

# ENTERPRISE INFRASTRUCTURE SOLUTIONS (EIS)

**Contract No. GS00Q17NSD3007**

**April 17, 2019**

**Submitted by:**

MetTel  
55 Water Street, 32<sup>nd</sup> Fl.  
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 Attachment 1 Program Management Plan



**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 III	
ATTACHMENT 1 PROGRAM MANAGEMENT PLAN [L.30.2.1, M.2.2(3), M.2.2(1), G.9.4, F.2.1(79)].....	1
A1.1 CONTRACT MANAGEMENT APPROACH [L.30.2.1(1), G.9.4(1)] .....	6
A1.1.1 MetTel Program Management Function [G.9.1].....	7
A1.1.2 Performance Measurement and Contract Compliance [G.9.2] .....	13
<b>A1.1.3 Coordination and Communication [G.9.3; F.2.1(78)] .....</b>	<b>18</b>
A1.1.4 Financial Management [G.9.5; F.2.1(80)] .....	25
A1.1.5 Program Reviews [G.9.6; H.22; F.2.1(81)].....	26
A1.2 DESCRIPTION OF SERVICE SOLUTION [L.30.2.1(2), G.9.4(2)] .....	27
A1.3 DRAFT PROGRAM MANAGEMENT SCHEDULE [L.30.2.1(3), G.9.4(3)] ....	32
A1.4 DRAFT TRANSITION MANAGEMENT APPROACH [L.30.2.1(4), G.9.4(4)].	43
A1.4.1 Process, Procedures, and Tools to Meet Transition Requirements [L.30.2.1(4), C.3, G.9.4(4)].....	43
A1.4.2 Transition Project Management [L.30.2.1(4)(a), C.3, G.9.4(4)(a)] .....	44
A1.4.2.1 Transition Roles and Responsibilities [C.3.1].....	44
A1.4.2.2 Transition On [C.3.2] .....	45
A1.4.2.3 Transition Off [C.3.3] .....	54
A1.4.3 Agency Solicitations [L.30.2.1(4)(b), G.9.4(4)(b)] .....	57
A1.4.4 Customer Support During Transition [L.30.2.1(4)(c), G.9.4(4)(c)].....	58
A1.4.5 Interconnection Plan [L.30.2.1(4)(d), G.9.4(4)(d)].....	59
A1.4.6 Transition Contingency Plan [L.30.2.1(4)(e), G.9.4(4)(e)].....	59
A1.5 RESOURCE PLAN [L.30.2.1 (5), G.9.4 (5)] .....	60
A1.5.1 Financial Resources [L.30.2.1(5)(a), G.9.4(5)(a)] .....	60
A1.5.2 Human Resources [L.30.2.1(5)(b), G.9.4(5)(b)].....	61
A1.5.3 Equipment [L.30.2.1(5)(c), G.9.4(5)(c)].....	63
A1.6 QUALITY CONTROL PROGRAM [L.30.2.1(6), G.9.4(6); H.5].....	63





Exhibit A1-23. Risk Register with Mitigating Actions (Example) ..... 72  
Exhibit A1-24. EIS Contract Risks and Mitigations ..... 73



**ATTACHMENT 1 PROGRAM MANAGEMENT PLAN [L.30.2.1, M.2.2(3), M.2.2(1), G.9.4, F.2.1(79)]**

Our Program Management Plan (PMP) addresses the Government's EIS requirements for program management and includes our approach to the Contractor Data Interaction Plan (RFP Section J.2). Our PMP describes our processes, tools, and techniques for:

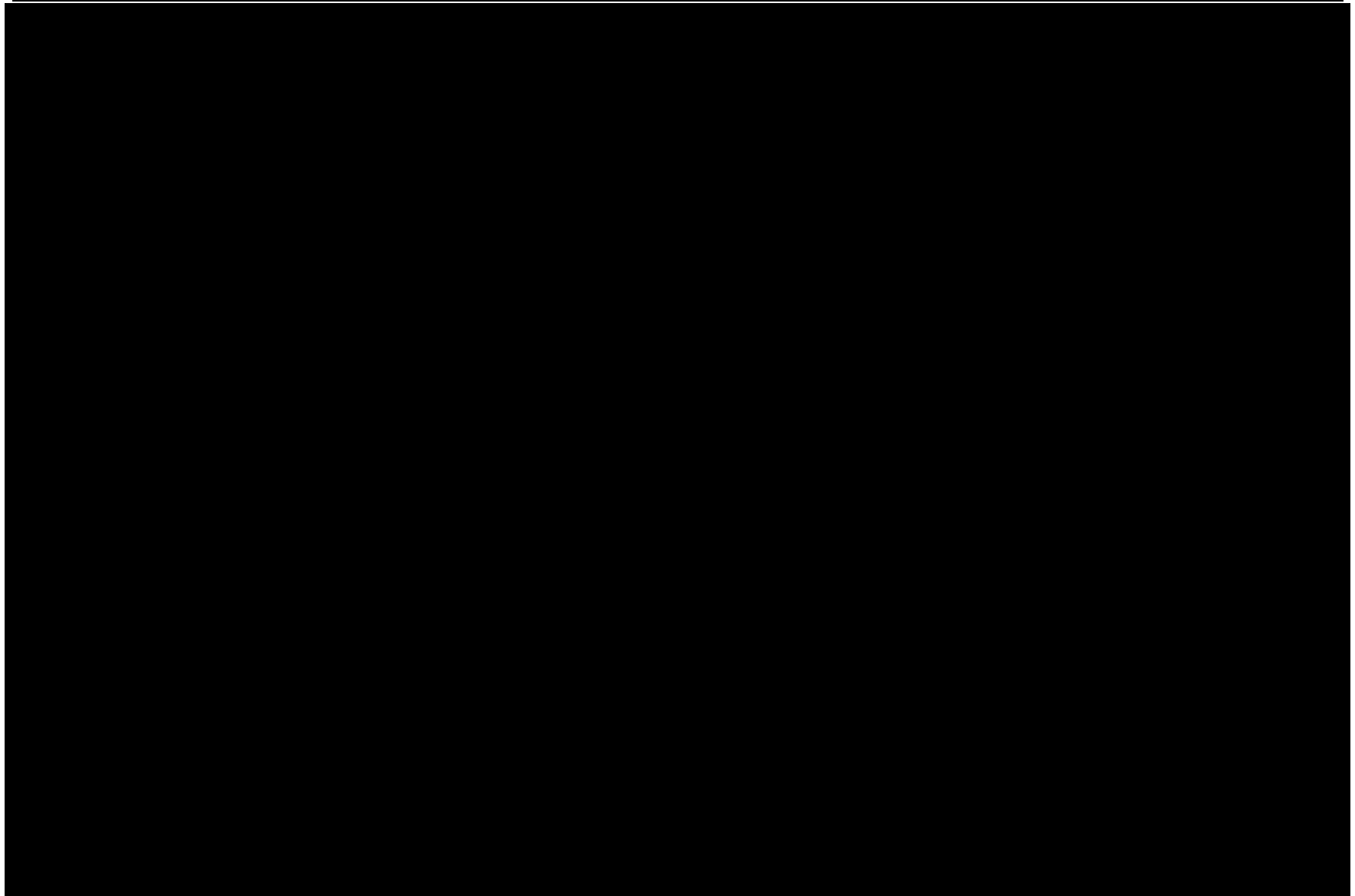
- Communicating directly with General Services Administration (GSA) and Agency customers
- Billing in accordance with EIS requirements
- Ensuring technical performance
- Effectively planning, controlling, and executing the requirements for common operations, process flows, data exchange details, and deliverables under the EIS contract

We designed our EIS program management approach to support and facilitate an orderly, controlled, and transparent, yet secure flow of data interactions between people, organizations, and systems, as shown in **Exhibit A1-1**. MetTel supports EIS management and operations processes and are engaged at every phase of the EIS contract from acquisition through inventory management, providing key personnel and value-added technology, training, and support. Our partnership with the Agency COs and CORs and the GSA PMO helps ensure a smooth transition of service with excellent customer care.

We have a scalable Task Order management process that allows us to quickly respond to Agency RFPs/RFQs and begin work immediately upon award. This process begins with our sales team working to anticipate Agency needs and Task Orders and aligning resources accordingly. As opportunities and Task Orders on the contract increase, we assign additional Sales Managers, Project Managers, and Customer Care Representatives (CCRs) to our Customer Support Office (CSO).

**MetTel Program Management provides proactive, efficient, and effective support to GSA and Agency customers**

- Customer Support Office (CSO) aligned with the Government's PMO and EIS Management & Operations Process Flow
- Transparent, web-based access to PM functions, documentation, equipment monitoring, SLA tracking, and custom reporting through the MetTel EIS Portal
- Streamlined and technology-enabled transition on and off, including specialized support from our New Client Services (NCS) team and Customer Care Representatives



**Exhibit A1-1 MetTel Supports EIS Management and Operations Processes (RFP J.2.1.1)**

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.

Our PMP describes how MetTel and the EIS Customer Support Office (CSO) facilitate and execute the acquisition/Task Order, ordering, billing, and inventory management lifecycle. We are organized to meet and exceed the Government's expectations for support and effectively and efficiently provide the required program management functions including: program planning at the contract and Agency levels, program controls, performance management, resource management, financial management, reporting, contract reviews, and senior-level communications. The MetTel Team:

- Prepares and submits compliant and responsive bids and modifications to Agency RFPs/RFQs;
- Serves as steward of EIS Task Order and Service Order data;
- Quickly accepts and processes orders ; and
- Submits accurate and complete invoices.

We provide innovative inventory management through our secure MetTel EIS Portal, which provides real-time updates, transparency of data, and customized reporting. Our holistic approach ensures that we effectively and efficiently manage and execute our management and technical requirements while understanding and supporting Agency and GSAs roles in the process.

MetTel is a provider of global, customized, integrated, and managed communications solutions for enterprise businesses and Government customers. We were founded in 1996 and are headquartered in New York City with offices located in strategic marketplaces including Washington, D.C.; Boston, MA; Providence, RI; Salt Lake City, UT; San Francisco, CA; and Dallas, TX. With some of the most comprehensive offerings in the industry, accompanied by award-winning customer service, we have proven ability to provide, manage, and secure communications services based on the demands of our customers and an industry that continues to push for advancements in technology. Our product portfolio of customer-focused solutions boosts enterprise and Government productivity, reduces costs, and simplifies

operations by converging all services over a robust network. We enable enterprise and Government customers to easily deploy and manage technology-driven voice, data, wireless, and cloud solutions globally by leveraging highly evolved service implementation and managed network service processes that have been developed by our skilled professionals over our 20-year history.

