

# ENTERPRISE INFRASTRUCTURE SOLUTIONS (EIS)

**Contract No. GS00Q17NSD3007**

**April 17, 2019**

**Submitted by:**

MetTel  
55 Water Street, 32<sup>nd</sup> Floor  
New York, NY 10041

**Submitted to:**

General Services Administration  
Office of Integrated  
Technology Services  
1800 F St., NW  
Washington, DC 20405

## Volume 2 Management Volume



**Disclosure of Data Legend:** This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of – or in connection with – the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction is contained in all sheets of this submission.

**Freedom of Information Act Exclusion:** This document contains trade secrets and commercial or financial information of the Company which is privileged or confidential within the meaning of the Freedom of Information Act 5 USC 552(b)(4). Accordingly, such data shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate this proposal.

## TABLE OF CONTENTS

ENTERPRISE INFRASTRUCTURE SOLUTIONS (EIS).....	1
LIST OF EXHIBITS .....	IV
LIST OF ACRONYMS .....	VII
1 RESPONSE TO SECTION G REQUIREMENTS.....	1
1.1 Contract Administration [G.1; G.2; J.3; J.4; J Appx A, B, C].....	4
1.1.1 Ordering [G.2.2.1.1, G.3; H.2; H.3, H.4; H.25; F.2.1(94)(95)] .....	6
1.1.2 Billing [G.4] .....	18
1.1.3 Business Support Systems [G.5].....	27
1.1.4 Service Assurance [G.6].....	47
1.1.5 Inventory Management [G.7] .....	52
1.1.6 Service Level Management [G.8] .....	59
1.1.7. TRAINING (L.30.1.1a, M.2.2(1) G.10, F.2.1(82)).....	68
1.2 Web-based Access to Support Systems [L.30.1 (1) (b)] .....	75
1.3 Satisfaction of Special Contract Requirements [H.9 (11)(13)(16)(18)(21)(27)(29)(30)(31)(33)(36) (38); F.2.1(89)(96)(98)(99)] .....	75
2.0 RESPONSE TO SECTION E REQUIREMENTS [L.30.1(2), M.2.2 (2)].....	77
2.1 FAR 52.252-2 Clauses Incorporated by Reference [E.1.1.1] .....	79
2.2 Test Methodology [E.2] .....	79
2.2.1 Business Support Systems Verification Testing [E.2.1] .....	80
2.2.2 EIS Services Verification Testing [E.2.2] .....	81
3.0 RESPONSE TO SECTION J.2 REQUIREMENTS [L.30.1 (3), M.2.2 (3), J.2, J.2.1, J.2.1.1, J.2.1.2].....	81
3.1 Common Data Interaction Requirements [J.2.2] .....	83
3.1.1 Relevant Contracting Officer [J.2.2.1].....	83
3.1.2 Resubmission of Incorrect Deliverables [J.2.2.2].....	83
3.1.3 Deliverable Format, Content, and Transfer Mechanism [J.2.2.3].....	83
3.1.4 Scope of Deliverables [J.2.2.4].....	84
3.2 Task Order Data Management [J.2.3] .....	84
3.2.1 Common Operational Requirements [J.2.3.1].....	84

3.2.2	Task Order Data Management Process [J.2.3.2, F.2.1(100) through (109)]	86
3.2.3	Deliverables and Data Exchange [J.2.3.3]	86
3.3	Ordering [J.2.4]	87
3.3.1	Common Operational Requirements [J.2.4.1]	87
3.3.2	Ordering Process [J.2.4.2; F.2.1(110) through (117)]	90
3.3.3	Deliverables and Data Exchange [J.2.4.3]	92
3.4	Billing [J.2.5]	92
3.4.1	Common Operational Requirements [J.2.5.1]	92
3.4.2	Billing Process [J.2.5.2; F.2.1(118) through (122)]	95
3.4.3	Deliverables and Data Exchange [J.2.5.3]	95
3.5	Disputes [J.2.6]	95
3.5.1	Common Operational Requirements [J.2.6.1]	95
3.5.2	Dispute Process [J.2.6.2; F.2.1(123) (124)]	95
3.5.3	Deliverables and Data Exchange [J.2.6.3]	95
3.6	Inventory Management [J.2.7]	95
3.6.1	Common Operational Requirements [J.2.7.1]	95
3.6.2	Inventory Management Process [J.2.7.2; F.2.1(125)]	96
3.6.3	Deliverables and Data Exchange [J.2.7.3]	96
3.7	SLA Management [J.2.8]	96
3.7.1	Common Operational Requirements [J.2.8.1]	96
3.7.2	SLA Management Process [J.2.8.2; F.2.1(126) through (129)]	96
3.7.3	Deliverables and Data Exchange [J.2.8.3]	98
3.8	Data Transfer Mechanisms [J.2.9]	98
3.8.1	Common Operational Requirements [J.2.9.1]	98
3.8.2	Direct Data Exchange [J.2.9.2]	99
3.8.3	Contractor's Web Interface [J.2.9.3]	99
3.8.4	Email [J.2.9.4]	99
3.8.5	GSA Systems [J.2.9.5]	99
3.8.6	Other Means as Agreed or Required in the Task Order [J.2.9.6]	99
3.9	Data Dictionary [J.2.10]	100

3.9.1 Common Data Requirements [J.2.10.1] ..... 100  
3.9.2 Data Set Content [J.2.10.2] ..... 101  
3.9.3 Data Element Specifications [J.2.10.3] ..... 101

**LIST OF EXHIBITS**

Exhibit 1.0-1 Features and Benefits of MetTel’s Approach..... 1  
Exhibit 1.0-2. MetTel EIS Portal Interface Diagram ..... 2  
Exhibit 1.0-3. MetTel Executive Team..... 3  
Exhibit 1.0-4. MetTel’s Services Meet All GSA Goals ..... 4  
Exhibit 1.0-5. Aligned Communications Between MetTel and GSA ..... 5  
Exhibit 1.1.1-1. MetTel’s EIS Portal: Ordering Made Easy ..... 7  
[REDACTED]  
Exhibit 1.1.2-1. Billing Module Percentages Spent..... 19  
Exhibit 1.1.2-2. Last of the Month Billing Cycle ..... 20  
[REDACTED]  
Exhibit 1.1.2-4. Billing Performance Objectives..... 27  
Exhibit 1.1.3-1. MetTel EIS Portal Dashboard..... 28  
Exhibit 1.1.3-2. Billing Module Percentages Spent..... 29  
Exhibit 1.1.3-3. Billing Module Order Status..... 29  
Exhibit 1.1.3-4. Services Module List View..... 30  
Exhibit 1.1.3-5. Services Module Graphical View ..... 31  
Exhibit 1.1.3-6. Reports Module ..... 32  
Exhibit 1.1.3-7. Report Types..... 32  
Exhibit 1.1.3-8. Help Desk Module ..... 33  
Exhibit 1.1.3-9. Color Codes ..... 33  
Exhibit 1.1.3-10. Ordering Module..... 34  
Exhibit 1.1.3-11. Compliance Process..... 36  
Exhibit 1.1.3-12. The MetTel EIS Portal Services and Functionality ..... 37  
[REDACTED]  
Exhibit 1.1.3-14. Security A&A Documentation List..... 40

---

[Redacted]

[Redacted]

Exhibit 1.1.4-1. Help Desk Screen..... 49

[Redacted]

[Redacted]

[Redacted]

Exhibit 1.1.5-3. MetTel Services Inventory Report ..... 57

Exhibit 1.1.5-4. Monthly IR Deliverable ..... 59

Exhibit 1.1.6-1. SLA Management Dashboard ..... 60

[Redacted]

Exhibit 1.1.6-3. Service-Specific SLAs ..... 61

Exhibit 1.1.6-4. Credit Formulas ..... 63

Exhibit 1.1.6-5. TTR Calculation Method..... 63

Exhibit 1.1.6-6. Incident-Based Service SLA References..... 63

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Exhibit 2.0-2. MetTel’s Testing Approach..... 79

[Redacted]

[Redacted]

[Redacted]

Exhibit 3.0-2. Task Order Data Management ..... 84

Exhibit 3.0-3. The MetTel EIS Portal User Role Information Screen ..... 85

Exhibit 3.0-4. Task Order Process Steps ..... 86

Exhibit 3.0-5. ACH Requirements ..... 87

Exhibit 3.0-6. Standard Data Sets ..... 88

Exhibit 3.0-7. Auto-Sold CLINs..... 89

Exhibit 3.0-8. Services States ..... 89

Exhibit 3.0-9. Standard Order Process..... 90



---

Exhibit 3.0-10. Process Changes .....	91
Exhibit 3.0-11. Updating In-Progress Order .....	92
Exhibit 3.0-12. AGF Billing Requirements .....	93
Exhibit 3.0-13. Prorated Billing .....	93
Exhibit 3.0-14. Rules for Rounding.....	94
Exhibit 3.0-15. SLA Management in the MetTel EIS Portal .....	97
Exhibit 3.0-16. SLA Credits .....	97
Exhibit 3.0-17. Deliverables.....	97
Exhibit 3.0-18. Deliverable .....	98
Exhibit 3.0-19. Data Sets.....	98
Exhibit 3.0-20. Data Set Content.....	101

## LIST OF ACRONYMS

Acronym	Definition
A&A	Assessment & Authorization
AB	Agency Bureau (as in Agency Bureau Code)
ACH	Automated Clearing House
ACS	Audio Conferencing Service
ADM	GSA Order Administrative
AGF	Associated Government Fee
AGFD	Associated Government Fee Detail
AHC	Agency Hierarchy Code
ANI	Automatic Number Identification
AO	Administrative Officer
API	Application Program Interfaces
AQL	Acceptable Quality Level
AR	Accounts Receivable
ASRN	Agency Service Request Numbers
AUP	Acceptable Use Policy
B2B	Business to Business
BA	Billing Adjustment
BD	Billing Detail
BI	Billing Invoice
BIA	Business Impact Assessment
BLOB	Binary Large Object
BSD	Boundary and Scope Document
BSS	Business Support Systems
CBSA	Core Based Statistical Area

Acronym	Definition
CCS	Contact Center Service
CDIP	Contractor Data Interaction Plan
CDNS	Content Delivery Network Service
CFR	Code of Federal Regulations
CFSS	Commercial Fixed Satellite Service
CIS	Center for Internet Security
CISO	Chief Information Security Officer
CLIN	Contract Line Item Number
CLONES	Central Location Online Entry System
CMP	Configuration Management Plan
CMSS	Commercial Mobile Satellite Service
CO	Contracting Officer
CONUS	Continental United States
COR	Contracting Officer's Representative
COR/ISSO/ISSM	Contracting Officer's Representative/Information System Security Officer/Information Systems Security Manager
CP	Contingency Plan
CPARS	Contractor Performance Assessment Reporting System
CPTP	Contingency Plan Test Plan
CPTR	Contingency Plan Test Report
CSO	Customer Support Office
CSR	Customer Service Representatives
CSRN	Contractor Service Request Number
CSS	Cascading Style Sheet
CSV	Comma Separated Value
CSVS	Circuit Switched Voice Service
CUI	CONTROLLED UNCLASSIFIED INFORMATION



Acronym	Definition
CWD	Customer Want Date
DBAS	Direct Billed Agency Setup
DHS	Department of Homeland Security
DIPSS	DHS Intrusion Prevention Security Service
DNS	Domain Name Server
DR	Dispute Report
DRP	Disaster Recovery Plan
EDI	Electronic Data Interchange
EFT	Electronic Funds Transfer
EIS	ENTERPRISE INFRASTRUCTURE SOLUTIONS
EIT	Electronic and Information Technology
EOL	End of Life
EP	Emergency Preparedness
ESI	Electronically Stored Information
ESN	Electronic Serial Number
ETF	Electronic Funds
FIPS	Federal Information Processing Standards
FISMA	Federal Information Security Management Act
FMMI	Financial Management Modernization Initiative
FOC	Firm Order Commitment
FOCN	Firm Order Commitment Notice
FOD	Fortify on Demand
FOIA	Freedom of Information Act
FTP	File Transfer Protocol
FY	Fiscal Year
GOS	Grade of Service

Acronym	Definition
GSA	General Services Administration
GWAC	Government-Wide Acquisition Contract
HPE	Hewlett Packard Enterprise's
HSPD	Homeland Security Presidential Directive
HTML	Hypertext Markup Language
HTTPS	Secure Hypertext Transfer Protocol
ICB	Individual Case Basis
ICCID	Integrated Circuit Card Identifier
IDIQ	Indefinite Delivery/Indefinite Quantity
ILEC	Incumbent Local Exchange Carrier
IMEI	International Mobile Station Equipment Identity
IP	Internet Protocol
IPP	Invoice Processing Platform
IPS	Internet Protocol Service
IPSS	Intrusion Prevention Security Service
IPVS	Internet Protocol Voice Service
IR	Inventory Reconciliation
IRP	Incident Response Plan
IRTR	Incident Response Test Report
ISA	Interconnection Security Agreements
ITIL	IT Infrastructure Library
KPI	Key Performance Indicators
LEC	Local Exchange Carrier
LGC	Local Government Contact
LMS	Learning Management System
MMS	Managed Mobility Service

Acronym	Definition
MNS	Managed Network Service
MPLS	Multi-Protocol Label Switching
MRC	Monthly Recurring Charges
MSS	Managed Security Service
MTIPS	Managed Trusted Internet Protocol Service
MTIPS-TIC	Managed Trusted Internet Protocol Service Trusted Internet Connection
MWS	Managed Wireless Service
NCS	New Client Services
NFV	Network Function Virtualization
NIST	National Institutes of Standards and Technology
NNI	Network to Network Interfaces
NOC	Network Operations Center
NRC	Non Recurring Charges
NS/EP	National Security and Emergency Preparedness
NS2020	NETWORK SERVICES 2020
NSC	Network Site Codes
NTE	Not to Exceed
NTP	Notice to Proceed
NY	New York
OCISO	Office of the Chief Information Security Officer
OCO	Ordering Contracting Officer
OCONUS	Outside Contiguous United States
OMB	Office of Management and Budget
OS	Operating system
OSS	Operational Support Systems
OWS	Optical Wavelength Service

Acronym	Definition
PBX	Private Branch Exchange
PDF	Portable Document Format
PIA	Privacy Impact Assessment
PLS	Private Line Service
PM	Program Manager
PMI	Project Management Institute
PMO	Program Management Offices
PMP	Project Management Plan
POA&M	Plan of Action and Milestones
POC	Point of Contact
PON	Purchase Order Number
PSV	Pipe Separated Value
QA	Quality Assurance
RBAC	Role Based Access Control
RFC	Request for Change
RFP	Request for Proposal
RFP/RFQ	Request for Proposal/Request for Quotation
RFQ	Request for Quotation
RoB	Rules of Behavior
SAR	Security/Risk Assessment Report
SCRM	Supply Chain Risk Management
SDP	Service Delivery Point
SFTP	Secure File Transport Protocol
SIM	Subscriber Identity Module
SKU	Stock keeping unit
SLA	Service Level Agreements

Acronym	Definition
SLACR	SLA Credit Request
SLAR	Service Level Agreement Report
SND	Software Defined Network
SOA	Service Order Acknowledgement
SOAC	Service Order Administrative Change
SOAP	Simple Object Access Protocol
SOC	Service Order Confirmation
SOCN	Start on the Completion
SORN	Service Order Rejection Notice
SP	Special Publication
SQL	Structured Query Language
SRE	Service Related Equipment
SSCN	Service State Change Notice
SSP	System Security Plan
T&M	Time and Materials
TDD	Telecommunications Device for the Deaf
TMACO	Telecommunications Mission Area Control Officers
TMIP	Trouble Management Incident-level Performance
TMPSR	Trouble Management Performance Summary Report
TOPP	Task Order Project Plan
TSP	Telecommunications Service Priority
TTR	Time to Restore
TUC	Task Order Unique CLIN
UBI	Unique Billing Identifiers
UCS	Unified Communications Service
USC	United States Code

Acronym	Definition
USDA	United States Department of Agriculture
USPS	United States Postal Service
UTEM	Unified Telecom Expense Manager
VCSS	Vendor and Customer Self Service
VPAT	Voluntary Product Accessibility Template
VPN	Virtual Private Network
VPNS	Virtual Private Network Service
WCAG	Web Content Accessibility Guidelines
XHTML	Extensible Hypertext Markup Language
XML	Extensible Markup Language

# 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
- [REDACTED]

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

Evaluation Criteria	Features and Benefits of MetTel's Approach
<b>Quality of Systems [M.2.2.1]</b>	The MetTel EIS Portal provides a user-friendly, compliant and efficient support system. From the portal, Agencies access service ordering, operational support, billing, inventory [REDACTED], and customer service 24x7x365. [REDACTED] Award-winning portal – TMC's 2016 Internet Product of the Year.
<b>Customer Access [M.2.2.2]</b>	With the MetTel EIS Portal, Agencies have 100% web-based access to the support systems for this contract.
<b>Ability [M.2.2.3]</b>	MetTel Program Management provides proactive, efficient, and effective support to GSA and Agency customers including: <ul style="list-style-type: none"> <li>Customer Support Office (CSO) aligned with the Government's PMO and EIS Management and Operations Process Flow</li> <li>Transparent, web-based access to Project Management functions, documentation, equipment monitoring, SLA tracking, and custom reporting through the MetTel EIS Portal</li> <li style="background-color: yellow;">Streamlined and technology-enabled transition on and off, [REDACTED]</li> <li>Utilization of the MetTel EIS Portal to web enable and often automate the Contractor Data Interaction Plan requirements.</li> </ul>

[REDACTED]

[REDACTED]

[REDACTED] MetTel developed our network architecture to easily and effectively partner with

[REDACTED]

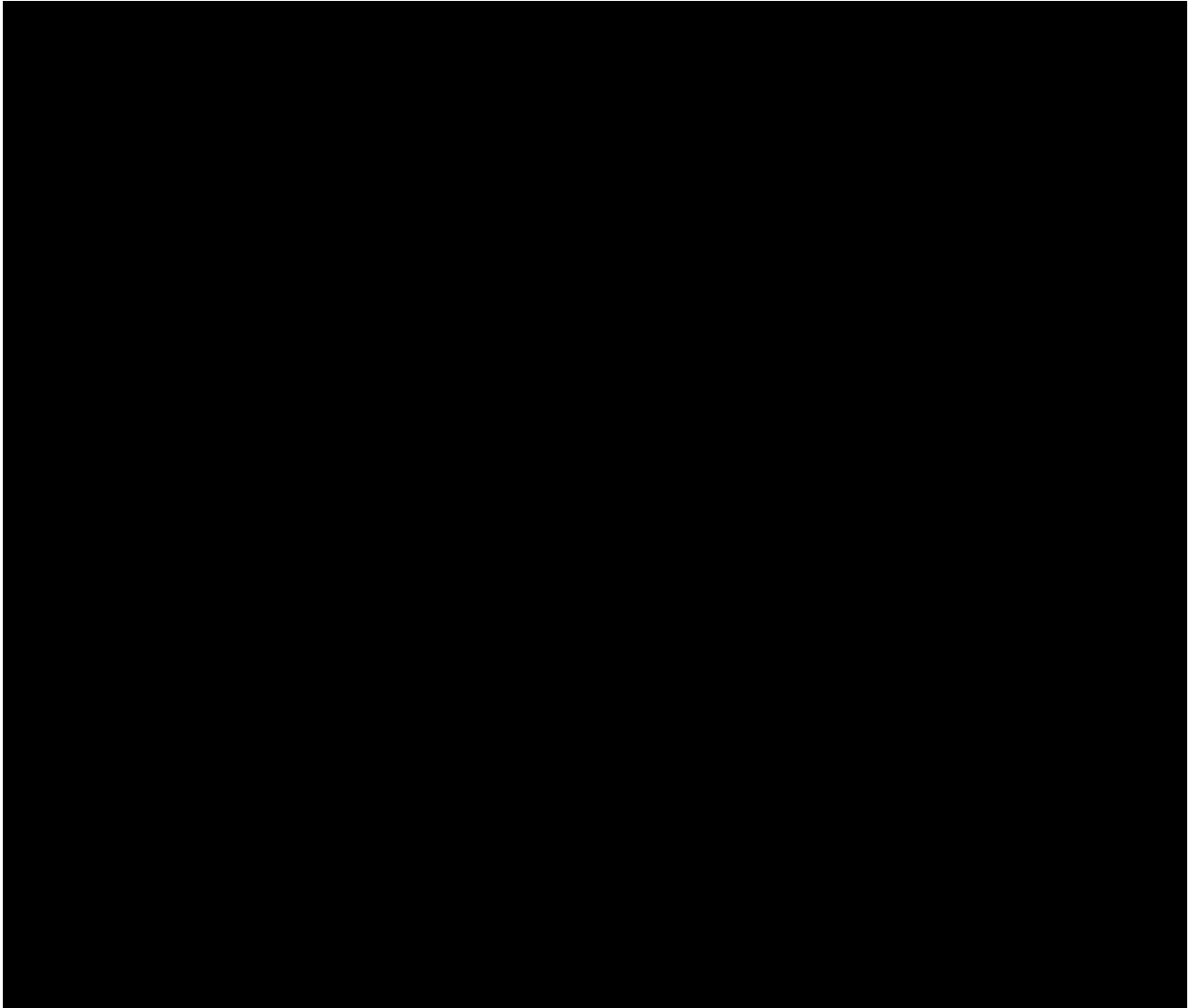
[REDACTED]

[REDACTED]

[REDACTED]

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 [REDACTED] [REDACTED] 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, [REDACTED], billing, inventory, services, and reporting from one simple, user-friendly interface available 24x7x365. **Exhibit 1.0-1** shows how the Portal interfaces with various EIS teams. The



[REDACTED]

[REDACTED]

[REDACTED] 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.

