount in dispute) to the Agency for acceptance or rejection. The OCO will respond within fourteen (14) days to BT Federal's proposed resolution. Either party may escalate the dispute at any time to the Agency OCO for direct billing. In cases where BT Federal and the Government agree on a portion of a dispute, the parties may make an adjustment to resolve the agreed-to portion(s) pending resolution of the remainder of the dispute.

3. In cases where a complete resolution is not forthcoming, BT Federal may submit partial resolutions (less than the total amount in dispute) to the agency for acceptance or rejection. Accordingly, the OCO will respond within fourteen (14) days to BT Federal's proposed resolution. Either party may escalate the dispute at any time to the OCO. In cases where the contractor and government agree on a portion of a dispute, the parties may make an adjustment to resolve the agreed-to portion(s) pending resolution of the remainder of the dispute

4. Disputes that are not resolved within 180 days of the dispute notice or the approved extension time will be escalated to the OCO.

5. Once a dispute is resolved, we will process the associated adjustment ensuring that the debit or credit and the associated billing dispute identifier are clearly documented according to RFP J.2.6 Billing & Inventory Disputes.

6. BT Federal will provide a Monthly Dispute Report (DR).

2.4.5. Payment of a Bill by the Government [G.4.5]

The conditions of Government's acceptance of our services as described in RFP E.2.2 EIS Service Verification Testing. BT Federal will submit bills for service that have been accepted by the Government based on the result of such testing. BT Federal will submit our bills for accepted services on a monthly basis in accordance with the provisions of RFP G.4.1.7 Electronic billing and J.2.5 Billing.

Upon expiration of the contract or TO, we will submit a final billing invoice within 90 days unless BT Federal requests, and our request is granted an extension by OCO in writing. BT Federal understands that Government will start the Prompt Payment clock according to FAR Clause 52.232-25 when the detail billing has been delivered to the Government in accordance with RFP G.4.2.

2.4.6. Associated Government Fee [G.4.6]

BT Federal will collect the AGF from customer agencies on a monthly basis throughout the life of the contract. The total amount of AGF collected for the month will be remitted to GSA via EFT no later than 15th business day of the following month.

2.4.7. Electronic Funds Transfer [G.4.7]

BT Federal will provide information required to receive payment via EFT. We will accept payment of bills via EFT.

2.4.8. Government Purchase Card Payments [G.4.8]

BT Federal will accept payment via Government Purchase Card when authorized by the Government for telecommunications purchases under this contract. BT Federal will coordinate with our bank to obtain the appropriate Standard Industrial Classification code for the services provided under the contract and establish our Government Purchase Card financial procedures with our financial institution to ensure acceptance of such payments for billing.

2.4.9. Rounding of Charges for Billing and AGF [G.4.9]

BT Federal will round billing in accordance with RFP J.2.5.1.6 Rounding

2.4.10. Proration of Monthly Charges [G.4.10]

BT Federal will prorate billing based on the number of days that the service is provided during the billing period in accordance with RFP J.2.5.1.5 Proration. BT Federal is able to and will support both proration types, namely "Month-Length Proration" and "Normalized 30-Day Month Proration".

2.4.11. Taxes, Fees and Surcharges [G.4.11]

2.4.11.1. Separate Billing of Taxes, Fees and Surcharges [G.4.11.1]

BT Federal will separate billing amounts for taxes, fees and surcharges, which will be provided as individual components or amounts on the BI.

The agency may elect fully loaded CLIN pricing which will include all allowable taxes, fees and surcharges. In this case, we will bill the prices that were proposed, accepted and included in the TO. BT Federal will separate billing amounts for taxes, fees and surcharges, which will be provided as individual components or amounts on the BI, whether they are part of an original charge or an adjustment.

2.4.11.2. Aggregated Taxes [G.4.11.2]

BT Federal will include the aggregated tax for each line item in the billing invoice and will also provide the detailed composition of the aggregated tax in the tax detail deliverable as specified in RFP J.2.5.1.7

2.4.12. Billing Performance Objectives [G.4.12]

BT Federal's BSS billing component is designed to submit accurate billing that complies with RFP Sections G.4, H.14 and J.2.5. BT Federal has built systems performance monitoring and controls for billing data accuracy and billing charge accuracy in our BSS. These safeguards ensure:

1. All applicable data elements are included on the Billing Invoice (BI) in accordance with RFP J.2.10 Data Dictionary.
2. The BI will have an associated SOCN for each order.
3. The information on the BI will be consistent with that on the SOCN.
4. There will be no duplicate records within the BI.
5. There will be no records within the BI that represent charges being billed more than 90 days after the issuance of the SOCN unless waived as described in RFP G.4.1.3.
6. The pricing will match the price(s) on the contract or TO.

2.4.12.1. Billing Data Accuracy Key Performance Indicator [G.4.12.1]

BT Federal has designed the systems to meet or exceed the 95% Acceptable Quality Level (AQL) for Billing Data Accuracy Key Performance Indicators (KPIs).

2.4.12.2. Billing Charges Accuracy Key Performance Indicator [G.4.12.2]

BT Federal has designed the systems supporting the Government to meet or exceed the 95% AQL for Billing Charges Accuracy KPIs.

2.5. Business Support Systems [G.5; F.2.1 ID #39 – 76]

2.5.1. Overview [G.5.1]

Our BSS reduces the complexities of ordering, managing, and delivering of telecommunications and IT infrastructure support services. BT Federal will work with GSA to co-market and promote the benefits of EIS including streamlined procurement, billing, and servicing. Our BSS is designed to be a self-service, secure, and user-friendly tool that will provide confidence to GSA's customers, and confidentiality of information to the Government. Our BSS is an integrated suite of modules with a single point-of-entry portal, using data entered once to share the data across all.

2.5.2. Reserved [G.5.2]

2.5.3. Technical Requirements [G.5.3]

2.5.3.1. Web Interface [G.5.3.1]

BT Federal's BSS will include a secure, Section 508 compliant web interface that allows easy access and interaction by GSA and Agency users. BT Federal will provide the appropriate training and online self-help tools as required by RFP G.10 Training. Our EIS BSS will also include secure interfaces with GSA and Customer Agencies' system for protected exchange of service and customer data.

2.5.3.1.1. Web Interface Functions [G.5.3.1.1]

BT Federal's interface will support the following functions as outlined in RFP G.5.4 BSS Component Service Requirements, Order Submission including Pricing Catalog, Inventory Management, Trouble Ticketing, Billing and Payment Management.

2.5.3.1.2. Technology Standards [G.5.3.1.2]

BT Federal will develop the BSS based on ITIL® standards and will adhere to the industry best practices, techniques, and development strategies such as Agile. BT Federal will also adhere to National Institute of Standards and Technology (NIST) Systems Security Engineering and Security Considerations in the System Development Life Cycle guidelines and protocols. BT Federal will develop the web-based interface for the BSS so that it will require only a standard, commonly in-use web browser with no additional special tools, applications, or plug-ins required. Our BSS web interface will be accessible by the most common versions of the following standard browsers:

Use or disclosure of proposal data is subject to the restrictions on the title page of this proposal.

Microsoft Internet Explorer/Microsoft Edge (desktop and mobile), Mozilla Firefox (desktop and mobile), Google Chrome (desktop and mobile), Apple Safari (desktop and mobile).

2.5.3.1.3. Accessibility [G.5.3.1.3]

BT Federal's BSS and will comply with FAR 2.101, and will conform to the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR Part 1194), parts B, C and D as amended. BT Federal will have available a comprehensive list of all offered EIT products that fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. BT Federal will also identify the technical standards applicable to all products proposed. BT Federal will clearly indicate where this list with full details of compliance can be found (e.g., an exact web page location-see submission matrix). BT Federal will ensure this list is available on BT Federal's website(s) within 30 days of Notice to Proceed (NTP).

BT Federal will conduct extensive market research to identify, procure, and incorporate EIT products in the BSS infrastructure that are compliant with, the requirements of the Government for this contract. If BT Federal finds that any of the products are not fully compliant, we will specify each specific standard that is not met, provide a detailed description and indicate the degree of compliance.

BT Federal will make the BSS Voluntary Product Accessibility Template (VPAT) available on its website. BT Federal will only procure and implement third party components for the BSS that are fully compliant with all Government requirements including, but not limited to requirements of Section 508. BT Federal has directly addressed compliance with Section 508 in the following deliverables: 1) BSS Development and Implementation Plan and BSS Verification Test Plan (included in this volume); and BSS Verification Test Results

2.5.3.2. Direct Data Exchange [G.5.3.2]

BT Federal's BSS will include secure, automated mechanisms for direct transfer of detailed transaction data to the GSA Conexus. Our secure data exchange mechanism will mask sensitive data at the point of initiation of transition and will provide the

appropriate protocols for unmasking the same at the destination. The data exchange will include all elements detailed in RFP G.5.4 BSS Component Service Requirements.

2.5.3.2.1. Direct Data Exchange Methods [G.5.3.2.1]

BT Federal's BSS will initiate and process bi-directional automated exchange of management and operations data using the following methods:

- Web Services: BT Federal will adhere to the standards and mechanisms of XML data model and schemas for transactions that will require Application Program Interfaces (APIs) for system-to-system data exchange between Government and BT Federal systems, namely the BSS. BT Federal will follow SOAP protocols and specifications for developing compliant structured data sets in the implementation of BT Federal's web services. This includes formatting message at the application layer, in this case, Hypertext Transfer Protocol (HTTP) for message negotiation and transmission. BT Federal will apply these protocols in bi-directional transitions. BT Federal will use X.509-based digital certificates to support bi-directional authentication and encryption in exchanging data with GSA Conexus. BT Federal will implement protocol for secure web services as defined by NIST guidelines (SP 800-95, SP 800-53 R4) and GSA Web Application Security Guide 07-35 for HTTPS secure connectivity between BT Federal's system and GSA Conexus and other GSA systems as required.

- Secure File Transport Protocol (SFTP) Services: BT Federal will provide secure file-based data exchange between Government and BT Federal using Government provided FTP service. For additional security of data, we will mask sensitive data for transfers of data between the Government and BT Federal.

Additional detail about the data exchange methods is specified in **Section 4.0 Contractor Data Interaction** Plan of this volume.

2.5.3.2.2. Direct Data Exchange Formats [G.5.3.2.2]

BT Federal's BSS will accept data transfers from the Government and submit data to the Government in the formats specified in RFP J.2.9.

2.5.3.2.3. Direct Data Exchange Governance [G.5.3.2.3]

GSA maintains authority and manages all approved data exchange format specifications, data schemas, and method descriptions. BT Federal will coordinate and negotiate any changes or updates with GSA. Government customers may specify additional data exchange requirements in task orders. BT Federal will make appropriate changes in coordination with the Government.

Once the BSS is operational, we will not make any changes to the data exchange formats or methods without Government approval via the established change control process as described in RFP G.5.5.1 BSS Change Control.

2.5.3.3. Role Based Access Control (RBAC) [G.5.3.3]

BT Federal will collect user registration and RBAC information from the Government customers. BT Federal will use this information to setup access control on BT Federal's BSS as described in RFP J.2.3.

2.5.3.4. Data Detail Level [G.5.3.4]

The data provided by the BSS will be sufficiently detailed to provide all data elements relating to the services listed in RFP Sections G.5.4 and J.2 Contractor Data Interaction Plan. All BSS deliverables and reports will be submitted in at least the following formats: Human-Readable - made available via the web interface unless otherwise specified in the TO, and Machine-Readable – as part of the direct data exchange

2.5.4. BSS Component Service Requirements [G.5.4]

2.5.4.1. BSS Component Service Requirements Table [G.5.4.1]

Table 2.5-1 demonstrates BT Federal's compliance with minimum requirements of BSS component services as required by RFP G.5.4.1.

Table 2.5-1. BT Federal's Compliance with

Minimum Requirements of BSS Component Services

Service	Minimum Functionality	Specified in RFP Section(s)	BT Federal Response Location Volume 2 Management
Customer Management	▪ User Training ▪ Trouble Management	▪ Section G.10 Training ▪ Section G.6.4.1 Trouble Ticket Management General Requirements	▪ Section 2.10 Training ▪ Section 2.6.4 Trouble Ticket Management

Service	Minimum Functionality	Specified in RFP Section(s)	BT Federal Response Location Volume 2 Management
Financial Management	▪ Billing Management ▪ Disputes ▪ SLA Credit Management ▪ Payment Tracking	▪ Section G.4 Billing ▪ Section G.8 Service Level Management	▪ Section 2.4 Billing ▪ Section 2.8 Service Level Management
Order Management	▪ Order Submission ▪ Order Tracking	▪ Section G.3 Ordering	▪ Section 2.3 Ordering
Inventory Management	▪ Inventory Management	▪ Section G.7 Inventory Management	▪ Section 2.7 Inventory Management
Service Management	▪ Service Assurance ▪ SLA Management	▪ Section G.6 Service Assurance ▪ Section G.8 Service Level Management	▪ Section 2.6 Service Assurance ▪ Section 2.8 Service Level Management
Program Management	▪ Administration ▪ Project Management ▪ Reporting ▪ Service Catalog	▪ Section G.9 Program Management ▪ Section B.1.3 Catalog Pricing Requirements - General	▪ Section 2.9 Program Management ▪ Volume 6, Price

2.5.5. BSS Development and Implementation Plan [G.5.5; F.2.1 Deliverable ID #39]

The following is BT Federal's "BSS Development and Implementation Plan" IAW Deliverable ID #39 for development, testing, and implementation of BT Federal's BSS as required by RFP G.5.5. This plan describes the specifications, architecture, and timeline for this development effort. Our preliminary project plan including timeline is presented in **Section 2.5.5.4,** Project Plan. BT Federal has designed functional and security testing for the BSS according to the requirements of RFP Sections E.2.1 and G.5.6 respectively.

BT Federal assumes responsibility for all development, testing, and maintenance including, but not limited to, security validation, functional testing and configuration control. BT Federal will upgrade and modify the BSS as it becomes necessary. The Government will not incur any costs associated with such upgrades and modifications.

BT Federal will implement an integrated, full-function Business Support System (BSS) to support business processes of the EIS contract. BT Federal's BSS will provide the electronic mechanisms, functionalities, and infrastructure to enable GSA EIS Customers (Agencies) to submit orders for BT Federal's services and products and monitor their orders, invoices, and payments for the services using a secure web interface. BT Federal's BSS will also provide accounting and billing, inventory management, and service level agreement (SLA) management to support the transactions between BT Federal, GSA, and the Agencies while reducing inefficiencies and increasing productivity of purchasing agents and GSA personnel. BT Federal's BSS will include a secure, user-friendly, and Section 508 compliant web interface for use by personnel at EIS Customer Agencies.

The ensuing sections of this document describe the architecture of BT Federal's BSS and the plan for its development and implementation. BT Federal will solely be responsible for all development, testing, maintenance, and upgrades of the BSS at no cost to the Government.

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2.5.5.1. EIS BSS Agile Development/Delivery Life Cycle

This describes BT Federal's Agile Framework for systems development. The Framework guides BT Federal's development process by leveraging the best practices and methods of "classic project management" and "Agile delivery" together to develop and implement the BSS for EIS program. This Framework has been used on a number of deployment projects by BT managers and subject matter experts.

The scope of this framework covers all work to be undertaken during a project in order to build outputs which will enable the desired outcomes and benefits.