In addition to our expansive portfolio of products and service offerings, we provide our customers with a powerful Federal Business Support System. The MetTel EIS Portal, known as Bruin® to our current customers, enables customers to manage orders, inventory, usage, billing, service, ██████████ and much more from one simple, user-friendly web interface. The MetTel EIS Portal replicates the features and functionality of Bruin and



has been enhanced to meet the specific needs and requirements of the Government while performing on the EIS contract. TMCnet, a leading industry publication, named Bruin as a 2016 Internet Telephony Product of the Year award winner. The 17th Annual Internet Telephony Product of the Year Award recognizes and honors companies that have developed products and services that have materially impacted the delivery of IP-based communication services. The MetTel EIS Portal also distinguishes itself from others with its data analytic capabilities, allowing Agencies to obtain detailed insight into their spend against budget. The MetTel EIS Portal is a true differentiator and is highlighted in greater detail in this PMP and throughout our proposal.

### **Our Understanding**

We understand the objectives of the NS2020 strategy and meet GSA's current and future objectives for service continuity, competitive process, high-quality service, operations support, transition assistance, and full-service vendor support. As an experienced Government contractor and GSA Schedule 70 holder, we understand the complexities of successfully delivering services in an operationally complex environment while maintaining fiscal accountability. We design, engineer, provision, manage, and support every service type from Plain Old Telephone Service (POTS) to Dedicated Internet Access to complex SD-WAN, Broadband, Satellite, Wireless solutions, and



more. Regardless of any underlying carrier engaged to deliver our end-to-end solution, we maintain strict responsibility and accountability for all services, billing, repairs, and provisioning activities.

Our award-winning New Client Services (NCS) and dedicated Customer Care teams have delivered unparalleled value to our customers and have been



recognized by the industry for providing excellent customer service. In 2015, Stevie Awards for Sales & Customer Services recognized MetTel with two awards for “Front-Line Customer Service Team of the Year – Telecommunications” and “Customer Service Department of the Year – Telecommunications.”

Our customer support structure equips GSA and its end-user Agency customers with a Single Point of Contact (SPOC), a customer-specific toll-free number (1-877-2Go-2EIS), a unique Email—EIS@MetTel.net, and a dedicated account management team. The SPOC interfaces with all engineering, networking, and other Subject Matter Experts (SMEs) within the organization and is managed by the MetTel EIS Program Manager. We also provide extensive training and comprehensive 24×7×365 customer training and support.

MetTel distinguishes itself from other solutions integrators and transport service providers and resellers of telecommunications infrastructure by [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] We

leverage these long-standing relationships to deliver services with a coordinated, intricate, and efficient approach. [REDACTED]

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

[REDACTED]

Our Business Support System (BSS) – the MetTel EIS Portal – is designed to support Government Contract Line Item Numbers (CLINs), customized asset coding, hierarchy structures, and workflows. In addition, the MetTel EIS Portal provides multi-site visibility and control [REDACTED] Dashboard, configuration sync, remote diagnostics, and automatic monitoring and alerts.

Our value to the GSA and its end user Agencies goes beyond our product scope and footprint. We enable end users to realize major operational efficiencies by working with a single provider and standardized processes for service management. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**A1.1 CONTRACT MANAGEMENT APPROACH [L.30.2.1(1), G.9.4(1)]**

**Introduction to Approach**

[REDACTED]

[REDACTED] We understand and accept responsibility to the Government by planning, controlling, and executing the requirements and performance measures set forth in the terms and conditions of the EIS contract.

We assembled a team driven by a skilled leader who understands the guidelines of the contract and performance metrics and has a direct line to MetTel internal resources to facilitate inter-departmental collaboration. Patrick Amos is MetTel’s Director of Federal Program Management and is our EIS Program Manager with full responsibility for the MetTel EIS CSO. The CSO is a combined group of functional area SMEs

dedicated to our EIS Program and is led by Mr. Amos in a dedicated and a matrix-managed environment.

The MetTel EIS CSO is integral to managing our responsibilities on the EIS contract and ensures compliance to the terms and conditions of the contract. The CSO maps directly to the GSA EIS Program Management Office (PMO) and is the interface and conduit to our internal resources and information. Our CSO is explained in greater detail in later sections of this PMP.

#### **A1.1.1 MetTel Program Management Function [G.9.1]**

The MetTel EIS CSO functions as a centrally controlled organization led by Mr. Amos as the central Point of Contact (POC) to GSA. He has the authority to act on behalf of MetTel in performing against all EIS requirements, which ensures timely responses to GSA and end user Agency customer questions, disputes, and general inquiries. He is the central POC for program-wide EIS-related issues and communicates directly with the GSA Program Manager for all matters regarding contract technical oversight and management. His role and responsibilities as EIS Program Manager include, but are not limited to:

- Ensuring EIS Program compliance
- Actively communicating and collaborating with the GSA EIS Program Manager to understand current and future EIS Program objectives
- Proactively managing the schedule of deliverables and performance reporting to ensure timely delivery to GSA within the prescribed intervals outlined in the terms and conditions of the EIS contract
- Facilitating appropriate training for authorized Government users on the MetTel EIS Portal dedicated to the EIS contract
- Ensuring MetTel's EIS pricing tables and catalogs are published and updated
- Regularly communicating with the GSA EIS Program Manager to understand future objectives with the purpose of adequately forecasting staffing requirements, budgeting, and analyzing EIS related initiatives
- Overseeing and managing appropriate staffing for the MetTel EIS Program

Mr. Amos has the responsibility and authority to monitor and manage MetTel's EIS Program performance requirements including, but not limited to:

- Participating in contract performance reviews
- Participating in contract modification negotiations
- Assisting in resolving billing queries and reconciliation concerns
- Supporting disaster recovery planning and execution
- Serving as an escalation point for service related concerns
- Assisting in resolution of interoperability issues
- Providing MetTel's transition team with information on customer requirements and customer demographics
- Liaison between GSA and MetTel internal organizations supporting the contract
- Facilitate and conduct planning sessions for the purpose of addressing current and future NS2020 strategy initiatives
- Ensuring MetTel Executive Leadership is routinely apprised of progress or any issues relating to EIS contract execution

Section G.2.2.2.1 of the EIS RFP identifies the GSA Contracting Officer (CO) with overall responsibility for administering the contract. [REDACTED]

[REDACTED]

[REDACTED]

has contractual authority and administrative responsibility to submit contract modifications, review and negotiate changes in the legal terms and conditions of the EIS contract, and submit option year renewal requests as well as the names of approved subcontractors who perform against the contract on behalf of MetTel.

As Mr. Amos and personnel under his direct guidance and leadership maintain centralized control of the EIS Program, execution of the requirements based on functional area is decentralized. Key personnel have clearly defined roles and responsibilities that ensure proper execution of requirements. Mr. Amos maintains full authority and accountability to commit MetTel on behalf of the EIS Program.

### **Planning at Program Level**

Planning at the program level is an integral part of accomplishing the GSA and end user customer mission. We demonstrate this throughout the PMP by clearly establishing roles and responsibilities of functional areas within MetTel to illustrate that we understand the highly complex nature of the EIS contract and that we structured our

organization to meet and exceed expectations.

Consistent, successful performance of the EIS Program is largely attributed to a proper approach to planning. Our program-level planning approach synchronizes management of internal resources (personnel, budget, technology, communication, risk management, security, BSS, vendors, quality management) and other key elements to achieve success meeting EIS objectives. Benefits of our approach include consistent outcomes such as Government cost savings, minimal customer impact, and lower risk associated with network service transitions for GSA and its end user customer Agencies. As Program Manager, Mr. Amos is closely involved in the front-end planning, developing concepts of operation for EIS Program initiatives to ensure that the requirements set forth in the contract are successfully achieved.

Documenting lessons learned has a profound impact on overall success. Part of our planning approach is to identify strengths and weaknesses in the overall program, document them, and develop a forum where those strengths and weaknesses are discussed at the executive, management, and individual contributor levels. By doing so, MetTel leadership receives a full understanding of how to apply best practices to develop and implement improvements to processes that support the EIS Program.

By integrating EIS Program initiatives into our current business practices, our objective is to achieve the goals and requirements of the Government's NS2020 strategy. The commitment of MetTel's leadership team to the EIS program ensures the Government that when Notice to Proceed (NTP) and Authority to Operate (ATO) is given, our organization is adequately supported by the personnel, processes, and technology within MetTel to meet and exceed the expectations of the EIS contract. This environment has been in place for years now.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Another integral part of our proactive planning approach is consistent and regularly scheduled communication with our executive leadership team. The EIS Program is paramount to our executive leadership, therefore we hold weekly briefings to discuss Key Performance Indicators (KPIs), operational challenges, as well as the overall health and welfare of the EIS Program. This weekly briefing begins at contract award and remains a recurring meeting throughout the life of the contract. The Executive Leadership team is fully engaged during the proposal process and stands ready to ensure program success after award.

**Planning at Agency Level**

The success of MetTel's EIS Program is contingent on our ability to work closely with GSA's end user Agency customers to properly plan for current and future Agency needs and initiatives as well as help meet the goals of on-going project objectives. We must open and maintain channels of communication with Agency-level stakeholders before engaging in any project related activity to ensure scope and scale are properly planned and aligned with the objectives of any given Task Order.