[REDACTED]

[REDACTED]

[REDACTED]

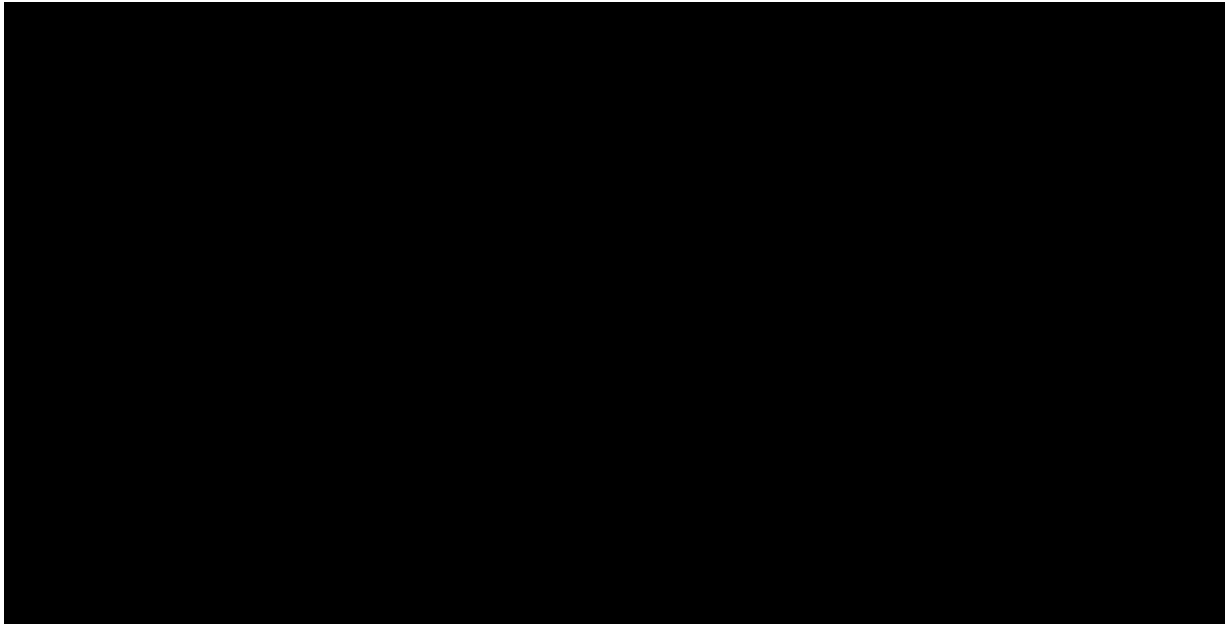
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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 (SDN), 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	[REDACTED]
Operations Support: Incorporate state-of-the-art Business Support Systems (BSS) and Operational Support Systems (OSS)	We utilize our [REDACTED] 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 [REDACTED]

**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. Patrick Amos is the Director of Federal Program Management and is our NS2020 EIS Program Manager with full responsibility for the EIS Customer Support Office (CSO). [REDACTED]

**MetTel Contract Administration**

- MetTel EIS Portal for online ordering, status, and Help Desk
- Portal available 24x7x365

[REDACTED]

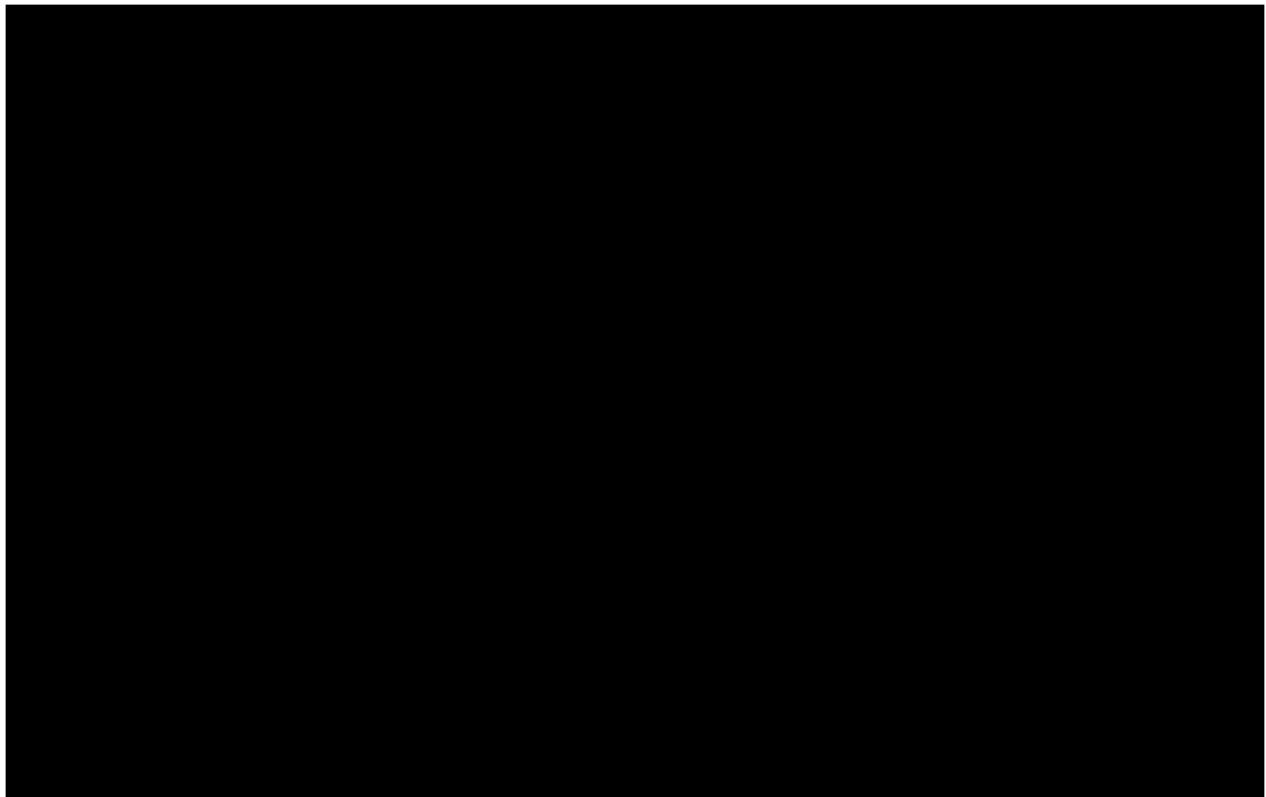
[REDACTED]

[REDACTED] Mr. Amos 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. Mr. Amos has a

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. [REDACTED] 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 [REDACTED]. 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 [REDACTED] 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 [REDACTED] 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. [REDACTED]

[REDACTED] Section 1.1.3 Business Support Systems provides more detail on the MetTel EIS Portal.

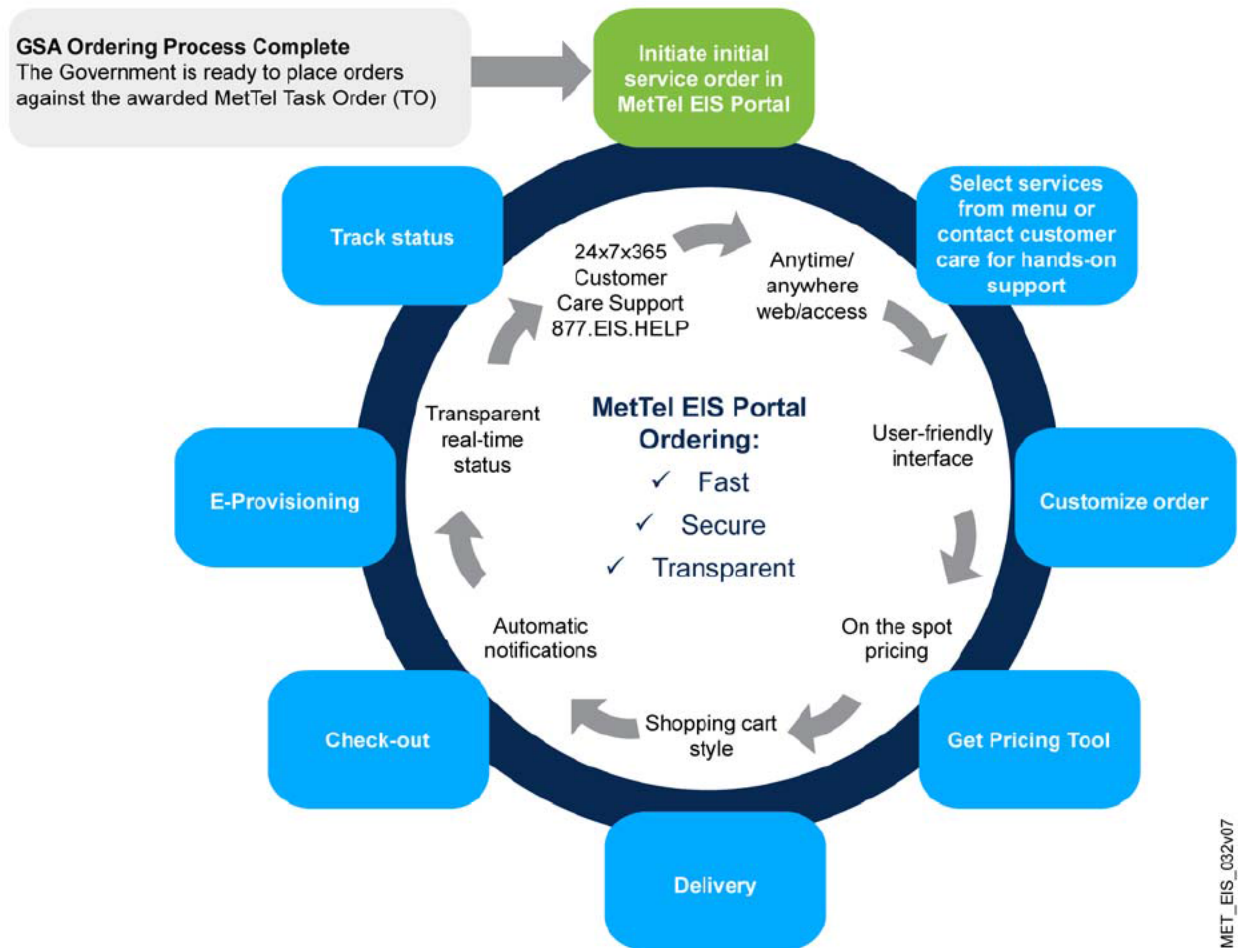
#### **1.1.1 Ordering [G.2.2.1.1, G.3; H.2; H.3, H.4; H.25; F.2.1(94)(95)]**

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

**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

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]



**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]

[REDACTED] 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]

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] 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]

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] [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] 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]

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 a 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]

#### **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.

### 1.1.2 Billing [G.4]

We offer a clear and transparent billing cycle including preparation and review of invoices, submission of invoices, verification and validation by the Government, and resolution of disputes and adjustments. MetTel's Federal BSS integrates business systems and presents one portal through which users access data. This portal, called the MetTel EIS Portal, provides the process, data, and system interface requirements described in Section J.2.5 Billing.

**MetTel provides accurate, timely, and efficient billing to GSA**

- Customized and compliant monthly invoices
- Award-winning Web-accessible MetTel EIS Portal that seamlessly integrates ordering and billing processes and data
- Rapid response and resolution to billing inquiries and disputes
- Online tracking of billing history and KPIs for each billing invoice

[REDACTED]

We constantly improve and refresh the MetTel EIS Portal, all under strict version control and documentation. [REDACTED] MetTel's Billing Director and Software Development Specialist, preserves the continuity of the billing function and oversees all enhancements to the Billing Module of the MetTel EIS Portal. Our billing team, primarily the same employees who developed the customized billing configuration and streamlined billing process, supports the billing lifecycle from submission of invoice data through resolution of any disputes and adjustments.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

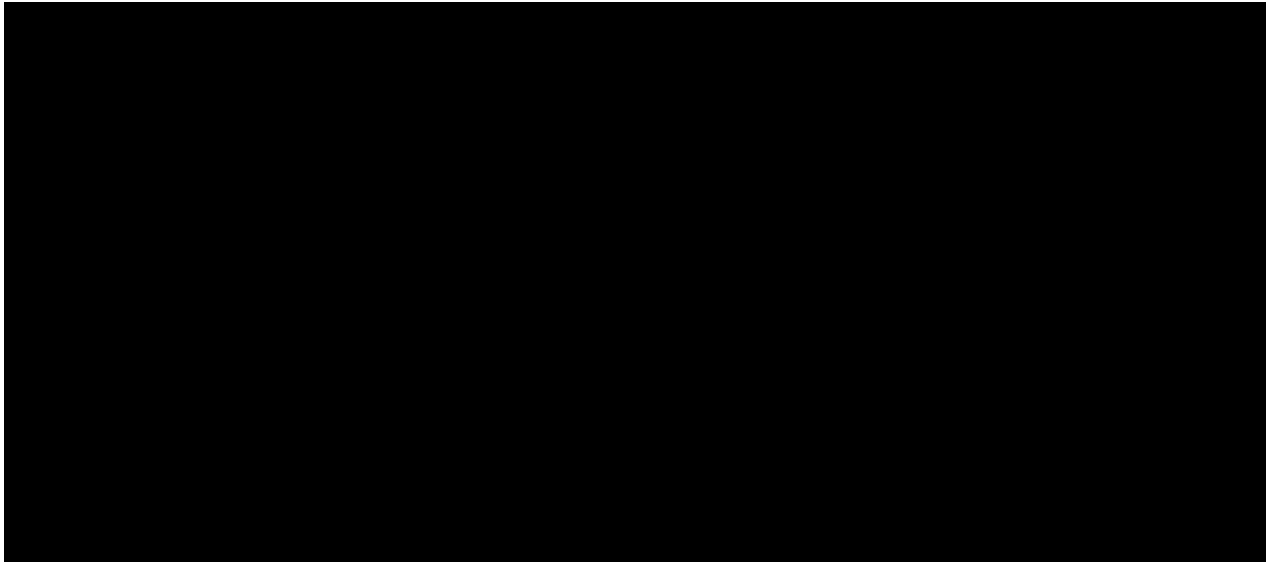
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] **Exhibit 1.1.2-1** shows an example of how users access the Billing Module to track percentage spent by service type.



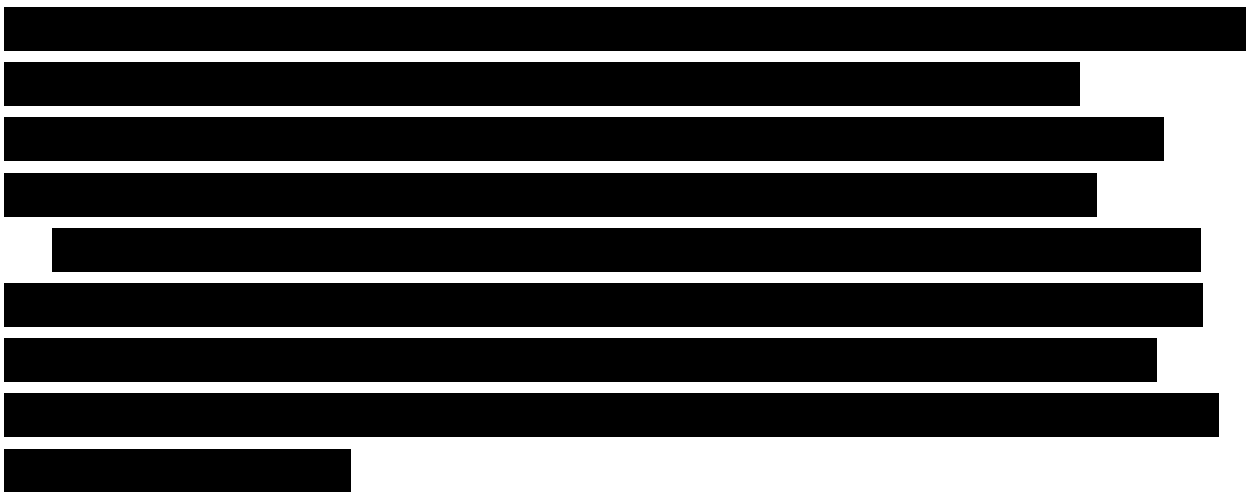


### **Exhibit 1.1.2-1. Billing Module Percentages Spent**

We provide GSA and Agencies with accurate and timely billing and are committed to the satisfactory resolution of disputes. Our customers receive a swift response to every billing inquiry. We apply our experience with GSA and other large national and international customers to integrate GSA's existing proprietary systems and specific requirements.

#### **1.1.2.1 Billing Prerequisites [G.4.1]**

We have experience accommodating GSA's and other customers' unique billing cycles, periods, timeframes, and coding to process and deliver billing details and adjustments. [REDACTED]



#### **1.1.2.1.1 Billing Cycle [G.4.1.1]**

We render billing based on calendar month cycles and comply with the

Government's billing period, which runs from the first through the last day of the calendar month. We bill the Government in arrears at the end of every month after providing services. **Exhibit 1.1.2-2** includes the "Last of the Month" billing cycle items.

### **Exhibit 1.1.2-2. Last of the Month Billing Cycle**

Categories	Billing Detail
Usage	All usage received up to and including the last day of the calendar month. This may include usage dated prior to the first of the month but was not received or processed at the time of the previous month's invoice
Recurring Charges	All Monthly Recurring Charges (MRCs) for the period of the entire calendar month
Non-recurring Charges	All Non-Recurring Charges (NRCs) incurred prior to the end of the calendar month
Prorated Charges	Prorated charges for monthly services installed or disconnected prior to the end of the calendar month
Credits or Adjustments	Any credits or adjustments approved prior to the end of the calendar month

#### **1.1.2.1.2 Billing Start Date and End Date [G.4.1.2]**

We submit a SOCN to the Government upon: 1) activation of all new services and, 2) termination of existing services, and 3) prior to billing for the associated services. We begin billing new services at 12:00 a.m. on the day the service is activated and cease billing for disconnected services at 11:59 p.m. the day termination completes. We do not begin billing any new services until the fourth calendar day after we send the SOCN. We begin both the NRC and MRC on the billing start date; however, we do not begin billing for services if the Government rejects the services within 3 days of receipt of the SOCN. If the Government rejects the new service prior to this date, we do not assess any charges for the service, and billing does not commence until we send a subsequent SOCN (if any) and the Government accepts. If the SOCN is rejected, we correct the reasons for rejection and issue a new SOCN for services with an updated order completion date. If the Government has not rejected a SOCN by the fourth calendar day after submission, we begin billing for the new service, prorated from the activation date.

We comply with the billing start date requirements specified in the Task Order. All pricing is based on the prevailing rates in effect at the time we receive and accept the Task Order. We bill the NRC price in effect at the time of the Service Order and bill the MRC price in effect for the billing month, unless otherwise specified in the Task Order. Any other pricing arrangements must be made prior to acceptance of the Task Order.

#### **1.1.2.1.3 90-Day Billing Requirement [G.4.1.3]**

We have a performance record of submitting proper Billing Invoice (BI) deliverables

for services and Service Related Equipment (SRE) well within 90 days after issuance of the SOCN. [REDACTED]

We are not paid for billing charges (initial or adjustments) invoiced after 90 days, unless the OCO approves a different timeframe via waiver. We include all billable activity for a given calendar month in a billing invoice delivered to the Government no later than the 15<sup>th</sup> day of the subsequent month. In some cases, we may not be able to include some charges on the billing invoice for that month and include them on the following month's invoice. We do not include any charges older than 90 days without a waiver from the appropriate GSA or Agency officer.

**1.1.2.1.4 Unique Billing Identifier [G.4.1.4]**

We create and assign a Unique Billing Identifier (UBI) for each billed record and provide the assigned UBI with each component associated with the record to identify all components of a billed service. We include UBIs on all of our current Federal contract billing. [REDACTED]

We require a CLIN(s) on each Task Order to identify the desired service and pricing, and we permanently store the UBIs with all associated service records. We assign each service group a unique identifier and each billable component within the service group a unique identifier. These two identifiers, separated by an underscore, form the UBI. We provide the Government the unique billing as part of the SOCN and provide the CLIN and UBI on the billing invoice and any other billing deliverables.

**1.1.2.1.5 Agency Hierarchy Code [G.4.1.5]**

We meet and comply with the AHC requirements described in Section J.2.4 and understand this as a condition for payment. We require a valid AHC on all Task Orders. We store the AHC with each service associated with that Task Order and include it on all invoices for that service. We provide the AHC as a data element in the Inventory Reconciliation (IR) deliverable. The AHC is not used for any internal MetTel purposes;

the Government is responsible for ensuring the validity of these codes and may change them at any time as necessary without impacting service.

**1.1.2.1.6 Agency Service Request Number [G.4.1.6]**

We also include Agency Service Request Numbers (ASRN) in billing records and associated deliverables throughout the service lifecycle as described in Section J.2.4. We support up to two ASRN) per line item in an order and include ASRN) on electronic invoices for the requested services and on any custom reports requested by the Government for tracking purposes.

**1.1.2.1.7 Electronic Billing [G.4.1.7]**

We strongly encourage electronic invoices over paper invoices and deliver electronic invoicing in PDF format as well as EDI 811 (Consolidated Service Invoice) compliant invoices and customer-specified billing invoice formats such as formatted text and Excel. We deliver electronic invoices via email, retrieved from the Portal, or delivered [REDACTED]

We input invoice summary data into GSA's designated Government system or other system specified by the GSA CO such as WebVendor, Vendor and Customer Self Service (VCSS) system, or Invoice Processing Platform (IPP). [REDACTED]

[REDACTED] We do not submit paper invoices unless authorized by the OCO.

**1.1.2.2 Direct Billing [G.4.2]**

MetTel will bill the agency directly for all charges incurred by the agency and its sub-agencies in accordance with the TO. MetTel understands we will be paid directly by the agency. MetTel will be responsible for collecting the AGF and remittance of the total AGF amount collected for the month to GSA by electronic funds transfer (EFT).

**1.1.2.3 Satisfaction of Billing Functional Requirements [G.4.3]**

We comply with the processes, deliverables, and data exchange requirements for billing as defined in Section J.2.5 Billing. Our Customer Care team responds within 7

calendar days to all billing inquiries, escalating to the billing department for response within 7 days, as necessary.

#### **1.1.2.3.1 Adjustments [G.4.3.1]**

We follow the adjustment process, described in Section J.2.5 Billing, for any necessary adjustments to a bill. Following Government approval, we apply the adjustment to the next available bill. If a dispute arises, we follow the Billing Dispute process described in Section G.4.4. We provide a Billing Adjustment (BA) deliverable as applicable for each billing period, which describes the full details of any adjustments.

#### **1.1.2.3.2 Monthly Billing Informational Memorandum [G.4.3.2]**

Each month, and coinciding with monthly delivery of billing files, we provide a Monthly Billing Information Memorandum showing the delivery during that month of all billing files. We explain any changes in billing and data formats and any new services added to the billing. We also list any issues pertaining to balancing charges.

We provide a list of all changes in the current invoice from the previous invoice, such as new or disconnected services, service changes, rate changes, or changes in Government-supplied data such as AHCs. We do not make any changes to data formats without prior notice to and approval from the Government.

#### **1.1.2.4 Disputes [G.4.4]**

We accept and process the Government's disputes received from the GSA CO, OCO, authorized ordering official, or from other authorized personnel or via systems the GSA CO or OCO designate. We comply with the processes, deliverables, and data exchanges requirements described in Section J.2.6 Billing and Inventory Disputes. We resolve all disputes within 180 days of the dispute notice.