This framework will be tailored in order to suit the scale and complexity of EIS BSS. **Figure 2.5-1** depicts the Agile development methodology that BT Federal uses for the development of BSS.
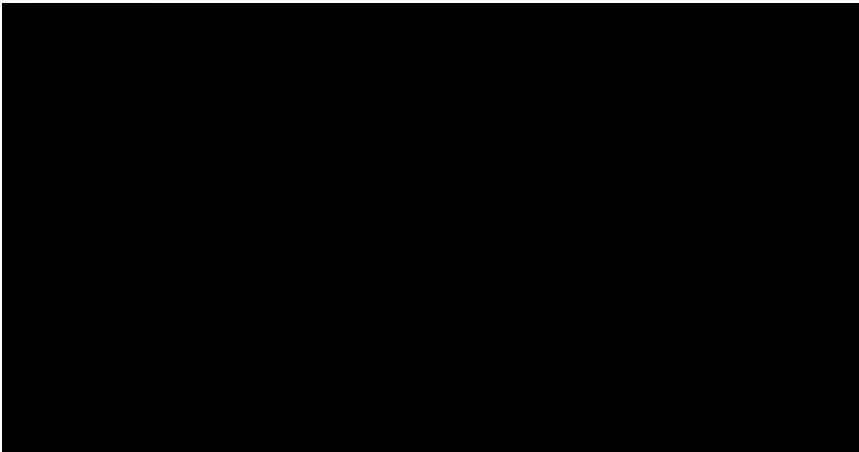
The Agile team is comprised of the following roles:

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The final BSS Architecture/Design Document will present specific and detail requirements for features and functionality of the BSS.

BT Federal will pursue system development (customization) through a number of iterative sprints. Each sprint will comprise the following activities and result in well-defined capabilities, which collectively deliver a release: Planning the Sprint, Development, Presenting Requirements – desired product/outcome, Testing, Design, Deployment.

Maintenance functions will be an ongoing process outside of the sprints. The activities supporting the operations and maintenance will continue throughout the life of the EIS contract to ensure proper functioning of the system. BT's BSS operations and maintenance team will use the facilities of BT Federal's ███████████████████ ██████████████████████████ to operate, monitor, and maintain the system. The PO and SM will define the parameters and requirements for maintenance and update sprints that will be implemented pursuant to approval by the Change Control Board.

2.5.5.2. BSS Architecture (Component Services and Product Features/ Functionality)

The BT BSS system provides complete lifecycle management of customer assets, from procurement to end-of-life, giving full visibility into ownership, deployment, state, cost of ownership and operation. ███

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BT Federal will develop a secure web interface that will enable Government users to access the various functions of the system. BT Federal will also develop secure interfaces required to interact with GSA's Conexus and other GSA systems to exchange Contract Administration Data, as well as other information required by those systems. The interfaces between BT Federal's system and other Government systems will be designed and developed to mask (obfuscate) sensitive information in transit. BT Federal will build techniques to modify the value elements before transmission of the data and re-cover them in the original form at the destination.

BT Federal will implement the BSS with built-in workflows and processes that form the basis of EIS Management and Operations as described in RFP J.2.1.1. BT Federal will develop, integrate, and implement BT Federal's BSS adhering to the industry accepted methodologies and best practices for system development and security. BT Federal will use the standard systems development life cycle methodologies while leveraging principles of Agile development/delivery framework and practice to enhance and improve BT Federal's processes. **Figure 2.5-2** depicts the High Level Architecture of the BT Federal BSS.

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BT will develop and implement the BSS to meet all functional, technical, security, and 508 compliance requirements stated in EIS RFP. BT Federal will ▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ meet all the functionalities that are required by the Government to ensure successful implementation and operations of the EIS program. BT Federal will develop and to the extent required, modify, build additional capabilities, and integrate other tools to provide full functionality of the ▮▮▮▮▮▮▮ BSS to meet the functional requirements of the Government as shown in **Table 2.5-3.**

In order to meet the minimum functionalities, these components will be customized as necessary and will be integrated. The following sections describe the main components, and the way in which they are integrated to provide the desired capabilities for BT Federal's BSS.

Table 2.5-3. Required Services (Functionality)

Service	Minimum Functionality
Customer Management	• User Training

Service	Minimum Functionality
	• Trouble Management
Financial Management	• Billing Management
	• Disputes
	• SLA Credit Management
	• Payment Management
Order Management	• Order Submission
	• Order Tracking
Inventory Management	• Inventory Management
Service Management	• Service Assurance
	• SLA Management
Program Management	• Administration
	• Project Management
	• Reporting
	• Service Catalog

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2.5.5.2.2. Incident and Problem Management

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2.5.5.2.4. Service Level Management

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Section 2.8 Service Level Management.

2.5.5.2.5. Change Management

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2.5.5.2.7. NMS Web Portal

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The above functions of the BMS will support the specific billing processes and requirements as described in BT Federal's proposal; **Section 2.4 Billing.**

2.5.5.2.9. Order Management Portal

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Order Management component supports processes and functionality for ordering management as described in BT Federal's proposal; **Section 2.3 Ordering.**

2.5.5.2.10. Action Request System

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2.5.5.2.11. Supplier Service Management

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2.5.5.3. BSS Change Control and Management [G.5.5.1; F.2.1 Deliverable ID #40]

BT Federal has chartered a Change Control Board (CCB) comprised ████████████

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███████████ The CCB will control all changes to the BSS regardless of which section, component, functionality, and/or interface, the change affects. BT Federal will seek Government approval and will implement the changes when such approval has been obtained. In the event of the need for an emergency change, we will immediately notify the Government upon discovery of the need for change.

The board will finalize and implement a formal change control process, including a standardized Change Request Form that follows the following steps, before approving changes:

- Accept formal requests for changes (updates) to BSS – requests will be submitted via change request form and established procedures and protocols
- Review and discusses proposed changes and potential issues related to schedule and resource conflicts
- Evaluate the impact of changes to the system and its interfaces in terms of scope, cost, and schedule
- Determine the feasibility of implementing changes in terms of criticality and available resources
- Validate priority/severity designation assigned to changes

- Prioritize the approved changes in combination with those previously approved and awaiting implementation

- Approve or reject change requests

- Provide direction to the BSS Architect and the infrastructure team, as required

- Provide recommendations to the Product Owner as required

- Notify the Government of the change request via BSS Change Control Notification.

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████████████████████████ BT Federal will provide a BSS Change Control Notification IAW Deliverable ID #40 to the Government at least 30 days prior to all BSS changes regardless of their impact. In the event of an emergency change, we will notify the Government as soon BT Federal discover that a change is required.

BT Federal requires that all changes to the BSS be subject to formal Change Control and Management. However, special attention is given to changes that may have direct or indirect impact on the following:

- Web interface user experience that impacts Section 508 compliance (per RFP G.5.3.1.3)

- Web interface user experience that requires additional training of personnel

- Direct data exchange (per RFP G.5.3.2.1)

- Ability of BSS to meet any specified requirements

- System security

For changes that meet the standard for being subject to change control, BT Federal will:

- Obtain Government approval before implementing the change.

- Use industry-standard change control procedures (as described above).

- Train Government personnel if required.

- Retest the system to ensure functionality continues to meet requirements.

- BT Federal will update all relevant service documents and information posted on BT Federal's website(s) as necessary, at no additional cost to the Government and within seven (7) days of completing the change.

2.5.5.4. Project Plan (Development, Test, and Integration Sprints)

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2.5.5.5. Training [G.10.1]

BT Federal will provide specific training program for different types of BSS users. Emphasis will be given to the courses for Contracting Officers (CO), authorized ordering officials, Ordering Contracting Officers (OCO), and Contracting Officers' Representatives (COR). ███ ██These courses will include, but are not limited to the following:

1. Use of the contractor's BSS
2. Obtaining price quotes for services and features
3. Ordering services from the contractor via CLINs or ICBs
4. Placing order electronically to add, change, cancel, or disconnect services
5. Adding or changing the features, calling privileges, telephone number or other line attributes that can be changed via "soft" reconfigurations
6. Accepting or rejecting an order or part of an order
7. Billing Reconciliation
8. Initiating and tracking billing disputes
9. Initiating the inventory management process
10. Initiating and reconciling performance management (SLA) reports
11. Placing and tracking trouble reports for routine and emergency troubles

BT Federal's training program is also described in **Section 2.10 Training** of the Management Volume of this proposal.
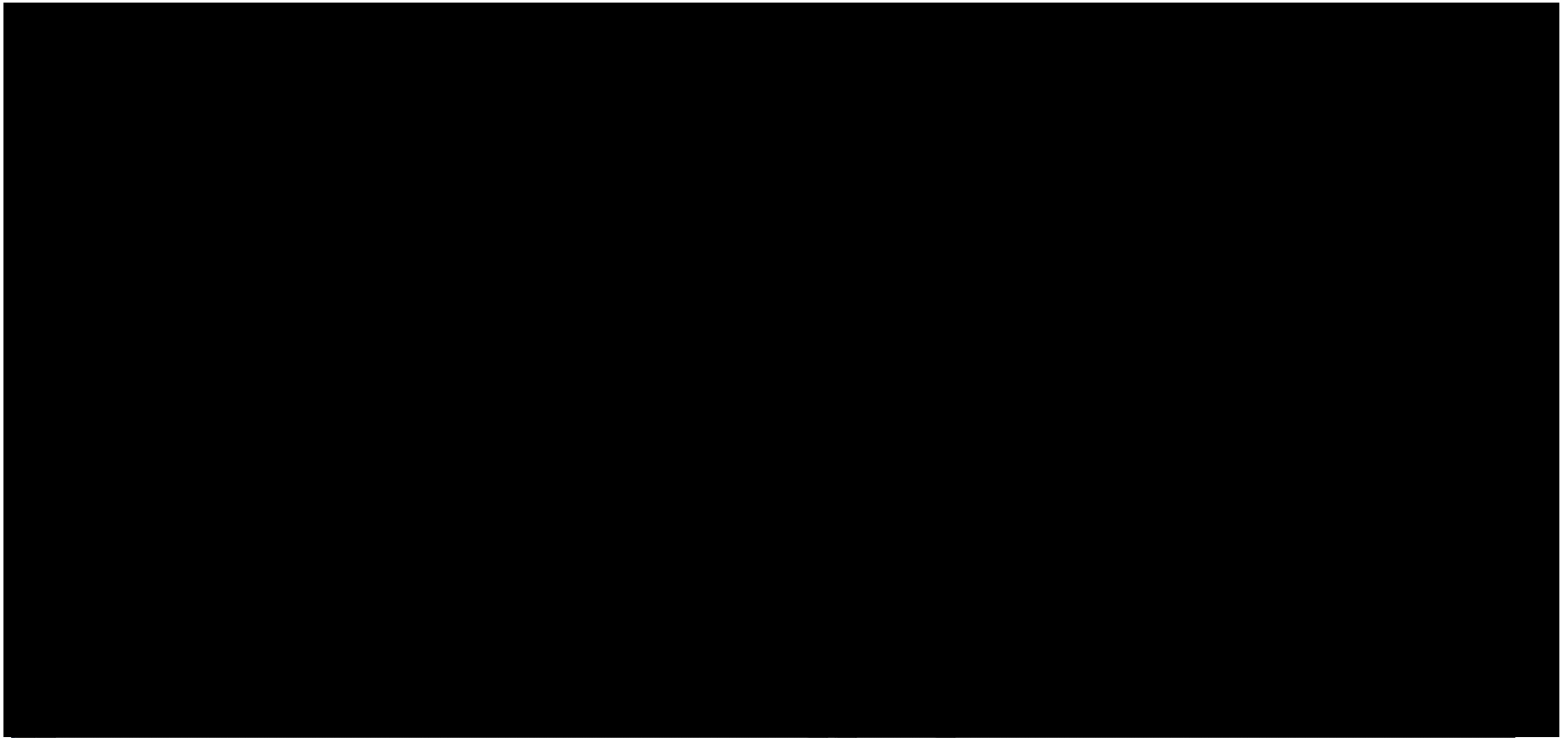
2.5.6. BSS Security Requirements [G.5.6]

BT Federal will ensure security requirements are met for the BSS, as defined in the BSS Systems Security Plan (SSP), at a Moderate impact level and will support Government security and authorization efforts. BT Federal will also support the Government's efforts to verify that these standards are being met.

2.5.6.1. General Security Compliance Requirements [G.5.6.1]

In providing services under this contract, we will be subject to all current applicable federal and agency-specific IT security directives, standards, policies, and reporting requirements. BT Federal will comply with Federal Information Security Management Act (FISMA) guidance and directives to include Federal Information Processing Standards (FIPS), NIST Special Publication (SP) 800 series guidelines, GSA IT security directives, policies and guides, and other appropriate Government-wide laws and regulations for protection and security of Government IT. BT Federal will comply with all security requirements as referenced in **Table 2.5-4**.

Table 2.5-4. BT Federal Compliance with General Security Compliance Requirements

Current Applicable Federal and Agency-specific IT Security Directives, Standards, Policies, and Reporting Requirements	BT Federal
Federal Information Security Management Act (FISMA) of 2002.	Comply
Federal Information Security Modernization Act of 2014 (to amend Chapter 35 of 44 U.S.C.)	Comply
Clinger-Cohen Act of 1996 also known as the "Information Technology Management Reform Act of 1996."	Comply
Privacy Act of 1974 (5 U.S.C. § 552a).	Comply
Homeland Security Presidential Directive (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and contractors," August 27, 2004.	Comply
OMB Circular A-130, "Management of Federal Information Resources," and Appendix III, "Security of Federal Automated Information Systems," as amended.	Comply
OMB Memorandum M-04-04, "E-Authentication Guidance for Federal Agencies."	Comply
OMB Memorandum M-05-24, "Implementation of Homeland Security Presidential Directive (HSPD) -12 – Policy for a Common Identification Standard for Federal Employees and Contractors."	Comply
OMB Memorandum M-11-11, "Continued Implementation of Homeland Security Presidential Directive (HSPD) -12 – Policy for a Common Identification Standard for Federal Employees and Contractors."	Comply
OMB Memorandum M-14-03, "Enhancing the Security of Federal Information and Information Systems."	Comply
FIPS PUB 199, "Standards for Security Categorization of Federal Information and Information Systems."	Comply
FIPS PUB 200, "Minimum Security Requirements for Federal Information and Information Systems."	Comply
FIPS PUB 140-2, "Security Requirements for Cryptographic Modules."	Comply

Current Applicable Federal and Agency-specific IT Security Directives, Standards, Policies, and Reporting Requirements	BT Federal
NIST SP 800-18, Revision 1, "Guide for Developing Security Plans for Federal Information Systems."	Comply
NIST SP 800-30, Revision 1, "Guide for Conducting Risk Assessments."	Comply
NIST SP 800-34, Revision 1, "Contingency Planning Guide for Federal Information Systems."	Comply
NIST SP 800-37, Revision 1, "Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach."	Comply
NIST SP 800-39, "Managing Information Security Risk: Organization, Mission, and Information System View."	Comply
NIST SP 800-41, Revision 1, "Guidelines on Firewalls and Firewall Policy."	Comply
NIST SP 800-47, "Security Guide for Interconnecting Information Technology Systems."	Comply
NIST SP 800-53, Revision 4, "Security and Privacy Controls for Federal Information Systems and Organizations."	Comply
NIST SP 800-53A, Revision 4, "Assessing Security and Privacy Controls in Federal Information Systems and Organizations: Building Effective Security Assessment Plans."	Comply
NIST SP 800-61, Revision 2, "Computer Security Incident Handling Guide."	Comply
NIST SP 800-88, Revision 1, "Guidelines for Media Sanitization."	Comply
NIST SP 800-128, "Guide for Security-Focused Configuration Management of Information Systems."	Comply
NIST SP 800-137, "Information Security Continuous Monitoring for Federal Information Systems and Organizations."	Comply
NIST SP 800-171, "Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations."	Comply

In addition to complying with the requirements identified in the Government policies, directives and guides specified above, we will comply with the current GSA policies, directives and guides listed in **Table 2.5-5** (the current documents are referenced within the GSA IT Security Policy and are available upon request submitted to the GSA CO*)*:

