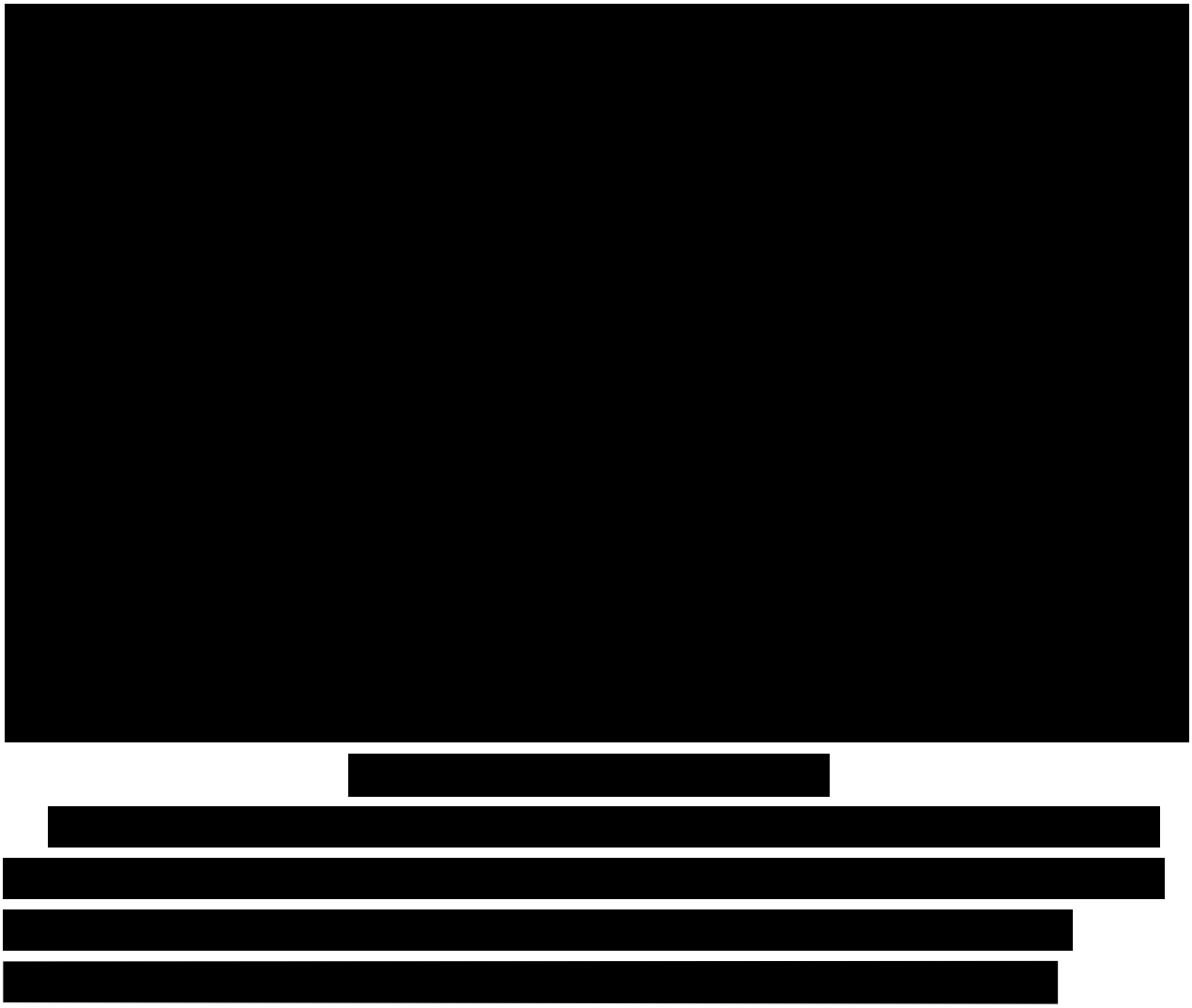
2.0 RESPONSE TO SECTION E REQUIREMENTS [L.30.1(2), M.2.2 (2)]

MetTel's Proven Testing Processes

- [redacted]
- [redacted]
- Rigorous, automated regression testing
- FOD for application security testing

MetTel developed customer support systems and services that provide rich features in our web-based system, the MetTel EIS Portal. These features enable users to save time by quickly accessing ordering, billing, support, SLA and reporting information. Our rigorous testing processes are proven to accomplish this level of capability within our support systems. Our methodologies test all features and capabilities prior to release.

[redacted]



Overall Program Security. Our BSS System Security Plan (SSP) is based on the NIST FIPS-199 categorization of Moderate Impact. Our Security Officer has selected the appropriate controls for Moderate Impact system from each of the Control Families as specified in NIST SP 900-53 Rev. 4. Our SSP follows GSA IT Security Procedural Guide 06-30, Managing Enterprise Risk and GSA Order CIO 2104.1, GSA IT General Rules of Behavior. As NIST distributes updated requirements, we update our BSS SSP to maintain the highest degree of security possible.

2.1 FAR 52.252-2 Clauses Incorporated by Reference [E.1.1.1]

We acknowledge that the FAR clauses referenced in RFP Section E.1.1.1 are incorporated into the contract upon award.

2.2 Test Methodology [E.2]

Our test methodology leverages our more than 20 years of ordering, billing, invoicing, installing, testing, and supporting telecom services.