##### **1.1.2.4.1 Billing Disputes Resolution [G.4.4.1]**

A billing inquiry is a question or issue that may lead to a billing dispute through the Government invoice certification process. Our billing inquiry and dispute solution provides users multiple methods to initiate inquiries or disputes in a single system, regardless of initiation type. We offer a systematic process and advanced architecture to receive inquiries and disputes, provide status reports, and ensure all appropriate adjustments are processed expeditiously and accurately. **Exhibit 1.1.2-3** describes the features and benefits of our solution to expeditiously resolve billing disputes while

meeting all requirements.

Our Customer Care representatives carefully monitor the dispute process once the Government has tendered dispute notification. Our personnel are trained to quickly and accurately identify the cause, provide timely communication to the originator of the dispute, and accurately post any necessary adjustments to the next available invoice.

Once a dispute is entered using the Billing/Dispute function, we assign a contractor tracking number to each dispute received from the Government, and we accept and retain the dispute number associated with the billing dispute through resolution. We provide a confirmation of receipt for each dispute, with the Agency dispute number and MetTel's tracking number, to the Agency in 1 business day. We then provide confirmation of receipt from the Government.

In cases showing disputes not in compliance with the contract, we provide the Agency an explanation and propose a resolution and timeframe for closing the dispute. We keep copies of letters, documents, memoranda, computer files, and any other materials relating to billing disputes and adjustments for 3 years after termination or expiration of the contract.

We resolve billing disputes within 180 days from dispute notice through resolution. We provide a monthly Dispute Report (DR) listing all open disputes with their current status and provide the Government a list of disputes resolved in the prior month. When

a complete resolution is not forthcoming, we submit partial resolutions to the Agency for acceptance or rejection. We understand that either party may escalate disputes to the OCO.

Adjustments for resolved disputes, or agreed-to portions of a dispute, appear on the next invoice and include any Government-supplied data to track the dispute. Once a dispute is resolved, we process the adjustment and ensure the debit or credit and billing dispute identifier are clearly documented according to Section J.2.6 Billing & Inventory Disputes. We provide a monthly DR in accordance with Section J.2.6.

**1.1.2.5 Payment of a Bill by the Government [G.4.5]**

We submit invoices on a monthly basis in accordance with Section G.4.1.7 Electronic Billing and Section J.2.5 Billing. Upon expiration of the contract or Task Order, we submit a final billing invoice for billed services within 90 days unless an extension is requested and granted by the OCO in writing.

**1.1.2.6 Associated Government Fee [G.4.6]**

We calculate and collect the AGF in all customer Agency invoices on a monthly basis throughout the life of the contract. We submit the total AGF collected for the month to GSA via EFT and apply GSA's calculation methodology provided in Section J.2.5. We calculate the AGF using the rate provided by the Government on revenue excluding taxes, fees, and surcharges billed separately.

**1.1.2.7 Electronic Funds Transfer [G.4.7]**

Upon award of a Task Order or Service Order, we provide an account number for each billed unit of the Government. For payment, we provide the Government a routing and account number or debit a Government-supplied routing and account number via the MetTel EIS Portal. This allows EFT and provides a searchable record of payments made and the amount, date, and account number.

**1.1.2.8 Government Purchase Card Payments [G.4.8]**

We accept payment via Government Purchase Card. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] We coordinate with our bank to obtain the appropriate SIC code for the services provided under the contract.

### **1.1.2.9 Rounding of Charges for Billing and AGF [G.4.9]**

We round billing in accordance with Section J.2.5.1.6 Rounding and calculate each charge by multiplying the service quantity by per-unit price then rounding away from zero to six decimal places. All charges are totaled and rounded away from zero to two decimal places to calculate the amount due.

### **1.1.2.10 Proration of Monthly Charges [G.4.10]**

We prorate billing based on the number of days that the service is provided during the billing period in accordance with Section J.2.5.1.5 Proration. We prorate MRCs for services that have been installed, disconnected, (except the last day of the month), or changed (except the first day of the month). For prorates greater than 1 month, we bill a separate monthly charge. Proration is only applied to periods of less than 1 month.

Charges for new services (excluding services installed on the first of the month, which are treated as monthly) are calculated as the number of days active, including the installation date, multiplied by the service quantity and unit price, divided by 30, and rounded to 6 decimal places. Charges for disconnected services (excluding services disconnected on the last day of the month, which are treated as monthly) are calculated as the number of days active, including the disconnect date, multiplied by the service quantity and unit price, divided by 30, and rounded to 6 decimal places. Services that have been changed are treated as a service installed on the effective date and disconnected on the day before the effective date.

### **1.1.2.11 Taxes, Fees, and Surcharges [G.4.11]**

We maintain a list of all taxes and surcharges applicable to the Government under this contract, including the name, jurisdiction, rate, and statutory source. Any tax or surcharge not in this list is not assessed without notifying the Government and receiving approval. We include taxes and surcharges as separate charges for each service in the invoice, unless they are included in the contracted rate (i.e., “fully loaded”). We provide a separate tax detail (TAX) deliverable listing all taxes and surcharges assessed individually. We assess taxes and surcharges at the rate in effect at the time of the invoice period and include any rate changes in the monthly billing memorandum.

#### **1.1.2.11.1 Separate Billing of Taxes, Fees, and Surcharges [G.4.11.1]**

We separate billing amounts for taxes, fees, and surcharges and list them as



individual components or amounts on the BI for original changes and adjustments, unless the Agency has solicited and accepted pricing that includes all taxes, fees, and surcharges. For inclusive pricing, we bill the prices we proposed and that were accepted by the Government and included in the Task Order.

**1.1.2.11.2 Aggregated Taxes [G.4.11.2]**

We include the aggregated tax for each line item in the billing invoice and provide a detailed composition of the aggregated tax in the detail deliverable.

**1.1.2.12 Billing Performance Objectives [G.4.12]**

We execute an internal review and Quality Assurance (QA) process on all billing invoices to ensure accuracy and compliance with the Government’s requirements and billing performance objectives, listed in **Exhibit 1.1.2-4**.

**Exhibit 1.1.2-4. Billing Performance Objectives**

QA Checklist	Performance Objectives
Data Elements	All applicable data elements are included on the BI in accordance with Section J.2.10 Data Dictionary.
SOCN	The BI has an associated SOCN for each order. The information on the BI is consistent with that on the SOCN.
Records	There are no duplicate records within the BI. There are no records within the BI for initial invoice and all billing adjustments that represent charges being billed more than 90 days after the issuance of the SOCN, unless waived as described in Section G.4.1.3.
Price	The price matches the price(s) on the contract or Task Order.

**1.1.2.12.1 Billing Data Accuracy Key Performance Indicator [G.4.12.1] and Billing Charges Accuracy Key Performance Indicator [G.4.12.2]**

We meet or exceed the Acceptable Quality Level (AQL) of 95% for both accuracy indicators. We track KPIs for Billing Data Accuracy and Billing Charges Accuracy in accordance with the Government’s KPI formula, per Sections G.4.12.1 and G.4.12.2 respectively, and make BI KPI data available in the Portal and accessible to authorized Government personnel.

**1.1.3 Business Support Systems [G.5]**

We propose our [REDACTED] system, the MetTel EIS Portal, for our Business Support Systems (BSS) to support efficient and effective management of EIS services. We leverage our experience with the Government and commercial

**Unparalleled Web Portal**

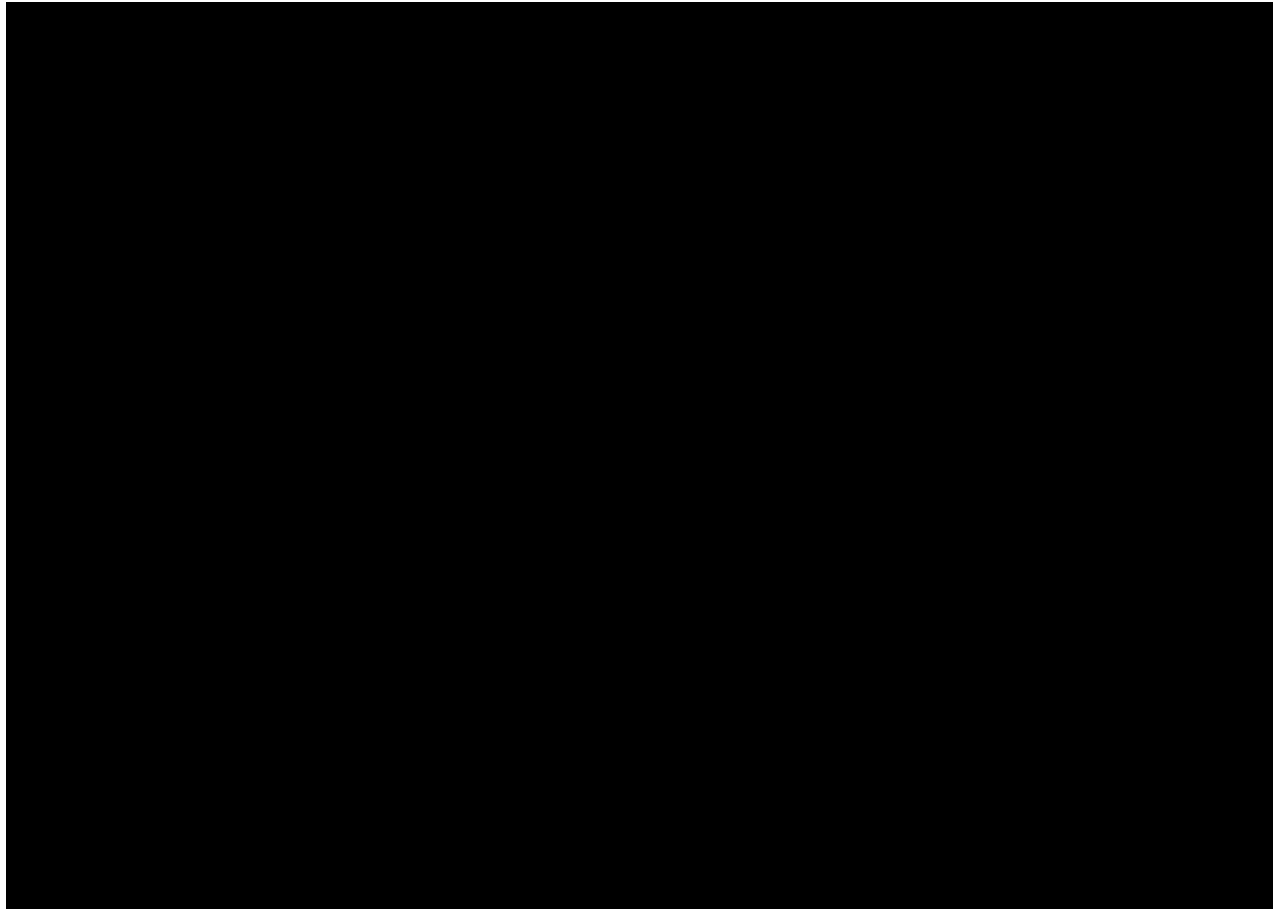
- All MetTel Service Management-related activities are available online 24x7x365

[REDACTED]

- Modules for pricing, ordering, billing, customer support, inventory [REDACTED] management

customers to provide an intuitive and fully functional BSS. We simply merged the Government-unique and individual Task Order requirements into our comprehensive MetTel EIS Portal to provide a [REDACTED] for working with all aspects of our infrastructure systems, eliminating the need for MetTel to [REDACTED]

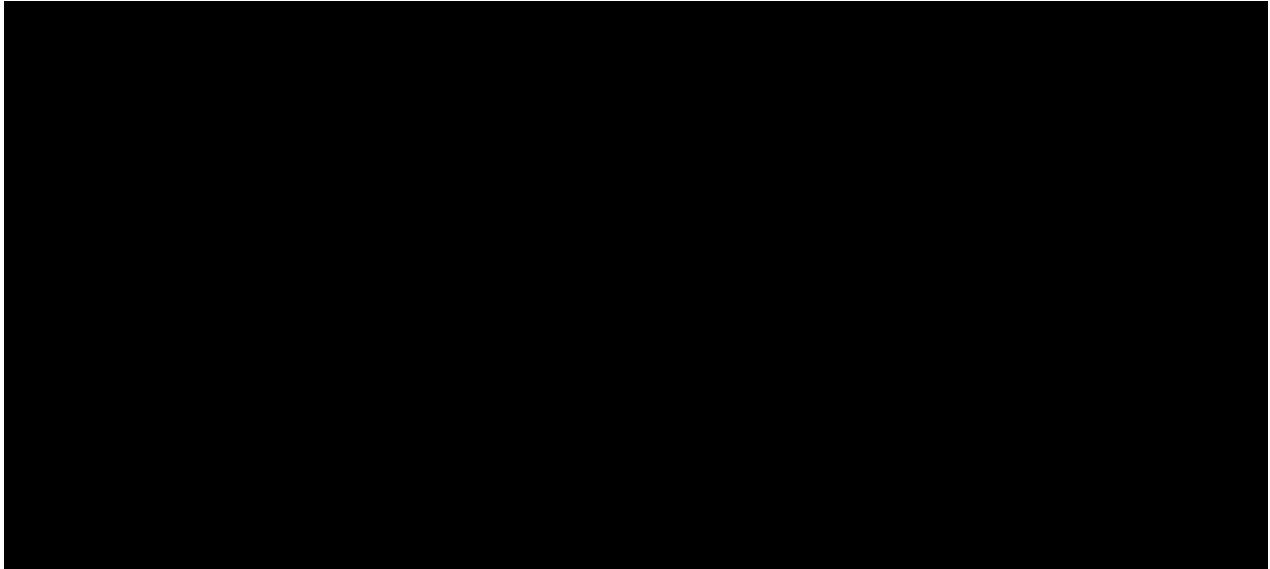
Shown in **Exhibit 1.1.3-1**, the MetTel EIS Portal assists users with pricing, ordering, billing, customer support, inventory, [REDACTED] in an automated, easy-to-use, graphically based online system available 24x7x365. The MetTel EIS Portal is an enhanced and secure network infrastructure with a common centralized database platform and electronic information exchange capabilities such as Electronic Data Interchange (EDI).



**Exhibit 1.1.3-1. MetTel EIS Portal Dashboard**

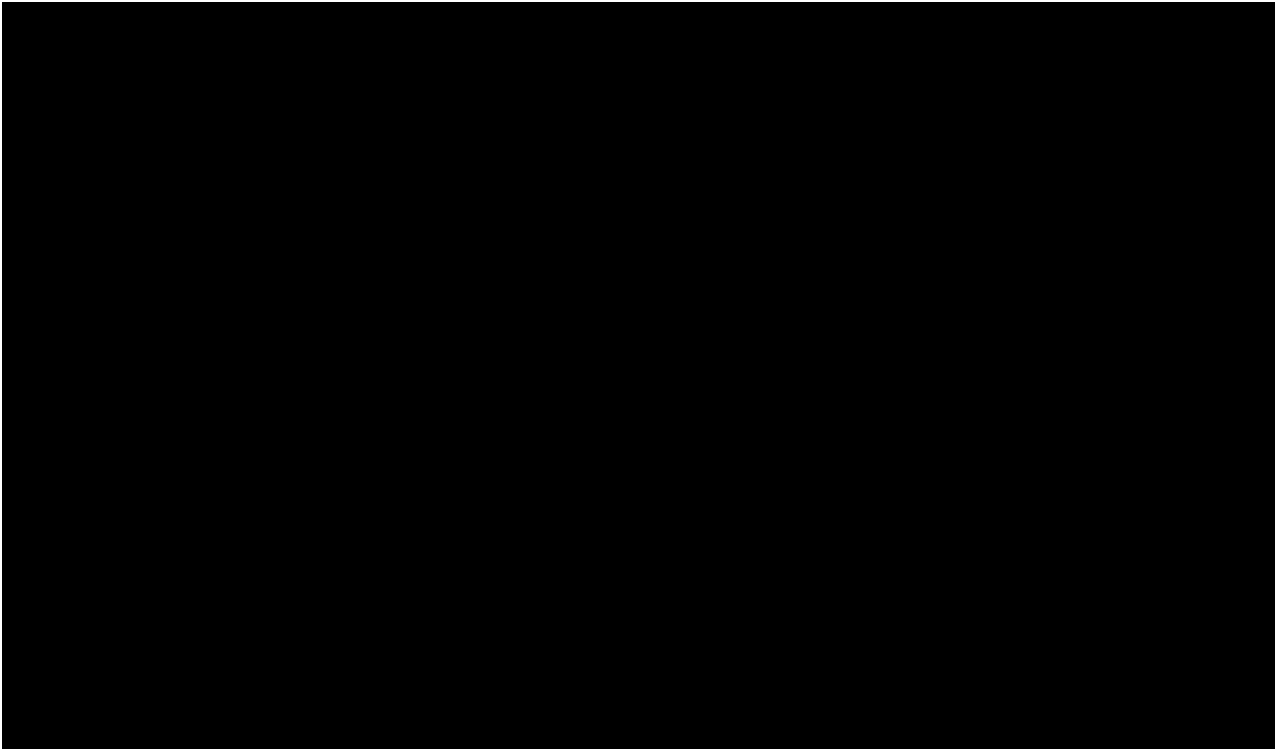
The MetTel EIS Portal comprises a [REDACTED] Dashboard that serves as a landing page for users to view orders, [REDACTED] as well as

the Billing, Services, [REDACTED] and Ordering modules. Each of these modules are described and shown below.



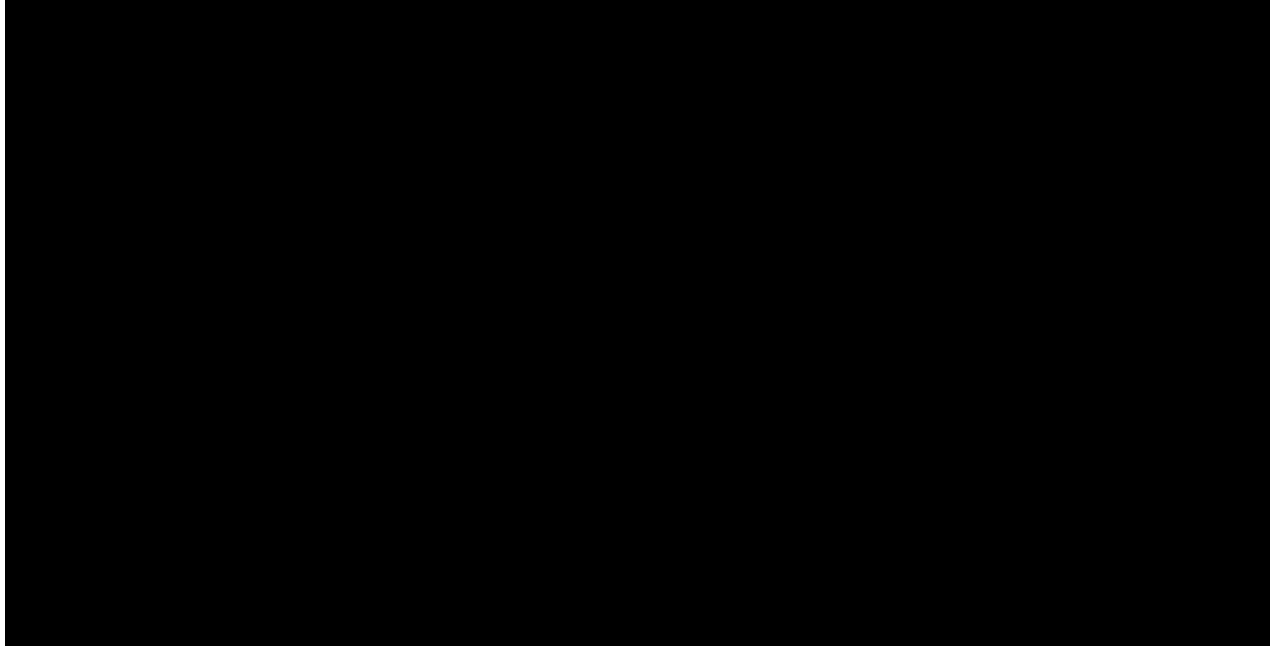
**Exhibit 1.1.3-2. Billing Module Percentages Spent**

**Exhibits 1.1.3-2 and 1.1.3-3, the Billing Module** is used to search and view charge history and account details, add accounts, and upload and download invoices.



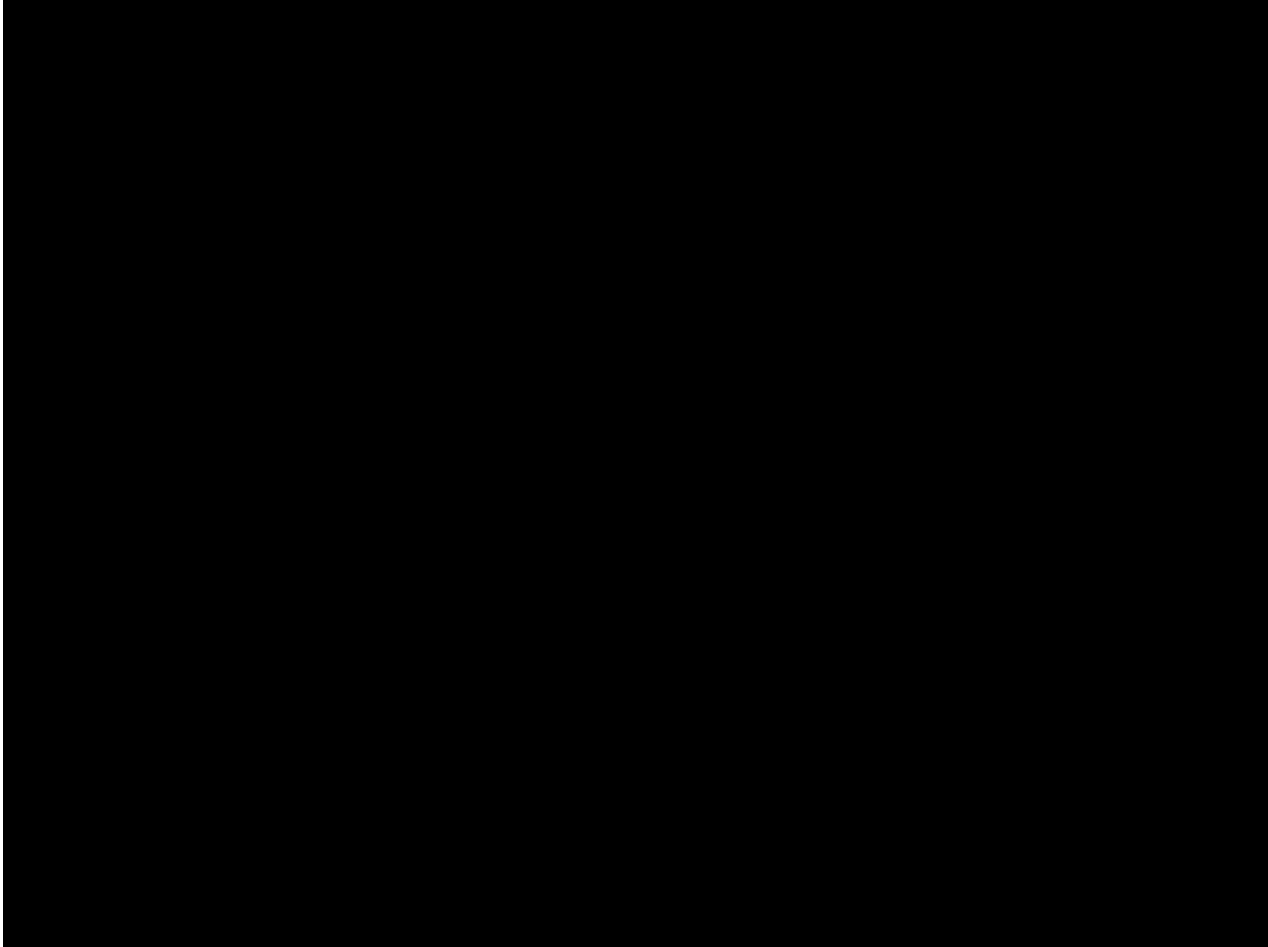
**Exhibit 1.1.3-3. Billing Module Order Status**

Shown in **Exhibit 1.1.3-4**, the **Services Module** is used to view inventory and locations of service by geography, organization, or billing account.