Table 2.5-5. BT Federal Compliance with GSA Policies, Directives and Guides

Current GSA Policies, Directives and Guides	BT Federal
GSA Information Technology (IT) Security Policy, CIO P 2100.1(I).	Comply
GSA Order CIO P 2181.1 "GSA HSPD-12 Personal Identity Verification and Credentialing Handbook."	Comply
GSA Order CIO 2104.1, "GSA Information Technology (IT) General Rules of Behavior."	Comply
GSA Order CPO 1878.1, "GSA Privacy Act Program."	Comply
GSA IT Security Procedural Guide 01-01, "Identification and Authentication."	Comply
GSA IT Security Procedural Guide 01-02, "Incident Response."	Comply
GSA IT Security Procedural Guide 01-05, "Configuration Management."	Comply
GSA IT Security Procedural Guide 01-07, "Access Control."	Comply
GSA IT Security Procedural Guide 01-08, "Audit and Accountability Guide."	Comply
GSA IT Security Procedural Guide 05-29, "IT Security Training and Awareness Program."	Comply
GSA IT Security Procedural Guide 06-29, "Contingency Planning Guide."	Comply

Current GSA Policies, Directives and Guides	BT Federal
GSA IT Security Procedural Guide 06-30, "Managing Enterprise Risk."	Comply
GSA IT Security Procedural Guide 06-32, "Media Protection Guide."	Comply
GSA IT Security Procedural Guide 07-35, "Web Application Security Guide."	Comply
GSA IT Security Procedural Guide 08-39, "FY 2014 IT Security Program Management Implementation Plan."	Comply
GSA IT Security Procedural Guide 10-50, "Maintenance Guide."	Comply
GSA IT Security Procedural Guide 11-51, "Conducting Penetration Test Exercise Guide."	Comply
GSA IT Security Procedural Guide 12-63, "GSA's System and Information Integrity."	Comply
GSA IT Security Procedural Guide 12-64, "Physical and Environmental Protection."	Comply
GSA IT Security Procedural Guide 12-66, "Continuous Monitoring Program."	Comply
GSA IT Security Procedural Guide 12-67, "Securing Mobile Devices and Applications Guide."	Comply
GSA IT Security Procedural Guide 14-69, "SSL / TLS Implementation Guide."	Comply
NIST SP 800-144 Guidelines on Security and Privacy in Public Cloud Computing December 2011.	Comply
The Committee on National Security Systems Instruction (CNSSI) No. 5000, "Guidelines for Voice over Internet Protocol (VoIP) Computer Telephony," April 2007.	Comply

2.5.6.2. GSA Security Compliance Requirements [G.5.6.2]

BT Federal will comply with all security A&A requirements as mandated by federal laws, directives and policies, including making available any documentation, physical access, and logical access needed to support this requirement. The level of effort for the security A&A is based on the system's NIST FIPS Publications 199 and 200 categorization. Our BSS will meet the minimum security requirements through the use of security controls in accordance with NIST SP 800-53 R4. We have attached our BSS Risk Management Framework Plan describing our approach for BSS security compliance. This plan has been submitted with the proposal in accordance with NIST SP 800-37. (Reference: NIST SP 800-37 R1, and NIST SP 800-53 R4: SA-3, RA-3).

2.5.6.3. Security Assessment and Authorization (Security A&A) [G.5.6.3]

BT Federal will ensure our BSS has a valid security A&A prior to being placed into operation and processing government information. Failure to maintain a valid security A&A will be grounds for termination of the contract. A new A&A will be conducted at least every three (3) years, or when there is a significant change that impacts the system's security posture.

2.5.6.4. BSS System Security Plan (BSS SSP) [G.5.6.4]

The BSS SSP will be completed in accordance with NIST SP 800-18, Revision 1 (hereinafter listed as NIST SP 800-18) and other relevant guidelines. The BSS SSP for the information system will initially be completed and submitted within 30 days of the NTP to include annual updates IAW Deliverable #42. At a minimum, we will create, maintain and update the following security A&A documentation. BT Federal complies with BSS Security A&A documentation requirements #1 through #24. We will submit Security A&A Deliverable IAW with F.2.1 Deliverable ID #60 – 76 as listed in **Table 2.5-6.**

Table 2.5-6. BSS Policy and Procedures Documents
[G.5.6.4(24)(a)-(j); F.2.1 Deliverable ID #60 – 76]

RFP Section G.5.6.4(24)	Deliverable Title	NIST Standard	IAW Deliverable ID #
a	Access Control Policy and Procedures	NIST SP 800-53 R4: AC-1	60
b	Security Awareness and Training Policy and Procedures	NIST SP 800-53 R4: AT-1	61
c	Audit and Accountability Policy and Procedures	NIST SP 800-53 R4: AU-1	62
d	Security Assessment and Authorization Policies and Procedures	NIST SP 800-53 R4: CA-1	63
e	Configuration and Management Policy and Procedures	NIST SP 800-53 R4: CM-1	64
f	Contingency Planning Policy and Procedures	NIST SP 800-53 R4: CP-1	65
g	Identification and Authentication Policy and Procedures	NIST SP 800-53 R4: IA-1	66
h	Incident Response Policy and Procedures	NIST SP 800-53 R4: IR-1	67
i	System Maintenance Policy and Procedures	NIST SP 800-53 R4: MA-1	68
j	Media Protection Policy and Procedures	NIST SP 800-53 R4: MP-1	69
k	Physical and Environmental Policy and Procedures	NIST SP 800-53 R4: PE-1	70
l	Security Planning Policy and Procedures	NIST SP 800-53 R4: PL-1	71
m	Personnel Security Policy and Procedures	NIST SP 800-53 R4: PS-1	72
n	Risk Assessment Policy and Procedures	NIST SP 800-53 R4: RA-1	73
o	Systems and Services Acquisition Policy and Procedures	NIST SP 800-53 R4: SA-1	74
p	System and Communication Protection Policy and Procedures	NIST SP 800-53 R4: SC-1	75
q	System and Information Integrity Policy and Procedures	NIST SP 800-53 R4: SI-1	76

2.5.6.5. Reserved [G.5.6.5]

2.5.6.6. Additional Security Requirements [G.5.6.6]

BT Federal will ensure that proper privacy and security safeguards are adhered to in accordance with the FAR Part 52.239-1.

The deliverables identified in paragraph G.5.6.4 will be labeled "CONTROLLED UNCLASSIFIED INFORMATION" (CUI) or BT Federal-selected designation per

document sensitivity. External transmission/dissemination of Controlled Unclassified Information (CUI) data to or from a GSA computer will be encrypted. Certified encryption modules will be used in accordance with FIPS PUB 140-2. Where appropriate, we will ensure implementation of the requirements identified in the FAR (see Section I, 52.224-1, "*Privacy Act Notification*" and FAR 52.224-2, "*Privacy Act*.") BT Federal will cooperate in good faith in defining non-disclosure agreements that other third parties must sign when acting as the federal Government's agent.

The Government has the right to perform manual or automated audits, scans, reviews, or other inspections of BT Federal's IT environment being used to provide or facilitate services for the Government. In accordance with the FAR (see Section I, 52.239-1) BT Federal will be responsible for the following privacy and security safeguards:

1. BT Federal will not publish or disclose in any manner, without the CO's written consent, the details of any safeguards either designed or developed by BT federal under this contract or otherwise provided by the Government (except for disclosure to a consumer agency for purposes of security A&A verification).

2. BT Federal will provide the Government logical and physical access to the BT Federal's facilities, installations, technical capabilities, operations, documentation, records, and databases within 72 hours of a Government request. Automated audits will include, but are not limited to, the following methods:

- Authenticated and unauthenticated operating system/network vulnerability scans

- Authenticated and unauthenticated web application vulnerability scans

- Authenticated and unauthenticated database application vulnerability scans

- Internal and external penetration testing

3. Automated scans can be performed by Government personnel, or agents acting on behalf of the Government, using Government operated equipment, and Government specified tools. If BT Federal chooses to run BT Federal's own automated scans or audits, results from these scans may, at the Government's discretion, be accepted in lieu of Government performed vulnerability scans (See GSA Security Guide 6-30 "Managing Enterprise Risk" for acceptance criteria). BT Federal understand in these cases, scanning tools and their configurations will

be approved by the Government. In addition, the results of BT Federal-conducted scans will be provided, in full, to the Government.

2.5.6.6.1. Personnel Security Suitability [G.5.6.6.1; C.1.8.7.1, C.1.8.7.7; C.2.8.4.5.5.1; I.12(i)]

BT Federal will conduct personnel security/suitability investigations on all BT Federal staff members that will have access to Government information that is within the security A&A scope. BT Federal will conduct the investigations in accordance with FAR Part 52.204-9, as described in Section I of the EIS RFP. BT Federal will engage only personnel that successfully complete a background investigation in accordance with Homeland Security Presidential Directive-12 (HSPD-12), OMB guidance M-05-24, M-11-11 and as specified in GSA CIO Order 2100.1I and GSA Directive 9732.1D Suitability and Personnel Security for this contract. BT Federal understands that the Government will be responsible for the cost of such background investigations.

2.5.7. Data Retention [G.5.7]

BT Federal will comply with FAR Subpart 4.7 (48 CFR 4.7), to maintain an archive of all records for three (3) years after final payment under the contract.

2.6. Service Assurance [G.6; F.2.1 ID #77]

BT complies with the Service Assurance functions including: Customer support; Supply Chain Risk Management (SCRM); and Trouble ticket management

2.6.1. Customer Support Office [G.6.1]

BT Federal's EIS Customer Support Office (CSO) has been established to support GSA and its customers. The CSO represents the entire BT Federal organization and has access to all the resources of the company, and will maintain constant communication with all EIS stakeholders to fulfill this mission. CSO will be engaged with GSA and its customers through ongoing communications to learn and respond to the needs of our EIS partners and ensure that services are up and running with the highest quality and quickest response time to issues.

The CSO is comprised of two main functional areas: Sales / Marketing and Program Operations. Our sales, service, service assurance and implementation and problem management activities are provided via the CSO team to all EIS Customers. As

illustrated in **Figure 2.6-1,** the CSO will be structured to communicate with Government users of the contract around the world.
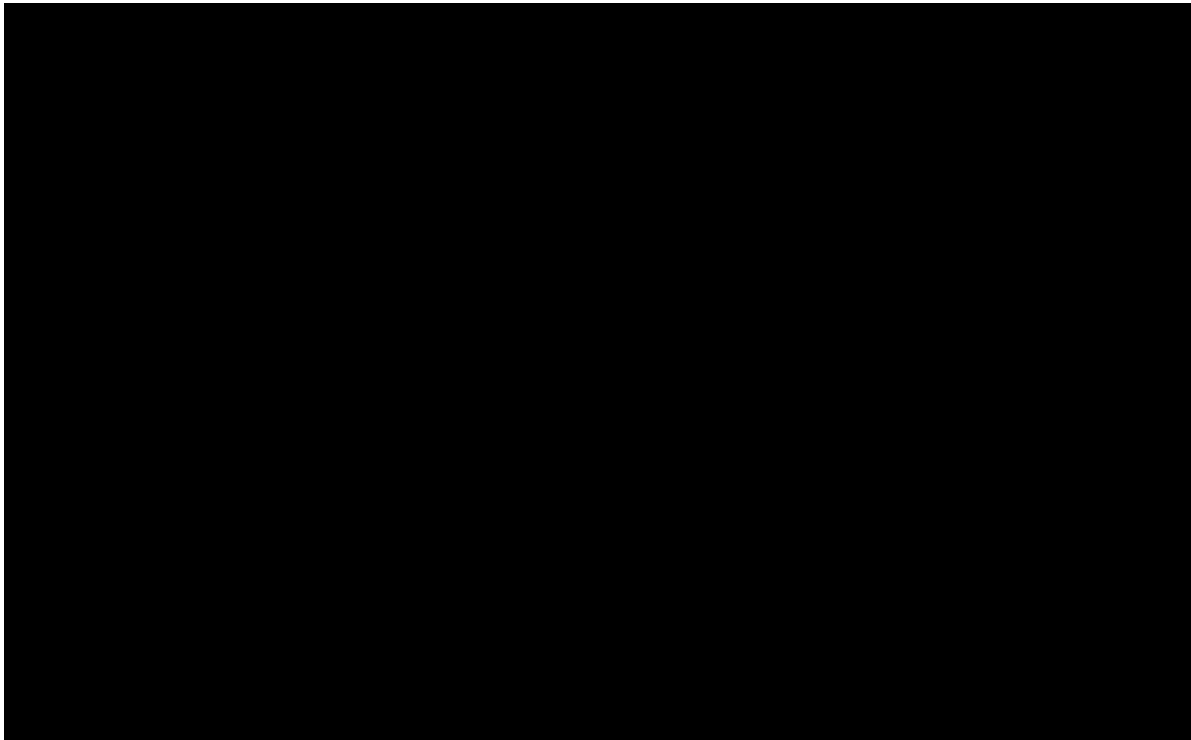
Figure 2.6-1

The CSO will assist users experiencing issues, and will provide training and guidance as required to resolve the problem. BT Federal will also make Customer Service Representatives (CSR) available to users for requirement planning, billing reconciliation, order tracking, incident management, and training. **Figure 2.6-2** shows the EIS PMO structure for CSO. It has the flexibility to leverage expertise throughout the BT organization from technical Subject Matter Experts to Operational and Provisioning Leads.
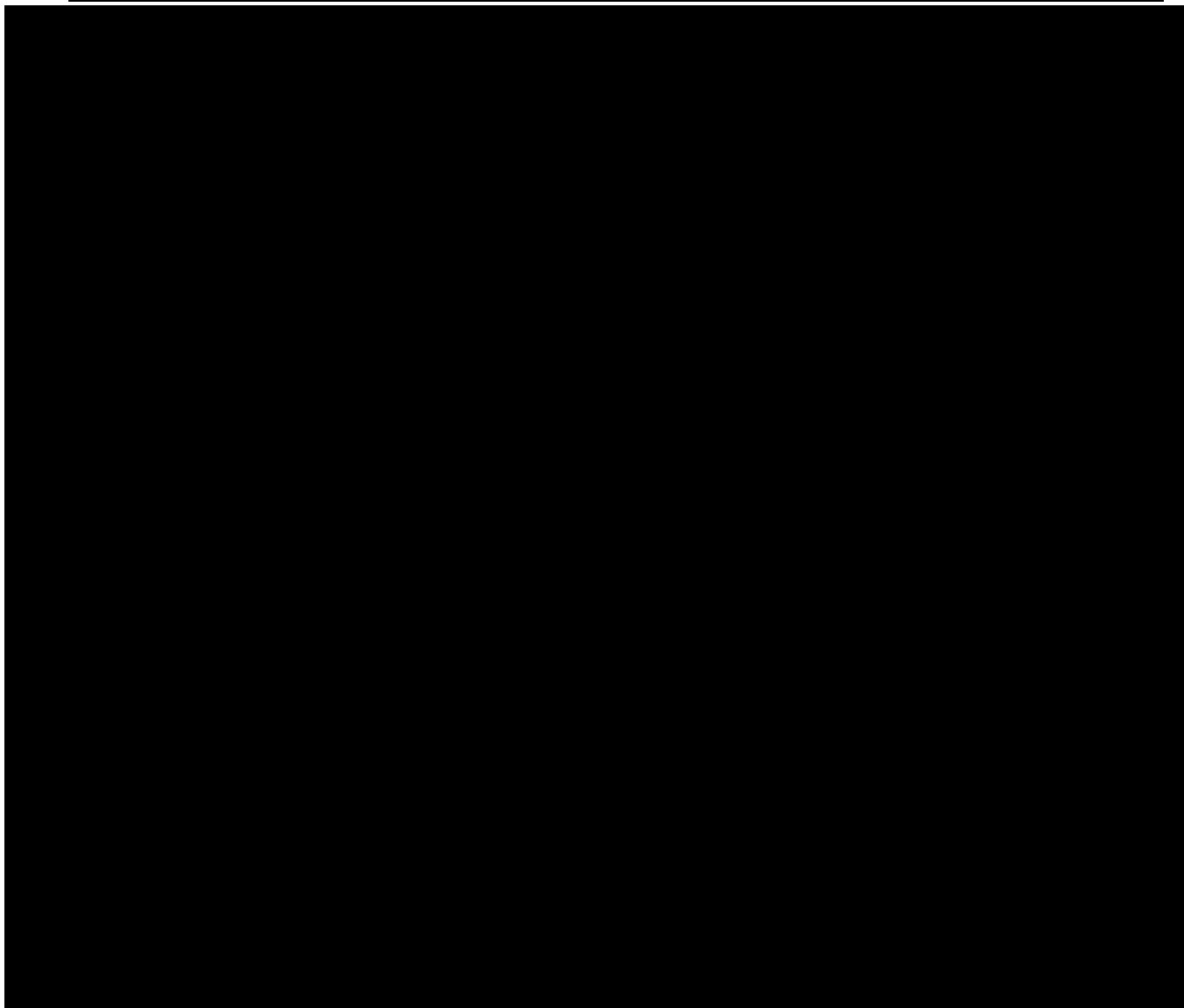
Figure 2.6-2.

