

3.2 Task Order Data Management [J.2.3]

Task Order data management consists of initial setup and on-going maintenance of TO data in GSA Conexus and the MetTel EIS Portal. Data management begins immediately after the TO is issued (See G.3.2 TOs) and extends for the life of the TO.

Shown in **Exhibit 3.0-2**, Task Order data management covers three categories of data that GSA Conexus and MetTel’s BSS require to allow effective data exchange between the contractor and the Government.

Exhibit 3.0-2. Task Order Data Management

#	Area	Description
1.	Task Order Controlled Data	This data is contained in the TO or is directly tied to it and may only be changed via a TO modification (G.3). Controlled data includes but is not limited to: TO documents, TO-defined customer officials, OCO as defined in G.2.2.1.1, Services specified in the TO, TUCs and ICB data, TO-unique KPIs and SLAs, and Other customer data specified in the TO.
2.	Task Order Associated Data	This data is not typically contained in the TO and can change at any time. Associated data includes: Additional TO Customer Officials not defined in the TO and RBAC information
3.	System Reference Data	These are universally applicable reference tables used to ensure both GSA Conexus and the MetTel BSS are using consistent codes for common transactional data. Features include: Access Circuit Type and Bandwidth (Technical), Agency Bureau Codes and Dispute Reasons (Business), and Yes/No and True/False codes (Status).

3.2.1 Common Operational Requirements [J.2.3.1]

We follow the common operational requirements relating to account management. In J.2.3.2 TO Data Management Process, we submit data via GSA Systems, the set of tools GSA uses to manage the contract, and TOs issued under the contract.

We propose our internally developed web-based product, the MetTel EIS Portal, for our BSS in support of this contract. Section 1.1.3 BSS describes its functionality in detail. The Portal has built-in RBAC as specified in G.5 to allow access only by authorized users with appropriate permissions. Access permissions include, but are not limited to, the ability to place and research orders, billing, inventory, and performance information. **Exhibit 3.0-3** shows the Administrator screen for Role Management.