**Exhibit 1.1.3-4. Services Module List View**

**Exhibit 1.1.3-5** shows a sample of pending installations and repair and services by location, graphed by cost per month. The graph displays a timeline representing the number of tickets opened each day.



**Exhibit 1.1.3-5. Services Module Graphical View**

Shown in **Exhibit 1.1.3-6**, the **Reports Module** is used to set up recurring reports,

[redacted] and view historical reports. [redacted]

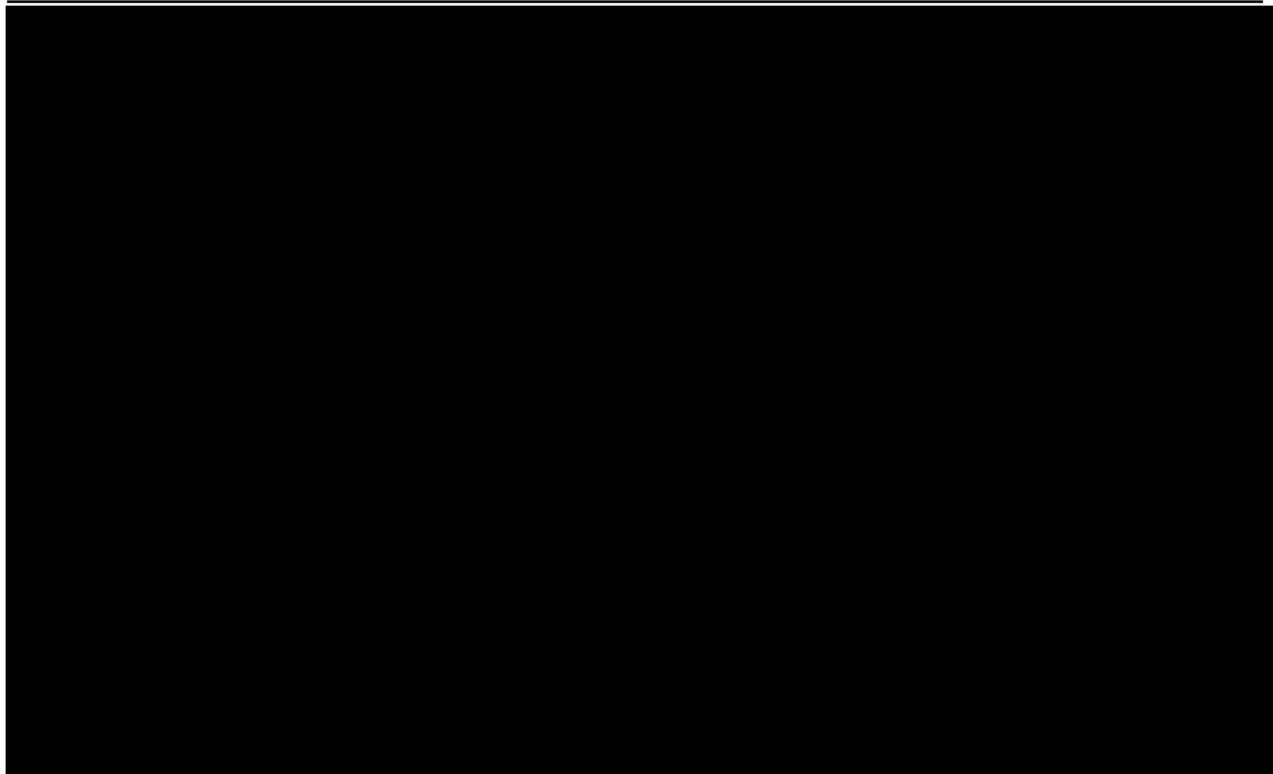
[redacted]

[redacted]

[redacted] use the dropdown filter to select from a variety of categories.

Reports are viewable only by users with role-based permissions (e.g., users assigned to a billing role have access to Billing Reports). [redacted]

[redacted]



### Exhibit 1.1.3-6. Reports Module

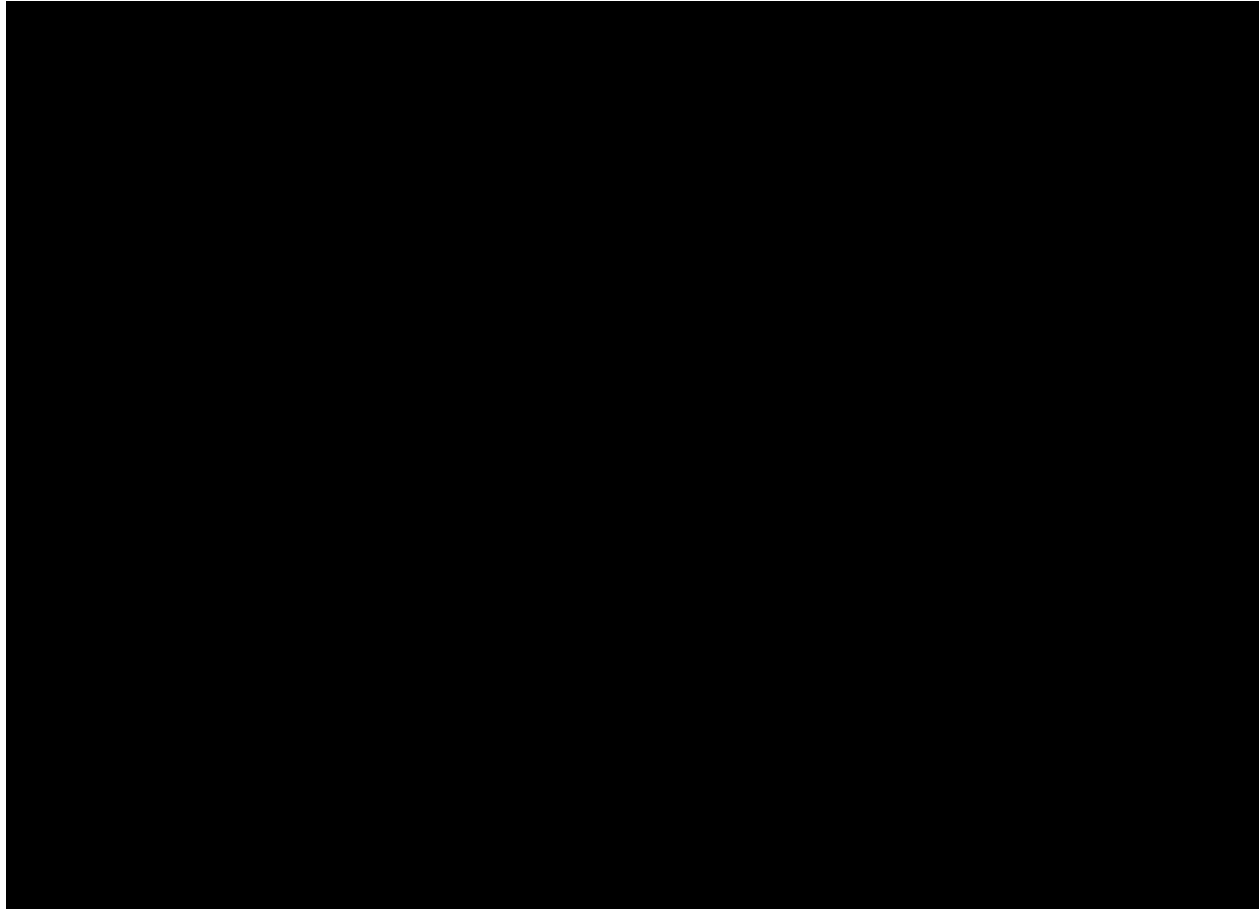
**Exhibit 1.1.3-7** lists the report categories already available in the MetTel EIS Portal and report types for each.

### Exhibit 1.1.3-7. Report Types


Report Category	Report Type	Description
[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]
[REDACTED]	[REDACTED]	[REDACTED]

Shown in **Exhibit 1.1.3-8**, the **Help Desk Module** is used for entering new services, canceling existing services, [REDACTED]. The MetTel EIS Portal displays

ticket data including the Age of the Ticket, Ticket Type, Number, and Status.




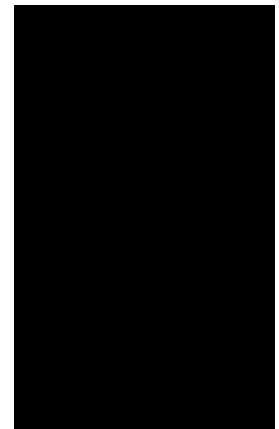
**Exhibit 1.1.3-8. Help Desk Module**

The primary page displays all tickets associated with a user. All Government tickets are displayed by location of the service 

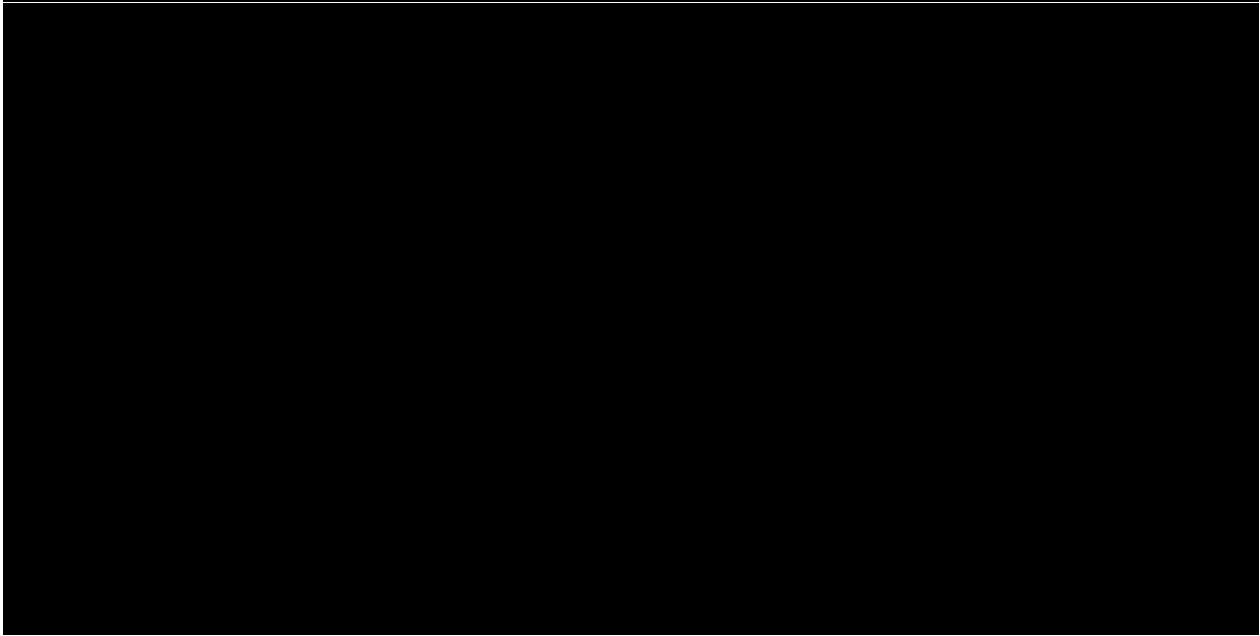


Users sort tickets by Status Age (the default), Type including the person who last viewed the ticket and the Ticket Number.

Shown in **Exhibit 1.1.3-10**, the **Ordering Module** is used to shop for new devices and telecommunications services at contracted rates. Customers may shop for pre-approved devices and services through the MetTel EIS Portal catalog, 



**Exhibit 1.1.3-9.  
Color Codes**



**Exhibit 1.1.3-10. Ordering Module**

**Customer Usage.** MetTel provides customers with a powerful and extremely comprehensive Portal, the MetTel EIS Portal, enabling MetTel customers to manage their inventory, usage, billing, service, [REDACTED] and more from one simple, user-friendly interface. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

Our CSRs facilitate the MetTel EIS Portal training. They then solicit and record client feedback in real time. We also request survey feedback at the end of each course and collect user requirements from daily use of the Portal. We forward all feedback to product marketing for possible upgrades to the MetTel EIS Portal.

**1.1.3.1 Overview [G.5.1]**

We fully understand the requirement for the BSS and provide the MetTel EIS Portal to satisfy the requirements for a single integrated system, described above.

**1.1.3.2 Satisfaction of Technical Requirements [G.5.3]**

**1.1.3.2.1 Web Interface [G.5.3.1]**

The MetTel EIS Portal is our BSS web interface and adheres to common industry standards. The Portal does not require special software or plug-ins beyond standard web browsers with default built-in functionality and already supports these products:

- Microsoft Internet Explorer/Microsoft Edge (desktop and mobile)
- Google Chrome (desktop and mobile)
- Mozilla Firefox (desktop and mobile)
- Apple Safari (desktop and mobile)



We are committed to supporting these browsers in their current and two previous versions (N-2) and will continuously update them to support any successor versions.

MetTel EIS Portal fully complies with 508 Accessibility standards [REDACTED]

[REDACTED] and also supports all required functionality.

Within 30 days of a Notice To Proceed (NTP), we provide on our website a comprehensive list of all offered Electronic and Information Technology (EIT) products that fully comply with Section 508 of the Rehabilitation Act of 1973, as amended, and with the Architectural and Transportation Barriers Compliance Board’s Electronic and IT Accessibility Standards 36 CFR Part 1194.

We completed a Voluntary Product Accessibility Template (VPAT) for the MetTel EIS Portal which is available on our website. The VPAT directly addresses compliance with Section 508 in the following deliverables: BSS Development and Implementation

Plan, BSS Verification Test Plan and BSS Verification Test Results. We performed the three-step process shown in Exhibit 1.1.3-11 to ensure full compliance.

### Exhibit 1.1.3-11. Compliance Process



#### 1.1.3.2.2 Direct Data Exchange [G.5.3.2]

The MetTel EIS Portal includes secure, automated mechanisms for direct transfer of detailed transaction data to the GSA Conexus. This data covers all elements detailed in Section G.5.4 BSS Component Service Requirements.

Our BSS initiates and processes bi-directional automated exchange of management and operations data using:

**Web Services:** Transactions over HTTPS via our Business to Business (B2B) APIs for system-to-system data exchange between Government and contractor systems. We support XML over HTTPS using Simple Object Access Protocol (SOAP) as the web services exchange mechanism. The transactions are bi-directional.

**GSA Conexus System:** Support of the GSA Conexus system utilizing X.509-based digital certificates to support mutual authentication and encryption as well as HTTPS as the protocol for secure web services between MetTel systems and GSA Conexus. We observe the NIST SP 800-95 Guide to Secure Web Services as well as other references identified in NIST SP 800-53 R4 and GSA Web Application Security Guide 07-35.

**Secure File Transport Protocol (SFTP) Services:** Transactions for file-based data exchange between Government and MetTel systems using Government-provided FTP service. Transactions include transfer of data from the Government to MetTel and from MetTel to the Government.

Our BSS accepts data transfers from the Government and submits data to the Government in the formats specified in Section J.2.9. We acknowledge that GSA has the right to maintain and manage all approved data exchange format specifications, data schemas, and method descriptions. We further understand that once the BSS is in operation, we may not make any changes to the data exchange formats or methods without Government approval via the established change control process defined in Section G.5.5.1 BSS Change Control.

**1.1.3.2.3 Role Based Access Control [G.5.3.3]**

We collect user registration and Role Based Access Control (RBAC) information from the Government customer to set up access control on the MetTel EIS Portal as described Section J.2.3.

**1.1.3.2.4 Data Detail Level [G.5.3.4]**

We fully understand that all data to be provided by the BSS must be sufficiently detailed to provide all data elements relating to the services listed in Section G.5.4. BSS deliverables are provided in human- and machine-readable formats as requested.

**1.1.3.3 Satisfaction of BSS Component Service Requirements [G.5.4]**

Exhibit 1.1.3-12 shows the functionality we provide in the MetTel EIS Portal.

**Exhibit 1.1.3-12. The MetTel EIS Portal Services and Functionality**

[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]

**1.1.3.4 BSS Development [G.5.5; F.2.1(39)]**

We document specific details of the development process and approach in the MetTel Federal BSS Development and Implementation Plan included in Section 1.1.3.7.

We fully acknowledge that we are solely responsible for all development, testing, and maintenance including but not limited to security validation functional testing and configuration control. Additionally, we provide upgrades to our BSS at no additional cost to the Government as upgrades become available. We acknowledge the BSS functional testing requirements defined in E.2.1 and BSS security testing requirements in G.5.6.

**1.1.3.4.1 BSS Change Control [G.5.5.1; F.2.1(40)]**

The MetTel change control process is already fully developed and documented. Any changes to the BSS that fall under one or more of these five categories are under change control: web interface that impacts Section 508 compliance, required Government personnel training, impacts to the Direct Data Exchange (Section G.5.3.2.1), impacts to the ability of BSS to meet any specified requirements, and impacts to system security. We notify the Government at least 30 days prior to BSS changes requiring change control. Further, we agree to:

1. Obtain Government approval before implementing a change
2. Use industry-standard change control procedures
3. Train Government personnel if required
4. Retest with the Government to ensure functionality continues to meet requirements
5. Update all relevant service documents and information posted on our website(s) as necessary within 7 days of completing the change and at no additional cost to the Government

For changes that meet the standards of eligibility for change control, we follow industry-standard change control procedures and conditions. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

All procedures are at no additional cost to the Government. We schedule and deliver any additional training tailored to Government requirements.

**1.1.3.5 BSS Security Requirements [G.5.6]**

All security requirements are met for the MetTel EIS Portal as defined in our BSS System Security Plan (SSP) and:

- Our BSS SSP is based on the NIST FIPS-199 labeling of Moderate Impact.
- We have selected the appropriate controls for Moderate Impact system from each of the Control Families as specified in NIST SP 900-53 Rev.4.
- We support the Government’s efforts to verify that these standards are met.

**1.1.3.5.1 Satisfaction of General Security Compliance Requirements [G.5.6.1]**

We understand that we are subject to all current applicable and Federal Agency-specific IT security directives, standards, policies, and reporting requirements, and we comply with the Federal Information Security Management Act (FISMA) guidance and directives to include: Federal Information Processing Standards (FIPS), NIST Special

Publication (SP) 800 series guidelines, GSA IT security directives, policies, and guides, and other appropriate Government-wide laws and regulations for the protection and security of Government IT.

**1.1.3.5.2 GSA Security Compliance Requirements [G.5.6.2]**

Based on the criteria specified in FIPS-199 and FIPS-200, our BSS is categorized at the Moderate Impact level. We also submit a Risk Management Framework Plan (Attachment 7) that describes our approach for BSS security compliance at the Moderate Impact level as well as our Risk Management Framework Plan in accordance with NIST SP 800-37.

**1.1.3.5.3 Security Assessment and Authorization [G.5.6.3]**

Our BSS has a valid Security Assessment and Authorization (A&A) prior to processing Government information. Additionally, we acknowledge and fully understand:

- Our failure to maintain a valid security A&A is grounds for contract termination.
- We will conduct a new security A&A on our BSS at least every 3 years or when a significant change impacts the system security posture.

**1.1.3.5.4 BSS System Security Plan [G.5.6.4]**

We comply with all security A&A requirements as mandated by federal laws, directives, and policies, including making available any documentation and physical and logical access needed to support this requirement. The level of security A&A is based on the system’s NIST FIPS- 199 categorization of Moderate Impact.

Our BSS SSP is in accordance with NIST SP 800-18, and the BSS SSP is completed and submitted within 30 days of the NTP to include annual updates. We create, maintain, and update the security A&A documentation listed in **Exhibit 1.1.3-14**.

