

## 1.1.5 Inventory Management [G.7]

### 1.1.5.1 Inventory Management Process Definition [G.7.1]

MetTel is a pioneer in inventory management. Our inventory management solution enables customers to easily retrieve information for audits, billing verification, and other program purposes through one set of standard retrieval procedures. We seamlessly integrate our services and product information into a single data repository to enhance the ability to quickly provide services and information. GSA and the Agencies

utilizing this contract choose from a wide range of options for inventory management reporting. Options include a family of pre-formatted reports and the ability to generate customized reports, downloads, and queries through enhanced tools available through a single source, the MetTel EIS Portal.

Our inventory management solution is designed to be the authoritative EIS data source for all inventory-related information. Our system is easily integrated and reconciled with other databases currently in use by GSA and Agency users. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Our service-oriented architecture provides enhanced capabilities to retrieve current EIS information from secure Portal interfaces.

With direct links to and from our consolidated Order Database, our inventory of the EIS catalog is complete and accurate. [REDACTED]

[REDACTED] The MetTel EIS

Portal generates the required monthly IR reports per the specifications listed in J.2.10.2.1.12. Reports provide detailed information regarding the EIS services, including all of the related elements presented on the SOCN. Reports are delivered electronically, sent via email scheduler or downloaded by the user at any time. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**MetTel's accurate inventory and customizable reports meet and exceed Government requirements**

- Self-auditing and internal verification procedures identify discrepancies in EIS data prior to Government audits



EIS inventory data is available for Agency access on an unlimited basis, 24x7x365. Exceptions are limited to scheduled maintenance periods, which occur only upon receipt of formal Government approval or in the event of an emergency.

[REDACTED]

[REDACTED] These capabilities for inventory reporting fully respond to the needs of our GSA customers and exceed the explicit narrative requirements described for inventory reporting in RFP C.3.8.2.4 and J.2.10.2.1.12 Inventory Reconciliation.

Our EIS reporting application provides the ability to create simple and complex queries through the Online Query and Ad Hoc Reporting features. Experienced and novice users have the ability to create simple to complex queries without requiring knowledge and understanding of the structure of underlying databases and without launching desktop programs (local executable). We provide secure web-based query access to pre-formatted and user-defined customized query reports. Pre-formatted report options include various displays of current inventory views and monthly inventory “snapshots” for all EIS services, based on each user’s access authorization level. For customized queries, the Portal provides an easy-to-use, web-enabled desktop tool that prompts Agency users with ad hoc inventory questions. [REDACTED]

[REDACTED]



[REDACTED]

**1.1.5.1.1 Inventory Management Functional Requirements [G.7.1.1]**

The MetTel EIS Portal includes an inventory management module that allows users to proactively manage inventory. We create an inventory document populated with relevant data for each new project. We complete the initial population of EIS services records in the EIS inventory within 1 business day of issuance of the SOCNs. We maintain and update the EIS inventory for all EIS services provided to MetTel customers to reflect the current project status. This data is always available for Government inspection and audit. [REDACTED]

[REDACTED]