2.6.2. Customer Support Office and Technical Support [G.6.2]

Our CSO is located at BT Federal facilities in Reston, VA and will provide basic operations at contract award. We will have the following CSO functional areas for this contract fully operational within 30 days of NTP. The CSO will be staffed with subject matter experts to assist the EIS in the following areas: Ordering; Program Management; Billing; Contract Management / Compliance; Business Support Systems; Security Management; Service Assurance; Training; Inventory Management; Supply Chain Risk Management; Service Level Management; and Climate Change Adaptation.

BT Federal will also provide technical support to agencies and the PMO regarding the services delivered to the Government. The CSO will:

1. Facilitate the Government's use of the contract.

2. Provide contact information for each functional area of the CSO.

3. Respond to general inquiries.

4. Provide information regarding available products and services, respond to service inquiries, and accept orders.

5. Provide training registration and scheduling information.

6. Respond to inquiries via the same method the user used to access the CSO, unless otherwise specified by the user.

7. Provide a main US toll-free telephone number through which all CSO functional areas can be accessed.

8. Provide the capability for non-domestic users to contact the CSO without incurring international charges and minimize, to the extent possible, the different CSO contact numbers required to support non-domestic users.

9. Provide hot-links from BT Federal's public EIS website(s) to CSO functional area email addresses.

10. Provide Telecommunications Device for the Deaf (TDD) access to the CSO for government representatives with hearing or speech disabilities.

11. Deal effectively with the geographical distribution of EIS subscribing agencies, GSA's Program Management Offices (PMOs) in the GSA regions, and GSA international activities.

12. Provide responses to user inquiries of a general nature such as BT Federal's established administrative and operational procedures, BT Federal points of contact, and user forum information.

13. Provide information on available training classes as well as guidance and assistance with registration for training classes. Our Training Plan is described in **Section 2.10 Training**.

14. Provide tech support to Agencies and the PMO regarding the services that BT Federal delivers to the Government. Technical support will include, but not be limited to: Answering questions related to how users can obtain the functions;

designed into the services that BT Federal provides via the contract; Advising users on the capabilities incorporated into service features; Providing tech support to assist either BT Federal technicians or the; Agencies or other organizations or personnel in the timely resolution of troubles; Notifying users of new services and features that are planned or that have recently been added to the contract; Providing ordering and tracking support services; Providing support to help resolve billing issues; and Providing inventory management support

2.6.3. Supply Chain Risk Management [G.6.3; F.2.1 ID #77]

We have included our **SCRM Plan** IAW Deliverable ID #77 as **Attachment 2** of the Management Volume of this proposal.

BT Federal's SCRM Plan describes our approach to mitigating risks to supply chain. Our Plan is supported by several other processes, procedures, and business functions, some of which are referenced and described in the following paragraphs with additional detail included in the Plan.

The BT Federal SCRM Plan assures the Government that BT Federal's integrated supply chain risks are managed by a team organized to manage the primary five (5) supply chain phases listed in the EIS RFP: 1) Design and Engineering, 2) Manufacturing and Assembly, 3) Distribution and Warehousing, 4) Operations and Support, and 5) Disposal and Return.

2.6.3.1. Specified Supporting Infrastructure beyond BT's System Boundaries

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We further require all our suppliers and partners to meet the same standards and certifications as we do; our vendors and suppliers are viewed and managed as extensions of BT Federal.

2.6.3.2. Genuine Information Technology Tools (ITT) [G.6.3.1]

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2.6.3.2.1. ITT Delivered and Installed Configuration [G.6.3(1)(a)]

BT Federal's standard practices include configuration management policies, procedures, and assurance policies. We maintain baseline configurations, and enforce security configuration settings for our ICT elements and systems that we install.

2.6.3.2.2. Equipment Resellers [G.6.3(1)(b)]

Through certification and contracts, we enforce software and hardware licensing and clarity of source for these items. BT Federal only procures from the OEMs, authorized resellers, or authorized distributors for parts.

2.6.3.2.3. Quality Control [G.6.3(1)(c)]

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2.6.3.2.4. Traceability of Assurance [G.6.3(1)(d)]

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2.6.3.3. Protection against External Threats [G.6.3.2]

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2.6.3.4. Security Requirements [G.6.3.3]

BT Federal maintains threat awareness through frequent risk assessments including supplier performance management and supplier watch process, as well as internal controls including network measurements and management and operations security measures. Through our periodic audits, risk assessment meetings, and risk management approach to projects and programs, we have processes in place that are integral to the business which assure continuous improvement through vulnerability reduction.

BT Federal's SCRM Plan addresses by number each of NIST Special Publication 800-53 (Rev. 4) - Security Controls and Assessment, Supply Chain Protection as part of the family of SA-12s security controls for System and Service Acquisition. These are specifically (1), (2), (5), (7), (8), (9), (10), (11), (12), (13), (14), and (15) as (3), (4), and (6) are incorporated into (1). For additional information, refer to **Attachment 2, Supply Chain Risk Management Plan** included with this volume. In addition, we address several security controls beyond SA-12, also outlined in the SCRM plan. Implementation of the controls will be tailored in scope to the effort and specific information in each TO.

2.6.3.5. Criticality Analysis Process [G.6.3.4]

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2.6.3.6. Repaired and Shipped Products and Components [G.6.3.5]

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2.6.3.7. Monitoring for Counterfeit Products [G.6.3.6]

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2.6.3.8. Physical and Logical Delivery Mechanisms [G.6.3.7]

Use or disclosure of proposal data is subject to the restrictions on the title page of this proposal.

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2.6.3.9. Operational Processes [G.6.3.8]

BT Federal's well established and proven enterprise risk management process incorporates limits to opportunities for knowledge exposure, data release and system exposures into its management approach, and addresses all aspects of BT operations This approach includes, well-defined roles and responsibilities, robust system and equipment access controls, and includes strict authorization compliance standards. BT Federal's process for Coordinating Return and disposal of CPE is outlined below:

- BT Federal will coordinate the de-installation and/or re-deployment of Equipment in accordance with Change Management procedures; complying with backup requirements and including permanent removal of any In-Scope Software or data that may exist on storage media (either fixed, removable or shared).

- BT Federal will manage the disposal of equipment.

- Upon disposal or re-deployment of equipment, we will make the necessary changes in the Asset Inventory and Management systems.

2.6.3.10. Relationship between the Contractor and the Manufacturer [G.6.3.9]

BT is a major reseller of telecommunications and IT products from all major suppliers such as Cisco, Microsoft, Dell, etc.

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As a consistent business practice, BT does not deal with unknown or unidentified sources. Our SCRM Plan outlines how we manage this risk.

2.6.3.11. Contractor's Expressed Warranty [L.30.2.2(11); G.6.3.10]

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2.6.3.12. Subcontractor Flow-downs

BT Federal will incorporate the substance of this clause in subcontracts at all tiers where subcontractor provides personnel, components, or processes identified as 1) a critical component, or 2) part of our supporting infrastructure.

2.6.3.13. Plan Submittal and Review [G.6.3.1; F.2.1 ID #77]

BT will maintain its SCRM best practices and compliance with NIST SP 800-161, NIST SP 800-53r4, and related documents that help with implementing a valuable, strong SCRM Plan. We will update our SCRM Plan, to include any future changes to the NIST SCRM Guidelines. The updates will be on an annual basis and will be submitted to the CO and COR at no cost to the Government.

SCRM Plan information will be treated as Controlled Unclassified Information, IAW EO 13556. All SCRM Plans will be shared with government agencies, and used solely for the purposes of mission essential risk management. All reviews by the Government will be completed within a 45-day time period and approval communicated back to BT.

2.6.4. Trouble Ticket Management [G.6.4]

BT Federal will perform trouble ticket management in accordance with commercial best practices, and will meet the following government requirements:

- Trouble Ticket Management - primary function of the BT Federal NOC, which operates 24x7x365
- The NOC's core functions are to:

- Provide a focal point from which the solution is monitored
- Manage the service to the agreed service levels
- Monitor the solution's alarms and initiate incident reports
- Receipt, log, and progress incidents and inquiries

- Investigate and diagnose incidents/technical problems
- Coordinate incident repair
- Analyze incidents and identify trends
- Provide GSA and the Agencies with regular progress reports at agreed intervals throughout the life of the incident

The responsibilities of the BT Federal NOC will include receiving incidents proactively or reactively. Reactive incidents can be generated via BT's portal, a phone call, and/or via an automated electronic ticketing.

2.6.4.1. Trouble Ticket Management General Requirements [G.6.4.1]

BT Federal will create a trouble ticket for any reported and discovered service issues, provide status updates, provide online real-time access to trouble ticketing and system status information for authorized users, update open trouble tickets and escalate as needed, and report the resolution to the initiator prior to closure. BT Federal's 24x7x365 Network Operations Center is dedicated to and understands the operational environments of Government customers. The BT Federal NOC has existing procedures and systems in place to support trouble ticket and complaint collection, entry, tracking, analysis, priority classification, and escalation for all services to ensure that problems are resolved within the timeframes specified in Section G.8 Service Level Management.

BT Federal will process Telecommunications Service Priority (TSP) restoration coded services as a first priority, using best effort to restore service as quickly as possible BT Federal will escalate issues according to the contractor's Program Management Plan (PMP) as described in **Section 2.9 Program Management Plan and Attachment 1 Program Management Plan** of this volume.

2.6.4.2. Reporting Information [G.6.4.2]

BT Federal's BSS will provide the Government with the capability to, query, sort, export and save in formats such as PDF/CSV or standard/structured file formats, all trouble

and complaint records by any field or combination of formatted (that is, not free-form text) fields in each record.

We will process any credits applicable to the service outage based on this record of information. SLAs and credits are defined in RFP G.8 Service Level Management.

BT Federal will, upon request from the PMO and agencies, deliver archived trouble and complaint report data within five (5) days of the request for such information.

2.7. Inventory Management [G.7]

The EIS Program requires industry partners who can maintain accurate agency inventories using defined inventory codes that result in accurate, consistent inventory data. For GSA, our robust and transparent inventory management system increases the value of EIS to Agency customers. The availability of inventory data describes a greater number of configurations and increases the choice of services for the customers. Our integration of inventory and service catalog data provides the full range of data points, configurations, and availability of service components. BT Federal has made service catalogs available to our Government and commercial customers around the world.

2.7.1. Inventory Management Process Definition [G.7.1]

BT Federal will establish, and keep current a complete and accurate inventory of EIS services provided to agencies. We will provide a secure web interface via the BT Federal BSS system to allow the Government to access the data, make queries, obtain reports and perform periodic downloads as needed for audits, billing verification, and other government program management purposes.

Key tasks associated with inventory management include:

1. The management of GSA inventory data elements required by service as part of Inventory Reconciliation (IR) IAW Deliverable ID #125. GSA will identify the minimum inventory data elements.

2. Addition of new inventory data elements to the IR deliverable as new or enhanced services are added by contract modification, additional will be added.

3. Government audits of the EIS inventory and associated discrepancy reporting.

4. BT Federal will investigate EIS inventory data discrepancies reported by the Government and work with the Government to resolve them.

5. BT Federal will make corrections to the EIS inventory as needed to maintain accuracy, completeness, and issue corrected Service Order Completion Notices (SOCNs) or billing as needed.

6. BT Federal will meet the inventory requirements for transition as defined in RFP C.3 Transition

Our Inventory Management identifies and defines all configurable items (CIs) related to a customer's managed inventory, recording and reporting the status of those CIs and verifying completeness and correctness. This domain will account for all IT assets in-scope; provide accurate information to support other service management processes; provide a sound basis for incident, problem, change and verification of records against infrastructure and correct exceptions.

2.7.1.1. Inventory Management Functional Requirements [G.7.1.1]

BT Federal understands and complies with the key functional requirements related to Inventory Management. Leveraging the BSS and programmatic reporting processes and procedures BT Federal will meet the Inventory requirements as described below:

1. BT Federal will populate the EIS Inventory with the data elements of the IR as defined in Section J.2.7 Inventory Management.

2. BT Federal will initially populate records of EIS services in the EIS inventory within one (1) business day of the issuance of SOCNs for EIS services delivered to customers. To ensure full compliance BT Federal will:
    Establish an inventory for all EIS services provided to its customers,
    Maintain and update the EIS inventory for all EIS services provided to its customers, and Make the EIS inventory data available to the Government.

3. As defined in RFP J.2.7.2 Inventory Management Process, we will deliver the IR deliverable no later than the 15th of each month, and will submit any corrections via a corrected IR within 3 days of identifying the discrepancy.

4. During the transition inventory process, BT Federal captures and validates service data and develops the inventory. The BT system manages the inventory electronically on a continual basis. Additionally, the system archives inventory images of monthly inventories for predefined periods.

5. Government users will be able to view and validate inventory, initiate queries and create custom reports. BT will establish several levels of security and access. System security will protect from external cyber threats, and will monitor usage for any suspicious activity.

6. The SOCN will be the key determinant in updating the database. This will also include replacements of failed equipment, circuit ID changes, or disconnects. BT Federal will track all order details during the lifecycle. BT Federal will update inventory upon the Government's validation and acceptance of services.

2.7.1.2. EIS Inventory Maintenance [G.7.1.2]

1. BT Federal will maintain and update the EIS Inventory for all EIS services.

2. BT Federal will update the EIS inventory current view to reflect all additions, deletions, or changes to the EIS services being provided within one (1) business day of the issuance of the SOCN for every addition, deletion, or change.

2.7.1.3. EIS Inventory Data Availability [G.7.1.3]

1. GSA and the Agencies require comprehensive inventory management capabilities. Our BSS and reporting processes will support these requirements. The BSS will include secure web-based access to inventory data and support timely and accurate monthly reporting. Secure portal based access combined with the programmatic reporting benefits GSA and the Agencies network planning processes and supports timely and well-informed business decisions. The Agencies' ability to make timely decisions regarding the capacity and state of their current networks and services allow them to create greater efficiencies and reduce cost.

2. The BSS portal enables timely access to searchable fields and queries, report generation and supports inventory management with the tools and processes necessary for government management and control. This will allow authorized users access to our EIS solution from any device with appropriate credentials.

BT Federal will:

1. Provide to government users secure electronic access to the current view and to the monthly inventory images of EIS services in the BT-maintained EIS inventory.

2. For secure web-based queries against the BT-maintained EIS inventory, we will as a minimum:

   a) Provide government users the option to select a user choice of online viewing, data file downloading.

   b) Provide and maintain on its EIS BSS web interface a link for secure, electronic access to the contractor-maintained EIS inventory information.