**Exhibit 1.1.3-14. Security A&A Documentation List**

Item #	Documentation	Description
1.	(BSD	Develop/maintain a Security Assessment Boundary & Scope Document (BSD) as identified in NIST SP 800-18, & we complete and submit our within 15 days of NTP, updated annually.
2.	ISA	We develop & maintain Interconnection Security Agreements (ISAs) in accordance with NIST SP 800-47 and provide any ISAs with the initial security A&A package updated annually.
3.	GSA NIST SP 800-53 R4 Control Tailoring Workbook	We develop and maintain a GSA Control Tailoring Workbook as identified in GSA Security Procedural Guide 06-30 Managing Enterprise Risk. We document all MetTel-implemented settings that are different from the GSA settings and provide a Control Tailoring Workbook for

Item #	Documentation	Description
		the MetTel BSS with the initial security A&A package to include annual updates.
4.	GSA Control Summary Table for a Moderate Impact Baseline	We develop and maintain a GSA Control Summary Table for a Moderate Impact Baseline as identified in GSA IT Security Procedural Guide 06-30 Managing Enterprise Risk. We provide a GSA NIST SP 800-53 R4 Control Summary Table for our BSS with the initial security A&A package to include annual updates.
5.	Rules of Behavior (RoB)	We develop and maintain an RoB for our BSS users as identified in GSA IT Security Procedural Guide 06-30 Managing Enterprise Risk and Order CIO 2104.1 IT General RoB. We provide an RoB for our BSS with the initial security A&A package updated annually.
6.	System Inventory	We develop and maintain a System Inventory that includes hardware, software, and related information as identified in IT Security Procedural Guide 06-30 Managing Enterprise Risk. We provide a System Inventory for our BSS w/ the initial security A&A package updated annually.
7.	Contingency Plan (CP) and BIA	We develop and maintain a CP including a Disaster Recovery Plan (DRP) & Business Impact Assessment (BIA) completed in agreement with NIST SP 800-34. We provide a CP, DRP, and BIA for our BSS with the initial security A&A package to include annual updates.
8.	Contingency Plan Test Plan (CPTP)	We develop and maintain a CPTP completed in agreement with GSA IT Security Procedural Guide 06-29 Contingency Planning Guide. We provide a CPTP for our BSS with the initial security A&A package to include annual updates.
9.	Contingency Plan Test Report (CPTR)	We test the CP and document the results in a CPTR, in agreement with GSA IT Security Procedural Guide 06-29 Contingency Planning Guide. We provide a CPTR for our BSS with the initial security A&A package to include annual updates.
10.	Privacy Impact Assessment (PIA)	We perform a PIA per GSA IT Security Procedural Guide 06-30 Managing Enterprise Risk. We provide a PIA for our BSS with the initial security A&A package updated annually.
11.	Configuration Management Plan	We develop and maintain a Configuration Management Plan (CMP) and provide a CMP for our BSS with the initial security A&A package to include annual updates.
12.	System(s) Baseline Configuration Standard Document	We develop and maintain a System(s) Baseline Configuration Standard Document and a well-defined, documented, and up-to-date specification to which our BSS is built. We provide the System Baseline Configuration for our BSS as a part of the CMP and submit it with the initial security A&A package to include annual updates.
13.	System Configuration Settings	We develop and maintain System Configuration Settings and establish and document mandatory configuration settings for IT products employed within our BSS that reflect the most restrictive mode consistent with BSS operational requirements. Our BSS is configured in accordance with GSA technical guides, NIST standards, Center for Internet Security (CIS) guidelines (Level 1), or industry best practices in hardening systems, as deemed appropriate by the Administrative Officer (AO). Our BSS configuration settings are included as part of the CMP, which we update and/or review on an annual basis.
14.	Incident Response Plan (IRP)	We develop and maintain an IRP and provide an IRP for our BSS with the initial security A&A package to include annual updates.
15.	Incident Response Test Report (IRTR)	We test the IRP and document the results in an IRTR and provide an IRTR for our BSS with the initial security A&A package to include annual updates.
16.	Maintenance of System Security	We develop and maintain a Continuous Monitoring Plan to document how monitoring of our BSS is accomplished. Continuous monitoring, security controls, and supporting deliverables are updated and submitted to GSA per a mandated schedule. We provide a Continuous Monitoring Plan for our BSS with the initial security A&A package to include annual updates.

Item #	Documentation	Description
17.	Plan of Action and Milestones (POA&M)	We develop and maintain a POA&M completed in agreement with GSA IT Security Procedural Guide 06-30 Plan of Action and Milestones. All scans associated with the POA&M are performed as an authenticated user with elevated privileges. Vulnerability scanning results are managed and mitigated in the POA&M and submitted together with the quarterly POA&M submission. All scans include all networking components that fall within the BSS security accreditation boundary. The appropriate vulnerability scans are also submitted with the initial security A&A package, and an annual BSS User Certification/Authorization Review is annotated on the POA&M. We provide a POA&M for our BSS as part of the initial security A&A package followed by quarterly updates.
18.	Independent Penetration Test Report	FIPS-199 Moderate Impact systems complete an independent internal and external penetration test and provide a report documenting the results of the vulnerability analysis and exploitability of identified vulnerabilities with the security assessment package and on an annual basis in accordance with GSA CIO-IT Security Guide 11-51. GSA provides for the scheduling and performance of these penetration tests, and all penetration test exercises are coordinated through the GSA Office of the Chief Information Security Officer (OCISO) Security Engineering division at itsecurity@gsa.gov per GSA CIO-IT Security Guide 11-51.
19.	Code Review Report	All FIPS 199 Moderate Impact systems conduct code analysis reviews in accordance with GSA CIO Security Procedural Guide 12-66 using the appropriate automated tools to examine for common flaws. We document those results in a Code Review Report that we submit prior to placing our BSS into production when there are changes to code and also on an annual basis. If applicable, a Code Review Report is submitted as an initial deliverable prior to placing our BSS into production, on an annual basis and when there are changes to code.
20.	Security/Risk Assessment Report (SAR)	We allow GSA employees (or GSA-designated third-party contractors) to conduct security A&A activities to include control reviews per NIST SP 800-53 R4 / NIST SP 800-53A R4 and GSA IT Security Procedural Guide 06-30 Managing Enterprise Risk. Review activities include but are not limited to OS vulnerability scanning, web application scanning, and database scanning of applicable systems that support the processing, transportation, storage, or security of Government information. This includes the BSS infrastructure, and all scans are performed as an authenticated user with elevated privileges.
21.	POA&M document	We track all identified gaps between the required 800-53 R4 controls and BSS implementation as documented in the SAR for mitigation in a POA&M document that we complete in accordance with GSA IT Security Procedural Guide 09-44, POA&M.
22.	Mitigating Risks	We mitigate continuous monitoring activities and all security risks found during the security A&A. All critical and high-risk vulnerabilities are mitigated within 30 days, and all moderate risk vulnerabilities are mitigated within 90 days from the date vulnerabilities are formally identified. GSA determines the rating of vulnerabilities, and monthly updates are provided on the status of all critical and high vulnerabilities that have not been closed within 30 days.
23.	Annual FISMA Assessment	We deliver the results of our annual FISMA assessment conducted per GSA CIO IT Security Procedural Guide 04-26 FISMA Implementation. Our annual assessment is completed each fiscal year in accordance with instructions provided by GSA.
24.	Policy and Procedure Documents	We develop and maintain all policy and procedures documents, as outlined in the specified NIST documents as well as appropriate GSA IT Security Procedural Guides. The list of documents in § G.5.6.4 – 24 is verified and reviewed during the initial security assessment, and updates are provided to the GSA COR/ISSO/ISSM biennially.



### **1.1.3.5.5 Additional Security Requirements [G.5.6.6]**

We adhere to proper privacy and security safeguards in accordance with FAR Part 52.239-1. Deliverables identified in Section G.5.6.4 are labeled “CONTROLLED UNCLASSIFIED INFORMATION” (CUI) and/or with a MetTel designation per document sensitivity. We acknowledge that external transmission/dissemination of CUI data to or from a GSA computer must be encrypted. Certified encryption modules must be encrypted and used in accordance with FIPS PUB 140-2, Security Requirements for Cryptographic Modules. Where appropriate, we ensure implementation of the requirements identified in FAR 52.224-1 Privacy Act Notification and FAR 52.224-2 Privacy Act.

We cooperate in good faith in defining non-disclosure agreements that other third parties must sign when acting as the Federal Government’s agent.

We understand that the Government has the right to perform manual and/or automated audits, scans, reviews, or other inspections of our BSS IT environment used to provide and/or facilitate services in accordance with the FAR.

1. We do not publish and/or disclose in any manner, without the CO’s written approval, the details of any safeguards designed and/or developed by MetTel under the EIS contract or otherwise provided to the Government, except for disclosure to a consumer Agency for the purposes of A&A verification.

2. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of any non-public Government data collected and stored by the contractor, we provide the Government logical and physical access to our facilities, installations, technical capabilities, operations, documentation, records, and databases within 72 hours of request.

Automated audits include but are not limited to the following methods:

- Authenticated and unauthenticated operating system/network vulnerability scans
- Authenticated and unauthenticated web application vulnerability scans
- Authenticated and unauthenticated database application vulnerability scans
- Internal and external penetration testing

3. Government personnel or agents acting on behalf of the Government can automate scans using Government-operated equipment and Government-specified

tools. We provide all MetTel-initiated scans and results to the Government. We understand that if we perform our own automated scans or audits, results from these scans may, at the Government's discretion, be accepted in lieu of Government-performed vulnerability scans. Our scanning tools and configurations require Government approval.

We perform personnel security/suitability in accordance with FAR Part 52.204-9. All MetTel contractor personnel with access to Government information within the security A&A scope successfully complete a background investigation in accordance with Homeland Security Presidential Directive-12 (HSPD-12), OMB guidance M-05-24, M-11-11, and as specified in GSA CIO Order 2100.1J and GSA Directive 9732.1D Suitability and Personnel Security. The Government is responsible for the cost of such background investigations.

**1.1.3.6 Data Retention [G.5.7]**

We fully understand and comply with the data retention requirements of FAR Subpart 4.7 (48 CFR 4.7) and agree to maintain and archive all records for 3 years after final payment under the contract.

[REDACTED]

[Redacted text block containing multiple lines of blacked-out content]

[Large redacted text block covering the majority of the page content]

[Redacted line of text]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block containing approximately 25 lines of blacked-out content]

**1.1.4 Service Assurance [G.6]**

MetTel establishes and maintains strong relationships with our customers. We were awarded the prestigious Stevies Award for Outstanding Customer Service Department and Front-Line Customer Service Team in 2015. This award proves our performance in providing

**Award-Winning Customer Service**

- 100% customer satisfaction focus with personalized support
- Work for and with our customers
- Fast adaptation to customer needs
- Online access to trouble ticket status

reliable, flexible technical support at the highest levels.

We adapt and customize our solutions to customers' needs and ensure our customers obtain the best possible solution at the most competitive price. Our customer service and commitment to ensuring support distinguish our solutions from those of other offerors. We provide personalized support to: 1) Properly identify the root cause of a problem, 2) implement temporary relief when available, 3) ensure timely resolution of a problem, 4) confirm with the client a problem is solved prior to closing the trouble ticket. We record the trouble and use the data to produce metrics on MetTel's performance for improvement

#### **1.1.4.1 Customer Support Office [G.6.1]**

Our Customer Support Office (CSO) is the primary interface between MetTel and the Government. Please see Attachment 1 – Program Management Plan (PMP) for an organizational chart of this team.

#### **1.1.4.2 Customer Support Office and Technical Support [G.6.2]**

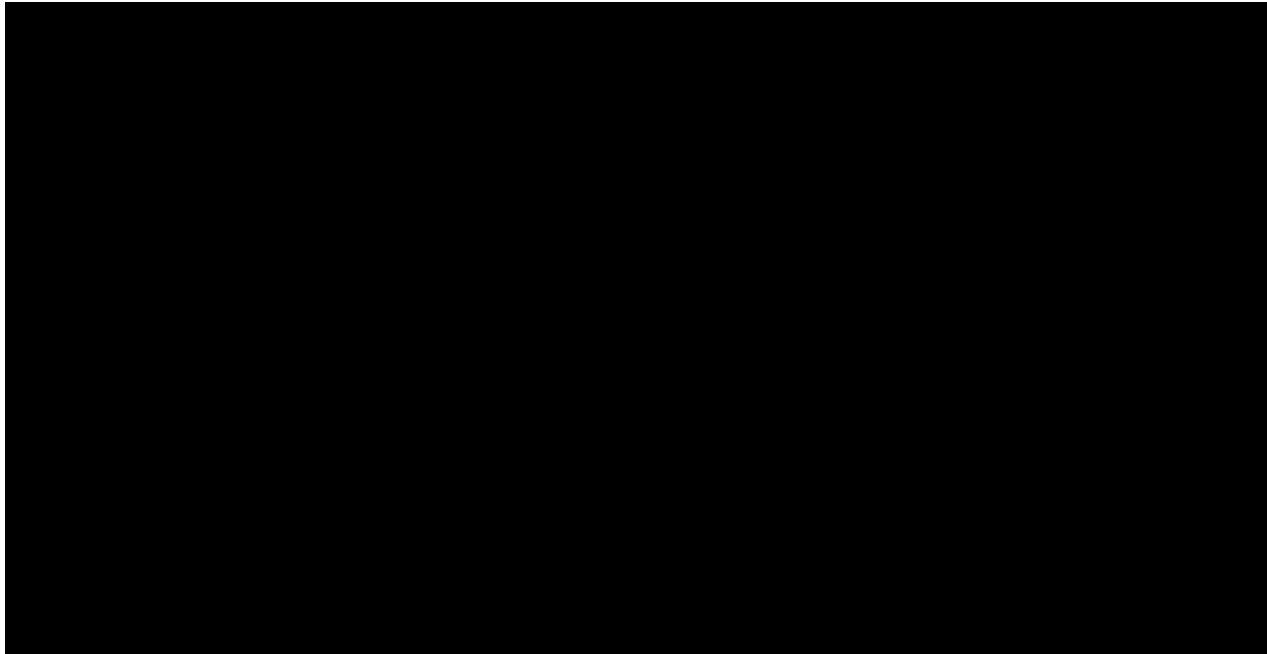
We assign a dedicated CSO Team to the EIS contract and MetTel will have all functional areas of the CSO fully operational within 30 days of NTP. Our CSO is located at our premises and is operational. The team is fully versed and certified in procured products and services and is available 24×7×365 via a dedicated toll-free number (1-877-2Go 2EIS), email address ([EIS@mettel.net](mailto:EIS@mettel.net)), and the MetTel EIS Portal.

We proactively manage and monitor all open service requests including orders, repairs, and billing/inventory/commercial inquiries. We track and report major milestones and use various communication methodologies tailored to each Agency's and GSA's specific needs, such as:

- Directly interact with designated local GSA contact;
- Meet weekly with designated GSA stakeholder(s);
- Submit daily/weekly/monthly mutually agreed upon control document that includes customer-specific information including client name, location, address, service ordered, date, ticket number, and other related information points;
- Post Control documents to common drive (i.e., SharePoint);
- Provide Agency with current information via the MetTel EIS Portal;
- Offer ticket/issue subscription with automated email updates when new information

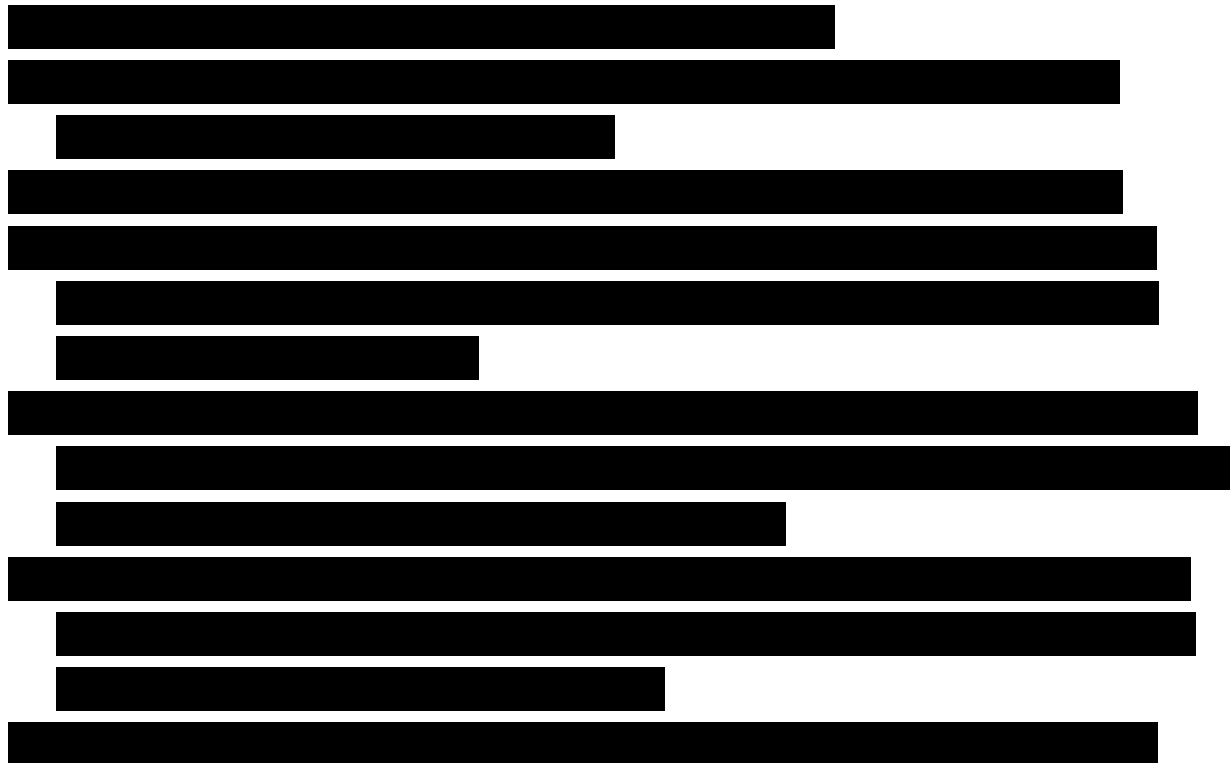
is added on selected tickets; and

- Advocate and initiate escalations and expedite requests with aligned key performers.



#### Exhibit 1.1.4-1. Help Desk Screen

Exhibit 1.1.4-1 displays a sample MetTel EIS Portal ticket screen showing status of items Resolved, New, and In Progress. [Redacted]



[REDACTED]

We agree to comply with all contact methodology requirements including Telecommunications Device for the Deaf (TDD), Hot Links, email, toll-free number (domestic and non-domestic), and the MetTel EIS Portal.

We offer communication services nationwide and easily and effectively support the geographical distribution of EIS-subscribing Agencies, GSA's Program Management Offices (PMOs) in the GSA regions, and GSA international activities. We also agree to:

- Provide initial and on-going training (see Section G.10 Training);
- Provide full transparency/visibility to escalation chains by discipline; and
- Offer full technical support for procured services and all methods of support for those services, including: Answering questions related to how users can obtain the functions designed for the services MetTel provides, advising users on the capabilities incorporated into service features, providing technical support to assist MetTel technicians, Agencies, or other organizations or personnel with timely resolution of issues, notifying users of planned or recently added services and features, providing ordering and tracking support services, providing support to help resolve billing issues and providing inventory management support.

#### **1.1.4.3 Supply Chain Risk Management (SCRM) [G.6.3]**

##### **1.1.4.3.1 Plan Submittal and Review [G.6.3.1; F.2.1(77)]**

We included the SCRM as Attachment 2 and provide updates to the CO and COR on an annual basis. We understand that all information is treated as CUI pursuant to Executive Order 13556, shared only with Government Agencies, and used solely for mission-essential risk management.

##### **1.1.4.4 Trouble Ticket Management [G.6.4]**

We developed our service assurance processes from 20 years of experience serving commercial customers. Our processes represent industry best practices and include trouble ticket management. [REDACTED]

[REDACTED] We have gained considerable experience in meeting Government and Agency-specific requirements in connection with trouble ticket management. MetTel's Attachment 1 PMP has more detail about trouble ticket management.



[REDACTED]

#### 1.1.4.4.1 Trouble Ticket Management General Requirements [G.6.4.1]

We manage our customer care using an industry-standard, best-practice trouble ticket process. Ticket status is available via the MetTel EIS Portal with 24x7x365 uptime. This provides our customers and MetTel staff with real-time visibility on the status of each trouble ticket. [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

We place the highest priority on restoring TSP circuits, which is done according to their restoral tags to define the order of restoration. This ensures the NOC knows the correct priority and handles appropriately. If a ticket must be escalated, we follow established escalation procedures described in Attachment 1 Program Management Plan. [REDACTED]

[REDACTED]

#### 1.1.4.4.2 Reporting Information [G.6.4.2]

The MetTel EIS Portal provides customers with the [REDACTED]

[REDACTED]

[REDACTED] trouble and complaint report data within 5 days of a request from GSA or our Government customer.

We process any credits applicable to the service outage based on this record of information as defined in G.8 Service Level Management. Upon request from the PMO and Agencies, we deliver archived trouble and complaint report data within 5 days.

### 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

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

procedures identify discrepancies in EIS data prior to Government audits

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



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

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]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] The Portal complies with the web interface requirements described in Section G.5.3.1.

We continuously update inventory and enhance Portal capabilities to best meet the evolving needs of our customers. EIS users benefit from our experience maintaining accurate inventories of services offered to our existing Government customers. These inventories constantly change. As new or enhanced services are added by contract modification, we add inventory data elements to the IR deliverable. These records are always subject to customer audit. Should an audit discover a discrepancy, we work closely with the Government to investigate and resolve any verified discrepancies and keep the Government aware of the status of our findings. We adjust our records, including billing, and issue corrected SOCNs and/or billing as needed.

We meet the inventory requirements for transition as defined in Section C.3 Transition by providing a Transition Manager and working closely with GSA and transitioning Agencies to execute the Agency Transition Plan. We help the Government

transmit the incumbent contractor data to us by integrating with existing systems or uploading data from existing spreadsheets or databases into the MetTel EIS Portal. [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]

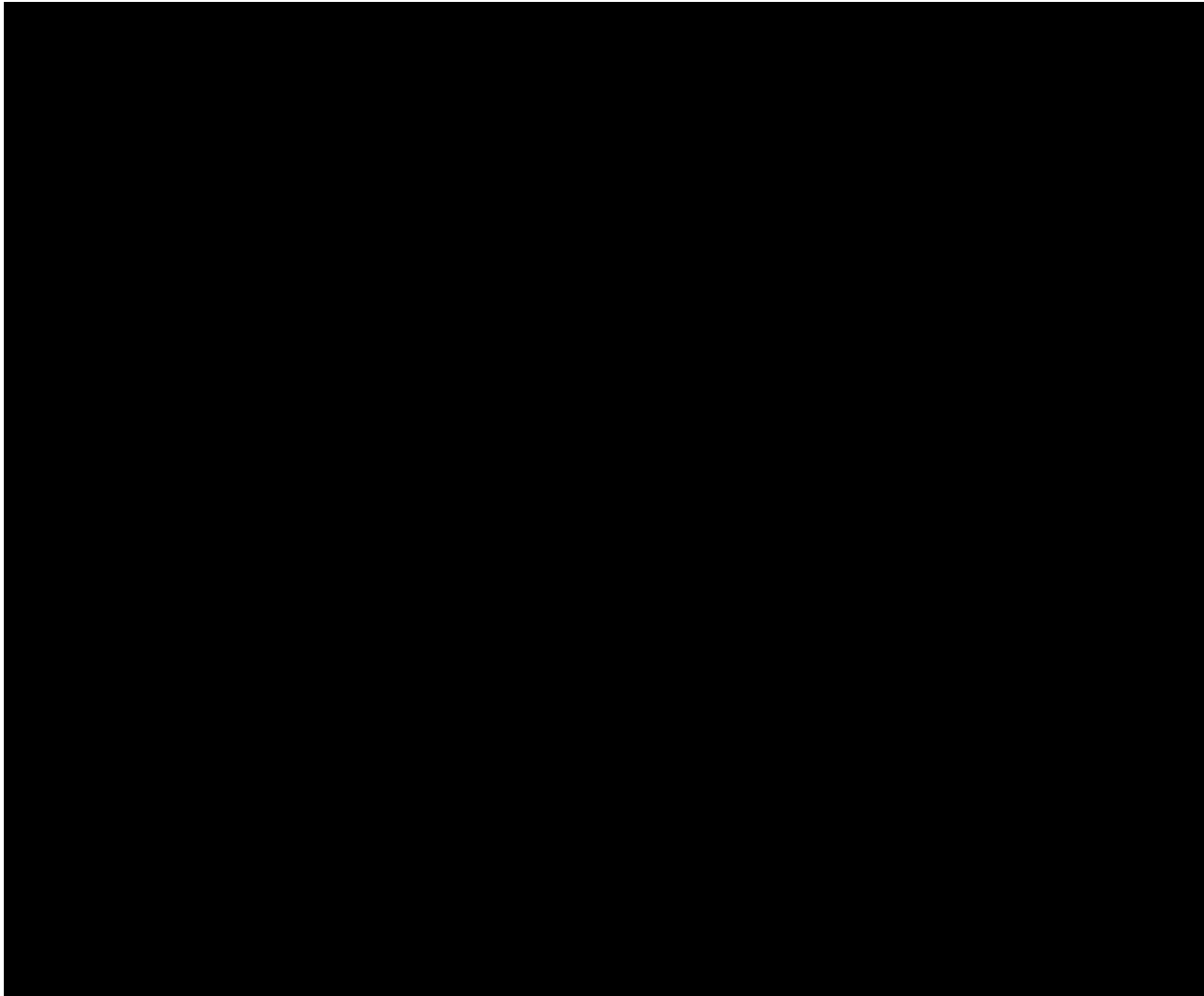
We apply this experience to the EIS contract by fully populating the EIS inventory with the data elements of the IR and delivering the IR deliverable each month (J.2.7).

