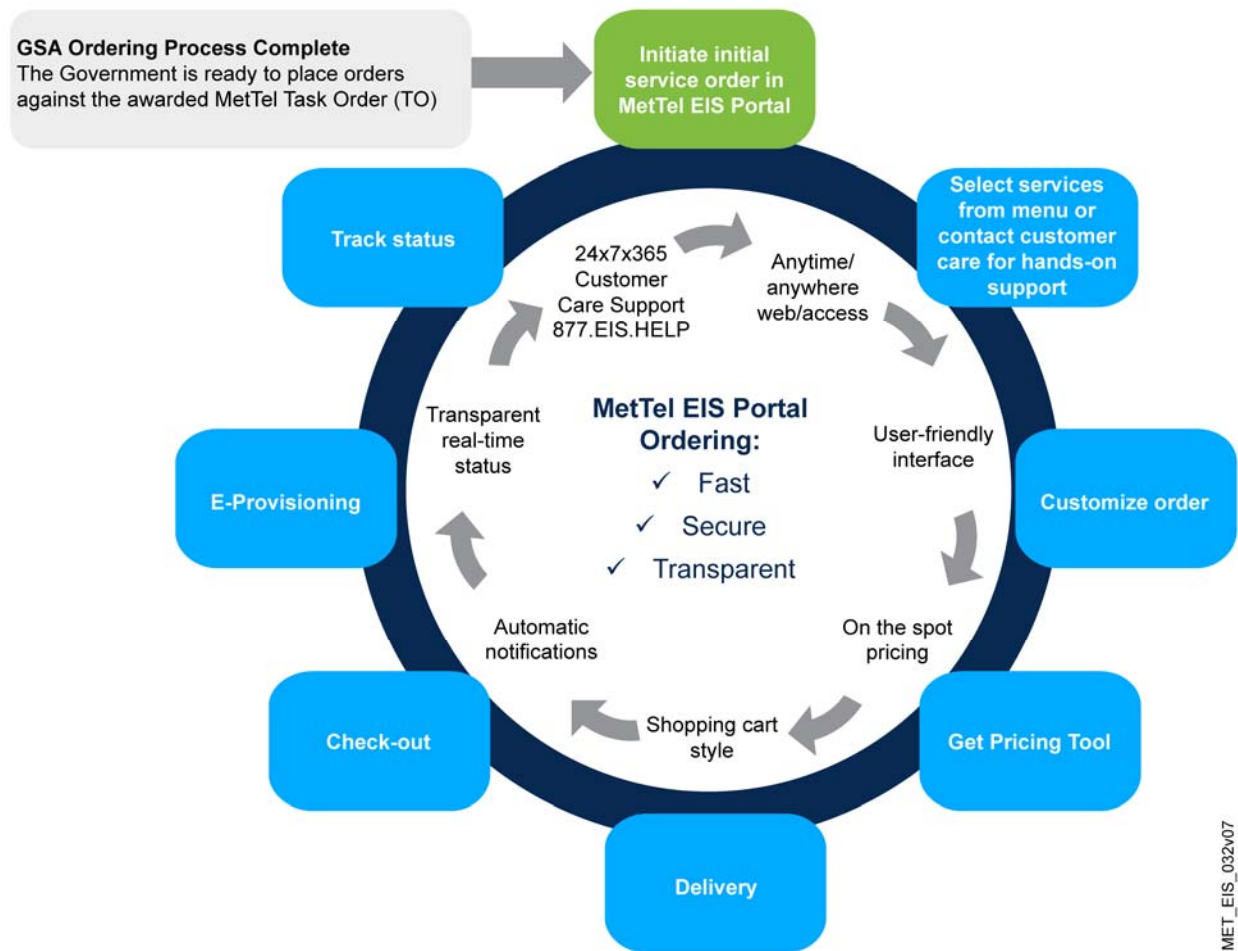


1.1.1 Ordering [G.2.2.1.1, G.3; H.2; H.3, H.4; H.25; F.2.1(94)(95)]

MetTel's ordering lifecycle provides a cohesive architecture designed to process authorized orders in strict accordance and compliance with Agency protocol. We only accept orders from entities listed in ADM 4800.2H Eligibility to use GSA Sources of Supply and Services. MetTel acknowledges that only a warranted contracting officer or other authorized official with authority to obligate funds for the agency, and who has been granted DPA by a GSA CO, may issue or modify a TO under the contract. Prior to processing Task Orders (TOs), MetTel will check GSA Systems to ensure that the Ordering Contracting Officer (OCO) has the required Delegation of Procurement Authority (DPA). The MetTel EIS Portal, our proprietary web-based Business Support System (BSS), automates the ordering process. Our ordering lifecycle, shown in **Exhibit 1.1.1-1**, provides an enhanced, secure network infrastructure, a common, centralized database platform, [REDACTED]

