MetTel

1 RESPONSE TO SECTION G REQUIREMENTS

Executive Overview

MetTel is pleased to present our response to GSA's Request for Proposal (RFP) for the Enterprise Infrastructure Solutions (EIS) contract and stands ready to support GSA and other Agencies utilizing this vehicle. We are a true telecommunications integrator and network provider. We provide global, customized, integrated, and managed communications solutions for Government and Enterprise customers. **Exhibit 1.0-1** highlights some key features and benefits of the MetTel solution in relation to the RFP Section M.2.1 evaluation criteria.

MetTel Offering Overview
• Wide variety of products and services offered
• Competitive pricing passed on to our customers
• An award-winning full-featured, comprehensive MetTel EIS Portal for automated access to ordering, Help Desk, trouble tickets, billing, inventory, services, and reporting
• ████████████████████ ████████████

Exhibit 1.0-1 Features and Benefits of MetTel's Approach

Evaluation Criteria	Features and Benefits of MetTel's Approach
Quality of Systems [M.2.2.1]	The MetTel EIS Portal provides a user-friendly, compliant and efficient support system. From the portal, Agencies access service ordering, operational support, billing, inventory,███████████ ████████████, and customer service 24×7×365. ████████████████ Award-winning portal – TMC's 2016 Internet Product of the Year.
Customer Access [M.2.2.2]	With the MetTel EIS Portal, Agencies have 100% web-based access to the support systems for this contract.
Ability [M.2.2.3]	MetTel Program Management provides proactive, efficient, and effective support to GSA and Agency customers including: • Customer Support Office (CSO) aligned with the Government's PMO and EIS Management and Operations Process Flow • Transparent, web-based access to Project Management functions, documentation, equipment monitoring, SLA tracking, and custom reporting through the MetTel EIS Portal • Streamlined and technology-enabled transition on and off, ████████████████████████ ████████████████████████ • Utilization of the MetTel EIS Portal to web enable and often automate the Contractor Data Interaction Plan requirements.

MetTel was founded in 1996 and is headquartered in New York City ████████ ████████████████████████ ████████████████████████ ████████ MetTel developed our network architecture to easily and effectively partner with

providers who extend the network to all areas of the world.

MetTel provides customers a single focus for all telecommunications requirements. Using industry-standard Network-to-Network Interfaces (NNI), we have geographic reach through partnerships with ███████████████████████████████████████ ████████████ regional or local providers. This extends the reach of the MetTel core network and provides more coverage than the network of any other single provider.
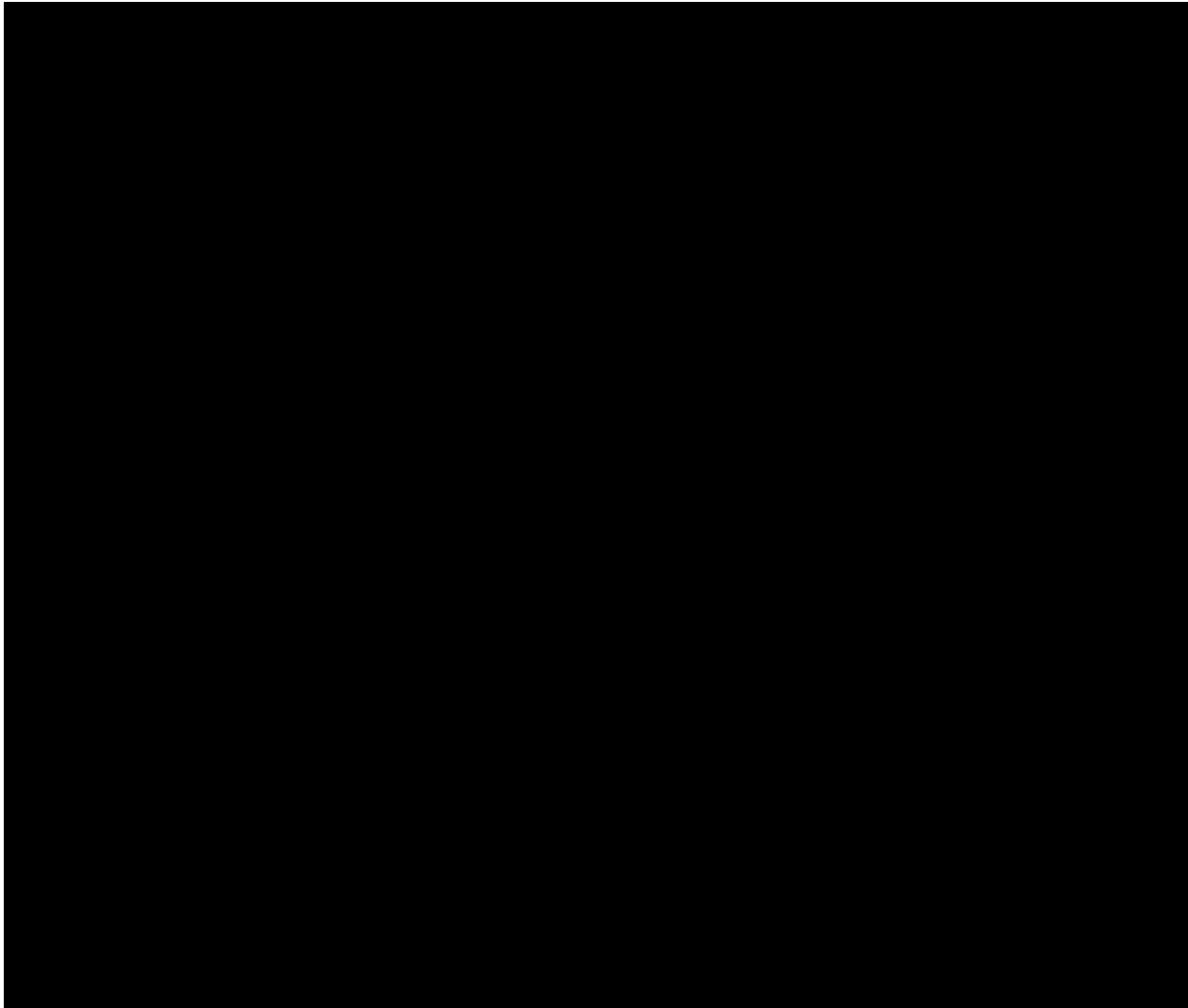