3. For data export or data file delivery in response to a secure query against the contractor-maintained EIS inventory, we will at a minimum:

   a) Support common industry standard formats and file structures

   b) Impose no limit on the number of records that is less than the limit imposed by the file format specification

4. Make older monthly inventory images of the EIS inventory that have been archived available for query access, within five (5) days of a government request.

5. Retain the monthly inventory images of the EIS inventory and provide them to the Government as requested for three (3) years following the expiration or termination of the contract.

6. Meet or exceed access security and performance requirements specified in **Section 2.5.6 BSS Security Requirements** for the EIS system inventory.

7. If requested by the Government, BT Federal, at no additional expense to the Government will provide a copy of the records, in the format requested by the Government, with data field labels, in the current EIS inventory or any of the monthly inventory images either in their entirety or for a subset specified in the Government's request.

8. If requested by the Government, BT Federal will, at no additional expense to the Government, provide a copy of the records in the current EIS inventory, in the format requested by the Government, in their entirety of for a subset specified in the Government's request.

9. BT Federal will not restrict the use by the Government of any and all EIS inventory data related to this contract during the contract and for three (3) years following the expiration or termination of the contract.

2.7.1.4. EIS Inventory Data Discrepancies and Accuracy [G.7.1.4]

Use or disclosure of proposal data is subject to the restrictions on the title page of this proposal.

2.7.1.4.1. EIS Inventory Data Discrepancies [G.7.1.4.1]

BT runs inventory discrepancy reports on a monthly basis to ensure that the inventory database remains accurate. Users can download discrepancy reports or print them from the portal. Authorized users will encounter user-friendly prompts to guide them through the process.

1. BT Federal will investigate EIS inventory data discrepancies reported by the Government. Upon agreement that a correction is required BT Federal will correct the data discrepancies within ten (10) days.

2. BT Federal will advise the Government when not in agreement with a reported discrepancy and will work with the Government to resolve the issue.

3. If the discrepancy is escalated to the CO for resolution, we will work with the CO to resolve the issue to the Government's satisfaction.

2.7.1.4.2. EIS Inventory Data Accuracy [G.7.1.4.2]

1. GSA and the Agencies require a simplified accurate Inventory Management system. BT is an expert in this arena and manages thousands of network elements globally. Our goal is to assist GSA and the Agencies in this effort and ensure the result is shared benefits of a simplified and efficient Inventory Management System. In the event inventory discrepancies, we will initiate an investigation following the appropriate process to respond quickly to the issue. This includes capture and analysis of relevant data, verifying impact of discrepancy, isolating the cause, published recommendation(s), and track issue to closure, and updating our knowledge base for future reference.

2. BT Federal will institute internal verification and audit procedures to ensure that the EIS inventory is complete and correct. BT Federal uses industry best practice and processes manage and maintain the EIS inventory. Inventory data is loaded into back office systems to start its life cycle then a preliminary discovery phase ensures that the back office data 100% matches the Customer data. Once this first inventory batch is loaded subsequent changes must be requested, approved, planned, executed, and closed by authorized users before they appear as live CIs in the inventory database. Regular inventory reconciliation ensures that the CI in the database reflect the elements in network service.

3. BT Federal will correct its EIS inventory at no additional cost to the Government in the event an EIS inventory data discrepancy is identified for one of the following reasons: discovered by BT Federal, BT Federal agrees with a government report of a discrepancy, or BT Federal is directed to do so by the CO.

4. BT Federal will investigate whether or not the EIS inventory data elements in the SOCN or Billing Detail (BD) deliverable issued to the Government are correct.

5. If the EIS inventory data elements in the SOCN issued to the Government in error, BT Federal will, at no additional cost to the Government, provide a corrected SOCN or a new correct SOCN that clearly references the original error.

6. If the EIS inventory data elements result in a billing error, we will issue, at no additional cost to the Government, a Billing Adjustment (BA) deliverable.

7. BT Federal will correct data discrepancies as they occur and as designated by the Government within ten (10) days.

2.7.1.5. EIS Inventory Reconciliation [G.7.1.5]

BT Federal will provide the monthly Inventory Reconciliation deliverable to GSA Conexus IAW Deliverable ID #125 RFP F.2.1 as defined in Section J.2.7 Inventory Management.

2.8. Service Level Management [G.8]

GSA and the Government Agencies procuring services on the EIS contract need high performing and reliable services to ensure the success of their individual missions. BT Federal is well positioned to meet these requirements. Service Level Management is a critical component to the overall success of the EIS program and is the basis for ensuring the deliverables are met and maintained throughout the life of the contract. Agencies will directly benefit from the resulting sustained service levels and overall customer experience that BT Federal provides as a result of our methodological approach to the management of our internal and external subcontractor/provider Service Level Agreements (SLAs). AT a high level BT Federal's service level management approach addresses the following items:

- Service Level Agreements (SLAs) – GSA has provided well defined and documented SLA's for the services that are to be provided by EIS. Communication and understanding of the SLA requirements with all Stakeholders of each individual

TO is essential. SLAs are discussed during customer kickoff meetings to level set expectations with the Agency end users. SLAs are also a critical item when soliciting subcontractor support of TO requirements to ensure compliant solutions are developed that will meet or exceed the end users expectations

- Methodological Approach to Managing SLA Metrics – SLAs by themselves do not create success but rather a baseline that success can be measured against. Fundamental to BT Federal's SLA management strategy is the use of alerts and trend analysis to identify potential issues with services and initiate proactive action to avoid SLA misses. A key component of our SLA management is root cause analysis. Root cause analysis is used to create after action reports, document lessons learned, drive process improvement, and training updates to improve the overall customer experience.

- SLA Reporting Requirements – BT reporting. Service level compliance information will be made available for supported products to Agencies via our web-based portal so that government authorized users can verify compliance on demand. Automation of key systems and tools used to generate SLA reporting and by EIS to interact with BT Federal will help reduce workload and errors while providing increased efficiencies for the Government. The Service Assurance Manager (SAM) works closely with the BT Federal NOC and subcontractors to capture the performance data needed to calculate the SLA measurements and will ensure the EIS SLA reporting requirements are met. The SAM will provide management reports demonstrating BT's adherence to the defined SLA measurements and BT's compliance with specifics within EIS.

2.8.1. Overview [G.8.1]

BT Federal will comply with those KPIs. For each KPI, we will meet specified AQLs. Certain services deemed essential to government operations also require mandatory SLAs. If the specified service levels are not met, then BT Federal will issue specified credits.

2.8.2. Service Level Agreement Tables [G.8.2]

BT Federal understands and complies with all standard SLAs, as outlined in

Table 2.8-1.

Table 2.8-1 SLA [G.8.2.1.1.1]

Service	Service ID	KPIs Defining the Service-Specific SLA	Section C Reference
Virtual Private Network Service	VPNS	▪ Latency (CONUS) ▪ Latency (OCONUS) ▪ Availability (VPN)	C.2.1.1.4
Ethernet Service	ETS	▪ Availability (ETS) – Routine ▪ Availability (ETS) – Critical ▪ Latency (ETS) (CONUS) ▪ Latency (ETS) (OCONUS) ▪ Jitter (Packet) ▪ Grade of Service (Packet Delivery Rate) – Routine ▪ Grade of Service (Packet Delivery Rate) – Critical ▪ Grade of Service (Packet Loss) – Routine ▪ Grade of Service (Packet Loss) – Critical	C.2.1.2.4
Internet Protocol Voice Service	IPVS	▪ Latency ▪ Grade of Service (Packet Loss) ▪ Availability – Routine ▪ Availability – Critical ▪ Jitter ▪ Voice Quality	C.2.2.1.4
Managed Network Service	MNS	▪ MNS performance levels will be specified in the TO	C.2.8.1.4

SLAs in this document represent a minimum level of service acceptable to the
Government unless otherwise specified at the TO level. Agencies may define additional
or different SLAs, KPIs and AQLs during the TO process. These TO-specific SLAs are
equally binding, and BT Federal is subject to the terms and conditions stated after
agreeing to the measurement and price. Our goal is to exceed EIS SLAs.

2.8.2.1. Service Performance SLAs [G.8.2.1]

2.8.2.1.1. Service-Specific SLAs [G.8.2.1.1]

BT will measure and report the KPIs for each unique instance of a service which is
defined at the most granular level to which the KPI is applicable but never at a level
higher than that defined by the UBI service grouping (as stated in Section J.2.10.1.1.2)
of the EIS solicitation.

BT Federal will comply with each service SLA, the KPIs that define the SLA, and a reference to the appropriate location in RFP C.2 Technical Requirements as illustrated in **Table 2.8-2.** For each service SLA, we will meet the AQL associated with each KPI listed. The KPIs will be measured and reported for each unique instance of a service defined by the UBI.

BT Federal understands that failure to meet the AQL for any KPI within an SLA constitutes failing that SLA.

Table 2.8-2. Service-Specific SLA Table [G.8.2.1.1.1]

Service	Service ID	KPIs Defining the Service-Specific SLA	Section C Reference
Virtual Private Network Service	VPNS	- Latency (CONUS) - Latency (OCONUS) - Availability (VPN)	C.2.1.1.4
Ethernet Service	ETS	- Availability (ETS) – Routine - Availability (ETS) – Critical - Latency (ETS) (CONUS) - Latency (ETS) (OCONUS) - Jitter (Packet) - Grade of Service (Packet Delivery Rate) – Routine - Grade of Service (Packet Delivery Rate) – Critical - Grade of Service (Packet Loss) – Routine - Grade of Service (Packet Loss) – Critical	C.2.1.2.4
Internet Protocol Voice Service	IPVS	- Latency - Grade of Service (Packet Loss) - Availability – Routine - Availability – Critical - Jitter - Voice Quality	C.2.2.1.4
Managed Network Service	MNS	MNS performance levels will be specified in the TO	C.2.8.1.4

2.8.2.1.2. Service-Specific SLA Credit Formulas [G.8.2.1.1.2]

For each identified SLA discrepancy, we will investigate the circumstances and apply credits as relevant and in accordance with RFP G.8.4. Credits are calculated on the number of SLA incidents identified during a rolling six-month window, starting from service acceptance, using the following formulas:

- For the first month missing a specific SLA measure for a specific service during the six-month window:

- Service-Specific Credit = 12.5% of the Monthly Charge for the service effected by the SLA. This Monthly Charge is either the Monthly Recurring Charge (MRC) Usage Charge for usage-based services.

- For the second month missing the same SLA for the same specific service during the six-month window:

    - Service-Specific Credit = 25% of the Monthly Charge for the service effected by the SLA. This Monthly Charge is either the Monthly Recurring Charge (MRC) or the Usage Charge for usage-based services.

- For the third (or any subsequent) month missing the same SLA for the same specific service during the six-month window:

    - Service-Specific Credit = 50% of Monthly Charge for the service effected by the SLA. This Monthly Charge is either the Monthly Recurring Charge (MRC) or the Usage Charge for usage-based services.

    - The agency may also choose to cancel the specific service effected by the specific SLA without penalty.

2.8.2.1.3. Incident-Based Service SLAs [G.8.2.1.2]

The Time to Restore (TTR) SLA measures BT Federal performance on a per-incident basis. BT Federal will calculate the TTR using the following method:

1. The preliminary TTR is the elapsed time between when a service outage is recorded in BT Federal's Incident Management system and when the service is restored.

2. From the preliminary TTR all time is subtracted for any scheduled network configuration changes or planned maintenance to that specific service.

3. To achieve a final TTR, additional time is subtracted, if relevant and as agreed to by the Government, for the duration of time that service restoration cannot be progressed due to government-caused delays. Examples of government-caused delays include:

    a) The customer was not able to allow the contractor to access the Service Delivery Point or other customer-controlled space or interface

b) The customer failed to inform the contractor that a security clearance was required to access the SDP or customer-controlled space

c) The government required service at a remote site and agreed that a longer transit time was required

For each Incident-based SLA, we will meet the AQL for the matching KPI associated with the service affected by the incident. The KPIs and associated AQLs for each service are defined in the sections referenced in **Table 2.8-3**. Failure to meet the AQL for an individual incident constitutes failing the SLA for that incident unless due to documented delays caused by the customer.

Table 2.8-3. Incident-Based Service SLA References [G.8.2.1.2.1]

Service	Service ID	Section C Reference
Virtual Private Network Service	VPNS	C.2.1.1.4
Ethernet Service	ETS	C.2.1.2.4
Internet Protocol Voice Service	IPVS	C.2.2.1.4
Managed Network Service	MNS	C.2.8.1.3

2.8.2.1.4. Incident-Based Service SLA Credit Formula [G.8.2.1.2.2]

For each failed SLA, we will apply the associated credit in accordance with RFP G.8.4 SLA Credit Management Methodology using one of the following formulas based on the nature of the service in question: Routine Service Time to Restore (TTR) Credit = 50% of the Monthly Recurring Charge (MRC) for the affected service, and Critical Service Time to Restore (TTR) Credit = 100% of the MRC for the affected service

2.8.2.1.5. Service-Related Labor SLAs [G.8.2.1.3]

The types of labor services to be delivered will vary widely by TO; as a result, KPIs and SLAs will be specific to and defined in each TO. Similarly, measurement methods, SLA credit formulations, and tracking methodology will be defined in the TO.

2.8.2.2. Service Provisioning SLAs [G.8.2.2]

SLAs for the provisioning of services under the contract are defined in the subsections below: Standard Provisioning SLAs; ICB Provisioning SLAs; and Project Provisioning SLAs.

The provisioning interval for orders will be measured in days from the TO submission date if no service orders are used, or else from the service order date to the completion date in the SOCN in accordance with RFP J.2.4 Ordering:

- Interval = number of days from the service order to the SOCN Completion Date

For associated services ordered together and assigned UBIs with the same service group ID, the SLA will be governed by the longest provisioning interval.

BT Federal acknowledges that if the time between the service order and the CWD is greater than the defined provisioning interval for the service as described in the subsections below, the service provisioning SLA is waived for that service on that order.

2.8.2.2.1. Standard Provisioning SLAs [G.8.2.2.1]

BT Federal will complete orders within the provisioning intervals defined in **Table 2.8-4**. We understand that failure to complete the provisioning of service within the specified timeframes shall constitute a failure to meet the SLA for that provisioning incident. **Bold** items in the table below (2.8-4) indicate those services currently in our bid.

Table 2.8-4. Standard Service Provisioning Intervals [G.8.2.2.1.1]

Service	Orders SLA (Days)
Disconnect (all services)	**30**
Circuit Switched Data Service (CSDS)	23
Toll-Free Service (TFS)	45
Private Line Service (PLS):	
PLS ≤ DS1	45
DS1 < PLS ≤ DS3	85
DS3 < PLS ≤ OC3	120
VPN Service (VPNS)	**45**

2.8.2.2.2. Individual Case Basis Provisioning SLAs [G.8.2.2.2]

Table 2.8-5 lists the service provisioning tasks that do not have predefined provisioning intervals. For these services, the performance objective will be defined on an individual case basis (ICB) with the required delivery schedule established in the TO.

Failure to complete the provisioning of service within the timeframe specified in the TO will constitute a failure to meet the SLA for that provisioning incident.

Table 2.8-5. Services Subject to ICB Provisioning Intervals [G.8.2.2.2.1]

Service
▪ Ethernet Service (ETS) ▪ Managed Network Service (MNS)   • Voice Services (IPVS, CSVS)

2.8.2.2.3. Project Provisioning SLAs [G.8.2.2.3]

For project orders, the performance objective will be based on the baseline completion dates in the Task Order Project Plan (TOPP) agreed upon and documented by the Government and BT Federal at the time orders are placed and confirmed by us. For these services, the performance objective will be defined on an individual case basis (ICB) with the required delivery schedule established in the TO.