MetTel provides secure, fast, and transparent ordering support

- 100% compliance with GSA regulations and protocol for authorized users
- Web-based access to 24x7x365 ordering capability and Customer Care support
- One-stop-shopping capability with real-time SLA tracking



MET_EIS_032v07

Exhibit 1.1.1-1. MetTel’s EIS Portal: Ordering Made Easy

Through the MetTel EIS Portal’s intuitive user interface and innovative navigation features, the Government can quickly and easily order services, [REDACTED] reports. The MetTel EIS Portal enables self-service; however, users always have the option of contacting MetTel’s Customer Care support team, available 24×7×365, to provide hands-on support or enter large or new client service orders (SO) on the customer’s behalf. The following paragraphs detail our approach to ordering.

First, GSA must complete a six-step ordering process (G.3 Ordering). The first step in the Government’s ordering process is for GSA to establish a DPA from the GSA CO to the OCO. The second step is for the OCO to complete the fair opportunity process. The third step is for the OCO to issue a TO that complies with FAR 16.505. Prior to accepting the TO, MetTel will check GSA Systems to verify that that the OCO has the required DPA from the GSA CO to issue and modify TOs under the contract. Once

MetTel has ensured that the OCO is authorized, MetTel will accept and process the TO. The OCO will then complete the remaining three steps in the process to include appointing a COR or other authorized ordering official (as necessary) on the TO to assist with administration and placing of service orders, complete account registration with MetTel and place service orders against the TO. TO's must comply with FAR 16.505. [REDACTED]

[REDACTED] MetTel's EIS Portal interface provides Agency Contracting Officers (COs) and other authorized users with rapid access and response while performing required ordering operations.

Our MetTel EIS Portal is available 24x7x365 for Agencies in CONUS and OCONUS locations. Ordering services and devices is as easy as any online e-commerce shopping site. The MetTel EIS Portal is a secure, web-enabled system that provides Agency users with the capability to initiate service orders; receive initial price quotes; and access, manage, and track services anytime from anywhere.

After logging in to the MetTel EIS Portal from desktops, laptops, or approved mobile devices, users select the "Services" tab and are guided through an ordering wizard.

[REDACTED] add new services provided by MetTel. The ordering wizard prompts the user to enter information about the organization, user contact information, Customer Want Date (CWD), Agency Hierarchy Code (AHC), and other required information. To order a device or new service, the user selects the type of device or service from a catalog of options. All available services and/or devices for the specified service location are presented for the user to browse and choose. Users can choose [REDACTED]

[REDACTED].

After selecting a service and/or device, the user customizes the item with location, contract, and vendor-specific choices and adds services to the shopping cart. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] We deliver the notices to GSA and the Agencies via the Government's desired medium (i.e., the Portal, email, or Agency's portal).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Our transparent approach and web-based ordering system for services, equipment, and labor give GSA the visibility to stay informed and engaged. Our efficient support systems achieved cost savings with other Federal Agencies, and we bring that experience and expertise to GSA under the EIS contract.

1.1.1.1 Fair Opportunity Process [G.3.1] [H.25]

The Fair Opportunity Process ensures that all qualified contractors have an opportunity to compete for EIS Task Orders. We are prepared to respond to complex or simple Request for Quotations (RFQs) or Request for Proposals (RFPs) and comply with the Fair Opportunity procedures specified in FAR 16.505. Our Task Order management process is scalable and time-phased. We add personnel resources for

more complex opportunities and adjust timelines to ensure we follow the procedures and timelines for responding, as documented by the OCO. All costs associated with the preparation, presentation, and discussion of our response to Task Order RFQs and RFPs are at MetTel's sole and exclusive expense. Service trials are not an exception to the fair opportunity process in Section G.3.1.