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



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 [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### 1.1.6 Service Level Management [G.8]

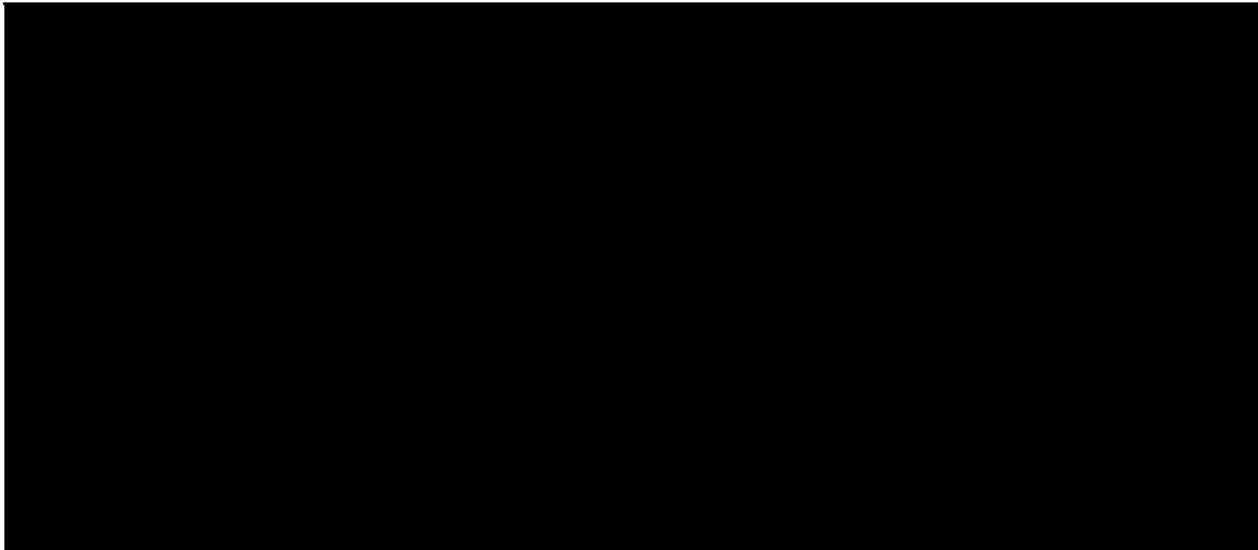
MetTel is responsible for all services provided by our solution partners as well as all other providers we team with to deliver EIS services. In the following sections, we address SLA reporting requirements, how we manage Service Level Agreements (SLAs), and our methodological approach to managing those metrics.

We propose our internally developed web-based BSS product, the MetTel EIS Portal, for our BSS in support of efficient and effective management of EIS services. The MetTel EIS Portal assists customers with pricing, ordering, billing, customer support, inventory, and SLA management in an automated, easy-to-use, graphically based online system available 24x7x365.

**MetTel uses the MetTel EIS Portal to automate management of SLAs**

- Automated SLA tracking
- 24x7x365 online SLA status
- Easy-to-read, color-coded SLA tracking
- Variety of online, self-serve SLA reporting

The MetTel EIS Portal provides a user-customizable SLA Management Dashboard that displays an overview of SLA status, orders, support tickets, financials, and reports, as shown in **Exhibit 1.1.6-1**. SLA tracking is color-coded and automatically updated.



### Exhibit 1.1.6-1. SLA Management Dashboard

#### 1.1.6.1 Overview [G.8.1]

We provide voice, data network, wireless, and managed services at performance levels that meet or exceed the specified NS2020 performance objective(s). We comply with specific KPIs, meet specified AQLs for every service we offer, and understand certain services deemed essential to Government operations require mandatory SLAs.



#### 1.1.6.2 Service Level Agreement Tables [G.8.2]

The following SLAs apply for all services offered by MetTel and services included in a Task Order. The SLAs below represent a minimum level of service acceptable to the Government unless otherwise specified by a Task Order. We support Agencies defining additional or different SLAs, KPIs, and AQLs during the Task Order process. These

Task Order-specific SLAs are equally binding, and we are subject to the terms and conditions stated after agreeing to the measurement and price.

**1.1.6.2.1 Service Performance SLAs [G.8.2.1]**

**Service-Specific SLAs**

We historically meet or exceed all performance requirements and understand that service-specific SLAs are performance measures demonstrating the overall performance of a single Task Order service.

We meet the AQLs associated with each KPI for every service and SLA listed in **Exhibit 1.1.6-3**. The KPIs are measured and reported for each unique instance of a service defined by the UBI. The KPIs are measured at the most granular level to which the KPI is applicable but never at a level higher than that defined by the UBI service grouping. We understand that failure to meet the AQL for any KPI within an SLA constitutes failure to meet the SLA.

**Exhibit 1.1.6-3. Service-Specific SLAs**

[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]	[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]	[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]	[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]
[Redacted]	[Redacted]	[Redacted]	[Redacted]



For each failed SLA, we apply the associated credit in accordance with Section G.8.4 SLA Credit Management Methodology. The credit is calculated based on the number of times a particular SLA is failed during a rolling 6-month window from service acceptance using the formulas shown in **Exhibit 1.1.6-4**.

**Exhibit 1.1.6-4. Credit Formulas**

Timeframe	Service-Specific Credit Formula
For the first month missing a particular SLA during the 6-month window:	12.5% of the Monthly Charge for the affected service. This Charge is either the MRC for the affected service or the Usage Charge for usage-based services.
For the second month missing the same SLA during the 6-month window:	25% of the Monthly Charge for the affected service. This Monthly Charge is either the MRC for the affected service or the Usage Charge for usage-based services.
For the 3rd (or any subsequent) month missing the same SLA during the 6-month window	50% of Monthly Charge for the affected service. This Monthly Charge is either the MRC for the affected service or the Usage Charge for usage-based services.

The Agency may cancel the affected service without penalty. The TTR SLA measures our performance on a per-incident basis. We calculate the TTR using the method shown in **Exhibit 1.1.6-5**.

**Exhibit 1.1.6-5. TTR Calculation Method**

#	Description
1.	Find the elapsed time between the time a service outage is recorded in the trouble ticketing system and the time the service is restored.
2.	Subtract time for any scheduled network configuration change or planned maintenance.
3.	Subtract time, as agreed to by the Government, that restoration cannot be worked on due to Government delays. Examples of Government delays include: <ul style="list-style-type: none"> <li>a) The customer was not available to allow MetTel to access the SDP or other customer-controlled space or interface.</li> <li>b) Customer failed to inform us that a security clearance was required to access the SDP or customer-controlled space.</li> <li>c) The Government required service at a remote site and agreed that a longer transit time was required.</li> </ul>

For each incident-based SLA, we meet the AQL for the matching KPI associated with the service affected by the incident. The KPIs and associated AQLs for each service are defined in the sections referenced in **Exhibit 1.1.6-6**. Failure to meet the AQL for an incident constitutes failure to meet the SLA unless due to documented delays caused by the customer.

**Exhibit 1.1.6-6. Incident-Based Service SLA References**

[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]
[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]

For each failed SLA, we apply the associated credit in accordance with Section G.8.4 SLA Credit Management Methodology using one of the following formulas based on the nature of the service in question: Routine Service Time to Restore (TTR) Credit = 50% of the MRC for the affected service, and Critical Service TTR Credit = 100% of the MRC for the affected service.

The types of labor services to be delivered vary widely by Task Order; therefore, KPIs and SLAs are specific to and defined in each Task Order. Similarly, measurement methods, SLA credit formulations, and tracking methodology are defined in the Task Order, per C.2.11 Service-Related Labor.

**1.1.6.2.2 Service Provisioning SLAs [G.8.2.2]**

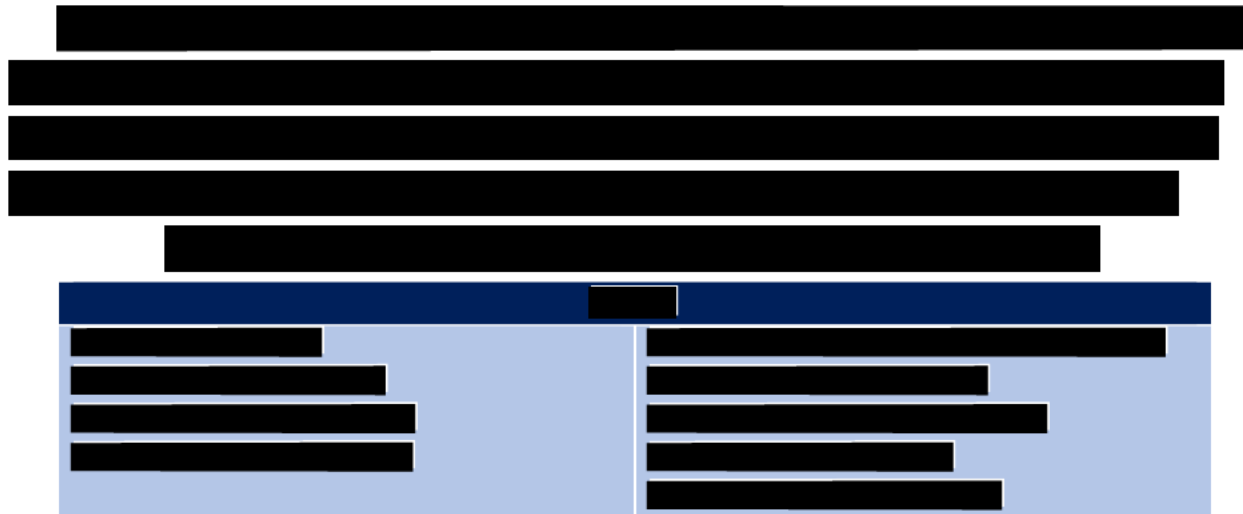
The following subsections define SLAs for the provisioning of services under the contract: 1) Standard Provisioning SLAs, 2) Individual Case Basis (ICB) Provisioning SLAs, and 3) Project Provisioning SLAs.

The provisioning interval for orders is measured in days from: 1) the Task Order submission date if no MetTel service orders are used or 2) the service order date to the completion date in the SOCN in accordance with Section J.2.4 Ordering:

$$\text{Interval} = \text{number of days from the service order to the SOCN Completion Date}$$

For associated services ordered together and assigned UBIs with the same service group ID, the SLAs are governed by the longest provisioning interval. As described in Section G.3.3.1.3, if the time between the service order and the CWD is greater than the defined provisioning interval, the service provisioning SLA is waived.

We complete orders for disconnect of all services within the provisioning intervals defined of 30 days. Failure to complete the provisioning of service within the specified timeframe constitutes failure to meet the SLA.



For project orders (orders that require special treatment by MetTel due to size, complexity, or importance), performance objectives are based on the baseline completion dates in the Project Plan agreed upon and documented by the Government and MetTel at the time orders are placed and confirmed by MetTel. An ICB defines the performance objective, and the delivery schedule is established in the Task Order.

Failure to complete the provisioning of service within the timeframe specified in the TOPP constitutes failure to meet the SLA. If the TOPP does not specify timeframes, the standard provisioning SLAs and intervals defined in Section G.8.2.2 Service Provisioning SLAs apply.



[REDACTED]

**1.1.6.2.3 Billing Accuracy SLA [G.8.2.3]**

We submit billing that meets performance standards for Billing Accuracy for each Task Order as defined in Section G.4 Billing. Failure to meet the defined accuracy standards constitutes failure to meet the SLA. We apply associated credit in accordance with G.8.4 SLA Credit Management Methodology using the formula: Billing Accuracy Credit = 1% of contractor's Total Billed Revenue on the applicable TO for the month.

**1.1.6.3 Service Level General Requirements [G.8.3]**

We understand we are responsible for meeting all SLA requirements as defined in Section G.8.2 Service Level Agreement Tables. This includes delivering the service, maintaining the service at specified AQLs, measuring KPIs, reporting compliance, and issuing a specified credit when performance fails to meet the performance objective.

**1.1.6.3.1 Measurement [G.8.3.1]**

We measure each SLA in accordance with its definition provided in Section G.8.2 Service Level Agreement Tables. Procedures for measuring and sampling are provided in the quality assurance section of the Program Management Plan, described in G.9.4.

**1.1.6.3.2 Reporting [G.8.3.2]**

We provide service level management reports as detailed in Section G.8.5 Service Level Reporting Requirements and in MetTel's response to Section 1.1.3 BSS.

**1.1.6.3.3 Credits and Adjustments [G.8.3.3]**

We provide credits and/or adjustments to the Agency of record or GSA in the event we do not meet the defined contractual or Task Order SLA as outlined in 1.1.6.2.1.



#### **1.1.6.4 SLA Credit Management Methodology [G.8.4]**

We understand the Government is entitled to receive credit within two billing cycles if we fail to meet the performance objectives specified in the SLAs. The amount of credit is calculated as specified in Section G.8.2 Service Level Agreement Tables.

In cases where multiple SLA credits are triggered, all credits are paid to the limitation that the total maximum penalty on a service in a given month does not exceed the total billed cost for that service, and the Government may grant a waiver from all or part of a credit if exceptional circumstances warrant.

The Task Order on the bill defines the customer that receives the credit and may grant a waiver for all SLAs.

##### **1.1.6.4.1 Credit Management [G.8.4.1]**

The GSA CO, OCO, or authorized ordering official may submit an SLA Credit Request (SLACR) as defined in Section J.2.8. The GSA CO or OCO may designate, in writing, additional personnel or systems authorized to submit SLACRs to the contractor. Additional credit management requirements may be defined in the Task Order.

The Government reserves the right to submit a SLACR at any time within 6 months of the original SLA failure. We respond to the request within 30 days by submitting a SLACR response and issue the credit within two billing cycles.

We work with the Government to resolve any disputes and agree on an appropriate credit award in accordance with Section G.4.4 Billing Disputes.

#### **1.1.6.5 Service Level Reporting Requirements [G.8.5]**

We use the MetTel EIS Portal for the Service Level Reporting requirements. The MetTel EIS Portal can produce pre-made or ad hoc reports. Users can customize reports to be distributed via email at desired intervals (i.e., run the revenue report every Friday and send to the Sales leadership team).

##### **1.1.6.5.1 Report Submission [G.8.5.1]**

Unless otherwise specified, each report is Task Order-specific and addresses only those actions and metrics applicable to the Task Order in question. As specified in Section G.5 Business Support Systems, reports are electronically submitted via the contractor's web interface and via direct data exchange.

### 1.1.6.5.2 Report Definitions [G.8.5.2]

We deliver a SLAR on the 15th of each month documenting SLA performance incident-based SLAs, service-specific SLAs, service-provisioning SLAs, and program management SLAs. J.2.8 defines the report contents.

The SLACR response documents our response to a Government request for SLA credits. Section J.2.10 defines the response contents. We deliver this response within 30 days of receiving an SLACR.

The Trouble Management Performance Summary (TMPS) report documents trouble management performance by summarizing the number of trouble reports opened and resolved during the reporting period. Unless otherwise specified by the Task Order, we may use our standard commercial report format provided it contains the information specified. We deliver this report within 14 days after the end of each FY quarter.

MetTel documents Trouble Management Incident-level Performance (TMIP) by describing each trouble report issued during the reporting period by MetTel trouble report number, Agency and AHC, UBI, time opened, and time resolved. Unless specified by the TO, we use our standard commercial report format provided it contains the specified information. We deliver the TMIP report within 14 days following each FY quarter.

### 1.1.7. TRAINING (L.30.1.1a, M.2.2(1) G.10, F.2.1(82))

We offer EIS training as part of our basic service at no additional cost to the Government. Our training includes experienced instructors, classroom and laboratory style training, and web-based training. Our user-friendly Learning Management System (LMS), [REDACTED], helps users explore the MetTel EIS Portal capabilities and immediately apply learned material to complete tasks via the MetTel EIS Portal.

Our training team is part of our Customer Support Office (CSO) and coordinates and delivers all required BSS training, including specialized training to OCOs, CORs, and other authorized Government users for the overall contract and individual Task Orders. Our Training Director, [REDACTED], and Executive Director for Development and Technology Strategy, [REDACTED]

[REDACTED]

[REDACTED] work closely together to design training and supervise the development of intuitive interfaces and icons in the MetTel EIS Portal that enhance the user experience and reduce training time.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Section 1.1.7.3 includes our **Draft Customer Training Plan (Deliverable #82)**, which details our training approach, activities for Government users, course curricula, locations, methods, equipment, and support. We understand that the government reserves the right to provide comments within 30 days of Notice to Proceed. If the government provides comments, we will incorporate them and deliver the revised Training Plan within 15 days after the comments are received.

**1.1.7.1 Training Curriculum [G.10.1]**

We train designated COs, authorized ordering officials, OCOs, CORs, end users of services, trainers, and executives on how to use the MetTel EIS Portal. With the objective of preparing each student to become proficient in performing tasks via the MetTel EIS Portal, we provide classroom, laboratory, and web-based training that covers a robust course curriculum. Our course modules are aligned with, but not limited to, the 11 tasks listed in G.10.1 of the RFP. Our Draft Training Plan provides the details of our proposed training curricula, approach, module descriptions, and training methods.

**1.1.7.2 Training Evaluation [G.10.2]**

At the end of each class, [REDACTED] to complete a survey to rate and comment on all aspects of the training including the instructor, relevancy of objectives, applicability of material, environment and facilities, methods, presentation, and level of confidence with executing tasks. [REDACTED]

[REDACTED]

[REDACTED] Program Manager, Pat Amos. We review results, contact

students if necessary to clarify comments, and confer with subject matter experts and [REDACTED] The training team documents adjustments and improvements. Upon approval from the CO and OCO, we update the training materials and the MetTel EIS Portal capabilities and/or Portal interface. Many of our training materials and methods are derived from constructive suggestions provided by students.

We assess student performance during the course through exercises, quizzes, and dialogue with the student and instructor to ensure our training is effective and meets our purpose and objectives, while ensuring continuing compliance with GSA requirements in this solicitation. [REDACTED]

[REDACTED]

Should we receive CO or OCO notification of any training that is deemed inadequate, we take immediate action to correct the training and redeliver it in the Government's preferred location and medium at no additional cost to the Government.

[REDACTED]

**1.1.7.3 Draft Customer Training Plan (Deliverable ID #82)**

[REDACTED]

[Redacted text block]

[Redacted section header]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[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]

**1.2 Web-based Access to Support Systems [L.30.1 (1) (b)]**

We propose our [REDACTED] web-based system, the MetTel EIS Portal, which provides web-based access to all MetTel support systems. The MetTel EIS Portal assists customers with pricing, ordering, billing, customer support, inventory, reporting, and SLA management in an automated, easy-to-use, graphically based online system.

**1.3 Satisfaction of Special Contract Requirements**

**[H.9 (11)(13)(16)(18)(21)(27)(29)(30)(31)(33)(36)(38); F.2.1(89)(96)(98)(99)]**

Our redacted contract will be prepared in accordance with Freedom of Information Act and posted to our website within 30 calendar days of contract award. Proposed redacted modifications are posted no later than the 12th calendar day of each month to reflect all contract modifications of the previous month. We provide the redacted version of any and all modifications to the CO within 7 days if requested. We understand that the GSA CO is the final approval authority for redactions. As necessary, we correct and repost redactions at no additional cost to the Government.

All modifications are incorporated electronically in context within the contract in accordance with the “Guidelines for Modifications to EIS Program Contracts” in

**Unparalleled Web Portal**

- All MetTel contract-related activities are online with the MetTel EIS Portal
- Available 24x7x365

[REDACTED]

Attachment J.4. We understand that the Government makes all current year unit contract prices publicly available.

We provide applicable contractors with full cooperation, including but not limited to full access to relevant portions of the EIS contracts, all requested reports, data, and other information regarding the Government's service.

Without additional expense to the Government, we are responsible for obtaining any necessary licenses, certifications, authorizations, approvals, and permits and comply with any applicable Federal, state, and municipal laws, codes, and regulations as well as any applicable foreign work permits, authorizations, etc., and/or visas in connection with the performance of the contract, domestic or non-domestic.

We provide all services awarded for the duration of the contract. If we determine that any of these services can no longer be supported due to obsolescence, we notify the GSA CO in writing of plans to withdraw the service at least 18 months prior to the proposed date of the withdrawal. At that time, MetTel must propose to the Government an acceptable plan to ensure service continuity and transition to new services. The GSA CO must approve any withdrawal of service offerings through a contract modification. We may submit a proposal after approval of the withdrawal notice to increase the prices for the End of Life (EOL) services. The increase will be negotiated with the GSA CO.

The CO sends a written NTP after contract award authorizing MetTel to respond to Agency requirements issued as part of fair opportunity, submit deliverables, submit and execute modifications, begin other actions specifically authorized, and prepare for BSS and security testing.