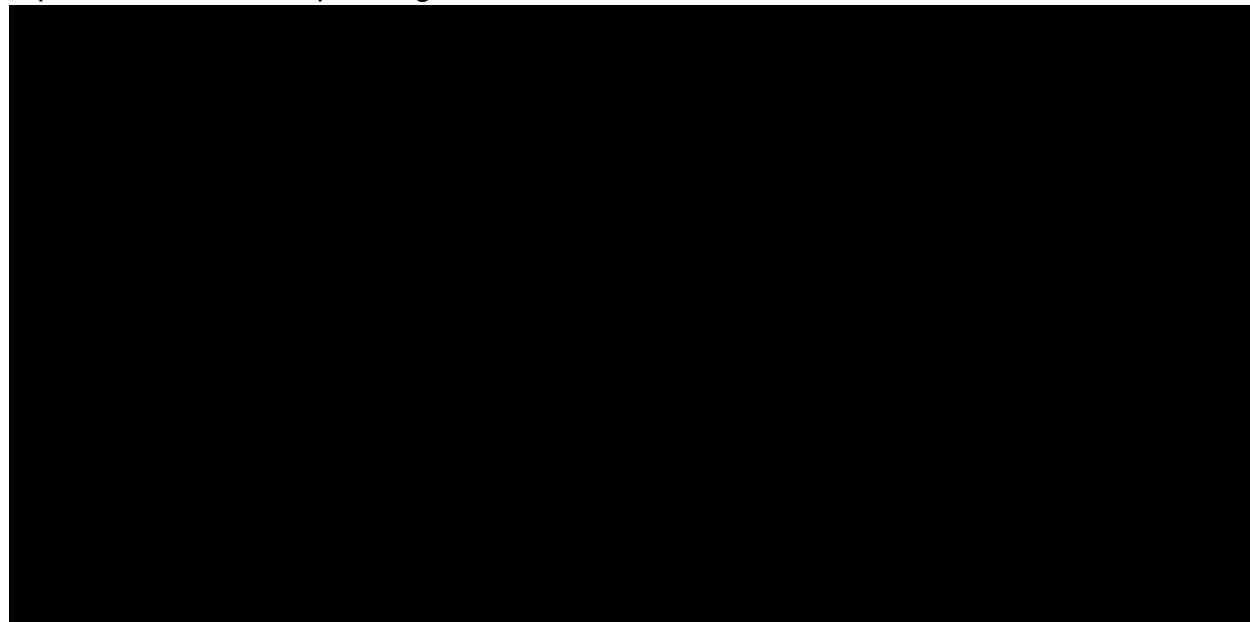
Observing cost, maintaining the schedule, and avoiding changes in scope that significantly impact overall project completion or transition are important to the success of the EIS Program; therefore, MetTel's approach to planning at the Agency level begins well before a Task Order is awarded. To properly plan for transition or transformation of an Agency's services, we first look closely at the Agency's mission and core objectives for successfully serving its constituency. By understanding the Agency's mission, we have the ability to look across our product portfolio and make suggestions to best meet their network infrastructure objectives with minimal or no impact to mission. Our understanding of Agency objectives ensures a very high probability of our success in delivering and maintaining service continuity.



[REDACTED]

### Senior Level Communication

Communication within MetTel flows bi-directionally throughout the organization. The unique environment in which we operate provides a huge benefit to the GSA and the EIS Program—information and ideas are quickly and concisely cascaded throughout the company. MetTel is small and nimble enough for this type of communications approach and successful and experienced enough to understand and execute against the EIS contract. **Exhibit A1-2** shows how our EIS Program is designed with direct lines of communication and quick escalation points at the executive level with Mr. Amos reporting directly to Diana Gowen, our SVP/GM Federal Government Programs, who reports to our Chief Operating Officer and Executive Vice President, Andoni Economou.



### Exhibit A1-2. MetTel's Executive Level Reporting Relationships

The hierarchy of MetTel's EIS Program affords GSA and its end user Agency customers a single escalation tier from Mr. Amos to MetTel executive leadership. We





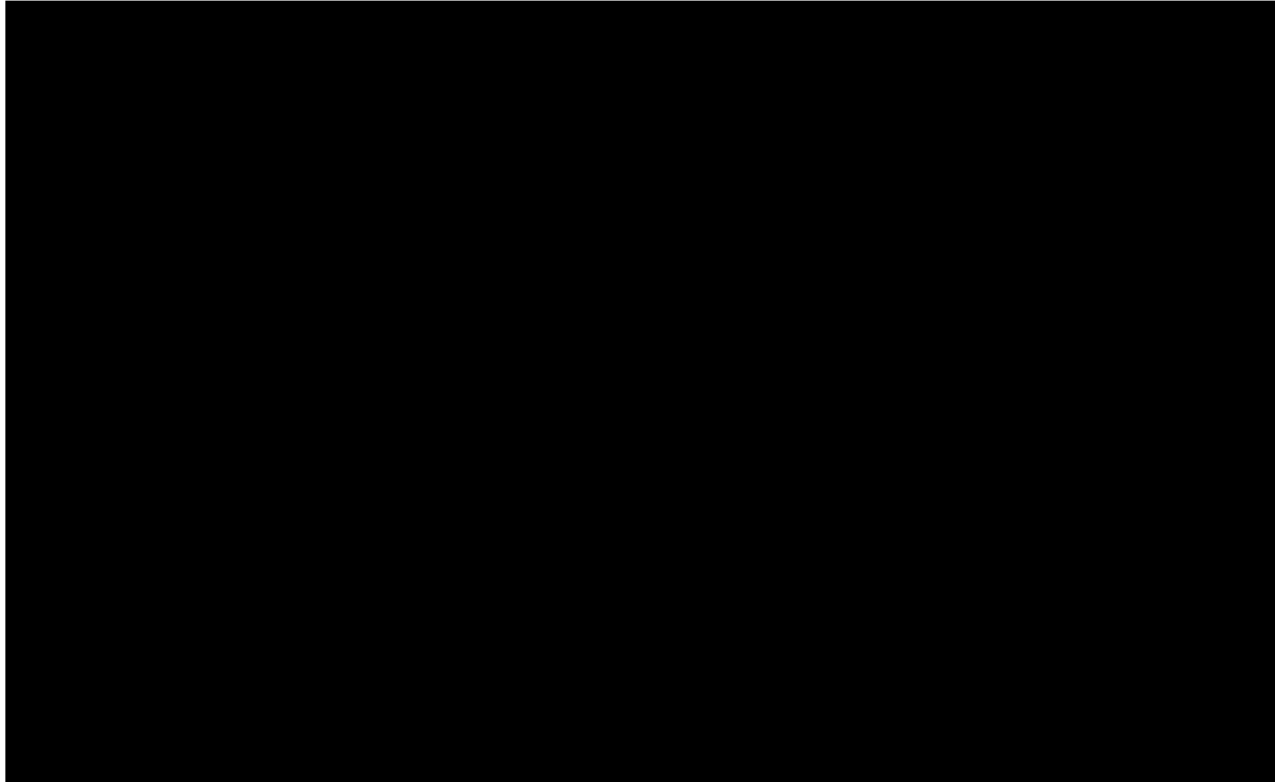












**Exhibit A1-4. Aligned Communications Between MetTel and GSA**

**Managing the Customer Relationship:** MetTel's EIS CSO is the primary interface between MetTel, GSA, and its end user Agency customers. The MetTel EIS CSO facilitates and directs all customer interaction based on our internal functional areas including, but not limited to Ordering and Project Management (NCS), Provisioning, Service Management and Trouble Reporting (Customer Care), Billing, Training, etc.

The MetTel EIS CSO is under the direct leadership of the EIS Program Manager and is supported by MetTel internal departments. These departments provide SMEs designated as Government service and support. The CSO also provides customized and consistent messaging and responds to customer inquiries in accordance with the department, authorization level, and preferred communication channel.

The CSO communicates with Government users globally with the following tools:

- Regularly scheduled program/project management meetings, teleconferences, or web conferences
- Dedicated 24x7x365 email mailbox, EIS@MetTel.net
- Dedicated 24x7x365 toll-free number to Help Desk, 877-2Go-2EIS



[Redacted]

[Redacted]

Through these communication channels, we proactively communicate status and performance to the Government, navigate customers through EIS processes, assist users experiencing difficulties, resolve trouble reports and complaints, ordering, billing disputes and inquiries, reporting discrepancies, and general inquiries.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Large redacted block]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



## Technical Expertise Across All Services

Located at 1030 15<sup>th</sup> Street, NW, Washington, D.C. 20005, our CSO facilitates technical expertise across all services [REDACTED]

[REDACTED] The EIS CSO help desk is accessible 24x7x365 via a dedicated international and domestic toll-free number (1-877-2Go-2EIS) and email at [EIS@MetTel.net](mailto:EIS@MetTel.net). Within 30 days of receiving a NTP, our CSO facilitates an EIS kickoff meeting with GSA to provide and discuss a variety of processes, tools, and information accessible to the Government supporting use of the EIS contract. **Exhibit A1-6** shows how our CSO provides support to GSA and Agency customers.

### Exhibit A1-6. CSO Functions and Corresponding Methods

Support Action	Primary Coordination and/or Communication Methods/Tools
1. Facilitate the Government's use of the contract.	<ul style="list-style-type: none"> <li>• Training/Orientation</li> <li>• In-person and web-based presentations to Agencies on available services</li> <li>• Agency requirements meetings</li> <li>• Help Desk (MetTel EIS Portal, toll-free or email)</li> </ul>
2. Provide contact information for each functional area of CSO.	<ul style="list-style-type: none"> <li>• MetTel POC List (Deliverable #78)</li> </ul>
3. Respond to general inquiries.	<ul style="list-style-type: none"> <li>• Help Desk (toll-free number or email)</li> <li>• MetTel EIS Portal</li> </ul>
4. Provide information regarding available products and services. Respond to service inquiries and accept orders.	<ul style="list-style-type: none"> <li>• Training/Orientation</li> <li>• MetTel EIS Portal Services section</li> <li>• Help Desk (toll-free number or email)</li> </ul>
5. Provide training registration and scheduling information.	<ul style="list-style-type: none"> <li>• MetTel EIS Portal Training section</li> <li>• Help Desk (toll-free or email)</li> </ul>
6. Respond to inquiries via the same method the user used to access the CSO, unless otherwise specified by the user.	<ul style="list-style-type: none"> <li>• CSO evaluation of inquiry and assignment of appropriate CSR and the response provided the same way as the request (e.g., email with email, unless the customer requests a different response medium)</li> </ul>
7. Provide a main U.S. toll-free telephone number through which all CSO functional areas can be accessed.	<ul style="list-style-type: none"> <li>• Toll-free number (point of access to all CSO functional areas)</li> </ul>
8. Provide the capability for non-domestic users to contact the CSO without incurring international charges and minimize, to the extent possible, the different CSO contact numbers required to support non-domestic users.	<ul style="list-style-type: none"> <li>• International toll-free number</li> <li>• 24x7x365 CSO Help Desk support</li> </ul>
9. Provide hot-links from the contractor's public EIS website(s) to CSO functional area email addresses.	<ul style="list-style-type: none"> <li>• MetTel EIS Portal POC List, from hotlinks on the MetTel EIS website</li> </ul>
10. Provide Telecommunications Device for the Deaf (TDD) access to the CSO for Government representatives who are	<ul style="list-style-type: none"> <li>• MetTel EIS CSO</li> <li>• TDD/TTY Operators</li> </ul>