1.1.1.1.1 eBuy [G.3.1.1]

MetTel is registered on eBuy and is experienced with submitting quotes and proposals through eBuy in support of our Government customers, including GSA and the Agencies GSA supports through Government-Wide Acquisition Contract (GWAC) vehicles. We will monitor eBuy frequently for opportunities by accessing and reviewing searches in eBuy and by reviewing the notices we will receive to our registered email address regarding eBuy opportunities. We will respond in the manner prescribed in the request and we will use <https://www.ebuy.gsa.gov> to respond to opportunities in eBuy.

1.1.1.2 Task Orders [G.3.2]

The Government provides Task Orders that identify the required services and provides specific technical details and scope of work required, including the schedule for all deliverables and identification of any applicable labor categories and service level performance. MetTel's EIS Portal and internal processes and systems support and maintain Task Orders as described in Section J.2.3 and include: 1) Task Orders for low-value orders under the Fair Opportunity threshold, unless the order is funded entirely via a Government purchase card, and 2) Task Orders that contain a combination of priced CLINs, Task Order Unique CLINs (TUCs), and Individual Case Basis (ICB) CLINs depending on Agency-specific requirements for services, features, and performance. We constantly update ordering authorization status from the OCO within the Portal to ensure we do not accept or bill the Government for Task Orders or service orders from unauthorized personnel.

1.1.1.2.1 Task Order Award [G.3.2.1]

To ensure proper authority, control, and configuration management, awarded Task Orders are placed directly, and only, by the OCO and can only be modified by a Task Order modification.

1.1.1.2.2 Task Order Modification [G.3.2.2]

Through the life of the Task Order, MetTel reports modifications to GSA in accordance with FAR Part 43. We set up and provide on-going maintenance of Task Order data in GSA Conexus and MetTel's EIS Portal, per the specifications in J.2.3 Task Order Data Management.

1.1.1.2.3 Protests and Complaints [G.3.2.3; F.2.1(37)]

We will submit any complaints, in accordance with FAR 16.505(a)(9)(i) to the GSA-appointed ombudsman. If we protest a decision, we provide the GSA CO a **Fair Opportunity Notice of Protest (Deliverable ID 37)**, including a full un-redacted copy of the protest, within three business days of the protest date. For FOIA requests, we provide a redacted copy to the GSA CO.

1.1.1.2.4 Customer of Record [G.3.2.4] [H.3]

At any time during the term of this contract, up to the limits specified in Section H.4 – Minimum Revenue Guarantee and Maximum Contract Limitation, we support the Government in adding eligible authorized users as defined as Federal agencies; authorized Federal contractors; Agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local, and tribal governments and other organizations; and all organizations listed in General Services Administration (GSA) Order ADM 4800.2H (as updated).

Our MetTel EIS Customer Support Office (CSO) supports the Government placing orders under the EIS contract with 1) GSA acting as customer of record on behalf of another Agency, 2) the Agency itself acting as customer, and 3) GSA acting as an OCO for an Agency with the Agency remaining as the customer. The MetTel EIS Portal has the functionality to support all three ordering options. When a user initiates an order, the MetTel EIS Portal prompts the user to self-identify and rejects unauthorized users.

1.1.1.2.5 Authorization of Orders [G.3.2.5]

MetTel bids all mandatory services. We will not accept a Task Order or service order or provision services not on our contract. We will include a clear notice of a pending modification in our response to a Task Order solicitation. Until a discount class or catalog item has been added to the contract, we will not accept a Task Order or service order or provision catalog items.

1.1.1.3 Ordering Services [G.3.3]

We accept orders for service incorporated directly within the Task Order or placed separately after the issuance of the Task Order in compliance with requirements for ordering as described in RFP Section J.2.4 Ordering. If an order for service incorporated directly within the Task Order is missing required data, with the exception of the data required in the Task Order as specified in Section G.3.2, we accept supplemental information to complete the order.

1.1.1.3.1 Satisfaction of General Requirements for Ordering Services [G.3.3.1]

We meet and comply with the AHC requirements listed in Section J.2.4.1.2 through a series of quality control checks built into the ordering process. Through our customizable MetTel EIS Portal, we support [REDACTED], validate the presence of an AHC on all order line items, and reject orders submitted without an AHC for each line item. We will support AHC changes to provisioned services without an interruption of the associated service.