Exhibit 2.0-2. MetTel's Testing Approach

We integrated our experience into our testing approach, shown in **Exhibit 2.0-2**. We utilized our testing approach to develop the Draft BSS Verification Test Plan (Attachment 3) and the EIS Services Verification Test Plan (Attachment 4).

2.2.1 Business Support Systems Verification Testing [E.2.1]

Executing the MetTel BSS Verification Test Plan provides structured results that ensure all support systems (i.e., service ordering, billing, inventory management systems) are fully operational, tested, and approved.

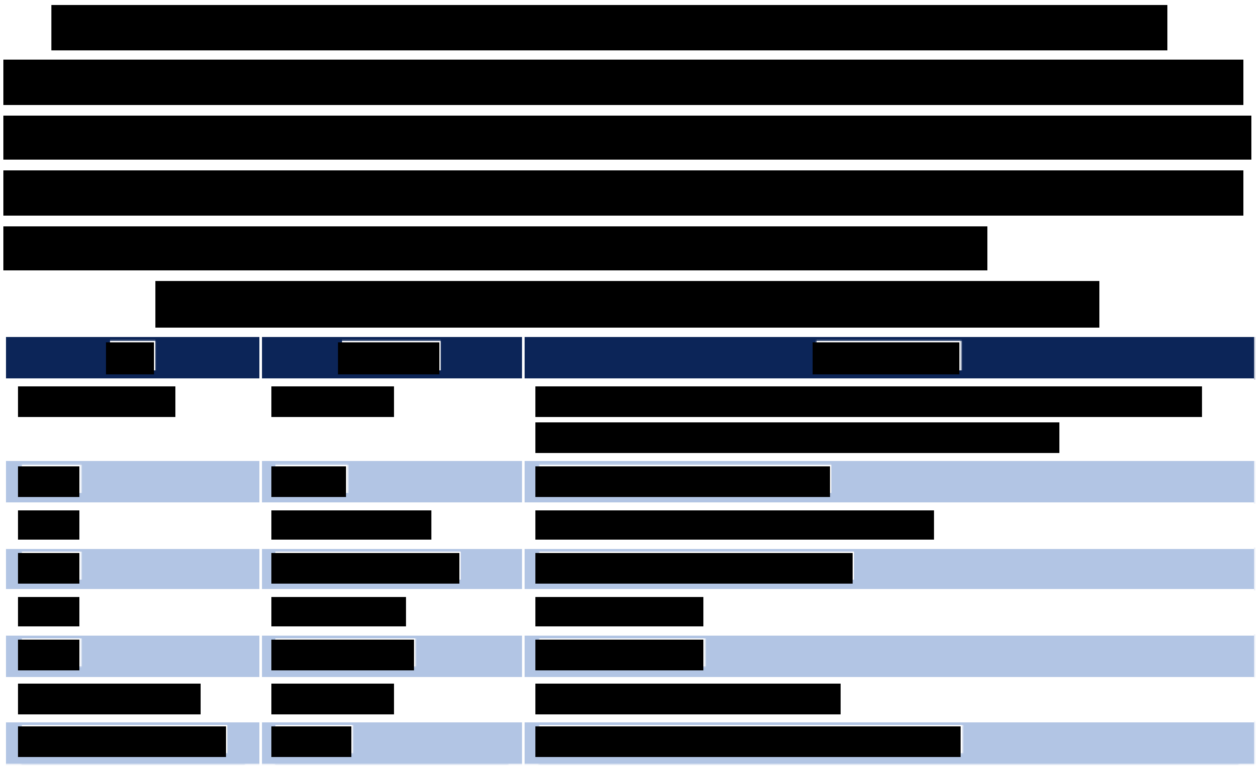
MetTel understands and will submit a Business Support System Verification Test Plan no later than 30 days after Notice to Proceed from the government. MetTel further understands that the government has 21 days after receipt to accept or reject MetTel's BSS Verification Test Plan. Upon acceptance by the government, MetTel will complete and pass BSS validation testing within 12 months of acceptance of the BSS Verification Test Plan.

Testing the BSS provides an opportunity to confirm that the BSS is fully operational

and ready for the Government to conduct EIS business. The Draft BSS Verification Test Plan reflects the test methodology defined in E.2.1 and includes our timeline and test sequencing as well as our approach to each scenario and test case. These tests:

- Verify that all of the requirements in Section E.2.1.2.2 are met and that the BSS performs as required;
- Ensure the MetTel EIS Portal functions as required;
- Ensure end-user task performance and workflow are supported;
- Ensure the MetTel EIS Portal functions correctly; and
- Verify the Portal correctly interfaces with the appropriate data sources.

Our approach to BSS Systems Verification Testing leverages the expertise of our testing team and includes the prerequisites shown in **Exhibit 2.0-2**. Our Federal BSS verification testing is synonymous with the verification testing of the MetTel EIS Portal.



2.2.2 EIS Services Verification Testing [E.2.2]

Our approach to EIS Services Verification Testing is summarized in **Exhibit 2.0-2** and follows from our more than 20 years of implementing and testing services prior to delivery to our customers. We leverage the experience of our service deployment and our proven approach to service delivery testing to address all of the requirements in

Section E.2.2. [redacted]

[redacted]

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
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Our EIS Services Verification Test Plan includes the testing approach for all MetTel-proposed EIS services. For each service, the Test Plan includes the test methodology with test cases that define the parameters to be measured, the measurement procedure, and the acceptance (pass/fail) criteria.