Support Action	Primary Coordination and/or Communication Methods/Tools
<p>hearing impaired or have speech disabilities.</p> <p>11. Deal effectively with the geographical distribution of EIS subscribing Agencies, GSA's PMOs in the GSA regions, and GSA international activities.</p>	<ul style="list-style-type: none"> <li>EIS Help Desk receives calls globally 24x7x365</li> <li>MetTel EIS Portal</li> <li>International and domestic toll-free numbers</li> </ul>
<p>12. Provide responses to user inquiries of a general nature such as the contractor's established administrative and operational procedures, contractor POCs, and user forum information.</p>	<ul style="list-style-type: none"> <li>MetTel EIS Portal Administration section</li> <li>Help Desk (toll-free or email)</li> </ul>
<p>13. Provide information on available training classes as well as guidance and assistance with registration for training classes. Training requirements are described in G.10 Training.</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> <li>EIS Help Desk (toll-free or email)</li> <li>MetTel Website Government Page</li> </ul>
<p>14. Provide technical support to Agencies and the PMO regarding the services the contractor delivers to the Government. Technical support includes, but is not limited to:</p> <p>a) Answering questions related to how users can obtain the functions designed into the services the contractor provides via the contract</p> <p>b) Advising users on the capabilities incorporated into features</p> <p>c) Providing technical support to assist either the contractor technicians or the Agencies or other organizations or personnel in the timely resolution of troubles</p> <p>d) Notifying users of new services and features that are planned or that have recently been added to the contract</p> <p>e) Providing ordering and tracking support services</p> <p>f) Providing support to help resolve billing issues</p> <p>g) Providing inventory management support</p>	<ul style="list-style-type: none"> <li>Technical Exchange Meetings (TEMs) designed to assist customers with defining their needs and understanding MetTel's offerings</li> <li>In-person or web-based customized training</li> <li>EIS Help Desk (toll-free or email)</li> <li>In-person or web-based troubleshooting</li> <li>MetTel EIS Portal Dashboard, Services, Billing, Reporting, and Inventory Management</li> <li>24x7x365 EIS Help Desk</li> </ul> <p>[REDACTED]</p> <ul style="list-style-type: none"> <li>Dedicated Government Sales Team</li> <li>Sales Engineering TEMs</li> <li>MetTel EIS CSO and GSA Account Team, including the Sales Engineering Team</li> </ul>

**EIS CSO:** Our EIS PM, Mr. Amos, is the central POC for answering questions and addressing issues raised by the GSA EIS PMO. On behalf of the GSA and/or its end user customer Agencies, Mr. Amos is tasked with gathering information from GSA and prioritizing and resolving issues through a standard issue resolution process.

The MetTel EIS CSO is also tasked with addressing our network management activities and ensuring expeditious restoration of Telecommunications Service Priority (TSP) coded service consistent with the TSP designation. [REDACTED]

**Escalation Procedure:** We provide a three-level escalation list to the Government to escalate issues to appropriate levels of our management team. In the unlikely event that GSA and/or Agency POCs receive an untimely response to an issue or dispute

submitted to the CSO via the MetTel EIS Portal, primary Help Desk email, or toll-free number, the Government POC activates the MetTel Escalation List. Shown in **Exhibit A1-7**, the list includes contact information for the following individuals:

**Exhibit A1-7. Escalation List**

[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]

Every escalation is logged and tracked for follow-up and remediation. We also store status of escalation activity within the MetTel EIS Portal. Within 30 days of the government providing NTP, MetTel will provide and maintain a Points of Contact list for the following functional areas: order provisioning; identifying and resolving and service troubles and complaints; providing status of troubles and resolution to customers; developing and delivering training; billing inquiries; transition project management; finance; contracting; account management (sales, sales engineering and business development), security and National Security/Emergency Preparedness (NS/EP). Prior to submission of the list, all POCs will have passed GSA HSPD-12 suitability clearance and be approved by the GSA EIS Contracting Officer.

[REDACTED]





The Agency and service type totals also help the Government understand usage patterns and trends by Agency across billing categories. The information displayed in the report assists the Government in making decisions regarding contracted EIS services. [REDACTED]

**A1.1.5 Program Reviews [G.9.6; H.22; F.2.1(81)]**

We deliver the first **Quarterly Program Status Report (Deliverable #81)** to the GSA PMO and GSA CO 90 days after NTP has been awarded and no later than 1 day prior to the first Quarterly Program Management Review (QPMR) meeting. We submit subsequent Quarterly Program Status Reports every 90 days thereafter and 1 day prior to QPMR meetings.

Our Quarterly Program Status Report features all of the Government’s minimum requirements [REDACTED]

[REDACTED] Quarterly Program Status Reports include the information and analysis shown in **Exhibit A1-9**.

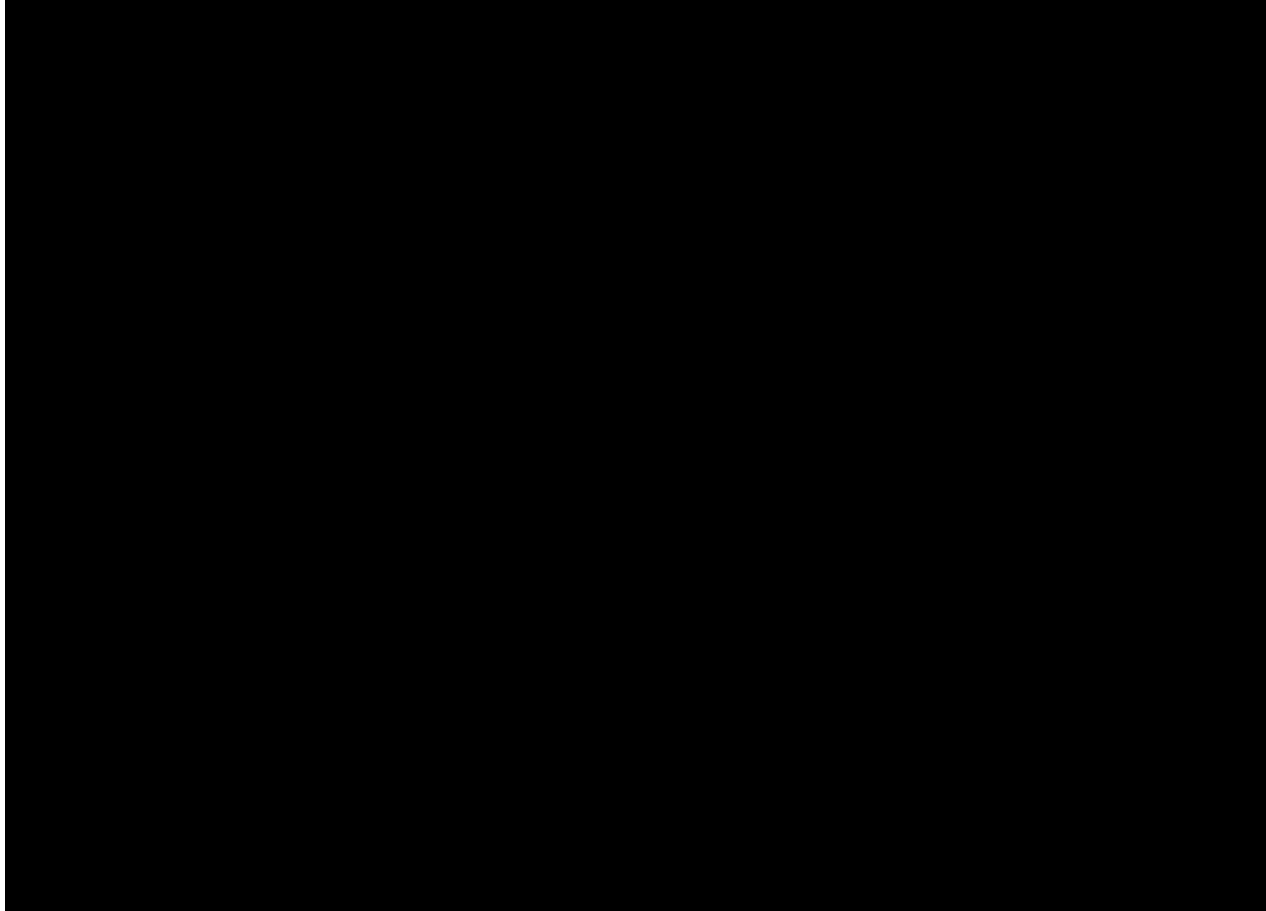
**Exhibit A1-9. Quarterly Program Status Report Template**

Quarterly Program Status Report	
Date: 90 Days from NTP; Updates Every 90 Days	
Topic	Details
1. Status	<ul style="list-style-type: none"> <li>Project Plan for program management activities/Schedule</li> <li>Task Orders</li> <li>Projects</li> <li>Modifications               <ul style="list-style-type: none"> <li>Base contract modifications</li> <li>Task Order modifications</li> </ul> </li> <li>Orders entered and completed</li> <li>Backlog</li> <li>Aging</li> <li>Pipeline of orders</li> </ul>
2. Billing	<ul style="list-style-type: none"> <li>Trends</li> <li>Disputes</li> </ul>
3. Trouble Reports	<ul style="list-style-type: none"> <li>Summary of Reports</li> <li>Status, Resolution, and Impacts</li> </ul>



graphically based online system available 24×7×365.

The MetTel EIS Portal is composed of a [REDACTED] Dashboard where users can get a quick overview of orders, support tickets, financials, and reports, as shown in **Exhibit A1-10**.



**Exhibit A1-10. MetTel EIS Portal Dashboard**

**Service Ordering:** Our ordering process provides a cohesive architecture designed to process authorized orders in strict accordance and compliance with ADM 4800.2H. We only accept orders from Designated Agency Representatives who have successfully completed training on the MetTel EIS Portal. Through our EIS Portal, intuitive user interfaces, and innovative navigation features, the Government can quickly and easily order services, track SLAs, create customized reports, and validate charges for all services provided. The MetTel EIS Portal enables self-service, but customers always have the option of contacting their designated CCR to provide hands-on support. We also accept manually generated orders from Government authorized users and generate MetTel service orders via the MetTel EIS Portal based on the information



provided. Our goal is to accommodate GSA and its end user Agency customers in a manner that promotes efficiency and ease.