When the MetTel solution to an Agency's requirement includes services with one or more auto-sold CLINs, we include those CLINs in the proposal or quote as though they had been expressly requested and ensure they are on the Task Order. All auto-sold CLINs are listed in all notifications and deliverables associated with an order. The contractor may add new auto-sold CLINs to the contract with GSA approval via a contract modification; however, a Task Order modification is required to apply a newly added auto-sold CLIN to a previously issued Task Order. We then issue new Service Order Completion Notices (SOCNs) for all applicable previously provisioned orders.

We monitor CWD requests and make every effort to accommodate the CWD. We will not issue the SOCN or bill prior to the CWD unless the order specifies that early installation is acceptable. We understand the Government waives the service provisioning SLA when 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.

We submit a SOCN as described in Section J.2.4 after each service provisioning is completed. We do not revise SOCNs without an administrative change order after an order is provisioned and a SOCN is submitted and accepted by the Government.

1.1.1.3.2 Order Types [G.3.3.2] [H.2]

MetTel is prepared to bid, accept and execute a variety of Fixed-Price and Time and Materials (T&M) orders under the contract and as defined in FAR Part 16, Type of Contracts. We bid, accept and execute multi-year and/or orders including options as defined in FAR Part 17 and Agency-specific FAR Part 17 supplements.

The MetTel EIS Portal supports the required types of orders and updates: new services, move orders, feature change orders, disconnect orders, administrative change orders, updates to in-progress orders, order cancellation, location change updates, feature change updates, CWD change updates, and administrative date changes.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] If the time between the order and the customer's desired disconnect date is greater than the defined provisioning interval for the service as described in Section G.8.2.2, the service provisioning SLA is waived and the Government automatically stops payment on these orders based on the stated disconnect date.

We remove all equipment associated with disconnect orders within 45 days after termination of services. If a disconnect order includes the disconnection of services that appear to leave other services effectively unusable, we log this information into the MetTel EIS Portal and it generates a report notifying the customer of the full list of associated Unique Billing Identifiers (UBIs). We follow up with an email and phone call or in-person conversation for clarification of the customer's intent to disconnect only the specified service. If the customer provides instructions indicating that the list, in whole or in part, is intended for disconnect, the customer or MetTel enters the order for disconnect into the MetTel EIS Portal as an order update.

MetTel accepts administrative changes to previously provisioned orders via an administrative change order form on the MetTel EIS Portal. After updating our system, we provide the updated information to GSA as described in Section J.2.4. Changes to

administrative data associated with existing services can only occur with an administrative change order.

To update order line items that have not completed the provisioning process, the MetTel EIS Portal prompts the Government user to select one of the following options from a dropdown menu: Cancel the Order, Change Service Delivery Location, Change Service Features, Change the CWD, or Change in Administrative Data.

We accept an order to cancel a pending order at any step of the order process prior to SOCN. If the cancel order leaves other services unusable, the MetTel EIS Portal automatically sends an email notification to the customer of the full list of order line items that are associated with the cancellation and prompts the customer to reply with their intent to cancel only the specified order line items or not. 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. We do not charge the ordering Agency for network access orders if the cancellation order is placed 30 or more days before the later of the CWD in the initial order or firm order commitment date.

We understand that CWD updates are defined as order updates that change the CWD specified in the original order. If the Agency delays the CWD prior to receiving the FOCN, we do not issue the SOCN and begin billing prior to the new CWD, unless the requested change is less than 14 days before the later of the CWD in the initial order or firm order commitment date. The MetTel EIS Portal has an option in the user interface to insert administrative changes to in-progress orders, which MetTel reviews and accepts. Administrative data is limited to data provided by the Government that does not impact service delivery or pricing.

1.1.1.3.3 Special Order Handling [G.3.3.3; F.2.1(38)]

MetTel meets and complies with the requirements for TSP orders Section G.11 National Security and Emergency Preparedness (NS/EP) (see Attachment 8. NS/EP Functional Requirements Implementation Plan). To support compliance with TSP, we maintain close communication with the Department of Homeland Security (DHS) and offer our customers a TSP point of contact within MetTel, [REDACTED]. When TSP is specified in the order, we 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 (SDP) to SDP.