Failure to complete the provisioning of service within the timeframes specified in the TOPP will constitute a failure to meet the SLA. In the event that timeframes are not specified in the TOPP, the standard provisioning SLAs and intervals are defined in RFP G.8.2.2 Service Provisioning SLAs.

2.8.2.2.4. Rapidly Provisioned Services [G.8.2.2.4]

2.8.2.2.4.1. Cloud Service Provisioning [G.8.2.2.4.1]

BT is not currently proposing to provide Cloud Service. BT Federal will propose cloud provisioning interval KPIs and SLAs in support of a contract modification to add those optional services to the contract.

2.8.2.2.5. Bandwidth-on-Demand [G.8.2.2.4.2]

BT Federal will support bandwidth increments and decrements on demand, as agreed between the contractor and the Agency. Unless otherwise agreed by the Agency and contractor on a case-by-case basis, provisioning time for this feature will meet the standard in **Table 2.8-5**, measured from the service order to the SOCN.

Table 2.8-6. Bandwidth-on-Demand

Service	Provisioning SLA	KPI
Ethernet Services: Bandwidth-on-Demand Changes	24 Hours	100% SLA Success

2.8.2.2.5.1. Other Services Subject to Rapid Provisioning [G.8.2.2.4.3]

Consistent with the requirements in RFP G.3.3.3.2 Rapid Provisioning Orders, we will respond to agency specifications in TOs and, if applicable, propose specific services for rapid provisioning with associated KPIs and SLAs.

BT Federal offers Rapid Provisioning for the following services listed in **Table 2.8-7** below. **Table 2.8-7 Rapid Provisioning**

Category	Service	MRC CLIN	Details	SLA
VPNS	Bandwidth on Demand Usage	VN21001-004	Requires scalable Ethernet port	24 Hours
E-LAN	Bandwidth on Demand Usage	EN21001-004	Requires scalable Ethernet port	24 Hours

2.8.2.2.6. Service Provisioning SLA Credit Formulas [G.8.2.2.5]

For each failed SLA, we will apply the associated credit in accordance with RFP G.8.4 SLA Credit Management Methodology using the following formulas:

- Default Provisioning Credit = the larger of:
    - 50% of the Non-Recurring Charge (NRC), or
    - 50% of the Monthly Recurring Charge (MRC).

2.8.2.3. Billing Accuracy SLA [G.8.2.3]

BT Federal will submit accurate billing that meets the performance standards for Billing Accuracy for each TO failure to meet the accuracy standards defined in that section will constitute failing to meet the Billing Accuracy SLA. If this SLA is failed, we will apply the associated credit in accordance with RFP G.8.4 SLA Credit Management Methodology using the following formula:

- **Billing Accuracy Credit** = 1% of our Total Billed Revenue on the applicable TO for the month.

2.8.3. Service Level General Requirements [G.8.3]

BT Federal will be responsible for meeting all SLA requirements as defined in RFP G.8.2 Service Level Agreement Tables. This includes delivering the service, maintaining the service at specified AQLs, measuring the KPIs, reporting on compliance, and issuing the specified credit when performance fails to meet the performance objective.

2.8.3.1. Measurement [G.8.3.1]

BT Federal will measure each SLA in accordance with its definition provided in RFP G.8.2 Service Level Agreement Tables. Procedures for measuring and sampling are described in the quality assurance section of the Program Management Plan, which is described in **Attachment 1 Program Management Plan**.

2.8.3.2. Reporting [G.8.3.2]

BT Federal will provide service level management reports as detailed in RFP G.8.5 Service Level Reporting Requirements.

2.8.3.3. Credits and Adjustments [G.8.3.3]

In the event of a missed SLA, we will review the SLAR containing the SLA failure and provide credits and/or adjustments to the Government Agency of record or GSA. BT Federal will review such requests and respond as indicated in Section G.8.4.1 Credit Management.

2.8.4. SLA Credit Management Methodology [G.8.4]

In accordance with Section G.8.4 SLA Credit Management Methodology and G.8.2 Service Level Agreement tables, adjustments for failed SLAs will be managed with the following process:

1. The government will issue a SLA Credit Request (SLACR) within six (6) months of the SLAR containing the SLA failure.
2. BT Federal will submit a SLACR response within 30 days of the SLACR.
3. If BT Federal accepts the Government's finding, the credit shall be reflected on a BA within two (2) billing cycles of the SLACR response.
4. If BT Federal disagrees with the Government's finding, the Government may use the dispute process as defined in Section G.4.4 Disputes and J.2.6 Disputes.

BT Federal will comply with SLA Credit Methodology defined in Section G.8.4. We will calculate the credits as specified in the applicable portion of Section G.8.2 Service Level Agreement Tables as they apply to the GSA approved and BT delivered catalog

services. BT Federal will comply with stated SLAs for optional services when these services are provided under the EIS program.

If multiple SLA credits are triggered, all credits are paid with the limitation that the total maximum penalty on a service in a given month will not exceed the total billed cost for that service.

The government may grant a waiver from all or part of a credit if exceptional circumstances warrant.

The TO on the bill defines the customer that will receive the credit and may grant a waiver for all SLAs.

2.8.4.1. Credit Management [G.8.4.1]

The GSA CO, OCO, or authorized ordering official may submit to the contractor an SLACR as defined in RFP J.2.8. In addition, the GSA CO or OCO may designate, in writing, additional personnel or systems authorized to submit SLACRs to the contractor. Additional credit management requirements may be defined in the TO.

BT Federal will work with the government to resolve any disputes and agree on an appropriate credit award in accordance with Section **Error! Reference source not found.** Billing Disputes.

2.8.5. Service Level Reporting Requirements [G.8.5]

2.8.5.1. Report Submission [G.8.5.1]

Unless otherwise specified, each report will be TO-specific and address only those actions and metrics applicable to the TO in question. As specified in RFP G.5 BSS, reports from BT Federal will be submitted electronically via our web interface and direct data exchange.

2.8.5.2. Report Definitions [G.8.5.2]

2.8.5.2.1. Service Level Agreement Report [G.8.5.2.1]

BT Federal's Service Level Agreement Report (SLAR) will document monthly SLA performance covering all aspects of service including incident-based SLAs, service-specific SLAs, service provisioning SLAs, and program management SLAs as defined in RFP J.2.8. We will deliver this report on the 15th day of each month.

2.8.5.2.2. SLA Credit Request (SLACR) Response [G.8.5.2.2]

The SLACR response will document our response to a government request for SLA credits. BT Federal will deliver this response within 30 days after receipt of a SLACR.

2.8.5.2.3. Trouble Management Performance Summary Report [G.8.5.2.3]

BT Federal's Trouble Management Performance Summary report will document trouble management performance by summarizing the number of trouble reports opened and resolved during the reporting period. Unless otherwise specified by the TO, we will use the standard commercial report format provided that it contains the information specified. BT Federal will deliver this report within 14 days after the end of each FY quarter.

2.8.5.2.4. Trouble Management Incident Performance Report [G.8.5.2.4]

BT Federal's Trouble Management Incident Performance Report will document trouble management incident-level performance by describing each trouble report issued during the reporting period by contractor trouble report number, agency and AHC, UBI, time opened and time resolved. Unless otherwise specified by the TO, we will use our standard commercial report format for this report provided that it contains the information specified. BT Federal will deliver this report within 14 days after the end of each FY quarter.

2.9. Program Management [G.9; F.2.1 ID #38, 78, 79, 80, 81]

GSA considers a strong Program Management approach by its contractors a key to the success of EIS program. Contractors are required to provide the leadership and management capabilities to meet the requirements of its current customers and be able to complete transitions within a timely manner. We offer an agile, capable, experienced and broad-based program management capability that will ensure GSA and the Agencies succeed in this transition. We also appreciate the increased amount of EIS visibility and GSA's desire to increase participation of new EIS customers. The CSO will leverage our true lifecycle support methodology to assist in promoting GSA's unique EIS value proposition. Our Program Management office, is headed by ███████████, and supported by our CSO, with full trust of the BT Federal executive team. ████ has access to all resources of BT and ready to partner with GSA's Executive Program Management and other GSA and customer teams to meet these challenges.

Our management approach described in this volume is based on providing lifecycle support to GSA and the Agencies. Our EIS Customer Support Office (CSO) Sales and Engineering team will communicate with GSA and the Agencies directly to promote EIS. GSA will be accountable for our technical performance. In addition to being accountable for the technical performance, our CSO is also accountable for the overall customer experience. We will partner with GSA and the Agencies to provide the best possible customer experience.

BT Federal's CSO will oversee the establishment and operation of a Program Management Office (PMO), which will execute BT Federal's Program Management Plan (PMP) IAW Deliverable ID #79. The PMP, as submitted with this proposal, forms the management framework for fulfilling the technical and operational requirements of EIS Customer Agencies for the services and products offered by BT Federal under this contract. For a complete list of other Program Management deliverables, refer to **Section 11 – Reporting and Deliverables** of **Attachment 1 PMP** of this volume.

2.9.1. Contractor Program Management Functions [G.9.1]

BT Federal has ability, experience, and resources to manage the EIS program during the life of the program. We achieve program objectives through a well-planned, low-risk solution. BT Federal will effectively and responsively plan, control, and execute the EIS program and will respond to technical, operational, promotional, and management requirements as stated in the EIS RFP. We will provide the following program management functions including but not limited to: program control, planning at the program level, planning at the Agency task order (TO) level, contractor performance, resource management, revenue management, reporting and reviews, and senior-level communications. Our program management team uses proactive risk mitigation to identify issues early and provide timely resolution. We have relevant experience and demonstrated record of achieving and maintaining network availability, service availability, and transitioning services with minimal end user impact. Our Program Management Office (PMO) framework enables our team to collaborate, share, and apply best practices and lessons learned to successfully deliver GSA Task Orders.

2.9.2. Performance Measurement and Contract Compliance [G.9.2]

BT Federal's program management process and standards-based service strategy provides the critical competencies necessary for maintaining compliant, optimally configured infrastructure and support services to achieve program requirements and service performance objectives. Our service strategy is documented and aligned to service level agreements (SLA) established by this contract, and are measured and reported; and continuous improvement processes are actively being executed.

BT Federal's PMO has established the necessary processes and procedures to:

1. Submit all SLA data for performance monitoring and reporting to enable an accurate assessment of our performance against these SLAs as defined in RFP G.8 and described in **Section 2.8** of this volume.

2. Monitor and manage our performance against all contract requirements.

3. Designate a single interface point for SLA information or issues

4. Resolve all issues concerning SLAs, including those that pertain to subcontractors by the designated single interface point of contact dedicated to this task. These include, but are not limited to, missing data, data reported in the wrong format or units, and late submission from subcontractors.

2.9.3.   Coordination and Communication [G.9.3; G.6.4.1]

BT Federal has the technical and management capabilities to provide technical expertise across all services. BT Federal has developed (and submitted with this proposal) the Program Management Plan (PMP) included as Attachment 1 of this volume as required by the EIS RFP. Our PMP describes in detail our approach to manage our relationships with our customer EIS Customer Agencies at all levels of management and technical performance including our communications protocols.

Figure 2.9-1 EIS Sales and Engineering Communication Protocol, and **Figure 2.9-2** EIS Program Operations Communication Protocol demonstrate the lines and contents of our communications protocols with EIS stakeholder including internal BT Federal personnel, GSA executive and management teams, and EIS Customer Agency teams.

Figure 2.9-1.
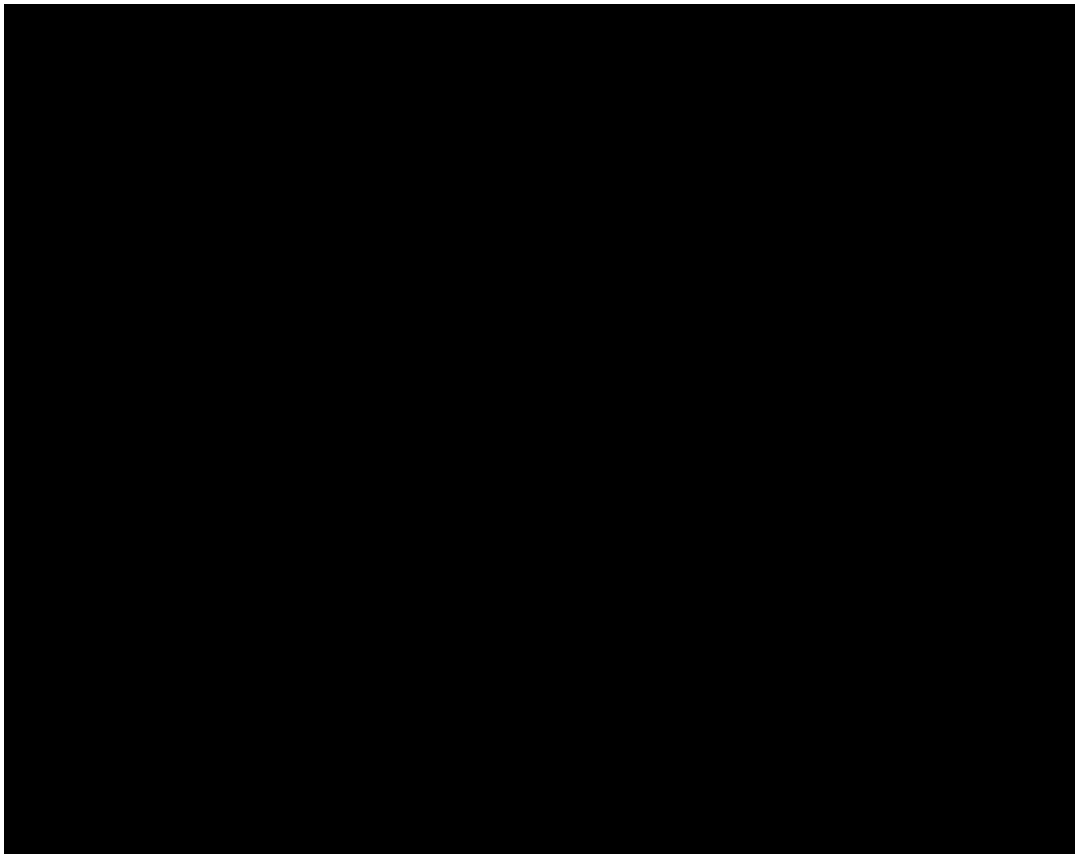
Figure 2.9-2.

The communication channels shown cover all aspects of operations and management of the EIS Program by BT Federal. BT Federal's Communications Protocol addresses the objectives, goals, tools and techniques for the communication methods that will be used to support the EIS Program. Our Communications Protocol includes the approaches and tools, and frequencies for communicating with the senior leadership of the project and Government officials directing our efforts on the EIS Program.

BT Federal's communication protocol, augmented by our detail Communication Plan, provides an effective and direct means of responding to questions and address issues from the EIS PMO regarding BT Federal's network management activities. Our PMO has established escalation procedures for the Government to escalate issues to appropriate levels of our management to resolve disputes and issues. These procedures include processes to resolve issues when they may have not been resolved to the Government's satisfaction through the standard trouble handling process described in RFP G.6.4.1 Trouble Ticket Management General. The escalation procedures are supported by our communications protocol and plan.

BT partners with our customers and works collaboratively to meet their goals and objectives. To this end, BT Federal has established procedures, supported by our lines of communication that will help us to proactively manage our relationships between GSA and our EIS Customer Agencies, and provide services as described in RFP G.9.3.2(a)-(f), G.9.3.3, G.9.3.4, G.9.3.5, G.9.3.6(a)-(i), G.9.3.7(a)-(h), G.9.3.8(a)-(b). GSA will provide BT Federal with contact information (names, phone numbers, and email addresses) for the CO, PM, COR, TSMs and for contacts within the PMO.