We understand that the NTP does not authorize us to accept and process TOs or Service Orders, provision or deliver services, or bill for services. We only accept and process TOs or Service Orders, provision or deliver services, and bill for services after receiving written notification from 1) the CO that it has passed BSS testing and 2) GSA that it has successfully completed security testing in accordance with G.5.6.

We understand how the Acceptable Use Policy (AUP) applies and the ability to suspend service according to the rules associated with AUP. MetTel, GSA, and GSA customers will only use services and the network provided under this contract for lawful purposes including the handling of intellectual property, security, and email.

GSA may on-ramp new contractors during the contract, and we understand and comply with those procedures. We may expand our service offerings and coverage beyond those CBSAs initially awarded in the contract, and we understand and comply with the rules associated with that process. We will not use transaction data generated in the performance of the contract for data mining or analysis other than for security without the express written consent of the GSA CO or OCO.

We provide Electronically Stored Information (ESI) requests/searches within 15 days of a written request by the GSA CO and/or OCO and follow the rules of storage as defined by GSA. Upon written notice, we follow the preservation actions listed in Section H.33 at no additional cost to the Government.

We understand we are required to adhere to the subcontracting plan incorporated in this contract as defined by GSA and will follow the rules outlined in this contract. We confirm and comply with the rules of Force Majeure as outlined by GSA. We provide the deliverables defined in F.2.1 in the timeline outlined by GSA.

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

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.

**MetTel's Proven Testing Processes**

- Rigorous, automated regression testing
- FOD for application security testing

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[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

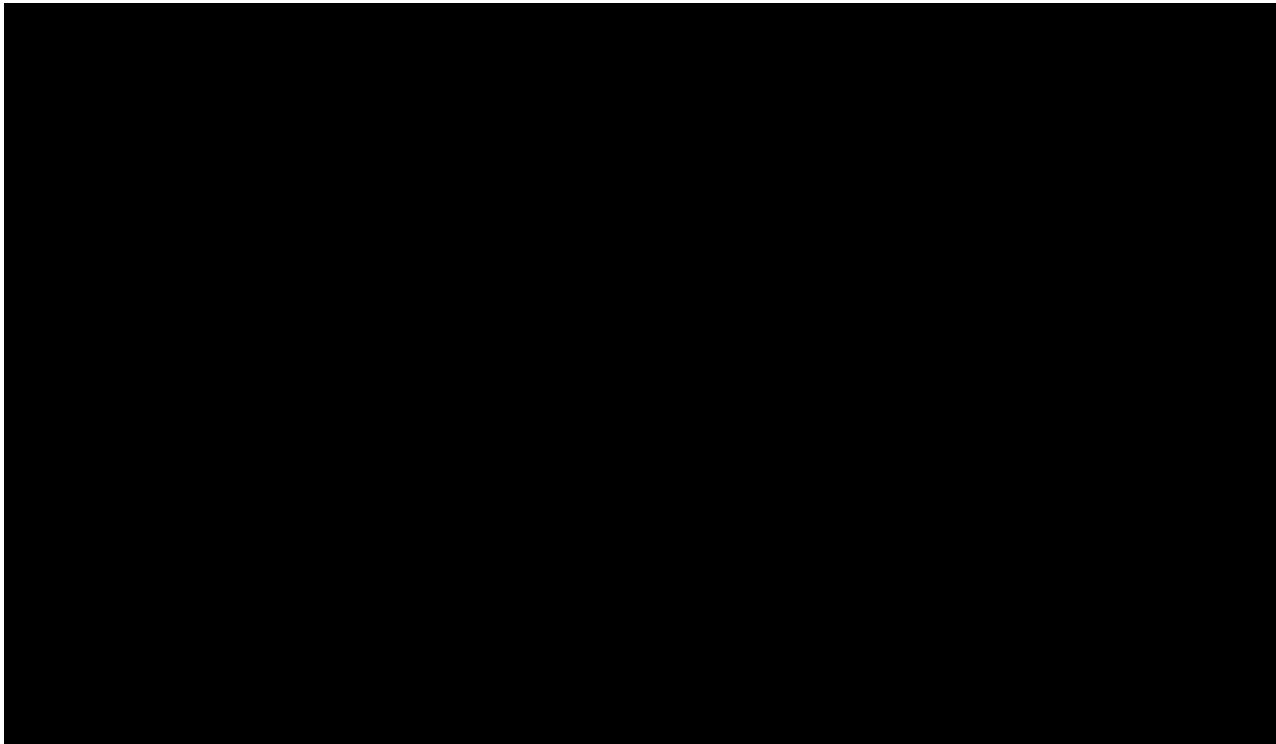
the appropriate controls for Moderate Impact system from each of the Control Families as specified in NIST SP 900-53 Rev. 4. Our SSP follows GSA IT Security Procedural Guide 06-30, Managing Enterprise Risk and GSA Order CIO 2104.1, GSA IT General Rules of Behavior. As NIST distributes updated requirements, 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.



[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

### 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]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

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.

### 3.0 RESPONSE TO SECTION J.2 REQUIREMENTS [L.30.1 (3), M.2.2 (3), J.2, J.2.1, J.2.1.1, J.2.1.2]

#### Contractor Data Interaction Plan [J.2]

#### Introduction [J.2.1]

MetTel understands this section details the requirements for common operations,

process flows, data exchange details, and deliverables for various management and operation functions such as ordering, billing, inventory management, and SLA Management. It also provides details on data interactions between MetTel, GSA and the customers. It includes requirements for direct interaction between GSA's next-generation network solutions management system (GSA Conexus), and MetTel's Business Support System (BSS) as described in Section G.5.

MetTel is proposing our internally developed web-based system, the MetTel EIS Portal, for our Business Support Systems (BSS) to support efficient and effective management of EIS services. We leverage our experience with the Government and commercial customers to provide an intuitive and fully functional portal. We simply merged the Government-unique and individual Task Order (TO) requirements into our comprehensive MetTel EIS Portal to provide a one-stop system for working with all aspects of our infrastructure systems. The MetTel EIS Portal assists users with pricing, ordering, billing, customer support, inventory, reporting, and SLA management in an automated, easy-to-use, graphically based online system available 24x7x365.

MetTel understands for related management and operations functional requirements; we will see Section G Contract Administration Data.

MetTel understands the diagram in Section 0 shows the high-level process flow relating to the acquisition/TO, ordering, billing and inventory management life cycle.

MetTel will leverage the MetTel EIS Portal to facilitate the flow shown in the GSA EIS flow chart.



A more detailed write-up of how MetTel aligns to this diagram can be found in Attachment 1, the Program Management Plan.



## EIS Management and Operations: High-Level Process Diagram [J.2.1.1]

### Timeframes [J.2.1.2]

MetTel understands that unless otherwise specified in the requirements below, all timeframes in this Contractor Data Interaction Plan (CDIP) are in calendar days.

### 3.1 Common Data Interaction Requirements [J.2.2]

#### 3.1.1 Relevant Contracting Officer [J.2.2.1]

MetTel understands that here permitted by the applicable section within the CDIP, exceptions to CDIP data submission requirements may be authorized in writing by the relevant CO, defined as:

- TO for data submitted to GSA
- The OCO for data submitted to a customer

#### The MetTel EIS Portal automates contract management

- Automated ordering, billing, inventory management, and SLA tracking
- xx24x7x365 online status of all services
- Easy-to-read, color-coded SLA tracking
- Wide variety of online, self-serve reporting

#### 3.1.2 Resubmission of Incorrect Deliverables [J.2.2.2]

If MetTel becomes aware of an error in a previously submitted deliverable, we:

1. Resubmit the deliverable within 3 days of becoming aware of the error with the exception of billing errors identified after the Government makes payment, which requires the submission of a billing adjustment as described in J.2.5 Billing.
2. Notify the relevant COR and CO via email and state the corrective action for resolving the issue.

#### 3.1.3 Deliverable Format, Content, and Transfer Mechanism [J.2.2.3]

All deliverables in the CDIP are governed by the following requirements:

- For deliverables submitted directly to GSA, including cases where GSA receives a copy of a deliverable sent to the customer, we use the format, contents, and transfer mechanism specified herein unless an exception is authorized by the GSA CO (see also J.2.2.1 Relevant Contracting Officer and J.2.9 Data Transfer Mechanisms).
- For deliverables submitted directly to the customer, including cases where the customer receives a copy of a deliverable sent to GSA, with the approval of the OCO, we may use alternative formats, contents, and/or transfer mechanisms (see also J.2.2.1 Relevant Contracting Officer and J.2.9 Data Transfer Mechanisms). The Task Order also specifies alternative formats, contents, and/or transfer mechanisms for deliverables submitted to the customer.

### 3.1.4 Scope of Deliverables [J.2.2.4]

We submit all deliverables in accordance with the following scope requirements:

- The scope of all deliverables shall be at the Task Order level with each deliverable covering only a single Task Order.
- For deliverables submitted directly to GSA, including cases where GSA receives a copy of a deliverable sent to the customer, we use the format, contents, and transfer mechanism specified herein unless an exception is authorized by the GSA CO (see J.2.2.1 Relevant Contracting Officer and J.2.9 Data Transfer Mechanisms).
- For deliverables submitted directly to the customer, including cases where they receive a copy of a deliverable sent to GSA, we may, with the approval of the OCO, use alternative formats, contents, and/or transfer mechanisms (J.2.2.1 Relevant CO and J.2.9 Data Transfer Mechanisms). The TO may also specify alternative formats, contents, and/or transfer mechanisms for deliverables submitted to the customer.

### 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**

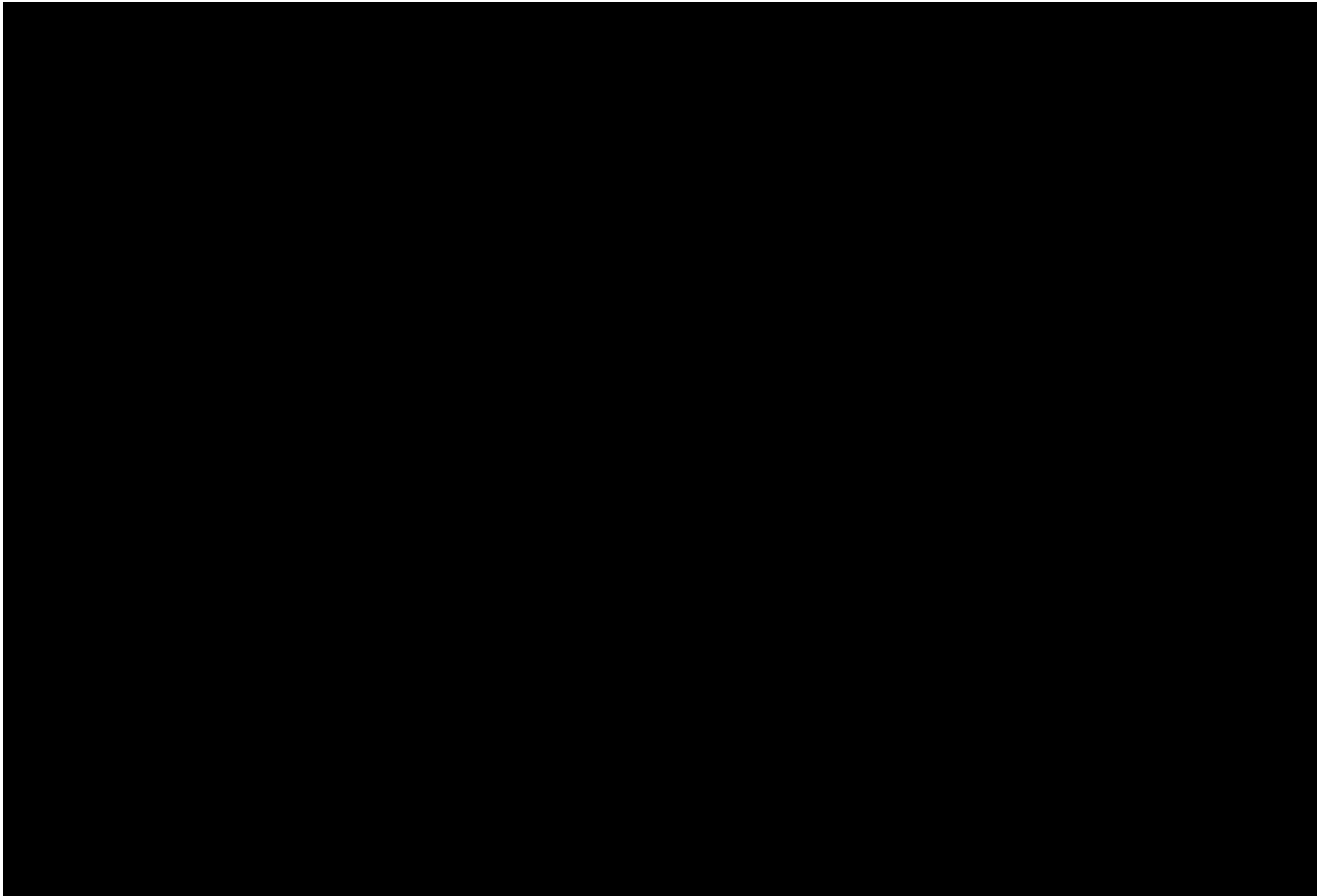
#	Area	Description
1.	Task Order Controlled Data	This data is contained in the TO or is directly tied to it and may only be changed via a TO modification (G.3). Controlled data includes but is not limited to: TO documents, TO-defined customer officials, OCO as defined in G.2.2.1.1, Services specified 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.

### 3.3 Ordering [J.2.4]

As described in Section G.3 Ordering, orders for service may be 1) defined in the Task Order or 2) defined separately after the issuance of the Task Order.

#### 3.3.1 Common Operational Requirements [J.2.4.1]

Section G.3 Ordering describes the Task Order process. Once a Task Order is issued, we follow the process described in J.2.2.4 Task Order Data Management.

If the TO directly includes an order for services, the requirements and processes described in the remainder of Section J.2.4 Ordering apply to that order for service as well as to any subsequent orders for service under the Task Order.

If the TO does not directly include an order for services, the requirements and processes described in the remainder of Section J.2.4 Ordering do not apply to that order for services, but do apply to all subsequent orders for service under the TO.

We understand the AHC is an internal Government accounting code that is tracked for all services from order submission through disconnection. [REDACTED]

[REDACTED]

[REDACTED] We follow the Government AHC requirements for ordering listed in **Exhibit 3.0-5**.

#### Exhibit 3.0-5. ACH Requirements

#	Description
1.	An AHC is required on each line item in all orders.
2.	MetTel validates the presence of an AHC on all order line items: <ul style="list-style-type: none"> <li>a) The Government does not pay for orders processed without an AHC on each line item</li> <li>b) The Government does not require validation of the content of the AHCs unless specified in the Task Order</li> </ul>

The UBI uniquely identifies one item or multiple items linked together for ordering, billing, and inventory management (see Section J.2.10.1.1.2 Unique Billing Identifier). The MetTel EIS Portal is already set up to support UBIs. We follow Government UBI requirements for ordering:

1. Create the UBI as described in Section J.2.10.1.1.2.
2. Provide the UBI as a data element in the SOCN.

MetTel understands the ASRN is an optional internal Government control number

that is tracked for all services from order submission through disconnection. The Government may assign zero, one, or two ASRNs to each line item in a given order. If the Government provides ASRN data element(s) as part of a Service Order, we include them on all deliverables that reference that order or the services included in that order.

Each orderable element is identified by a CLIN that may be associated with a case number. The following are the CLIN requirements for ordering:

1. MetTel provides the CLIN and any associated ICB data element(s) for each line item in all ordering deliverables as required in Section J.2.3.3.3 Contractor Provided Data Sets: Deliverables.

2. MetTel ensures the CLINs reported on billing files match those included on the SOCN for a particular order.

The Government and MetTel exchange several data sets as part of the ordering process. Subsequent sections define the delivery process, frequency, timing, and detailed specifications for each. The Task Order can override the deliverable timing provided that 1) The notices remain in the order specified in the applicable process section under Section J.2.4.2 Ordering Process and 2) All required notices are delivered prior to billing. **Exhibit 3.0-6** defines the standard data sets.

### Exhibit 3.0-6. Standard Data Sets

Name of Data Set	Description
Service Order	Provides MetTel with the required details of the Government's order for service.
SOA Deliverable	MetTel notifies the Government that the order for service has been received.
Service Order Confirmation (SOC) Deliverable	MetTel notifies the Government that the order for service information is sufficient to process and has been issued.
Service Order Rejection Notice (SORN) Deliverable	MetTel notifies the Government that the order for service information is insufficient or otherwise invalid and that the order cannot be processed.
FOCN Deliverable	MetTel notifies the Government of the Firm Order Commitment (FOC) date when MetTel is committed to delivery of the ordered service.
SOCN Deliverable	MetTel notifies the Government that service has been installed and/or activated ("turned up"). The order for service has been completed and billing starts as of the included completion date.
Service Order Administrative Change (SOAC) Deliverable	MetTel notifies the Government that an administrative change has been completed and provides details of the change.
Service State Change Notice (SSCN) Deliverable	MetTel notifies the Government that a UBI has changed state (e.g., an auto-sold CLIN has been activated).

In accordance with Section G.3.3.1.2 Auto-Sold CLINs, the Government has the

auto-sold CLIN requirements for ordering shown in **Exhibit 3.0-7**.

**Exhibit 3.0-7. Auto-Sold CLINs**

#	Description
1.	MetTel includes any auto-sold CLINs in all notices and deliverables that require reporting CLINs.
2.	Unless otherwise specified in the Service Order or Task Order, MetTel applies the AHC listed for the base CLIN to all associated auto-sold CLINs.
3.	Unless otherwise specified in the Service Order or TO, MetTel applies the ASRN(s) listed for the base CLIN to all associated auto-sold CLINs.
4.	MetTel manages activation and deactivation of auto-sold CLINs in accordance with Section J.2.4.1.10 Service State and Section J.2.4.2.5 Service State Changes.

We understand that each order submitted by the customer has an overall order type, and each line item has a line item order type. Section J.2.10.1.1.4 defines order types. An order submitted by the customer may contain multiple line items for unrelated services or may require provisioning efforts that are not logically related. Upon confirmation of such an order, we may split the order into logical suborders using our standard provisioning process with the following restrictions:

1. Services logically linked by a Service Grouping ID as described in Section J.2.10.1.1.2 Unique Billing Identifier are not split across multiple suborders.
2. MetTel does not split any Service Order into suborders if the Service Order or the Task Order contains instructions prohibiting such splitting.

Each provisioned service is defined by a single UBI and is always in one of the states shown in **Exhibit 3.0-8**.

**Exhibit 3.0-8. Services States**

States	Description
Active	The UBI is active with charges accumulating Other than auto-sold and band-priced CLINs, most UBIs are in this state from provisioning to disconnection Other than auto-sold, usage-priced CLINs are in this state if available for use
Inactive	The UBI is inactive with no charges accumulating Does not apply to disconnected services
Band_Name	Only valid for UBIs based on band-priced CLINs; the band-priced UBI is in the band listed The state is the actual band name/designator as defined in Section B or in the Task Order

We adhere to the following Service State requirements:

1. We ensure all provisioned UBIs have a valid service state assigned at all times:
  - a. A UBI is not considered provisioned prior to the SOCN for its installation.
  - b. A UBI is not considered provisioned after the SOCN for its disconnection.

2. We do not change the service state of a UBI except in response to direct Government action (e.g., beginning or ending the use of an auto-sold CLIN) or as required based on predefined criteria captured in the contract or the Task Order.

See also Section B.1.2.11 Auto-Sold CLINs and B.1.2.4 Price Banding Structures.

### 3.3.2 Ordering Process [J.2.4.2; F.2.1(110) through (117)]

Section J.2.4.3 Deliverables and Data Exchange define all deliverables and other data sets included in the processes shown in **Exhibit 3.0-9**. Unless otherwise specified, we submit all deliverables to GSA and the customer if requested.

We ensure standard orders including moves, adds, and changes but excluding administrative change orders and disconnect orders follow the process below (Section J.2.4.2.6 addresses order updates).

#### Exhibit 3.0-9. Standard Order Process

#	Description
1.	The Government issues a Service Order.
2.	We submit an SOA within 1 business day of Service Order.
3.	If we determine that the Service Order is invalid, we submit a SORN within 5 days of Service Order.
4.	A SORN submitted by MetTel applies to the entire order (i.e., we may only reject entire orders, not individual line items)
5.	In the event of order rejection, the Government may issue a new Service Order with the corrected information and restart the process
6.	If we determine that the Service Order is valid, we submit a SOC within 5 days of Service Order.
7.	The Government may modify or cancel the order during the provisioning process as described in Section J.2.4.2.6 (see also Section J.2.4.2.6 and Section G.3.3.2.3).
8.	If we choose to split a complex Service Order into suborders as described in Section J.2.4.1.9, we follow the remainder of this process for each suborder including submitting separate deliverables for each suborder.
9.	If we must obtain local access services, we submit a FOCN indicating its FOC date within 1 business day of receiving the FOC date from the local provider.
10.	If we do not need to obtain local access services, we submit a FOCN indicating its FOC date no later than the earlier of: 1) 5 days after SOC or 2) 10 days before the FOC date.
11.	Upon completion of the order, we submit a SOCN within 3 days of installation/testing unless otherwise specified in TO.
12.	If the Government reports a problem within the acceptance period defined in Section E, Inspection and Acceptance (or as specified in the Task Order), we fix, test, and submit a new SOCN.

If the Government submits a TSP order as described in Section G.3.3.3.1 Telecommunications Service Priority Orders, we apply the standard process (see Section J.2.4.2.1) with the following caveats:

1. MetTel follows the prioritizations applicable to TSP orders as noted in G.3.3.3.1 Telecommunications Service Priority Orders and/or G.11 NS/EP.



2. MetTel does not delay the delivery of services in any way based on the need to submit deliverables specified in this process.

We manage administrative data changes to previously provisioned services, as described in Section G.3.3.2.2.4 Administrative Change Orders, based on the restrictions and process in the subsections below.

As described in Section G.3.3.2.2.4, administrative change orders may only modify inventory data points provided by the Government that have no impact on service delivery or pricing. Only the following Agency fields fall into this category by default: Service Request Number 1, Service Request Number 2 and Hierarchy Code.

Additional data elements are subject to administrative change orders on a contract-wide or individual case basis with the mutual agreement of the contractor and GSA CO.

Unless otherwise specified, we submit all deliverables described in the process below to GSA and, if requested, to the customer:

1. The Government issues an Administrative Change Order specifying the inventory items to be changed and details of the change.
2. MetTel updates its systems and submits a SOAC within 7 days of the Administrative Change Order.
3. Other order notices (SOA, SOC, FOCN, and SOCN) are not required.