Exhibit 1.0-2. MetTel EIS Portal Interface Diagram

In addition to our expansive portfolio of products and service offerings, we provide a powerful and extremely comprehensive tool, the MetTel EIS Portal. The Portal enables customers to manage ordering, Help Desk, ███████████████████████████ billing, inventory, services, and reporting from one simple, user-friendly interface available 24×7×365. **Exhibit 1.0-1** shows how the Portal interfaces with various EIS teams. ███

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████████████████████████████████ User access is determined by role-based

permissions to ensure only authorized users can access the system. Authorized users

can directly enter an order in the Ordering section of the MetTel EIS Portal or call,

email, or fax MetTel to place the order.

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Our ability to offer world-class telecommunications and professional services is

deeply rooted in our leadership. We are led by a team of seasoned executives

dedicated to our employees, customers, and the industry we serve. Our executive

leadership team, depicted in **Exhibit 1.0-3**, stands ready to continue and grow our long-
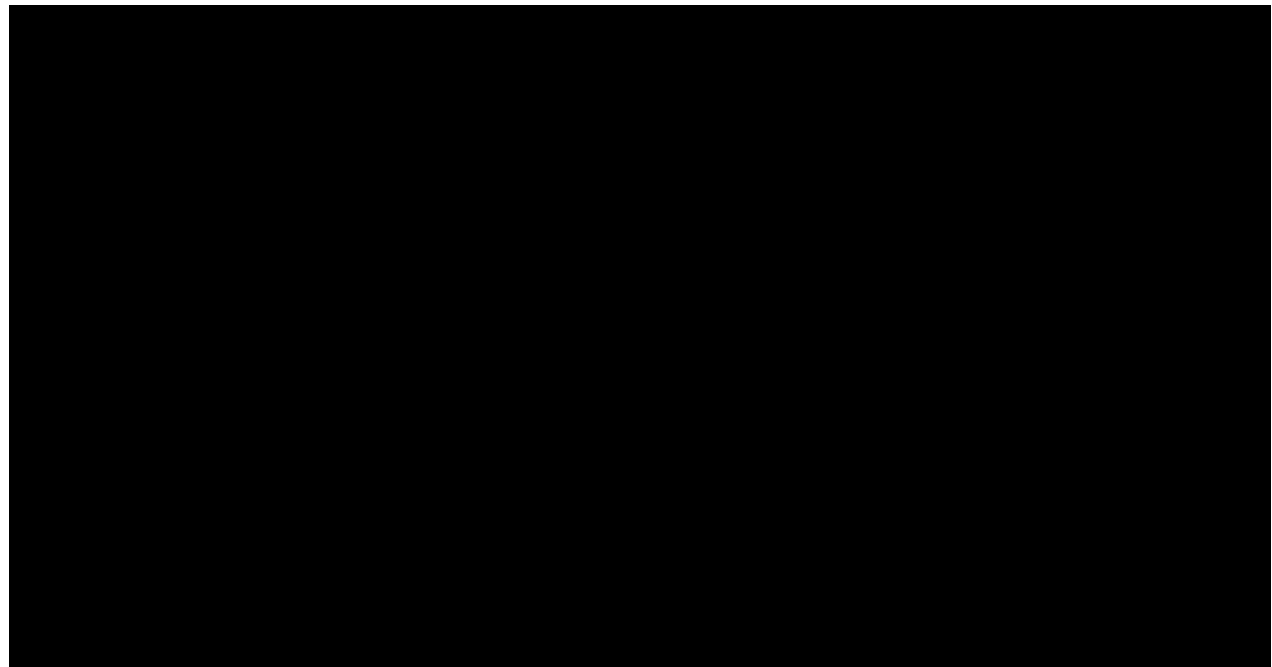
standing partnership with GSA.