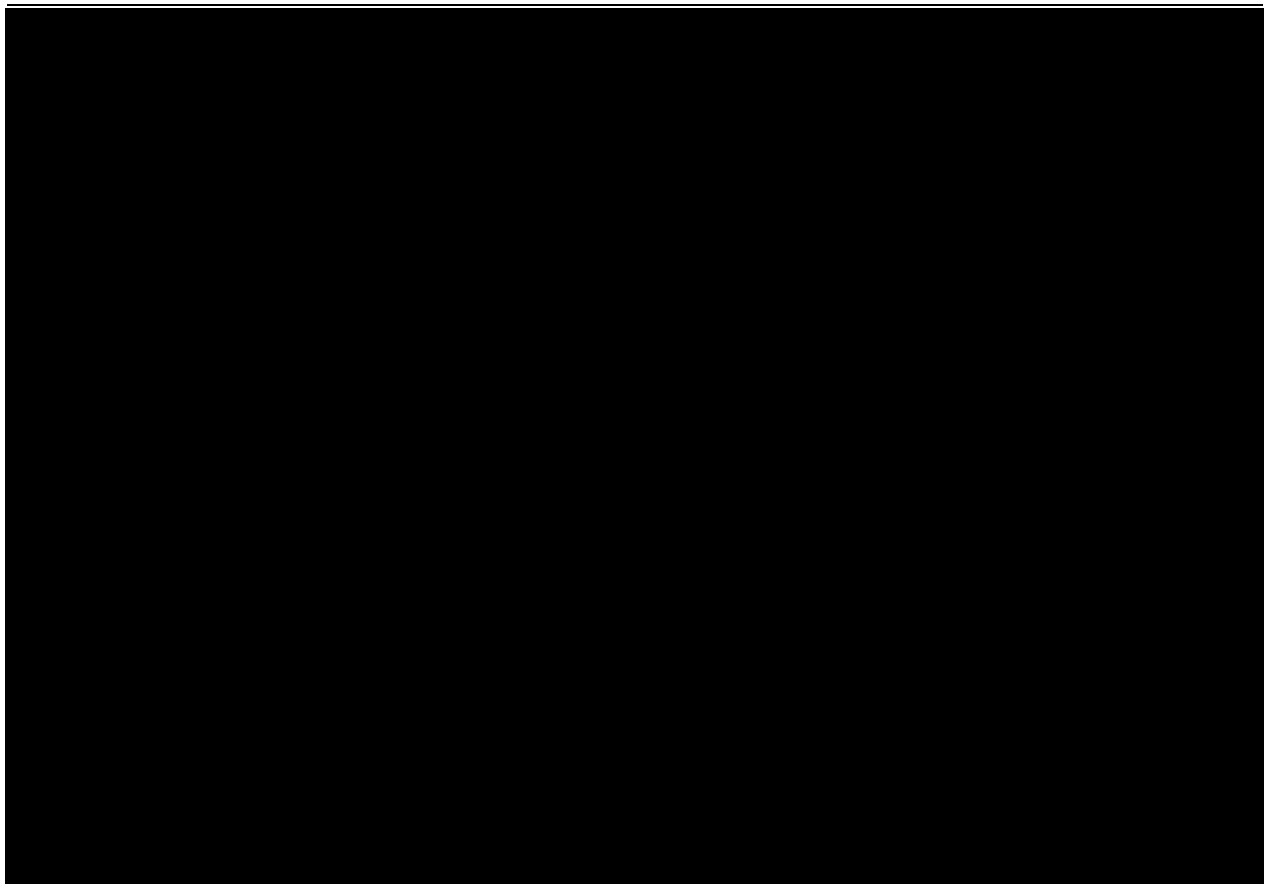


Exhibit 3.0-3. The MetTel EIS Portal User Role Information Screen

We capture and store the authorized user information defining who has restricted access and restrict the information to only authorized users. We add new users within 7 days of customer request and remove any user no longer authorized within 1 business day of notification or sooner if required.

3.2.2 Task Order Data Management Process [J.2.3.2, F.2.1(100) through (109)]

The following section describes Task Order data management processes for System Reference Data and Task Order Data. Section J.2.3.3 Deliverables and Data Exchange further defines all deliverables and other data sets for these processes.

We follow the process defined below after our BSS, the MetTel EIS Portal, successfully completes verification and security testing as required by changes to the data and as described in G.5 BSS and E.2.1 BSS Verification Testing. Changes may come from contract modifications and BSS changes approved by GSA in accordance with Section G.5. We complete this process prior to setting up the first TO. (J.2.3.2.2)

1. GSA provides system reference data to MetTel using the data sets (J.2.3.2.2).

2. We configure the MetTel EIS Portal to submit data based on the Government-provided system reference data.

We follow the process described below for each Task Order at initial Task Order setup prior to processing any orders for service, as described in Section J.2.4 Ordering and as required by changes to data. Changes may be caused by: issuance of TO modifications, new information from the customer (for data not defined in the TO), BSS changes approved by GSA (G.5), and changes to the reference data (J.2.3.2.1). MetTel understands GSA will provide updates to the system reference data sets on an as-needed basis and that a contract modification will not be issued for such updates.

At initial setup of each TO, we follow all process steps in **Exhibit 3.0-4** prior to provisioning or providing any services under the TO. Subsequent updates may omit submission of data sets where no changes have occurred unless directed by the CO.

Exhibit 3.0-4. Task Order Process Steps

Step	Description
1.	MetTel submits the following Task Order deliverables: Services Awarded / CLINs Awarded, Country/Jurisdiction Awarded By Service / Locations Awarded by Service, Officials, Customer Requirements Document Set, Financials and KPIs.
2.	MetTel collects from the customer the list of users and user permissions for RBAC.
3.	MetTel sets up or modifies appropriate RBAC permissions within the BSS as described in Section G.5.
4.	MetTel will submit the Direct Billed Agency Setup (DBAS) to GSA. Updates to this data follow the same process.

3.2.3 Deliverables and Data Exchange [J.2.3.3]

The tables listed in J.2.3.3 are the deliverables we provide and the reference data sets and other Task Order data sets the Government provides as part of this process. J.2.10.2 Data Set Content provides detailed contents of each data set. We support all required transfer mechanisms for each data set as defined in J.2.9.