Certain services lend themselves to rapid provisioning as described in Section G.3.3.3.2 Rapid Provisioning Orders. In these cases, the Government has streamlined its required process to expedite provisioning. This section does not apply to the activation of auto-sold CLINs (see Section J.2.4.2.5 Service State Changes).

Subject to the restrictions described in Section G.3.3.3.2, we follow the standard process (Section J.2.4.2.1) with the changes shown in **Exhibit 3.0-10**.

### Exhibit 3.0-10. Process Changes

#	Description
1.	The SOC and the FOCN are not required.
2.	An SOA is not required if MetTel completes the provisioning process and issues a SOCN within 24 hours.
3.	If MetTel rejects an order, the SORN is issued prior to the end of the defined provisioning interval.
4.	The Government's option to modify or cancel the order during the provisioning process is subject to the restrictions noted in Section G.3.3.3.2 Rapid Provisioning Orders.

We issue an SSCN within 24 hours if a service (defined by a single UBI) changes

from one state to another (as defined in Section J.2.4.1.10 Service State). We may combine multiple notices as individual line items on a single SSCN provided all notices are submitted within 24 hours of the individual state change.

If an in-progress order must be supplemented or updated as described in Section G.3.3.2.3 Updates to In-Progress Orders, the Government issues a supplemental Service Order (see also Section J.2.10.1.1.4.3). Changing data explicitly included in a Task Order requires a modification and cannot be performed via this process (see Section G.3.2.2 Task Order Modification). **Exhibit 3.0-11** describes the process for updating an order already in progress.

### **Exhibit 3.0-11. Updating In-Progress Order**

#	Description
1.	The Government issues a supplemental Service Order.
2.	MetTel submits an SOA in response to the supplemental Service Order within 1 business day. The Contractor Service Request Number (CSRN) reported on the SOA is the same as that reported on the original order TSP (J.2.4.2.2) and Rapid Provisioning (J.2.4.2.4) orders may have shorter submission times as defined in the section.
3.	If MetTel determines that the supplemental Service Order is invalid, we submit a SORN within 3 days of the supplemental Service Order. The CSRN reported on the SORN is the same as that reported on the original order. TSP (J.2.4.2.2) and Rapid Provisioning (J.2.4.2.4) orders may have shorter submission times as defined in the section.
4.	MetTel updates the original order with the new data.
5.	If any changes are required to data sets already submitted in response to the original order (e.g., SOC, FOCN), then MetTel issues updated versions of those notices.
6.	MetTel completes the provisioning of the original order with updated information as described in the order process J.2.4.2.1 Standard Orders, J.2.4.2.2 Telecommunications Priority Orders, and J.2.4.2.4 Rapid Provisioning Orders

### **3.3.3 Deliverables and Data Exchange [J.2.4.3]**

The data sets exhibits that the Government provides and the deliverables we provide as part of this process will be used for this contract. Section 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 Section J.2.9 Data Transfer Mechanisms.

### **3.4 Billing [J.2.5]**

Section G.4 Billing describes billing functional requirements.

#### **3.4.1 Common Operational Requirements [J.2.5.1]**

We comply with the defined billing cycle, which runs from the first through the last day of the calendar month. J.2.5.1.5 describes proration for partial months.

The UBI uniquely identifies one item or multiple items linked together for ordering,

billing, and inventory management and is defined in Section J.2.10.1.1.2 Unique Billing Identifier. We ensure the UBI reported on billing deliverables matches the UBI included on the SOCN for a particular element.

Each billable element is identified by a CLIN, which may be associated with a case number. We follow the CLIN requirements for billing: 1) provide CLIN and associated ICB data element(s) for each line item in all deliverables (described in J.2.5.2).

2. MetTel ensures that the CLINs reported on billing deliverables match those included on the SOCN for a particular order.

The Associated Government Fee (AGF) is the fee GSA charges other customers for services in supporting this contract and is defined along with calculation methods in J.2.10.1.1.1. We follow the AGF requirements for billing shown in **Exhibit 3.0-12**.

**Exhibit 3.0-12. AGF Billing Requirements**

#	Description
1.	MetTel calculates the AGF as described in Section J.2.10.1.1.1.
2.	MetTel provides the AGF as a data element in billing deliverables (described in Section J.2.5.2 Billing Process).
3.	For Task Orders set up with direct billing (Section G.4.2 Direct Billing), MetTel collects the AGF on behalf of GSA and transfers funds as described in Section G.4.6 Associated Government Fee.

We apply proration requirements for services not delivered for the full calendar month cycle. MetTel supports both the Month-Length Proration and Normalized 30-Day Month Proration types as defined in J.2.5.1.5.1.1 and J.2.5.1.5.1.2, respectively. MetTel will indicate our proposed proration types in response to each customer agency solicitation. If MetTel does not support the proration type specified on a customer TO solicitation, MetTel will clearly indicate within our proposal that we do not currently support the requested proration type. If MetTel adds support for a previously unsupported proration type, we will follow the BSS Change Control process in Section G.5.5.1 and complete successful retesting of the BSS test cases associated with the proration type prior to billing. **Exhibit 3.0-13** shows the process we follow to calculate prorated billing.

**Exhibit 3.0-13. Prorated Billing**

#	Type	Instructions
1.	Calculate the Daily Charge	Divide the MRC by 30 to get the Daily Charge.
2.	Calculate the	For new installations or new service, pricing starts based on a service change order.

#	Type	Instructions
	number of billable days for the service in that month	Number of days in the month minus the number of days in the month prior to installation or start $\text{Billable Days} = \text{Days in Month} - (\text{Start Day} - 1)$ Example: service installed on March 17th: $31 [\text{days in month}] - (17 [\text{start day}] - 1) = 15$ billable days For disconnections or prior service, pricing ends based on a service change order: Number of days up to and including disconnect or end date and $\text{Billable Days} = \text{Disconnect or End Day}$
3.	Note 1	If Billable Days from Step 2 is equal to or greater than 30, proration does not apply; MetTel bills the full MRC for that month.
4.	Note 2	The billable amount for the service in that month is equal to the daily charge from step 1 multiplied by the billable days from step 2: $\text{Billable Amount} = \text{Daily Charge} \times \text{Billable Days}$

A service change order may necessitate a price change during a billing cycle. We apply the following process to calculate prorated billing:

1. Treat the change as two connected events: (i) A previous service price end and (ii) A new service price start
2. The new service price is assigned a start date equal to the change date.
3. The previous service price is assigned an end date 1 day prior to the start date for the new service price.
4. Calculate the prorated billing amount for each service pricing (ended previous and started new) using the standard proration formula (see Section J.2.5.1.5.1).

We comply with the requirements shown in **Exhibit 3.0-14** for rounding.

### Exhibit 3.0-14. Rules for Rounding

#	Description
1.	MetTel stores charges and use in all calculations six decimal places for service price [Quantity x Unit Price], prorating, taxes, fees, and surcharges. When rounding is necessary to reach six decimal places, we apply the standards in J.2.5.1.6.2
2.	When calculating summary data (including total cost), MetTel: Totals each of the cost components that comprise the service including CLIN unit price (prorating if applicable), taxes, fees, and surcharges and adds the charges at the service level while maintaining the full six decimal places
3.	When totaling the entire submitted bill, MetTel adds the individual six-decimal place service charges and rounds the total six-decimal place value to two decimal places using the rounding standards in Section J.2.5.1.6.2

We follow the rounding standards outlined in Section J.2.5.1.6.2 and follow and comply with the taxes, fees, and surcharges outlined in Section J.2.5.1.7.

We submit billing deliverables outlined in Section J.2.5.2 using a Task Order billing level where each deliverable covers only a single Task Order unless the TO specifies another billing level.

We support the data sets exchanged between the Government and MetTel as part

of the ordering process. Section J.2.5.2 Billing Process discusses the delivery process, frequency, timing, and detailed specifications for each. We support the standard data sets of BI, BA, TAX, AGFD, ATR, EFT, and MBIMD. The BI will include all taxes, fees, and surcharges as described in Section J.2.5.1.7 and will not include any credits or adjustments.

### **3.4.2 Billing Process [J.2.5.2; F.2.1(118) through (122)]**

We follow the standard billing process described in Section J.2.5.2, which is applicable to all Task Orders.

We utilize our proprietary operations platform, the MetTel EIS Portal, for timely and accurate billing. This single platform integrates many business systems and presents one portal through which to access data-relevant services. MetTel personnel support the MetTel EIS Portal, primarily the same professional team that developed the platform, and demonstrate commitment to quality and timely resolution of any disputes.

The MetTel EIS Portal is fully compliant with GSA requirements for the EIS contract.

### **3.4.3 Deliverables and Data Exchange [J.2.5.3]**

We provide the data sets listed in J.3.5.4.3 as part of this process and support all required transfer mechanisms as defined in J.2.9 Data Transfer Mechanisms.

## **3.5 Disputes [J.2.6]**

We follow the dispute process as defined in Section G.4.4.

### **3.5.1 Common Operational Requirements [J.2.6.1]**

We apply the dispute process if the Government disputes 1) the content of a billing inquiry or 2) the content of an Inventory Report or an SLA Credit Request response.

### **3.5.2 Dispute Process [J.2.6.2; F.2.1(123) (124)]**

We understand and follow the dispute process as outlined in Section 3.5.2.

### **3.5.3 Deliverables and Data Exchange [J.2.6.3]**

For each data set in Sections J.2.6.3.1 and J.2.6.3.2, we support all required transfer mechanisms and data sets as defined in Section J.2.9 Data Transfer Mechanisms.

## **3.6 Inventory Management [J.2.7]**

We comply with the Inventory Management requirements listed in Section G.7.

### **3.6.1 Common Operational Requirements [J.2.7.1]**

We understand GSA has a separate inventory based on our input. We utilize the

AHC, UBI, and CLIN fields as defined utilizing the MetTel EIS Portal. The AHC will be tracked for all services from order through disconnection and MetTel will support AHC changes without an interruption of service. MetTel will provide the AHC as a data element in the IR deliverable (J.2.7.2). MetTel will ensure the UBI reported on the IR matches the UBI included on the SOCN and BI for a particular element.

### **3.6.2 Inventory Management Process [J.2.7.2; F.2.1(125)]**

We submit a monthly IR NLT the 15th day of the month. We submit a corrected IR within 3 days of identifying any discrepancy in a previously submitted IR. If the Government identifies a discrepancy, it follows the dispute process outlined in Section J.2.6. Unless otherwise specified, MetTel will submit all deliverables in the process below to GSA and, if requested, to the customer.

### **3.6.3 Deliverables and Data Exchange [J.2.7.3]**

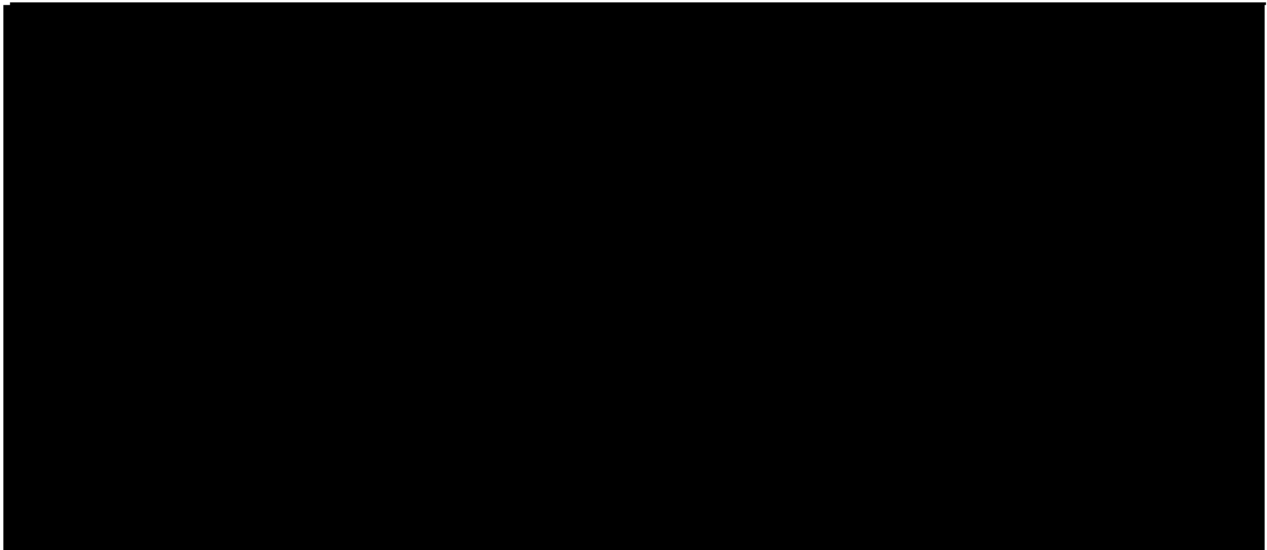
We provide the IR data set monthly utilizing the requested transfer mechanisms.

## **3.7 SLA Management [J.2.8]**

### **3.7.1 Common Operational Requirements [J.2.8.1]**

We proactively measure each applicable SLA in accordance with its definition, capturing its performance relative to each KPI associated with the SLA as described in G.8.3.1. In the event of a missed SLA, the Government issues a credit request within 6 months of the SLAR containing the failure. We respond to requests as defined in G.8.4.1. We submit all deliverables in J.2.8.3 to GSA and, if requested, to the customer.

### **3.7.2 SLA Management Process [J.2.8.2; F.2.1(126) through (129)]**



**Exhibit 3.0-15. SLA Management in the MetTel EIS Portal**

Unless otherwise specified, we submit all to GSA and, if requested, the customer. MetTel measures each KPI associated with each applicable SLA as described in Section G.8 Service Level Management. The MetTel EIS Portal has automated the KPIs for SLAs. MetTel submits a SLAR, which captures the SLA performance on all applicable SLAs and associated KPIs monthly, no later than the 15th day of the month. MetTel submits reports quarterly: a) Trouble Management Performance Summary (G.8.5.2.3) and b) Trouble Management Incident Performance Report (G.8.5.2.4).

The MetTel EIS Portal automatically tracks SLAs and generates warnings when an SLA is approaching a limit, as shown in **Exhibit 3.0-15**. In accordance with Section G.8.4, we manage credits for failed SLAs with the process shown in **Exhibit 3.0-16**.

**Exhibit 3.0-16. SLA Credits**

#	Description
1.	The Government issues a SLACR within 6 months of the SLAR containing the SLA failure.
2.	MetTel submits a SLACR response within 30 days of the SLACR.
3.	If MetTel accepts the Government's finding, we reflect the credit on a BA within two billing cycles of the response.
4.	If MetTel disagrees with the finding, the Government may use the dispute process defined in G.4.4 and J.2.6 Disputes.

We provide the deliverables listed in **Exhibit 3.0-17** for SLAs in Section J.2.8.

**Exhibit 3.0-17. Deliverables**

ID	Reference	Deliverable Name	Frequency	Deliver To
126	J.2.8.2 J.2.10.2.1.14	SLAR	Monthly, no later than 15 <sup>th</sup> day of the month	GSA Conexus, OCO and Agency COR
127	J.2.8.2	SLACR Response	Within 30 days of SLACR	OCO and Agency

ID	Reference	Deliverable Name	Frequency	Deliver To
	J.2.10.2.1.22			COR
128	J.2.8.2	Trouble Management Performance	Quarterly, no later than 14 days	Agency COR
	J.2.10.2.1.25	Summary Report	after the end of the FY quarter	
129	J.2.8.2	Trouble Management Incident	Quarterly, no later than 14 days	Agency COR
	J.2.10.2.1.24	Performance Report	after the end of the FY quarter	

### 3.7.3 Deliverables and Data Exchange [J.2.8.3]

The Government provides the data sets shown in **Exhibit 3.0-18** as part of this process. We provide detailed contents of each data set in J.2.10.2 Data Set Content and support all transfer mechanisms as defined in J.2.9 Data Transfer Mechanisms.

#### Exhibit 3.0-18. Deliverable

Data Set	Frequency	Transfer Mechanism
SLACR	No later than 6 months after the SLA failure	Secure FTP, Email, or SLACR form (see description in <b>Error! Reference source not found.</b> ) Other means as agreed or required in the Task Order

### Contractor-Provided Data Sets

We provide the data sets in **Exhibit 3.0-19** and support all required transfer mechanisms for each data set as defined in Section J.2.9 Data Transfer Mechanisms.

#### Exhibit 3.0-19. Data Sets

Data Set	Frequency	Transfer Mechanism
SLAR	Monthly, no later than 15th day of month	<ul style="list-style-type: none"> <li>SFTP and Email (if requested)</li> <li>Other means as agreed or required in the Task Order</li> </ul>
SLACR Response	Within 30 days of SLACR	<ul style="list-style-type: none"> <li>Email or Other means as agreed or required in the TO</li> </ul>
Trouble Management Performance Summary Report	Quarterly, no later than 14 days after the end of quarter	<ul style="list-style-type: none"> <li>Email</li> <li>Other means as agreed or required in the Task Order</li> </ul>
Trouble Management Incident Performance Report	Quarterly, no later than 14 days after the end of quarter	<ul style="list-style-type: none"> <li>Email</li> <li>Other means as agreed or required in the Task Order</li> </ul>
Billing Adjustment	See Section <b>Error! Reference source not found.</b> Billing	<ul style="list-style-type: none"> <li>See Section <b>Error! Reference source not found.</b> Billing</li> </ul>

### 3.8 Data Transfer Mechanisms [J.2.9]

We understand what data sets the Government provides and what MetTel provides, and we support the transfer mechanisms requested.

#### 3.8.1 Common Operational Requirements [J.2.9.1]

Exceptions to the data transfer mechanisms and associated requirements described below may only be authorized by the relevant CO. We maintain the capability to accept



all required data transfer mechanisms for data sets transferred from the Government. MetTel will submit data to the government using the listed data transfer mechanisms unless an exception is approved by the relevant CO.

### **3.8.2 Direct Data Exchange [J.2.9.2]**

We support direct data exchange between our MetTel EIS Portal and Conexus based on the requirements in G.5.3.2 using: Web: XML over secure HTTPS using SOAP and applying commercial practices, and SFTP: Pipe-Separated Value (PSV) exchanged via a GSA Operated server.

MetTel will also submit any Binary Large Object (BLOB) attachments required in the definitions of the various data sets in Section J.2.10.2.

MetTel will transfer these files separately via SFTP as described above and name the files based on the following template: • CTRPREFIX-DTT-SEQNUM-ELEMENT.EXT

If multiple files are required for one data element, MetTel will package and compress the files into one file using ZIP format as described above. MetTel will not submit attachments with filenames that are not fully compliant with the specified template except as authorized in Section J.2.9.1.1 Governance of Exceptions.

### **3.8.3 Contractor's Web Interface [J.2.9.3]**

We follow the requirements for data transfer in G.5.3.1 Web Interface with the Portal.

### **3.8.4 Email [J.2.9.4]**

Email is specified as the data transfer mechanism in cases where the data is unstructured or not intended for automated analysis. Data emailed from the Government to MetTel may be included in the body of the email or in one or more attachments. We follow the rules for emailing as outlined in Section J.2.9.4.

### **3.8.5 GSA Systems [J.2.9.5]**

Data submitted to GSA Systems will be submitted as uploaded files in either: 1) the original format of the document, or 2) in Comma-Separated Value (CSV) format, as defined for each deliverable specified as submitted via GSA Systems in Section J.2.10.2.

### **3.8.6 Other Means as Agreed or Required in the Task Order [J.2.9.6]**

Use of other means to transfer data must be approved in writing by the relevant CO or included in the Task Order.

### **3.9 Data Dictionary [J.2.10]**

#### **3.9.1 Common Data Requirements [J.2.10.1]**

We understand how the AGF is structured and calculated. We use the UBI to uniquely identify components using the format and process outlined in J.2.10.1.1.2.1-2.

To specify locations under this contract, the Government uses Network Site Codes (NSCs), taken from the iconectiv Central Location Online Entry System (CLONES). To support this contract, we obtain access to the iconectiv CLONES at our own cost.

We already use the iconectiv CLONES database to derive the NSC for all locations associated with an order by requesting an NSC from them. If the NSC for the location does not exist, we capture and store the NSC, billing, originating, and terminating address information and provide the same on all deliverables as specified in the content list. We follow the format and data populating methods for new, changing, move, configuration, supplemental, cancellation, location and disconnect orders (J.2.10.1.1.4).

Each data set exchanged between MetTel and GSA, regardless of direction, will include an element labeled `data_transaction_code`. MetTel will include the correct code in each data set submitted to GSA as detailed in the data set definition. We will submit each data element in a consistent format. We will format data in a consistent way, encompassing, but not limited to: case sensitivity, punctuation and whitespace are treated as values, and leading or trailing characters are part of the value. We will use the data element order listed in J.2.10.2 for all data sets submitted as CSV via GSA Systems to structure the table. We will, for example, match the column order of the submitted table to the specified field order. For all data sets submitted using PSV over SFTP, MetTel will use the data element order listed in J.2.10.2 to structure the PSV file (i.e., the column order of the submitted file will match the specified field order). For data sets submitted with multiple rows of data, we will include all data elements in each row even if unchanged from the previous row. For all data sets submitted using XML over Web Services, MetTel will structure the data in accordance with the applicable XSDs, WSDL, and documents provided by GSA. MetTel will use the schemas and documents included in J.2.10.1.3.3.1 and J.2.10.1.3.3.2 in establishing Web Services connections with Conexus.

### 3.9.2 Data Set Content [J.2.10.2]

As per Section J.2.10.2, we perform the steps listed in **Exhibit 3.0-20**.

#### Exhibit 3.0-20. Data Set Content

#	Description
1.	Adhere to the data structure and naming requirements outlined. Format the files with appropriate delimiters and spacing
2.	Use the format required by that interface for each data set as outlined
3.	Submit the Performance Reports in the format requested
4.	Use the format required for each data set and element as outlined in Section J.2.10.2.2
5.	Adhere to the data sets in Section J.2.10.2.3
6.	Submit data sets in the format outlined in Section J.2.10.2.3.1
7.	Provide all Task Order data using the Element Names
8.	Submit the following in their original formats to GSA Systems: a) Final of RFP, RFQ, or equivalent from the Agency, inclusive of all amendments b) Any documents used to support requirements, c) Final TO Proposal and d) TO Award

### 3.9.3 Data Element Specifications [J.2.10.3]

We adhere to the definition of how GSA defines each data element contained in the data sets to be exchanged as part of the processes described throughout this CDIP.