Exhibit 1.0-3. MetTel Executive Team

The MetTel Executive Team provides full support for the EIS contract and presents a proposal that meets and exceeds GSA's goals as outlined in **Exhibit 1-4**.

Exhibit 1.0-4. MetTel's Services Meet All GSA Goals

GSA Goals	MetTel Offering
Service Continuity: provide products that are currently available along with new technology	We offer historically available items such as Ethernet and POTS lines as well as new technology including Unified Communications, Software Defined Network (SND), and Network Function Virtualization (NFV).
Highly Competitive Pricing	Over the past 20 years, we have built long-term relationships with our suppliers through large-volume purchases, enabling highly competitive pricing.
High-Quality Service: Provide a broad array of fully managed enterprise end-to-end solutions	We offer a wide range of solutions in Voice-circuit switched and Internet Protocol (IP)-based, Data Networking, and Wireless Services.
Full-Service Vendors: Provide customers with access to service offers from multiple competing vendors	███████████████████████████████ ████████████████████████ █████████████████████████████████ ████████████████████████████████ ████████████████████
Operations Support: Incorporate state-of-the-art Business Support Systems (BSS) and Operational Support Systems (OSS)	We utilize our ████████████████ BSS/OSS, the MetTel EIS Portal, a latest-technology portal for all functionality related to running and managing all contract-related services.
Transition Assistance and Support: Sponsor migration to a converged environment through access to emerging technologies with continuous refreshment	We have helped many customers transition from outdated technology to emerging technologies by providing outstanding Customer Care and automated transition ███████████████ ██████████████████████████████ ███████████████████████

1.1 Contract Administration [G.1; G.2; J.3; J.4; J Appx A, B, C]

We assembled a team driven by a skilled leader who understands the guidelines of the contract and performance metrics. ████████████ is the Director of Federal Program Management and is our NS2020 EIS Program Manager with full responsibility for the EIS Customer Support Office (CSO). ██ has the authority to act on behalf of MetTel in performing against all NS2020 EIS requirements that ensure timely response to GSA and end user Agency customer questions, disputes, and general inquiries. Our Executive Leadership team facilitates inter-departmental collaboration. ████████ has a

MetTel Contract Administration
- ██ ██████████████████
- ██ ████████████████████
- MetTel EIS Portal for online ordering, status, and Help Desk
- Portal available 24×7×365

direct line to MetTel internal resources and is the central Point of Contact (POC) for program-wide NS2020 EIS-related issues. He communicates directly with the GSA Program Manager for all matters regarding contract technical oversight and management. ██████████, from the Customer Care Team, is the Primary Service Manager for GSA and will manage post-award support including order entry.