Our approach to ordering under the contract is preceded by the six core steps in the GSA ordering process. Once a Task Order is awarded to MetTel, the OCO completes account registration with MetTel, which then allows the Government to submit service orders against a particular Task Order or fair opportunity decision. Our ordering lifecycle provides an enhanced secure network infrastructure, a common centralized database platform, and new electronic information exchange capabilities.

**Billing:** MetTel offers a clear and transparent billing solution including preparation and review of invoices, submission of invoices, verification and validation by the Government, and resolution of disputes and adjustments. One of the methodologies we use to comply with the billing requirements is our operations platform, the MetTel EIS Portal, for timely and accurate billing. The Portal includes a structured approach to provide the process, data, and system interface requirements described in Section J.2.5 Billing. The Portal also provides full view into all billing cycle activities including preparation and review of invoices, submission of invoices, verification and validation by the Government, and resolution of disputes and adjustments. [REDACTED]

Another important element of our billing compliance methodology includes MetTel's EIS CSO. The CSO is the primary interface between MetTel, GSA, and its end user Agency customers and facilitates and directs all customer interaction based on our internal functional areas including billing. Our CSO proactively communicates status and performance to the Government, assists customers to navigate through EIS processes, assists users experiencing difficulties, resolves trouble reports and complaints, ordering, billing disputes and inquiries, reporting discrepancies, and general inquiries.

**Inventory Management:** MetTel's service-oriented architecture enables our customers to easily obtain comprehensive inventory reports and downloads from a single source—the MetTel EIS Portal. Our solution provides enhanced capabilities to retrieve current EIS service information from secure MetTel EIS Portal web interfaces.

[REDACTED]

MetTel's inventory of EIS services is complete and accurate. Pertinent data is stored and maintained in an integrated data mart within our system architecture but completely partitioned from commercial customers.

We structured our Inventory Management solution to enable customers to easily retrieve information on our services for audits, billing verification, and other program purposes through one set of standard retrieval procedures. Inventory is updated in real-time after the Service Order Completion Notification (SOCN) is submitted electronically to the customer. Inventory reports provide detailed information regarding the EIS services provided to include all of the related data fields presented on the SOCN.

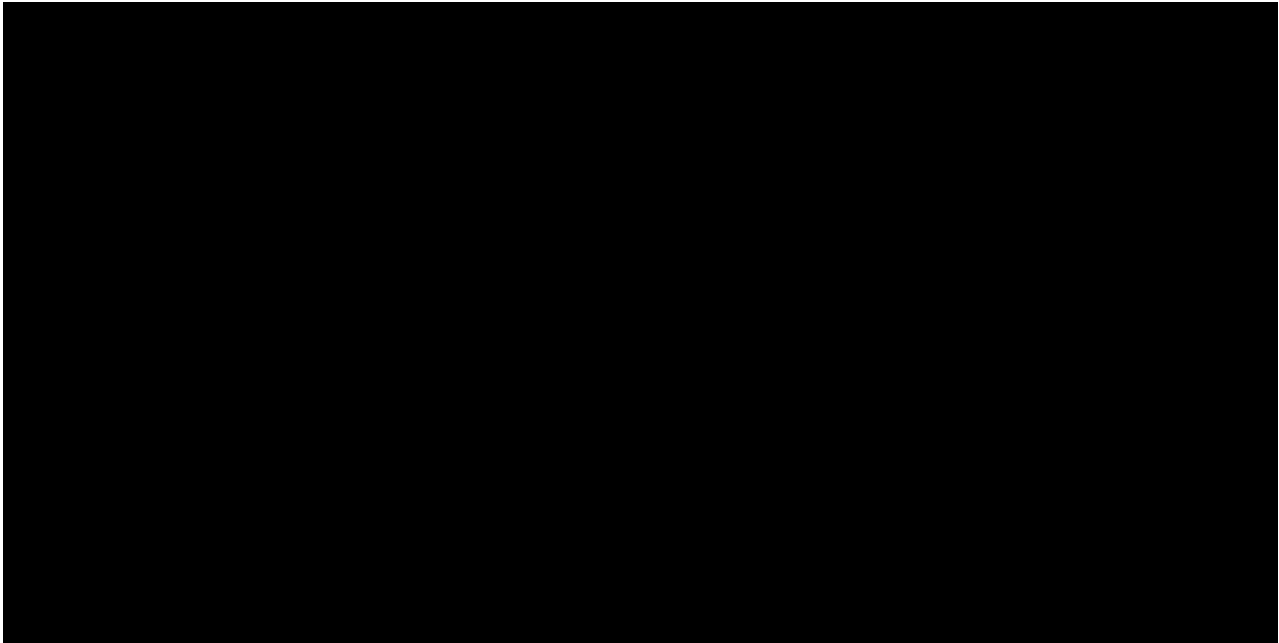
**Service Management:** We are committed to GSA and end user Agency customers obtaining the best possible solution and services by offering competitive pricing, seamless implementation of services, and dedicated service management. Our goal is to continuously work with our Government customers to develop and optimize solutions that add value and address specific network challenges.

The management of services for MetTel Government customers is two-fold. We allow them the ability to manage their services by leveraging the service management functionality within the MetTel EIS Portal [REDACTED]

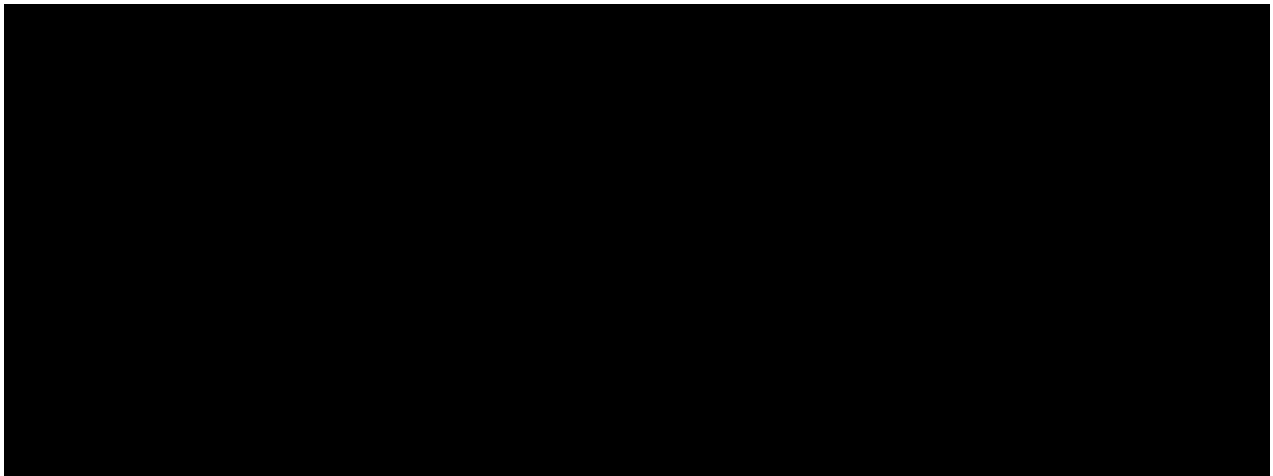
[REDACTED]

[REDACTED]

Users can track orders and tickets in the Portal to determine the status, scheduling, and completion of orders as seen in **Exhibit A1-11**.



**Exhibit A1-11. Ticket Timeline and Status**



Throughout the ordering lifecycle, we focus on the important quality characteristics of service ordering, namely effective and timely service delivery coupled with regular status updates. In addition to the self-service features and online webinars and tutorials via the Help Desk, we are always available to answer questions or process orders on behalf of users. Our transparent approach and web-based ordering system for services, equipment, and labor gives GSA the visibility to stay informed and engaged.

### A1.3 DRAFT PROGRAM MANAGEMENT SCHEDULE [L.30.2.1(3), G.9.4(3)]

Exhibits A1-13 and A1-14 list the EIS contract deliverables starting from deliverables submitted with the proposal to End of Contract (EOC). Deliverables are illustrated above and below the date line because of space considerations but all occur sequentially. Deliverables marked with a green round circle are recurring.



**Exhibit A1-13. Draft Program Management Schedule with Deliverables Part 1**

## EIS Contract Deliverables Project Schedule

ID	Deliverable Name	ID	Deliverable Name
5	SSP	60	Access Control Procedures
6	Security Assessment BSD Update	61	Security & Training Procedures
7	Info. Sys Security Agreements	62	Audit & Accountability Procedures
8	800-53 R4 Control Tailoring WB	63	Security & Authorization Procedures
9	SP 800-53 R4 Control Summary Tbl	64	Configuration & Mngt Procedures
10	RoB	65	Contingency Planning Procedures
11	System Inventory	66	Identification & Authentication Procedures
12	CP	67	Incident Response Procedures
13	CPTP	68	Sys Maintenance Procedures
14	CPTR	69	Media Protection Procedures
15	PIA	70	Physical & Environmental Procedures
16	CM Plan	71	Security Planning Procedures
17	IRP	72	Personnel Security Procedures
18	IPTR	73	Risk Assessment Procedures
19	SCRM	74	Sys & Services Acquisition Procedures
20	Continuous Monitoring Plan	75	Sys & Comm. Protection Procedures
22/57	Internal & Ext. Penetration Tests	76	Sys & Info Integrity Procedures
23	Code Review Report	93	Fees & Surcharges
24	FISMA Assessment	98	Monitoring Information & eSRS
42	BSS SSP		
43	Security Assessment BSD Update		
44	Info. Sys Security Agreements		
45	800-53 R4 Control WB		
46	SP 800-53 R4 Summary Table		
47	RoB		
48	System Inventory		
49	Contingency Plan (CP)		
50	CPTP		
51	CPTR		
52	PIA		
53	Configuration Management Plan		
54	IRP		
55	IRTR		
56	Continuous Monitoring Plan		
58	Code Review Report		
59	FISMA Assessment		
77	SCRM Plan		
83	NS/EP Requirements Plan		
85	Climate Change Initiatives		
86	PUE		
		29	Inventory Sum. of All Active Services
		30	Inventory Sum. of Agency's Active Services
		31	Transition Inventory Report
		32	Transition Status Report

◆ Annually	◆ Biannually	◆ Biannually	◆ 3 Years Before EOC
------------	--------------	--------------	----------------------

Recurring	92 State of Local Taxes 93 Fees and Surcharges 98 Monitoring Info & eSRS Reporting	29 Inventory Sum. of All Active Services 30 Inventory Sum. of Agency's Active Services 31 Transition Inventory Report 32 Transition Status Report	MET_EIS_165bv03
-----------	--	--	-----------------

### Exhibit A1-14. Draft Program Management Schedule with Deliverables Part 2

**Exhibit A1-15** is the list of EIS contract deliverables that identifies the submission frequency/intervals and to whom these deliverables are submitted. All deliverables are updated when changes occur, as needed and at the frequency requested by the

Government. Mr. Amos, the PM, oversees the submission of all deliverables.