2.9.4. Program Management Plan [G.9.4; C.3, F.2.1 ID #79]

BT Federal's Program Management Plan (PMP), included as **Attachment 1** of this volume, describes our program management method and implementation plan provides the Government with detailed information regarding our program management approach. The areas addressed by the PMP include, but are not limited to:

1. Summary of contract management requirements
2. Summary Description of the service solution
3. Draft program management schedule.

4. **BT Federal's approach to the project management of transition**. The transition project management section of our PMP addresses RFP G.9.4 items 1 through 9.

2.9.5. Financial Management [G.9.5]

BT Federal will submit our monthly Financial Status Report to the GSA PMO. This report will include the total dollar activity for the month, broken down by the service types and services as described in in Table B.1.2.1.1 of EIS RFP Section B. The report will also provide the total billed charges for all agencies during the monthly reporting period. A sample of our Financial Status Report in provided as **Attachment 6** of this volume.

BT Federal will update the list of service types and services with proposals for new or improved services, or when a contract action deletes services from the list.

2.9.6. Program Reviews [G.9.6]

2.9.6.1. Quarterly Program Status Reports [G.9.6.1]

BT Federal will deliver Quarterly Program Status Reports to the GSA PMO and lead Quarterly Program Management Review (QPMR) meetings. The Quarterly Program Status Reports will include, but are not limited to the status of: Project Plan for program management activities; Base contract modifications; TOs and modifications; Projects, Orders entered and completed; Backlog; Aging; Pipeline of orders; Billing disputes; Summary of trouble reports; Issues and resolution; Root cause analysis: Identification of measures failing SLAs, Root cause of the failure, Corrective action to remedy; and Technical accomplishments and future plans.

BT Federal's Program Management Office will conduct daily reviews of the Project Plan status, risks, and issues with the BT Federal's management team assigned to EIS program. BT Federal will use our proven tools, techniques, and procedures for our change management process.

2.10. Training [G.10; F.2.1 Deliverable ID #82]

GSA and the Agencies require knowledge of products and services BT Federal offers and proficient use systems and tools provided to manage them. BT Federal will provide product and service training to enhance customer knowledge base and ensure role

based user proficiency in the EIS BSS systems. Product knowledge combined with self-service abilities enhanced by the resulting proficient system use will provide added value to the overall end user experience, capabilities, and realization of the GSA EIS value proposition. BT Federal's CSO will provide training to the Government through the life of the contract as part of the basic service and at no additional cost to government customers. BT will collaborate with the Government when "other remote methods" of delivery are identified and with Agencies that may request additional (specialized) training as required in a TO. In both cases, BT will make best-effort to accommodate these requests, but, given the ambiguity, requirements of this type will need to be evaluated on a case-by-case basis. BT Federal will tailor its training to the targeted trainee audience, whether it be CO and/or CORs, end users of services, government trainers or government executives. BT's preferred method of training delivery is via web-enabled content and/or electronic collaboration tools. As classroom training requirements are identified and mutually agreed by the Government and BT, training will be conducted on government premises or BT premises within daily commuting distance for the Government students. When training is conducted at a BT site, BT will provide an appropriate classroom environment and all necessary equipment and support. When training is conducted at a government site, the Government will provide the necessary space, equipment, and environmental support. The government may inspect BT's training facilities and may observe training being performed by the contractor to ensure compliance with the contract.

Due to the critical importance of the BSS, BSS training will comprehensively educate government users on billing, pricing, order submission and tracking, network performance, trouble ticketing, and inventory management.

2.10.1. Training Curriculum [G.10.1; F.2.1 ID #82]

Training provided by BT will include courseware development and instruction to customer personnel. This training is detailed in BT's Training Plan IAW Deliverable ID #82 and presented in **Attachment 1, Program Management Plan** of this volume. This plan articulates attributes across the following domains: key customer stakeholders, curriculum and associated learning objectives, and delivery methods. By developing content against each of these domains, a comprehensive view of the training to be

provided can be communicated and this content forms the foundation against which training will be planned and executed by BT. The Government reserves the right to provide comments on the Training Plan within 30 days of Notice to Proceed. If comments are provided, BT will incorporate them and deliver a revised Training Plan within 15 days of the comments being received. The training identified in the Training Plan will remain available throughout the life of the contract. Users will be more effective when they are well informed on the services and systems that are going to be used. A key focus of the training will be on those stakeholder groups that will interact with BT on a regular and direct basis. For the majority of end users within the Government environment, the new and transitioned services represent infrastructure components provided by BT that will require limited direct interaction with BT; therefore, no specific training will be required other than general awareness of minor changes related to service management concerns, like reporting a fault.

2.11. National Security and Emergency Preparedness [L.30.1; G.11; F.2.1 #83]

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2.11.1. Basic Functional Requirements [G.11.1]

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Functional Requirements Implementation Plan.

2.11.2. Protection of Classified and Sensitive Information [G.11.2; H.35]

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2.11.3. Department of Homeland Security Office of Emergency Communications Priority Telecommunications Services [G.11.3]

BT Federal will comply with DHS policies and interoperate with DHS Office of

Emergency Communications (OEC) Priority Telecommunications Services including

(TSP), Government Emergency Telecommunications Service (GETS), Wireless Priority

Service (WPS), and, when released, NGN-PS. BT Federal will collaborate with all Government Agencies and authorities to ensure the NS/EP community has access to priority telecommunications and restoration services under all circumstances.

2.11.3.1. Government Emergency Telecommunications Service [G.11.3.1]

Voice calls destined for GETS Provider Contract Holders will be routed from the customer premise through the BT Voice Infrastructure Switches and delivered via existing commercial carrier voice interconnections for prioritization across the GETS carriers' network.

2.11.3.2. Wireless Priority Service [G.11.3.2]

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2.11.3.3. Telecommunication Service Priority [G.11.3.3]

GSA and the Agency's mission critical requirements require enhanced responses to ensure priority treatment for our Nation's most important NS/EP telecommunications services. Our TSP coordinator provides oversight and compliance to the TSP program. BT Federal will fully comply and interoperate with the five (5) level TSP system for priority provisioning (i.e., installation of new circuits), restoration of previously provisioned circuits, and priority level for design change of circuits, including coordination between local access providers and the transport segment. BT Federal will mark/implement TSP on all designated US domestic services and will implement TSP equivalent procedures for all designated foreign/OCONUS segments. BT Federal will fully comply and interoperate with any future TSP replacement system.

In accordance with the TSP's five (5) levels of priorities, we will provide priority restoration of affected services to full performance and properties if its network experience significant degradation or failure. Our Business Continuity governance is well documented and proven.

2.12. Requirements for Climate Change Adaptation, Sustainability and Green Initiatives [G.12; F.2.1 ID #84 - 86]

BT understands the need for, and our obligation to practice good stewardship of our natural resources including the use of environment-friendly resources and processes. BT encourages suppliers to offer solutions which have a reduced negative environmental impact

2.12.1. Climate Change Adaptation [G.12.1; F.2.1 Deliverable #85]

BT recognizes the role of GSA in providing stewardship in implementing Executive Order 13693 by requiring Government contractors to comply with its requirements and provisions. BT Federal publishes Corporate Climate Sustainability Reports and additional information regarding our efforts to support sustainability on our web site. BT has an environmental policy that is applicable to all of our operations and reviewed regularly. BT updates and reports our performance against our sustainability improvement targets related to environmental impacts on a quarterly basis. BT's environmental policy demonstrates our firm commitment to ensuring compliance with the laws governing environmental management and complying with ISO 14001 Standards. These policies are currently published on BT's public website:: http://www.btplc.com/Betterfuture/NetGood/Ourownoperations/Environmentalmanagem ent/ and provided in **Attachment 5, Corporate Climate Risk Management Plan,** included within this volume.

BT Federal will conduct corporate sustainability reporting through accredited third parties and provide copies of the reports to GSA. We will also deliver a yearly Climate Change Adaptation, Sustainability, and Green Initiatives Report to the GSA CO IAW Deliverable ID #85 report that highlights any changes made throughout the year to demonstrate that BT is remaining fully compliant with the Federal directives listed in the EIS RFP. BT will notify the Agency and the GSA CO immediately if conditions arise thought to be out of compliance with the aforementioned Executive Orders, laws, regulations, and directives.

2.12.2. Sustainability and Green Initiatives [G.12.2]

BT will comply with climate change adaptation laws, regulations and directives and will notify the Agency or GSA COR immediately if any conditions arise that may be out of compliance. We will endeavor to provide sustainable products and services whenever possible.

2.12.2.1. EPEAT [G.12.2.1; F.2.1 ID #85]

We will comply as outlined in **Attachment 5, Section 1.2.1.**

2.12.2.2. Energy Efficient Products [G.12.2.2]

BT Federal will ensure that energy-consuming products are energy efficient (e.g., Energy Star-certified products or FEMP-designated products or low standby power products) throughout the life of the contract, in compliance with FAR Clause 52.223-15 Energy Efficiency in Energy-Consuming Products.

2.12.2.3. Data Centers and Cloud Services [G.12.2.3; F.2.1 ID #86]

BT currently meets PUE rating between 1.2 and 1.4 at our facilities that host our equipment as addressed in **Attachment 5, Section 1.2.3 and 1.2.3.1.**

3.0 Management Response to requirements for Section E: Inspection and Acceptance [L.30.1(2); E.1 – E.2.2.6; F.2.1 ID # 34, 35, 36]

3.1. Test Methodology [E.2]

BT Federal has developed test methodologies to conduct Verification Tests for BT Federal's BSS and EIS Services. These testing methods and associated processes and procedures, test cases, and test scenarios have been fully described in draft version of BSS Verification Test Plan (BSS Test Plan) IAW Deliverable ID #34 and EIS Services Verification Test Plan (EIS Test Plan) IAW Deliverable ID #36. BT Federal has provided these plans as attachments to the Management Volume of the proposal as:

- Attachment 3 Draft BSS Verification Test Plan
- Attachment 4 EIS Services Verification Test Plan

3.1.1. Business Support Systems Verification Testing [E.2.1]

The purpose of the plan is to conduct testing of BT Federal's BSS to ensure that it will fulfill the critical missions of GSA and EIS customer agencies reliably and confidently. BSS and other supporting systems developed by BT Federal will be in place to support the Government for ordering, billing, inventory management, service management, customer support and overall program management.

The BSS Verification Test Plan describes BT Federal's approach to performing the BSS Verification test cases and scenarios. The goal of the BSS Verification Test Plan is to successfully demonstrate the capabilities of BT Federal's BSS to meet the requirements

of the EIS RFP. Our Verification Test Plan complies with the test methodology for BSS as defined in RFP Sections E.2.1.1 – E.2.1.5.

BT Federal will respond to Government's request that BT Federal perform and meet the acceptance criteria in each case. The BSS Verification Test Plan will be updated to include the process for incorporating Government review and approval of changes to the plan.

BT Federal will be prepared for full and formal testing upon notice to proceed (NTP). BT Federal will be ready to make appropriate modifications should the configuration of GSA's Conexus change after preliminary testing. BT Federal understands that preliminary testing prior to award will not replace formal testing post-award.

The BSS Verification Test Manager within the BT Federal EIS Program Management Office (PMO) will manage the BSS Verification Test team. The test team is comprised of functional subject matter experts, the technical lead for the development of the BSS, and the system programmer. The Test Manager devises the test planning process, maintains the test schedule, staffs the test team, organizes the team, directs and facilitates the team's activities, and coordinates team actions. The BSS Verification Test Manager communicates with senior management and the Government staff on status, schedules, results, risks, and action items.

The draft BSS Verification Test Plan describes all test scenarios and test cases as required by the EIS RFP. BT Federal will provide the BSS Verification Test Results Report IAW Deliverable ID #35 to the GSA CO within 7 days after test completion.

3.1.2. BSS Final Contract Acceptance [G.2.3]

BT Federal will complete and pass the BSS validation testing, within 12 months from the acceptance of the draft BSS Verification Test Plan. If BT Federal does not pass the BSS testing in the 12-month period, the Government will cancel the contract. However, we will receive additional time due to delays caused by the Government. BT Federal will not receive the Minimum Revenue Guarantee (MRG) stated in Clause H.3 if its contract is cancelled in accordance with this clause. The government will not entertain any financial claim or settlement submitted by BT Federal a result of the contract being cancelled.

3.1.3. EIS Services Verification Testing [E.2.2]

BT Federal has provided its EIS Services Test Plan in Attachment 4.

3.1.4. EIS Deliverables [E.2.2.6]

- BT Federal's EIS Verification Test Plan complies with the test methodology for EIS services defined in RFP Sections E.2.2.1 – E.2.2.5. Updates will be submitted for any new services that are added to the contract with the modification proposal.

- EIS Testing reports as defined in RFP E.2.2.5 will be provided within 3 days of service installation and testing.

4.0 Management Response to requirements for Section J.2 Contractor Data Interaction Plan [L.30.1(3); M.2.2; J.2; F.2.1 Deliverable ID #100 - 129]

BT Federal describes its capability to comply with RFP J.2 Contractor Data Interaction Plan (CDIP).

4.1. Introduction [G.1; J.2.1]

BT Federal will comply with RFP J.2, CDIP, as discussed and detailed throughout this section. These include additional requirements associated related to data interchange, including deliverables and the data dictionary.

4.1.1. EIS Management and Operations: High-Level Process Diagram [J.2.1.1]

This CDIP details how BT Federal will comply with EIS Management and Operations requirements specified in RFP J.2 for common functions such as ordering, billing, inventory management, and SLA Management. **Figure 4-1** describes the contractor data interaction within EIS Management & Operations.

Fosters seamless data flows through systems to deliver services and foster Agency satisfaction.
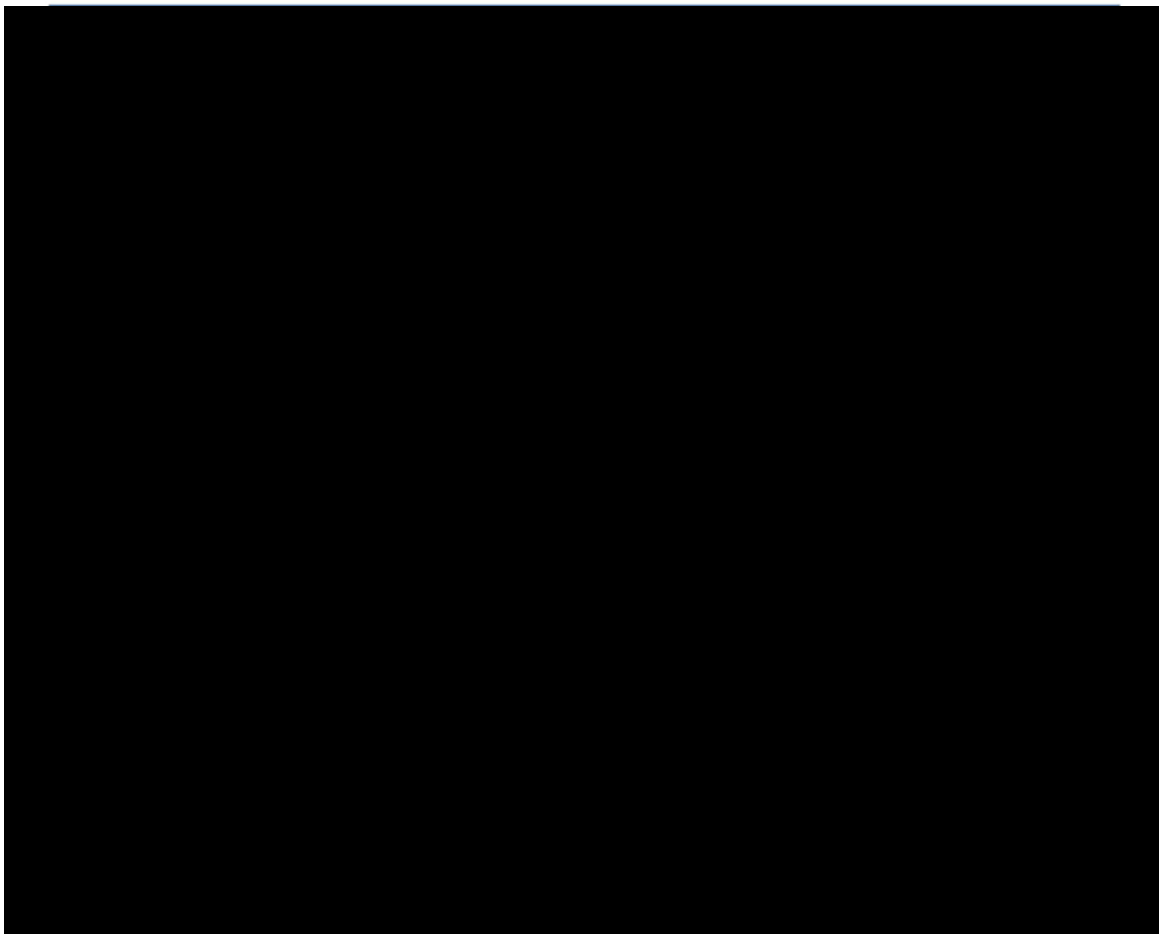
Figure 4-1.

