

3.0 RESPONSE TO SECTION J.2 REQUIREMENTS [L.30.1 (3), M.2.2 (3), J.2, J.2.1, J.2.1.1, J.2.1.2]

Contractor Data Interaction Plan [J.2]

Introduction [J.2.1]

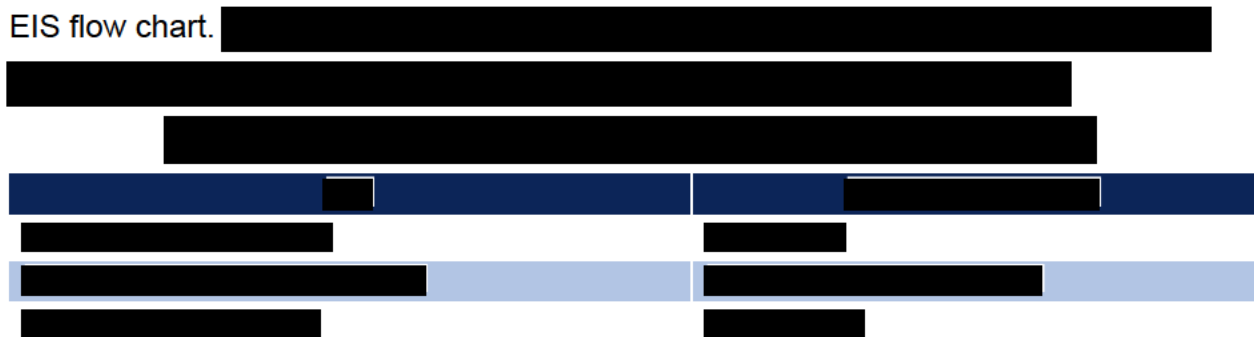
MetTel understands this section details the requirements for common operations, process flows, data exchange details, and deliverables for various management and operation functions such as ordering, billing, inventory management, and SLA Management. It also provides details on data interactions between MetTel, GSA and the customers. It includes requirements for direct interaction between GSA's next-generation network solutions management system (GSA Conexus), and MetTel's Business Support System (BSS) as described in Section G.5.

MetTel is proposing our internally developed web-based system, the MetTel EIS Portal, for our Business Support Systems (BSS) to support efficient and effective management of EIS services. We leverage our experience with the Government and commercial customers to provide an intuitive and fully functional portal. We simply merged the Government-unique and individual Task Order (TO) requirements into our comprehensive MetTel EIS Portal to provide a one-stop system for working with all aspects of our infrastructure systems. The MetTel EIS Portal assists users with pricing, ordering, billing, customer support, inventory, reporting, and SLA management in an automated, easy-to-use, graphically based online system available 24x7x365.

MetTel understands for related management and operations functional requirements; we will see Section G Contract Administration Data.

MetTel understands the diagram in Section 0 shows the high-level process flow relating to the acquisition/TO, ordering, billing and inventory management life cycle.

MetTel will leverage the MetTel EIS Portal to facilitate the flow shown in the GSA EIS flow chart.



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

A more detailed write-up of how MetTel aligns to this diagram can be found in Attachment 1, the Program Management Plan.

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

Timeframes [J.2.1.2]

MetTel understands that unless otherwise specified in the requirements below, all timeframes in this Contractor Data Interaction Plan (CDIP) are in calendar days.