We will restore service 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." We will negotiate NS/EP, including urgent or emergency delivery order service, separately, on an individual case basis. We 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. We will tag TSP information in the system to automatically escalate priority provisioning when a user or MetTel submits an expedited order request in the MetTel EIS Portal. We will implement the ordered service(s) by the CWD when possible, based on essential priorities as certified by the DHS Program.

An order is subject to rapid provisioning when all of the following conditions apply: 1) the service ordered is specified as subject to rapid provisioning in the contract or TO, 2) the order does not contain a TSP (G.3.3.3.1), and 3) the order does not contain an Administrative Change Order (G.3.3.2.3.5). [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

The following restrictions apply to MetTel-defined provisioning intervals for rapid provisioning: 1) the provisioning interval does not exceed 48 continuous hours, 2) the proposed provisioning interval is used to calculate SLA compliance (as described in Section G.8.2.2), and 3) any CWD (Section G.3.3.1.3) specified in the order does not apply and early installation is acceptable. When we complete the provisioning process

and issue a SOCN within 24 hours of submission, we will not submit an Service Order Acknowledgement (SOA).

The ordering Agency indicates in the Task Order requirements whether the service orders under that Task Order are to be managed as a Task Order project. If the Task Order is to be treated as a project, we prepare a Task Order Project Plan (TOPP) (**Deliverable ID 38**) that details our implementation approach. This plan identifies: the Task Order number, our Program Manager, the name of the OCO who awarded the Task Order (or service order) and activities, and Government equipment required. The TOPP also addresses specific project risks, mitigations and contingency plans, and a comprehensive inventory of services and associated milestones. The TOPP includes MetTel's schedule, as-of billing dates, interconnectivity or network gateways (as applicable), and any special technical requirements. The TOPP features a site-specific design plan as specified in G.3.3.3.11 and Section E Inspection and Acceptance. We deliver the TOPP to the OCO for approval and signature; the OCO's signature indicates agreement to the schedule and as-of billing date for each item in the Task Order.

We provide the OCO with a single point of contact for service implementation and ensure the point of contact or designated alternate is immediately accessible via phone, text message, or email when service implementation activities are taking place. We coordinate with the OCO, customers, subcontractors, vendors, and other service providers by maintaining the TOPP and making it accessible to all parties. We inform the OCO and Local Government Contact (LGC) on the order when activities, including installation and cutover testing, are scheduled at a building. If we change the installation or activation date, we notify the OCO and provide a revised date.

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

Our Attachment 4 EIS Services Verification Plan ensures we meet and comply with requirements for verification testing of all associated EIS services based on the methodology defined in Section E.2.2 EIS Services Verification Testing and the criteria for acceptance testing defined by the Agency on the Task Order.

1.1.1.5 Performance Management [G.3.5]

We complete orders within the provisioning intervals defined in Section G.8 Service Level Management for service orders as defined in G.3.3 (see our proposal section

1.1.6 and Attachment 1 for details). [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.1.1.6 Minimum Revenue Guarantee and Maximum Contract Limitation [H.4]

As an EIS program awardee, MetTel will achieve a minimum revenue of \$75 million and a maximum all-inclusive funding ceiling for this and any other contracts awarded as a result of RFP #QTA0015THA3003 of \$50 billion. MetTel will accept the Government's payment through our Task Order execution, direct payment or a combination of both.

1.1.1.7 Service Trials [H.25]; [F.2.1(94)(95)]

Service trials provide a controlled and closely monitored process through which Agencies can experience proposed future enhancements for a specific period of time, at agreed upon location(s). We provide written **Service Trial Notification (Deliverable ID 94)** to the GSA CO and the OCO prior to initiation of any trial program with the Agency. This notification includes the start date and duration and a copy of the estimate for collateral costs. We may invoice the Government for collateral costs limited to the components of the service that are already in the contract and are at contract prices. We do not invoice the Government for any items not already in the contract.

We provide the OCO with contract prices and the corresponding section(s) of the contract that the trial proposes to enhance. The OCO will respond with approval or rejection. We will not be reimbursed for trial costs exceeding the collateral cost estimate unless approval for such costs has been made by the OCO in writing prior to the start of the service trial. We will meet or exceed the performance standards established by the requiring Agency. We provide a monthly (first business day) **Service Trial Status Report (Deliverable ID 95)**, and upon the completion of each trial, to the OCO in writing using the format requested.