

## 2.1.15 Service Related Equipment [C.2.10, Section D]

### 2.1.15.1 Compliance with Evaluation Criteria [L.29.2.1]

The MetTel SRE solution fulfills the mandatory service requirements for SRE contained in SOW paragraph C.2.10. This section presents a technical description of our offering, demonstrating our capabilities in the following areas: Standards, Connectivity, Technical Capabilities, Features, Performance Metrics, and Security. **Exhibit 2.15-1** highlights some key strengths and benefits of our SRE solution in relation to RFP section M.2.1 evaluation criteria.

#### Exhibit 2.1.15-1. Features and Benefits of Approach to SRE.

Evaluation Criteria	Features and Benefits of MetTel's Approach
<b>Understanding (M.2.1(1))</b>	<ul style="list-style-type: none"> <li>MetTel provides hardware to agencies for networking and security service-related equipment such as Switches, Routers, PBXs, Telephones, Servers, Security Appliances, Firewalls, Conferencing-Related Equipment, Microwave Systems, Free-space Optics Systems, Surveillance Systems, Sensors, Radio-related Equipment, VSATs, and Wireless Devices.</li> <li>MetTel provides hardware and materials that are incidental to the installation, operation and maintenance of EIS services.</li> </ul>
<b>Quality of Services (M.2.1(2))</b>	<ul style="list-style-type: none"> <li>All MetTel equipment provided to the government under this contract shall be new and not previously used or refurbished.</li> <li>24x7 live customer support and monitoring of shipments</li> <li>Packaging and packing shall comply with the requirements of the Uniform Freight Classification and the National Motor Freight Classification (issue in effect at time of shipment) and each shipping container or each item in a shipment shall be of uniform size and content, except for residual quantities. Where special or unusual packing is specified in a task order, but not specifically provided for by the contract, such packing details must be agreed to by the ordering agency and the contractor.</li> </ul>
<b>Service Coverage (M.2.1(3))</b>	<ul style="list-style-type: none"> <li>MetTel will repair or replace malfunctioning equipment covered by warranty within five (5) business days or as specified in the TO. The contractor shall provide to the government a point of contact for the warranty who is available from 7AM – 7PM local time, or for a longer period if specified in the TO. The warranty shall begin at the time the SRE is accepted.</li> </ul>
<b>Security (M.2.1(4))</b>	<ul style="list-style-type: none"> <li>All leased equipment, accessories, and devices located on government property shall be dismantled and removed from government premises by the contractor, at the contractor's expense, within 45 days after the service termination date.</li> <li>Advance notice must be provided to the Local Government Contact to ensure that dismantling and removal occurs with a minimum of disruption. Exceptions to this requirement shall be mutually agreed upon and written notice issued by the agency Ordering Contracting Officer (OCO).</li> </ul>

---

## Understanding [L.29.2.1, M.2.1(1)]

MetTel will provide hardware and materials that are incidental to the installation, operation and maintenance of EIS services. MetTel provides networking and security service-related equipment such as Switches, Routers, PBXs, Telephones, Servers, Security Appliances, Firewalls, Conferencing-Related Equipment, Microwave Systems, Free-space Optics Systems, Surveillance Systems, Sensors, Radio-related Equipment, VSATs, and Wireless Devices.

All equipment provided to the government under EIS will be new and not previously used or refurbished. This hardware and materials are incidental to the installation, operation and maintenance of EIS services. Unless otherwise specified, all items shall be preserved, packaged, and packed in accordance with normal commercial practices, as defined in the applicable commodity specification. Packaging and packing will comply with the requirements of the Uniform Freight Classification and the National Motor Freight Classification (issue in effect at time of shipment) and each shipping container or each item in a shipment will be of uniform size and content, except for residual quantities. Where special or unusual packing is specified in a task order (TO), but not specifically provided for by the contract, such packing details must be agreed to by the ordering agency and MetTel.

A packing list or other suitable shipping document will accompany each shipment and will indicate:

1. Name and address of the consignor
2. Name and complete address of the consignee
3. Government order or requisition number
4. Government bill of lading number covering the shipment (if any)
5. Description of the material shipped, including item number, quantity, number of containers, package number (if any), and weight of each package

All initial packing, marking and storage incidental to shipping of equipment to be provided under EIS will be MetTel's expense. Such packing, supervision marking and storage costs will not be billed to the government. Supervision of packing and unpacking of initially acquired equipment will be furnished by the MetTel.