**Exhibit A1-15. Draft Program Management Schedule**

ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
1.	Task Order Pricing Tables	Initial: Included at Task Order award	GSA Sys & Agency	N/A
2.	Price Volume	Initial: With the proposal	GSA Systems	Pricing Volume
3.	Online Catalog	Initial: Within 30 days of award	Website – MetTel to be provided URL	N/A
4.	Catalog Pricing Tables (Section B)	Initial: Included at Task Order award	GSA Systems and Agency	N/A
5.	System Security Plan (SSP)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
6.	Security Assessment Boundary and Scope Document (BSD)	Initial: Within 15 days of NTP Update: Annually	GSA COR/ISSO	N/A
7.	Information System Interconnection Security Agreements	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
8.	GSA NIST 800-53 R4 Control Tailoring Workbook	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
9.	NIST SP 800-53 R4 Control Summary Tbl	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
10.	Rules of Behavior (RoB)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
11.	System Inventory	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
12.	Contingency Plan (CP)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
13.	Contingency Plan Test Plan (CPTP)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
14.	Contingency Plan Test Report (CPTR)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
15.	Privacy Impact Assessment (PIA)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A



ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
16.	Configuration Management Plan	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
17.	Incident Response Plan (IRP)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
18.	Incident Response Test Report (IRTR)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
19.	SCRM	Initial: With the proposal Update: Annually	GSA COR/ISSO	Att. 2 SCRM Plan
20.	Continuous Monitoring Plan	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
21.	Plan of Action and Milestones (POA&M)	Initial: With the Security A&A package Update: Quarterly Critical/High vulnerabilities shall be updated monthly	GSA COR/ISSO	N/A
22.	Independent internal and ext. penetration tests and reports	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
23.	Code Review Report (if applicable)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
24.	Annual FISMA Assessment	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	N/A
25.	SCAP Common Config Enumerations	Initial: With the Security A&A package Update: Month end	GSA COR/ISSO	N/A
26.	SCAP Common Platform Enumeration Report	Initial: With the Security A&A package Update: Monthly (end of month)	GSA COR/ISSO	N/A
27.	SCAP Common Vulnerabilities and Exposures (CVE)	Initial: With the Security A&A package. Update: Monthly (end of month)	GSA COR/ISSO	N/A
28.	Site Survey Report	As needed	OCO	N/A
29.	Inventory Summary of All Active Services	Initial: 3 years prior to contract expiration Update: As requested by	GSA Transition Manager	N/A



ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
GSA				
30.	Inventory Sum. of Agency's Active Services	Initial: 3 years prior to contract expiration Update: As requested by Agency	OCO	4.2.3.3 Inventory
31.	Transition Inventory Report	Initial: 3 years prior to expiration Update: EoW	GSA Transition Manager	4.2.3.4 Reporting
32.	Transition Status Report	Initial: 3 years prior to contract expiration Update: Monthly (EoM)	GSA Transition Manager	4.2.3.4 Reporting
33.	VPAT	Initial: 30 days after NTP	MetTel's website	
34.	BSS Verification Test Plan	Draft: With proposal Update: Final 30 days after NTP or within 14 days of request	GSA CO	2.2.1.5 Deliverables
35.	BSS Verification Test Results Report	Initial: 7 days after test completion	GSA CO	2.2.1.5 Deliverables
36.	EIS Services Verification Test Plan	Initial: With proposal	GSA COR	2.2.2.6 Deliverables
37.	Fair Opportunity Notice of Protest	Initial: Within three business days of protest	GSA CO	1.1.1.2.3 Protests and Complaints
38.	Task Order Project Plan	Initial: Task Order award Update: Plan change	OCO	1.1.1.3.3 Special Order Handling
39.	BSS Development & Implementation Plan	Initial: With proposal Update: Plan change	GSA CO	1.3.4.4 BSS Development
40.	BSS Change Control Notification	30 days prior to BSS changes or emergency changes	GSA COR/ISSO/ISSM	1.1.3.4.1 BSS Change Control
41.	POA&M scanning Vulnerability reports for OS, Web App, and DB scans	Initial: With the Security A&A package Update: Quarterly	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
42.	BSS System Security Plan (SSP)	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
43.	Security Assessment Boundary and Scope Document (BSD)	Initial: Within 15 days of NTP Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
44.	Information System Interconnection Security Agreements	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
45.	GSA NIST 800-53 R4 Control Tailoring	Initial: With the Security A&A package Update:	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan





ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
	Workbook	Annually		
46.	GSA NIST SP 800-53 R4 Control Summary Table	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
47.	Rules of Behavior (RoB)	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
48.	System Inventory	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
49.	Contingency Plan (CP)	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
50.	Contingency Plan Test Plan (CPTP)	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
51.	Contingency Plan Test Report (CPTR)	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
52.	Privacy Impact Assessment (PIA)	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
53.	Configuration Management Plan	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
54.	Incident Response Plan (IRP)	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
55.	Incident Response Test Report (IRTR)	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
56.	Continuous Monitoring Plan	Initial: With the Security A&A package Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
57.	Independent internal & ext. penetration tests and reports	Initial: Within 30 days of NTP Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
58.	Code Review Report (If applicable)	Initial: Prior to placing the information system into production Update: Annually	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
59.	Annual FISMA Assessment	Annually from award	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
60.	Access Control Policy	Initial: Reviewed during	GSA COR/ISSO	Att. 7 BSS Risk Mgmt



ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
	and Procedures	Security A&A Update: Biennially		Framework Plan
61.	Security Awareness and Training Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
62.	Audit and Accountability Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
63.	Security Assessment and Authorization Policies, Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
64.	Configuration and Management Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
65.	Contingency Planning Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
66.	Identification and Authentication Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
67.	Incident Response Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
68.	System Maintenance Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
69.	Media Protection Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
70.	Physical and Environmental Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
71.	Security Planning Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
72.	Personnel Security Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
73.	Risk Assessment Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
74.	Systems and Services Acquisition Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan

ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
75.	System and Comm. Protection Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
76.	System and Info Integrity Policy and Procedures	Initial: Reviewed during Security A&A Update: Biennially	GSA COR/ISSO	Att. 7 BSS Risk Mgmt Framework Plan
77.	SCRM Plan	Initial: With proposal Update: Annually	CO/COR	1.1.4.3.1 Plan Submittal and Review
78.	Contractor Points of Contact List	Initial: 30 days after NTP	Contractor's public website	1.3 Coordination and Communication
79.	PMP	Initial: With proposal	GSA CO	Att. 1 Program Management Plan
80.	Financial Status Report	Initial: 30 days after NTP; Update: 15 <sup>th</sup> of each subsequent month	GSA PMO	1.4 Financial Management
81.	Quarterly Program Status Reports	Initial: 90 days after NTP Update: Quarterly (1 business day prior to each Quarterly Meeting)	GSA CO	1.5 Program Reviews
82.	Customer Training Plan	Draft: With proposal Update: 15 days after Government review	GSA COR	1.1.7 Training
83.	NS/EP Functional Requirements Implementation Plan	Initial: With proposal Update: Annually	GSA COR	Att. 8 NS/EP Functional Req. Implementation Plan
84.	Corporate Climate Risk Management Plans	Initial: With proposal	GSA CO, OCO	Att. 5 Climate Change Adaptation
85.	Climate Change Adaptation, Sustainability, and Green Initiatives	Initial: With Task Order Update: Annually	GSA CO, GSA COR, OCO	Att. 5.1 Electronic Product Environmental Assessment Tool
86.	Power Utilization Efficiencies (PUE)	Initial: With proposal Update: Annually	OCO	Att. 5.3 Data Centers and Cloud Services
87.	Three Largest Comparable Multi-Service Contracts per Service	30 days after request	GSA COR	N/A
88.	Three Largest Comparable Single-Service Contracts per Service	30 days after request	GSA COR	N/A
89.	Redacted Contract	Initial: 30 calendar days after award. Update: No later than 12 <sup>th</sup>	Contractor's public website (for posting redacted contract)	1.3 Satisfaction of Special Contract Requirements



ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
		day of each month to reflect contract mods from previous month. Provide: to GSA CO no later than 7 days	and mods); GSA CO (if requested)	
90.	Key Personnel	Initial: With proposal Update: Within 15 days of change or 30 days if clearance to be obtained	GSA CO	Att. 1 PMP 7. Key Personnel
91.	Organizational Structure	Initial: With proposal Update: Within 30 calendar days of change	GSA CO	Att. 1 PMP 7. Key Organizational Structure
92.	State and Local Taxes	Report semi-annually from the date of the NTP. Request to add new taxes 30 days prior to inc. on an invoice	GSA CO	N/A
93.	Fees and Surcharges	Report semi-annually from the date of the NTP. Request to add new fees and surcharges 30 days prior to inclusion on an invoice	GSA CO	N/A
94.	Service Trials Notification	Prior to initiation of any trial program with the Agency	GSA CO and OCO	N/A
95.	Service Trial Status Report	Monthly (first business day) until completion of each trial	OCO	N/A
96.	ESI requests/searches	Within 15 days of written request	GSA CO or OCO	N/A
97.	Tariff Filings	Initial: Within 60 days of NTP Update: New and/or revisions to existing tariffs at least 10 days in advance of intended filing date	GSA CO	N/A
98.	Monitoring Information and eSRS Reporting	Monitoring info and eSRS reporting April 30 and Oct. 30 each year after NTP	GSA CO	N/A
99.	Force Majeure Notification	Within 10 days of the cause that the contractor cites for Force Majeure	OCO	N/A



ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
100.	Task Order CLINs Awarded	Initial: At Task Order award Update: As required	GSA Systems	3.2.2 Task Order Data Management Process
101.	Task Order Jurisdictions Awarded by Service	Initial: At Task Order award Update: As required	GSA Systems	3.2.2 Task Order Data Management Process
102.	Task Order Officials	Initial: At Task Order award Update: As required	GSA Systems	3.2.2 Task Order Data Management Process
103.	Task Order Customer Req. Document Set	Initial: At Task Order award Update: As required	GSA Systems	3.2.2 Task Order Data Management Process
104.	Task Order Financials	Initial: At Task Order award Update: As required	GSA Systems	3.2.2 Task Order Data Management Process
105.	Task Order Key Performance Indicators	Initial: At Task Order award Update: As required	GSA Systems	3.2.2 Task Order Data Management Process
106.	Task Order Locations Awarded by Service	Initial: At Task Order award Update: As required	GSA Systems	3.2.2 Task Order Data Management Process
107.	Task Order Service Awarded	Initial: At Task Order award Update: As required	GSA Systems	3.2.2 Task Order Data Management Process
108.	Direct Billed Agency Setup (DBAS)	Initial: At Task Order award Update: As required	GSA Conexus	3.2.2 Task Order Data Management Process
109.	Reserved	Reserved	Reserved	Reserved
110.	Service Order Acknowledgement	No later than 1 business day after Service Order	GSA Conexus and Agency COR	3.3.2 Ordering Process
111.	Service Order Rejection Notice	No later than 5 days after Service Order	GSA Conexus and Agency COR	3.3.2 Ordering Process
112.	Service Order Confirmation (SOC)	No later than 5 days after Service Order	GSA Conexus and Agency COR	3.3.2 Ordering Process
113.	Firm Order Commitment Notice (FOCN)	Local access subcontractor required: Within 1 day of receiving FOC date Local access subcontractor not required. No later than the earlier of: 5 days after SOC or 10 days before the FOC	GSA Conexus and Agency COR	3.3.2 Ordering Process



ID	Deliverable Name	Frequency	Deliver To	Management Vol. Section Ref.
		date		
114.	Service Order Completion Notice	No later than 3 days after service is installed and tested	GSA Conexus and Agency COR	3.3.2 Ordering Process
115.	Service Order Administrative Change (SOAC)	No later than 7 days after Administrative Change Order	GSA Conexus and Agency COR	3.3.2 Ordering Process
116.	Service State Change Notice	Within 24 hours of state change	GSA Conexus and Agency COR	1.1.2 Billing Process
117.	Billing Invoice (BI)	Monthly. No later than 15 <sup>th</sup> business day	GSA Conexus and Agency COR	1.1.2 Billing Process
118.	Tax Detail	Monthly. No later than 15 <sup>th</sup> business day	GSA Conexus and Agency COR	3.4.2 Billing Process
119.	AGF Detail	Monthly. No later than 15 <sup>th</sup> day	GSA Conexus	3.4.2 Billing Process
120.	AGF Electronic Funds Transfer Rpt	Monthly. No later than 15 <sup>th</sup> business day	GSA Conexus	3.4.2 Billing Process
121.	Monthly Billing Info Memorandum	Monthly. No later than 15 <sup>th</sup> business day (as needed)	Agency COR	3.4.2 Billing Process
122.	Billing Adjustment (BA)	Monthly. No later than 15 <sup>th</sup> business day (as needed)	GSA Conexus and Agency COR	3.4.2 Billing Process
123.	Dispute (D)	As needed	GSA Conexus and Agency COR	3.5.2 Dispute Process
124.	Dispute Report (DR)	Monthly. No later than 15 <sup>th</sup> business day (as needed)	GSA Conexus and Agency COR	3.5.2 Dispute Process
125.	Inventory Reconciliation	Monthly. No later than 15 <sup>th</sup> day of month	GSA Conexus	3.6.2 Inventory Management Process
126.	Service Level Agreement Report	Monthly. No later than 15 <sup>th</sup> day of month	GSA Conexus, OCO and Agency COR	3.7.2 SLA Management Process
127.	SLA Credit Request Response	Within 30 days of SLA Credit Request	OCO and Agency COR	3.7.2 SLA Management Process
128.	Trouble Management Perf Summary Report	Quarterly. No later than 14 days after the end of the FY quarter	Agency COR	3.7.2 SLA Management Process
129.	Trouble Management Incident Perf Report	Quarterly. No later than 14 days after the end of the FY quarter	Agency COR	3.7.2 SLA Management Process

### A1.4 DRAFT TRANSITION MANAGEMENT APPROACH [L.30.2.1(4), G.9.4(4)]

Our transition management approach ensures a smooth, successful, and timely “transition on” and “transition off.”

1. “Transition on” – transition incumbent service providers on the Networx contract or a GSA Local Services Agreement (LSA) to MetTel under the EIS contract.
2. “Transition off” – transfer services in a measured and coordinated approach from the EIS contract to a follow-on contract or service arrangement.

**MetTel provides seamless, quick, and easy transition to enhanced services available on the EIS contract**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Care support process

- Nimble and speedy transition reduces bridge contracts – saving the Government time and money

[REDACTED]

[REDACTED]. Our approach considers and involves all stakeholders in the transition process, including the Government PMO, GSA and Agency customers, incumbent service providers, and other GSA contractors.

We leverage our established and well-documented history of successful transitions from incumbent service providers to MetTel to deliver a seamless transition of services from Networx and LSAs to the EIS contract.

[REDACTED]

#### A1.4.1 Process, Procedures, and Tools to Meet Transition Requirements [L.30.2.1(4), C.3, G.9.4(4)]

Transparency is a cornerstone of our entire business model and it begins with our transition approach. At every stage of transition, stakeholders have:

1. Visibility into the overall transition process, including the sequence of transition orders, key milestones, scheduling, and status
2. Understanding of transition procedures, including exact instructions for each stakeholder in the process
3. Access to the tools (technology, templates, reports, lists) necessary to execute transition tasks

#### **A1.4.2 Transition Project Management [L.30.2.1(4)(a), C.3, G.9.4(4)(a)]**

##### **A1.4.2.1 Transition Roles and Responsibilities [C.3.1]**

In addition to transparency, another key to a successful transition of the EIS contract is a common understanding of transition roles and responsibilities. We understand that our role and responsibility as a service provider upon award is to coordinate transfer of services from a specified incumbent provider on the Networkx contract or GSA Local Service Contract to the EIS contract.

We support the GSA's vision of the Government-wide EIS contract by facilitating cross Agency and carrier collaboration to transition and transform services while performing on the contract. Our proposal articulates our history of successful, process-driven, disciplined transition of services for commercial and Federal Government customers to our cost-effective, high-availability network solutions and telecommunications services. Our organization is staffed and prepared to support EIS and executes the transition roles and responsibilities described in the following sections.

##### **A1.4.2.1.1 Government's Role in Transition [C.3.1.1]**

Per Section C.3, GSA and Agencies develop transition plans, oversee transition activities and progress, monitor transition performance, provide necessary inventory data, and help stakeholders coordinate with each other.

##### **A1.4.2.1.2 MetTel's Role in Transition [C.3.1.2]**

Our role in transition on and off the EIS contract is to implement replacement, new services, and disconnects in the most timely and effective manner possible, while minimizing impact to the Government's operations. We deliver all services transitioning onto EIS and disconnecting services transitioning off EIS in accordance with Section E Inspection and Acceptance and according to the same ordering and performance requirements the EIS contract specifies for those services.



We offer an experienced management team, planning resources, and field personnel with the qualifications to ensure the Government's Transition Strategy and Management Plan (TSMP) and Agency Transition Plans are implemented and completed as planned and directed. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] He communicates directly with his counterpart(s) at GSA to address and manage strategic and daily transition activities and issues. [REDACTED]

[REDACTED]

[REDACTED]

#### **A1.4.2.2 Transition On [C.3.2]**

Transitioning onto a large contract such as EIS poses unique challenges to GSA as well as the end user customer Agencies and the contract holders. Service providers must successfully address these challenges to provide a seamless transition of services and deliver a great customer experience. Our experience, organizational structure, evolved processes, and highly skilled transition team are well positioned to successfully meet these challenges, as discussed in the following sections.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

During the kickoff meeting, the MetTel Project Manager ensures all requirements are gathered and adequately communicated internally and externally before moving the project forward. If the Agency indicates the Task order is to be managed as a Task Order Project, we will prepare a Task Order Project Plan (TOPP) to review with the Government at Task Order kick-off. This plan identifies our project management processes, scheduling, procedures, tools, and implementation plan.

This allows each key stakeholder to present questions and request clarification on any aspect of service transition that is unclear. In addition, the MetTel Project Manager meets with the Government Project Manager to develop a draft transition project schedule. The final project schedule is then presented to the Government Project Manager for review and acceptance. We will deliver the TOPP to the OCO of the TO (or service order) for approval and signature; the OCO's signature indicates agreement to the implementation schedule and as-of billing date for each item in the TO.

After all requirements are gathered and an agreed-upon project timeline is established, the MetTel Project Manager engages the Order Specialist to review and begin submission of internal service orders. The order submission process is fully automated and provides service order submission notifications to the Government as each order is generated.

In parallel, the MetTel Provisioning Team also reviews the orders to ensure there are no errors or data fields that would prevent external orders from being processed and accepted by our underlying carriers. If at any point in the review process an issue or clarification is required, the MetTel Project Manager quickly pulls together the internal key stakeholders, such as Sales, Sales Engineering, and the Government Project Manager, to resolve the issue and continue with the orders.

[REDACTED]

[REDACTED]

The more complex the solution, the more planning and coordination is required. We are in a unique position to deliver services globally with minimal impact to customers. Our service delivery/provisioning processes increased efficiency and provided ease of transition with service types such as POTS, Centrex, and BRIs in the following ways:

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

- Customers manage and monitor our transition through the MetTel EIS Portal.

We equally provide ease and efficiency in transition to more advanced service types (e.g., data networks). We leverage our fully integrated network of underlying carrier



On the day service is delivered, we work with the site and the carrier to ensure service is delivered and tested prior to service activation. The Bit Error Rate Testing (BERT) takes place between the carrier and MetTel to ensure end-to-end continuity of service, and MetTel accepts the service only when the service runs error-free. The service delivery is then accepted.

If any service-related equipment is required, the MetTel Project Manager works with the Government Project Manager and site POC to coordinate installation of the equipment. After installation is complete, service activation is scheduled and executed in accordance with the agreed-upon date.