Our contract management approach is rooted in Project Management Institute (PMI) standards ██. Our CSO is integral to NS2020 EIS contract management. The CSO partners in a working relationship with the GSA and maintains compliance with all requirements during all periods of contract performance. We provide superior technical expertise along with a culture of communication, agility, in-depth stakeholder involvement, and active executive leadership and support, creating a self-perpetuating cycle of success for this contract. Attachment 1 Program Management Plan provides a full description of our CSO and interaction with the GSA PMO and Agency customers.
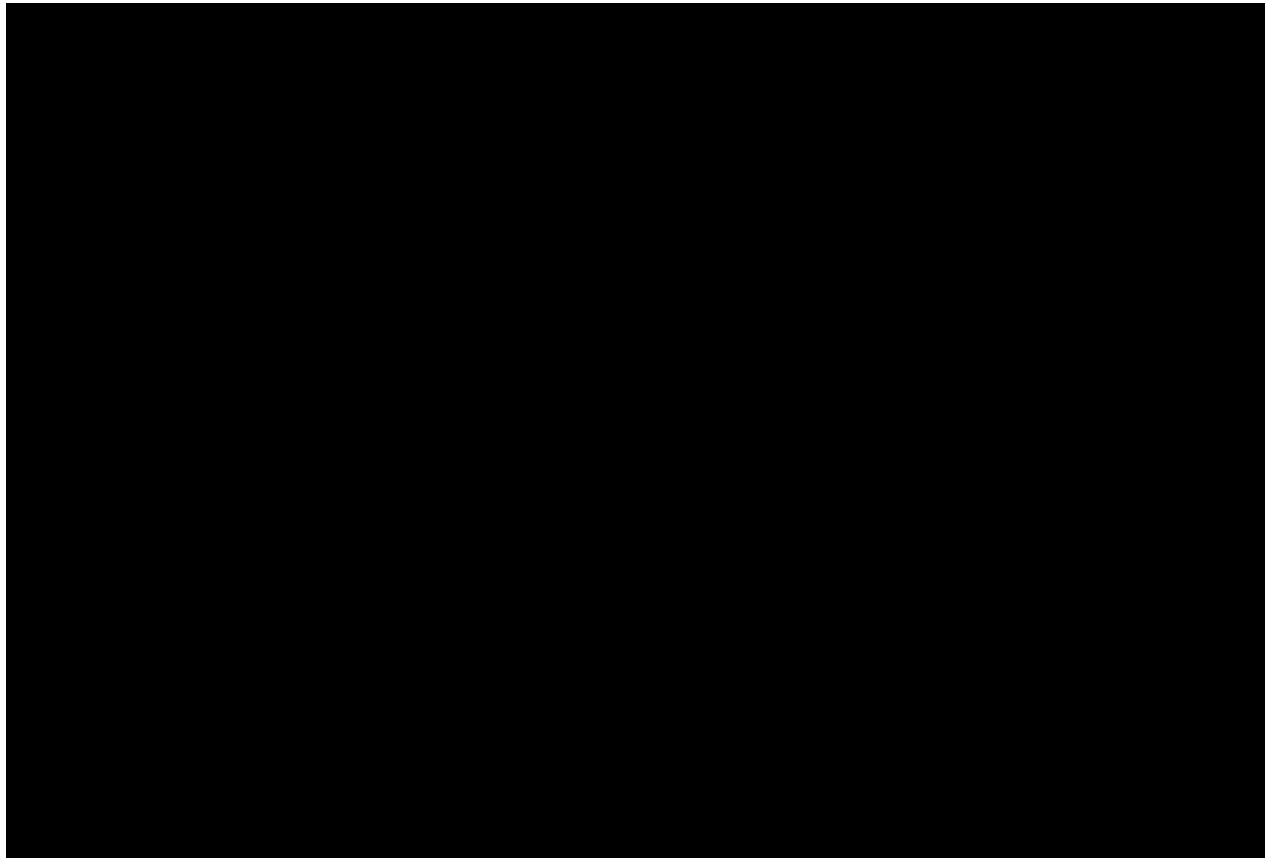

Exhibit 1.0-5. Aligned Communications Between MetTel and GSA

*Key MetTel personnel are annotated with a key symbol.

Exhibit 1-5 illustrates our aligned communications between MetTel and GSA. We understand the roles and responsibilities of the POCs within the Government and have aligned a communication structure to facilitate collaboration with GSA or Agencies as necessary on matters of contract administration. Attachment 1 provides a more detailed organization chart. We understand that the Agencies using this vehicle use Contracting Performance Assessment Reporting System (CPARS) to evaluate our performance on the Task Order (TO).

J.4 Guidelines for Modifications to EIS Program Contracts

We understand and comply with the guidelines for modifications to EIS Program Contracts outlined in Section J.4. We follow these processes and electronically submit all modification requests in a timely manner. We number all modifications in accordance with the Submission Numbering Scheme and adhere to the procedures for updating pricing provided in Appendix C.

Compliant and Efficient Support Systems [L.30.1 (1) (a), M.2.2 (1)]

We use our ███████████████████████ product, the MetTel EIS Portal, for our BSS to provide efficient and effective management of EIS services. The MetTel EIS Portal is composed of a ████████████████████████████████ 508 compliant, dashboard that serves as a landing page for users to view orders, support tickets, financials, and reports as well as the Billing, Services, Reports, Help Desk, and Ordering modules. ██ ████████████████ Section 1.1.3 Business Support Systems provides more detail on the MetTel EIS Portal.