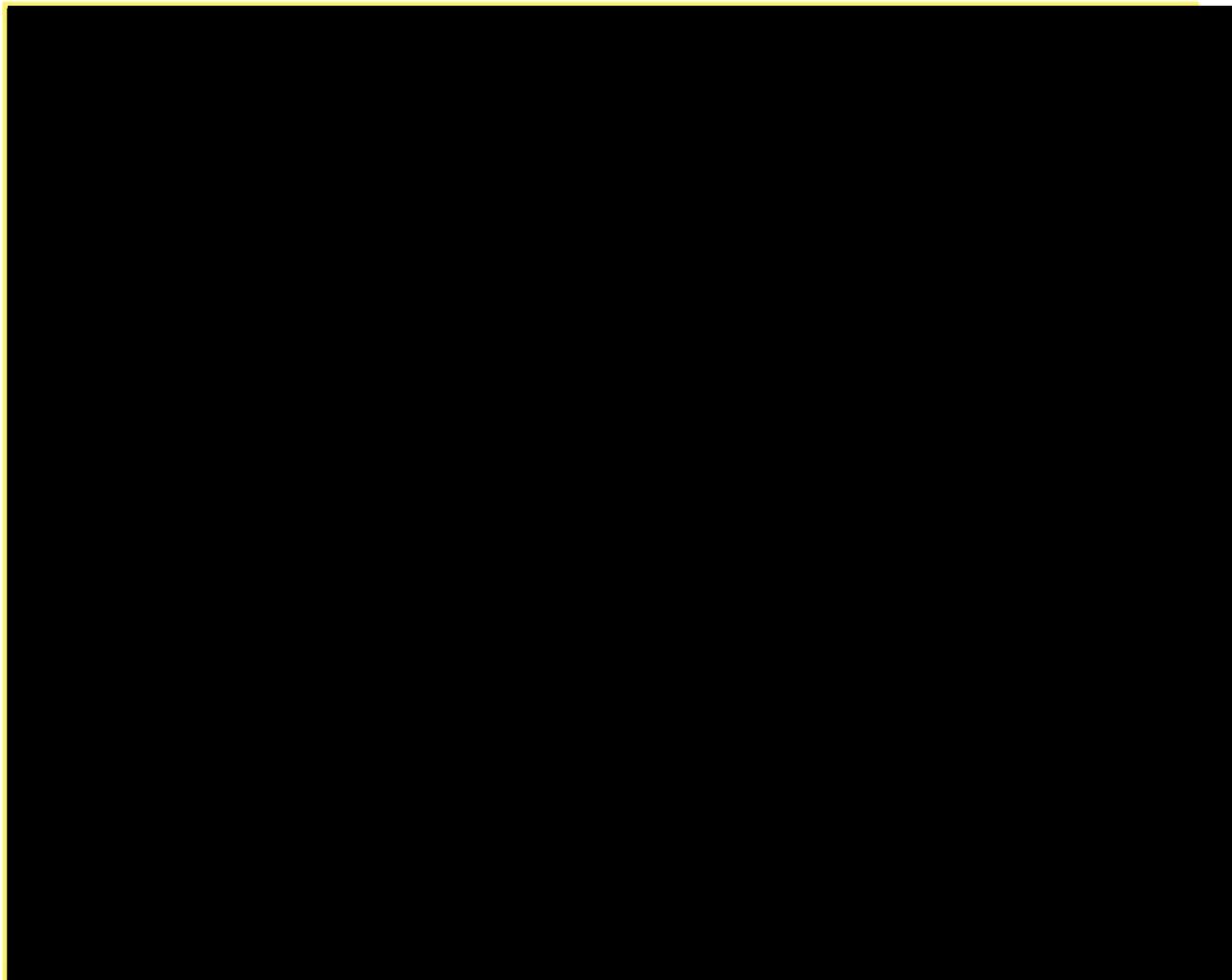
We apply this experience to the EIS contract by fully populating the EIS inventory with the data elements of the IR and delivering the IR deliverable each month (J.2.7).

**1.1.5.1.2 EIS Inventory Maintenance [G.7.1.2]**

[REDACTED]

[REDACTED] These updates are reflected in the EIS inventory current view on the MetTel EIS Portal no later than 1 business day of the issuance of the SOCN. Users may also run reports on-demand to show current inventory.

**Exhibit 1.1.5-3** presents an example of a services inventory report.



### **Exhibit 1.1.5-3. MetTel Services Inventory Report**

#### **1.1.5.1.3 EIS Inventory Data Availability [G.7.1.3]**

The MetTel EIS Portal provides a link for secure, electronic access and the required functionality for online viewing of the “current view” services inventory document and “monthly snapshots” of EIS services. The Portal presents authorized users a choice of online viewing or data file downloads of query-based inventory reports. User role and hierarchy definitions drive all access and permissions. We support common industry-standard data formats and file structures. Our capability has no limits on the number of viewable records (unless limits are imposed by format specifications). If the Government requires access to monthly archived snapshots, we make these older files available within 5 days. These monthly snapshots are available for at least 3 years following the expiration or termination of the contract.

Section 1.1.3.5 describes our practices for meeting or exceeding access and security performance requirements. At no additional cost, we provide copies of the Government’s records in the current EIS inventory and monthly snapshots. Records contain data field labels, and we provide complete records or a subset of data specified in the Government’s request. We do not restrict your use of EIS inventory data related to this contract during the period of performance and for 3 years following the end of the contract.

**1.1.5.1.4 EIS Inventory Data Discrepancies and Accuracy [G.7.1.4]**

We proactively monitor inventory through our internal verification and audit procedures to ensure the EIS inventory is complete and accurate. Should an audit or the Government discover a discrepancy in our records, we work closely with the Government to investigate the claim. When we agree that a discrepancy exists, we correct the EIS inventory at no additional cost to the Government within 10 calendar days. If the claim is referred to the CO for resolution, we work with the CO to resolve the issue to the Government’s satisfaction. We investigate whether the EIS inventory data elements in the SOCN or Billing Detail (BD) deliverable issued to the Government were correct or in error. If the data elements in the SOCN are in error, we issue a corrected SOCN or a new SOCN that references the original error at no additional cost to the Government. If the data elements result in a billing error in the BD deliverable, we issue a Billing Adjustment (BA) deliverable and correct data discrepancies as they occur (and as designated by the Government) within 10 days.

**1.1.5.1.5 EIS Inventory Reconciliation (IR) [G.7.1.5]**

**Exhibit 1.1.5-4** shows the IR (**Deliverable #125**) we provide, per RFP Section J.2.7.

**Exhibit 1.1.5-4. Monthly IR Deliverable**

Data Set	Frequency	Available Transfer Mechanisms	
Inventory Reconciliation (IR)	Monthly, no later than 15th day of month	GSA Conexus, Secure FTP, and Email (as requested by customer)	MetTel EIS Portal and other means as required in the TO

We provide a monthly IR file containing the information requested in the RFP 