4.1.2. Resubmission of Incorrect Deliverables [J.2.2.2]

Per RFP J.2.2.2, unless specifically stated otherwise, if BT Federal becomes aware of an error in a previously submitted deliverable, regardless of how it became aware of the error, then BT Federal will resubmit corrected deliverables as required therein. BT Federal will notify the relevant Contracting Officer's Representative (COR) and CO via email of the error and the action taken.

4.1.3. Deliverable Format, Content, and Transfer Mechanism [J.2.2.3]

Per RFP J.2.2.3, unless otherwise specified, requirements therein will govern all BT Federal deliverables in the CDIP.

4.1.4. Scope of Deliverables [J.2.2.4]

Per RFP J.2.2.4, we will submit all deliverables in accordance with the deliverable scope requirements therein.

4.2. Task Order Data Management [J.2.3; F.2.1 ID #100 - 108]

Per RFP J.2.3, we will support all TO Data Management requirements, including Common Operational, Process, and Deliverables and Data Exchange requirements. Per RFP J.2.3, BT Federal acknowledges that TO data management will consist of initial setup and ongoing maintenance of TO data in the GSA system (**GSA Conexus**) and the **BT Federal BSS**. Data management will begin immediately after TO issuance per RFP G.3.2 TOs and extend for the TO's life. BT Federal will comply with requirements for the following three categories of data for the GSA Conexus and the BT Federal BSS to foster effective data exchange: 1) Task Order Controlled Data, 2) Task Order Associated Data, and 3) System Reference Data.

4.2.1. Common Operational Requirements [J.2.3.1]

BT Federal will follow common operational requirements relating to BT Federal's account management: GSA Systems [J.2.3.1.1] and Role-Based Access Control [J.2.3.1.2]

4.2.2. Task Order Data Management Process [J.2.3.2, J.2.3.2.1 - J.2.3.2.2]

Per J.2.3.2, we will comply with the following TO Data Management processes:

- System Reference Data [J.2.3.2.1]
- Task Order Data [J.2.3.2.2]

4.2.3. Deliverables and Data Exchange [J.2.3.3]

Per RFP J.2.3.3, J.2.3.3.1, we will support all required transfer mechanisms as defined in RFP J.2.9 Data Transfer Mechanisms.

4.3. Ordering [J.2.4; F.2.1 ID #110 - 116]

BT Federal will support all Ordering requirements per RFP J.2.4, including Common Operational, Process, and Deliverables and Data Exchange requirements.

BT Federal acknowledges that orders for service (as described in RFP G.3 Ordering) may be: 1) defined in the TO, or 2) defined separately after TO issuance.

4.3.1. Common Operational Requirements [J.2.4.1]

Per RFP J.2.4.1.1 and according to the TO process described in RFP G.3 Ordering, upon TO issuance, we will follow the process described in RFP J.2.3 Task Order Data Management and applicable requirements and processes in RFP J.2.4 Ordering.

4.3.2. Ordering Process [J.2.4.2]

Per RFP J.2.4.2, BT Federal acknowledges that all deliverables and other data sets included in the processes below are defined in RFP J.2.4.3 Deliverables and Data Exchange. Unless otherwise specified, we will submit all deliverables in the process below to GSA and, if requested, to Government customers.

4.3.3. Deliverables and Data Exchange [J.2.4.3]

Per RFP J.2.4.3, we will support all required transfer mechanisms for each Ordering data set per RFP J.2.9 Data Transfer Mechanisms.

4.4. Billing [J.2.5; F.2.1 ID #117 - 122]

Per RFP J.2.5, we will meet billing functional requirements described in RFP G.4, Billing, including Common Operational, Process, and Deliverables and Data Exchange requirements.

4.4.1. Common Operational Requirements [J.2.5.1]

We will comply with all requirements in J.2.5.1 regarding Billing Cycle, Unique Billing Identifier, Contract Line Item Number, Associated Government Fee, Proration, Rounding, Taxes, Fees, and Surcharges, Billing Level, and Billing Data Sets.

4.4.2. Billing Process [J.2.5.2]

Per RFP J.2.5.2, we will apply the standard billing process described here to all TOs, with deliverables and other data sets in the processes per RFP J.2.5.3 Deliverables and Data Exchange.

4.4.3. Deliverables & Data Exchange [J.2.5.3]

Per RFP J.2.5.3, for each data set, we will support all required transfer mechanisms per RFP J.2.9 Data Transfer Mechanisms.

4.5. Disputes [J.2.6; F.2.1 Deliverable ID #122 - 124]

Per RFP J.2.6, BT Federal acknowledges that functional requirements for disputes in RFP G.4.4 Disputes, including Common Operational, Process, and Deliverables and Data Exchange requirements.

4.5.1. Common Operational Requirements [J.2.6.1]

Per RFP J.2.6.1, BT Federal acknowledges that the dispute process will apply under the following conditions:

- Government dispute of BI content, submitted by BT Federal per RFP J.2.5 Billing
- Government dispute of Inventory Reconciliation (IR) content, submitted by BT Federal per RFP J.2.7 Inventory Management).
- BT Federal dispute of SLACR, submitted by Government per RFP J.2.8 SLA Management

4.5.2. Dispute Process [J.2.6.2]

Per RFP J.2.6.2, BT Federal acknowledges the dispute process defined in RFP J.2.6.3 Deliverables and Data Exchange and will submit all deliverables and data sets under the conditions therein.

BT Federal will comply with Section G.4.4 (Billing Disputes) and Section J.2.6 (Billing and Inventory Disputes) to resolve disputes and come to an appropriate credit award within 180 days of the dispute notice from the Government.

4.5.3. Deliverables & Data Exchange [J.2.6.3]

Per RFP J.2.6.3, we will support all required transfer mechanisms for each Ordering data set per RFP J.2.9 Data Transfer Mechanisms.

4.6. Inventory Management [J.2.7; F.2.1 Deliverable ID #125]

Per RFP J.2.7, we will support all inventory management functional requirements described in RFP G.7, Inventory Management, including Common Operational, Process, and Deliverables and Data Exchange requirements.

4.6.1. Common Operational Requirements [J.2.7.1]

BT Federal will support all Common Operational requirements listed in J.2.7.1, including GSA System Inventory, Agency Hierarchy Code, and Unique Billing Identifier.

4.6.2. Inventory Management Process [J.2.7.2]

Per RFP J.2.7.2, we will follow the process for inventory management. Unless otherwise specified, we will submit all deliverables in the process to GSA and, if requested, to the Government customer. We acknowledge all deliverables and other data sets in the

process per RFP J.2.7.3 Deliverables and Data Exchange. Deliverables & Data Exchange [J.2.7.3]

Per RFP J.2.7.3, we will support all required transfer mechanisms for each data set per RFP J.2.9 Data Transfer Mechanisms.

4.7. SLA Management [J.2.8; F.2.1 Deliverable ID #122, 126 - 129]

BT will support all SLA Management requirements per RFP J.2.8, including Common Operational, Process, and Deliverables and Data Exchange requirements.

4.7.1. Common Operational Requirements [J.2.8.1]

BT Federal will comply with all Operational requirements listed in J.2.8.1, including SLA Measurement, and SLA Credit Requests.

4.7.2. SLA Management Process [J.2.8.2]

Per RFP J.2.8.2, unless otherwise specified, we will submit all deliverables in the process to GSA and, if requested, to the Government customer. BT Federal will comply with all required processes and data transfer mechanisms.

4.8. Data Transfer Mechanisms [J.2.9]

Per RFP J.2.9, we will support all Data Transfer Mechanisms required for each data set, including Common Operational, Process, and Deliverables and Data Exchange requirements, as well as Contractor Web Interface, Email, GSA Systems and Other requirements.

4.8.1. Common Operational Requirements [J.2.9.1]

BT Federal will comply with all Common Operational Requirements listed in J.2.9.1, including Governance of Exceptions and Multiple Transfer Mechanisms.

4.8.2. Direct Data Exchange [J.2.9.2]

BT Federal will comply with all Direct Data Exchange Requirements listed in J.2.9.2, including Direct Data Exchange Mechanisms and Attachments via Direct Data Exchange.

4.8.3. Contractor's Web Interface [J.2.9.3]

BT Federal will follow requirements for data transfer via BT Federal's web interface in RFP G.5.3.1 Web Interface.

4.8.4. Email [J.2.9.4]

BT Federal will use email as data transfer mechanism in cases where data is unstructured or not intended for automated analysis. Data emailed from the Government to BT Federal may be included in the body of email or in one or more attachments. BT Federal will follow the instructions for using email in RFP J.2.9.4.

4.8.5. EIS Contractor Management System [J.2.9.5]

BT Federal will submit any data to GSA systems in either the original or in Comma-Separated Value (CSV) format as defined for each delivery specified as submitted via GSA Systems in RFP J.2.10.2.

4.8.6. Other Means as Agreed or Required in the TO [J.2.9.6]

BT Federal will gain approval in writing by the relevant CO to use other means to transfer data.

4.9. Data Dictionary [J.2.10]

Per RFP J.2.10, BT Federal support all Data Dictionary requirements, including Common Data, Data Set Content, and Data Element Specification requirements.

4.9.1. Common Data Requirements [J.2.10.1]

BT Federal will comply with all Common Data Requirements listed in J.2.10.1, including Extended Data Element Definitions, Data Consistency, and Data Set Structure.

4.9.2. Data Set Content [J.2.10.2, J.2.10.2.1- J.2.10.2.3]

Regarding contents of each data set to be exchanged as part of processes described throughout this CDIP, BT Federal acknowledges that, unless otherwise stated, specific details of the format, limitations and definition of each data element reside in RFP J.2.10.3 Data Element Specifications, while structure of the data submitted resides in RFP J.2.10.1.3 Data Set Structure.

BT Federal will adhere to the tables described in RFP 2.10.2 Data Set Content:

- Data Sets – Primary Data [J.2.10.2.1]
- Data Sets – Reference Data [J.2.10.2.2]
- Data Sets – Task Order Data [J.2.10.2.3]

5.0   Management Plans

Attachment 1-Proposal Management Plan

Attachment 2-SCRM

Attachment 3-Draft BSS Verification Plan

Attachment 4-EIS Verification Plan

Attachment 5-Climate Risk Plan

Attachment 6-Financial Report (Sample)

Attachment 7-BSS Risk Management Framework Plan

Attachment 8-NS EP Functional Requirements Implementation Plan

Attachment 9-Acronyms [L.22]

Acronym	Definition
ACMD	Atrium Configuration Management Database
AGF	Associated Government Fee
AHCs	Agency Hierarchy Codes
APIs	Application Program Interfaces
AQL	Acceptable Quality Level
AR	Action Request
ARS	Action Request System
ASRNs	Agency Service Request Numbers
BA	Billing Adjustment
BD	Billing Detail
BGS	Billing Gateway Server
BIA	Business Impact Assessment
BSD	Boundary and Scope Document
BSS	Business Support Systems
CCB	Change Control Board
CDIP	Contractor Data Interaction Plan
CDIRs	Common Data Interaction Requirements
CI	Configuration Item
CLIN	Contractors Line Item Number
CMDB	Configuration Management Database
CMP	Configuration Management Plan
CO	Contracting Officer
COBIT	Control Objectives for Information and Related Technology
COR	Contracting Officer's Representative
COTS	Commercial-off-the-shelf
CP	Contingency Plan
CPARS	Contractor Performance Assessment Reporting System
CPTP	Contingency Plan Test Plan
CPTR	Contingency Plan Test Report
CSR	Customer Service Representative
CSV	Comma-Separated Value
CUI	Controlled Unclassified Information
CWD	Customer Want Date

Acronym	Definition
DPA	Delegation of Procurement Authority
DR	Dispute Report
DSO	Distributed Server Option
EDI	Electronic Data Interchange
EIT	Electronic and Information Technology
FIPS	Federal Information Processing Standards
FISMA	Federal Information Security Management Act
FMS	Financial Management System
GSA	General Services Administration
HSPD-12	Homeland Security Presidential Directive-12
HTTP	Hypertext Transfer Protocol
ICB	Individual Case Basis
IM	Inventory Management
IR	Inventory Reconciliation
IPP	Invoice Processing Platform
iRAPT	Invoicing, Receipt, Acceptance, and Property Transfer
IRP	Incident Response Plan
IRTR	Incident Response Test Report
ISA	Interconnection Security Agreements
ISE	Security Engineering
ITSM	IT Service Management
KPIs	Key Performance Indicators
MRC	Monthly Recurring Charge
MRG	Minimum Revenue Guarantee
NCSD	NCS Directive
NIST	National Institute of Standards and Technology
NMS	Network Management System
NRC	Non-Recurring Charge
NTP	Notice to Proceed
OCO	Ordering Contracting Officer
OSISO	Office of the Chief Information Security Officer
PIA	Privacy Impact Assessment
PO	Product Owner
POA&M	Plan of Action and Milestones

Use or disclosure of proposal data is subject to the restrictions on the cover page of this proposal.

Acronym	Definition
PPIRS	Past Performance Information Retrieval System
RBA	Role Based Access
RBAC	Role Based Access Control
RoB	Rules of Behavior
SaaS	Software as a Service
SAR	Security/Risk Assessment Report
SDP	Service Delivery Point
SFTP	Secure File Transport Protocol
SLA(s)	Service Level Agreement(s)
SLACR	SLA Credit Request
SLAR	Service Level Agreement Report
SM	Scrum Master
SO	Service Order
SOCNs	Service Order Completion Notices
SP	Special Publication
SRE	Service Related Equipment
SSP	Systems Security Plan
TOPP	Task Order Project Plan
TSM	Technology Service Manager
TSP	Telecommunications Service Priority
TTR	Time to Restore
TUCs	Task Order Unique CLINS
UBIs	Unique Billing Identifiers
VCSS	Vendor and Customer Self Service
VPAT	Voluntary Product Accessibility Template
WAWF	Wide Area Workflow

Attachment 10-Exceptions (None) [L.8]

BT Federal takes no exceptions to the requirements in Volume 2, Management.

RFP Reference	Proposal Location	Exceptions/Deviations	Justification
N/A	N/A	N/A	N/A

Attachment 11-Assumptions and Conditions [L.9]

BT Federal makes no Assumptions to the requirements in Volume 2, Management.

RFP Reference	Proposal Location	Assumptions/Conditions	Detailed Resolution
N/A	N/A	N/A	N/A