---

All leased equipment, accessories, and devices located on government property will be dismantled and removed from government premises by MetTel, at the MetTel's expense, within 45 days after the service termination date. All dismantling and removal of equipment is performed by the MetTel during normal government business hours at the location. Advance notice must be provided to the Local Government Contact to ensure that such dismantling and removal occurs with a minimum of disruption to any service or operation. Exceptions to this requirement will be mutually agreed upon and written notice issued by the agency Ordering Contracting Officer (OCO).

**Quality of Services [L.29.2.1, M.2.1(2)]**

MetTel provides a minimum of one year system warranty (or provided by the manufacturer) for all hardware and software ordered under EIS, including all equipment supplied, installed, and integrated by MetTel. The MetTel equipment warranty provides for hardware repairs and the distribution of updated software to all users who ordered the hardware and software under the EIS contract. MetTel provides warranty information associated with each product and service delivered to the GSA CO or OCO.

MetTel will repair or replace malfunctioning equipment covered by warranty within five (5) business days or as specified in the TO. A MetTel point of contact will be identified and available from 7 AM to 7 PM local time or for a longer period as specified in the agency TO. Warranty begins at the time the SRE is accepted.

MetTel has strict policies that all equipment has been purchased from reputable vendors who provide certificates of authenticity and warranties for all the equipment and components they provide. These certificates and warranties are passed along to the customer as part of the MetTel sales agreement.

Additionally, MetTel only works with Original Equipment Manufacturers (OEMs) that exercise strict quality control to ensure that counterfeit or illegally modified hardware or software components are not incorporated into the OEM product and include traceability and evidence of genuineness of Information Technology Tools (ITT) back to the licensed product and component OEMs.

MetTel corporate policy ensures that SCRM clauses are inserted into all purchasing agreements with vendors and that the vendors supply us with the appropriate SCRM documentation as specified in NIST SP 800-161. MetTel maintains full documentation

and audit trails with all of our vendors to ensure full accountability throughout the purchasing and acquisition lifecycle.

**Service Coverage (for CBSA-dependent services) [L.29.2.1, M.2.1(3)]**

MetTel equipment will be provisioned in the awarded CBSA's as requested in the agency TO.

**Security [L.29.2.1, M.2.1(4)]**

MetTel does not purchase anything or enter into contractual relationships with unknown and/or unidentified sources under any circumstances. Our corporate reputation depends on our integrity and the integrity of our supply chains.

MetTel policy for Enterprise System and Services Acquisition defines MetTel policy for managing risks from third party components and services' providers. Through the establishment of an effective third party risk management program, MetTel implements security best practices with regard to Systems and Services Acquisition and Supply Chain Risk Management.

**2.1.15.1.1 Warranty Service [L.29.2.1, C.2.10.1]**

MetTel provides, at no additional cost to the government, a minimum one-year system warranty (or the warranty provided by the OEM, whichever is longer) for all hardware and software ordered under EIS, including all equipment supplied, installed, and integrated by MetTel. The equipment warranty shall provide for hardware repairs and the distribution of updated software to all users who ordered the hardware or software under EIS. MetTel provides warranty information associated with each product and service delivered to the GSA CO or OCO if requested.

The contractor shall repair or replace malfunctioning equipment covered by warranty within five (5) business days or as specified in the TO. The contractor shall provide to the government a point of contact for the warranty who is available from 7AM – 7PM local time, or for a longer period if specified in the TO. The warranty shall begin at the time the SRE is accepted.

MetTel strictly follows our System and Services Acquisition Policy and our SCRM Policy which mandates purchasing solely from publically known sources who provide genuine “brand name” hardware and software complete with warranties, certifications, and support, which are then passed to the agency/end-user.

---

MetTel conducts a supplier review process which is strictly policy based prior to entering into a contractual agreement to acquire COTS software. MetTel inserts SCRM clauses into all our contracts to ensure that our vendors are contractually obligated to comply with our SCRM requirements.

MetTel requires that all hardware and software products purchased, come complete with vendor certification and warranties. We maintain an automated system which tracks software licensing to ensure that MetTel is in full compliance with all hardware and software licensing requirements.