After service activation is successfully executed between MetTel and the end user Agency customer, the SOCN is submitted to the customer of record for acceptance. Once accepted, the service transition at that location is complete and moves to the MetTel Customer Care Team for service management as described in Section A.1.1.3.

Once all sites have been successfully transitioned, the MetTel Project Manager conducts a close-out meeting with the Government Project Manager. All key stakeholders review the transition and close out all remaining tasks. An After Action Review is conducted and all lessons learned are documented by the Project Manager and affirmed by the EIS TM.

MetTel recognizes and mitigates transition risks. **Exhibit A1-16** identifies and assesses the major transition risks and mitigation responses.

### Exhibit A1-16. Major EIS Transition Risks and Mitigating Actions

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



[REDACTED]

[REDACTED]

With larger projects, the Project Manager works closely with MetTel Provisioning, which has relationships with incumbent contractor provisioning teams, to ensure a smooth transition. The Project Manager communicates with the customer to understand timelines and expectations for service delivery and lead with our best practices for transition. We start transition activities with a “pilot” location and move forward in cascading phases, clearly communicating successes and failures and identifying and mitigating risks until transition is complete. The length of the on-boarding process depends on the size and scope of each project or order and whether the customer is new or existing. Task Orders awarded with high levels of risk due to complexity, volume, and the customer’s desired pace for on-boarding also play a major role.

As mentioned above, MetTel understands that open and on-going communication is key to reaching successful transition goals. [REDACTED]

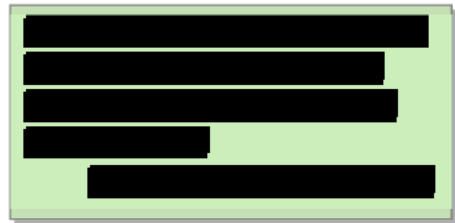
[REDACTED]

[REDACTED]

[REDACTED]

### 1. Software

Microsoft Office (Word, Excel, PowerPoint, and Project) is the preferred software for the distribution of documents between MetTel and end user Agency customers. Unless otherwise requested by the end user Agency customer, Microsoft Project is preferred for scheduling, tracking, and measuring the project, as well Visio 2003 for developing process flows. For the exchange of certain documents between MetTel and end user Agency customers, .PDF file format is also utilized.



### 2. Meetings/Conference Calls

During initial planning, if warranted, we schedule face-to-face meetings and conference calls to complete the transition/transformation planning and review the service delivery progress. The MetTel Project Manager facilitates each meeting, provides an agenda, and distributes the meeting minutes to all participants within 1

business day of the meeting. Typical agenda items include: overall project status, site status on major components, new issues, current issue status, and resolved issues, review of potential risks, and new business items. The first meeting is the kick-off meeting within 5 business days after contract award.

### **3. Reporting**

In addition to the reporting requirements (daily and weekly communication by the MetTel Project Manager), additional reporting is available to the end user Agency customer through the MetTel EIS Portal. The MetTel EIS Portal provides many options to Agencies, including the ability to view daily status on pending and completed orders.

### **4. Tracking of Issues**

The MetTel Project Manager maintains and manages an issues log. The log is reviewed at each status meeting to ensure issues are properly addressed, documented, and resolved. All new issues are submitted to the MetTel Project Manager by MetTel internal key stakeholders 1 business day prior the scheduled status meeting and are included in the meeting agenda.

### **5. Milestone Notification**

MetTel will provide milestone notifications in accordance with J.2.4.2. These notifications will be provided based on the outlined service order types in J.2.4.2.1, J.2.4.2.2, J.2.4.2.3., J.2.4.2.4, J.2.4.2.5, and J.2.4.2.6.

MetTel standard orders notification process to include moves, adds, changes (excluding administrative change orders), and disconnect orders, will provide the following notifications:

- Service Order Acknowledgement (SOA) within one (1) business day of Service Order (SO).
- If MetTel determines that the SO is invalid, we will submit a Service Order Rejection Notification (SORN) within five (5) days of SO:
- When MetTel determines that the SO is valid, we will submit a Service Order Confirmation (SOC) notification within five (5) days of SO.
- When MetTel provisions local access services from an underlying Local Exchange Carrier, we will submit a Firm Order Confirmation Notification (FOCN)



indicating its Firm Order Commitment (FOC) date within one (1) business day of receiving the FOC date from the local provider.

- If MetTel does not need to obtain local access services from an underlying Local Exchange Carrier, MetTel will 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.
- Upon completion of the order, MetTel will submit a Service Order Completion Notification (SOCN) within three (3) days of installation and testing unless otherwise specified in the Task Order (TO). If the government reports a problem within the acceptance period defined in Section E, Inspection and Acceptance (or as specified in the TO), MetTel will fix, test, and submit a new SOCN.

When MetTel receives Administrative Change Orders from the government, the following notifications will be submitted:

- Upon receipt of an Administrative Change Order from the government, we will update our systems and submit a Service Order Administrative Change (SOAC) notification within seven (7) days of the Administrative Change Order.
- Other order notices (SOA, SOC, FOCN, and SOCN) are not required.

In cases where Rapid Provisioning Orders are issued, MetTel will only submit the following notifications per guidance from J.2.4.2.4: SOA, SORN (if order is rejected), and SOCN

If a service defined by a single Unique Billing Identifier (UBI) changes from one state to another as defined in J.2.4.1.10, MetTel will issue a Service State Change Notification (SSCN) within 24 hours. MetTel 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.

#### **A1.4.2.2.2 Contract-Wide Planning and Implementation [C.3.2.2]**

██████████ meet with the Government prior to the start of transition activities to ensure a common understanding of the Agency's transition goals, key stakeholders, and the Government's desired transition approach. Once a Task Order is awarded, the assigned MetTel Project Manager engages the Agency early and often regarding all facets of transition. The MetTel Project Manager develops the Transition Plan and collaborates with the customer to ensure scope, schedule, and budget are

clearly defined. All activities are driven by the MetTel Project Manager assigned to work with the customer so that we may provide our insights and recommendations regarding technical solutions, upgrades, transformations, retirement of services or equipment, and any other changes and transition details prior to the start of transition activities.

We examine each existing and planned Task Order in the context of other projects and strategic efforts. For example, when more than one Task Order involves the same Point of Presence (POP) or involves overlapping activities or dependencies, we coordinate individual projects to achieve a smooth and rapid start-up and execution.

#### **A1.4.2.2.3 Agency-Specific Planning and Implementation [C.3.2.3]**

We meet with Agencies, as appropriate, during the procurement process to understand their current state, service experience, and performance goals. We use the MetTel EIS Portal to compare costs and features of various solution options and recommend the most effective method of transitioning from existing services to replacement services on EIS while minimizing disruption to the Agency's operations and realizing cost savings for the customer wherever possible.

Our NCS Order Specialists also work closely with customers to complete the ordering process in the MetTel EIS Portal, and our Help Desk is available 24x7x365 to assist customers in completing orders. MetTel coordinates with incumbent contractors via their preferred communication method to ensure a smooth transition. We track all activities and transition progress by Agency and related service orders so that CORs, OCOs, and other authorized personnel may have real-time visibility into Agency-specific planning and implementation.

#### **A1.4.2.2.4 Inventory [C.3.2.4]**

We review each Agency's transition inventory of existing services and coordinate with the incumbent contractors, as appropriate, to validate the inventory. We provide GSA with a mapping of the Agency's existing services to new services available on the EIS contract to aid in the selection and transition to the new contract.

#### **A1.4.2.3 Transition Off [C.3.3]**

##### **Transition Off**

When the EIS contract nears expiration, MetTel (as an incumbent service provider) works closely with GSA and the end user Agency customers to expedite transition off

the EIS contract. We assist existing customers to understand and explore options for service under the new contract or service arrangement and facilitate transition planning with the Agencies. We provide customized service inventory reports via the MetTel EIS Portal, which details the inventory of their existing products and services. With this reporting, the customer assesses current inventory to understand future service needs.

**A1.4.2.3.1 Objectives [C.3.3.1]**

We coordinate with other incumbent providers to ensure a smooth, successful, and timely transition by emailing our Points of Contact List and hosting and facilitating meetings to better understand each incumbent provider's role, portfolio of services, contract, and Task Order periods of performance. MetTel already has many established Electronic Data Interchanges (EDIs) with incumbent providers and immediately and easily transfers data and information to expedite transition.

**A1.4.2.3.2 Planning and Implementation [C.3.3.2]**

[REDACTED]

When MetTel is the incumbent but the Agency has selected a new vendor, or if we are not an awarded service provider, we again work with GSA and the end user Agency as well as the gaining service provider. We provide the Customer Service Record (CSR) of each outgoing customer to an authorized representative of the Agency. We review the CSR with the Agency representative for accuracy and completeness. After all reasonable efforts have been made to make the CSR 100% accurate, we expect to

receive disconnect orders from the Agency. We do not disconnect services until a service order has been received by the Agency and do not increase the contract price for services provided during transition, unless the customer reaches the end of the contract term and has not disconnected the service or has exercised the move to a “bridge” contract until they are able to submit disconnect orders.

**A1.4.2.3.3 Inventory [C.3.3.3, F.2.1(29)(30)]**

A complete and accurate Transition Inventory is critical to facilitating the transition of an Agency’s services. When we are the incumbent, we provide the portion of the Transition Inventory pertaining to the services being provided as an incumbent to GSA in accordance with the deliverable specifications. We provide a complete record of the services, features, equipment, location data, and configuration information and delivery description necessary to facilitate the transition of an Agency’s services. We provide delivery descriptions including functional solution and performance specification for solutions with delivery details that are more transparent to the users, such as TUCs or security services.

If GSA exercises all the contract options for the final 5 years of the contract, we conduct periodic (every 6 months) validations of our Transition Inventory with GSA and reconcile any discrepancies. If GSA exercises all the contract options for the final 3 years, we conduct monthly validations with GSA. As requested by the GSA CO, we deliver an **Inventory Summary of all Active Services (Deliverable #29)** at the time of the request and deliver, at the OCO’s request, an **Inventory Summary of all the Agency’s Services (Deliverable #30)** active at the time of the request. Our on-going, real-time tracking of inventory via the MetTel EIS Portal platform supports on-demand inventory summaries of active services by AB code, service, quantity, and location.

**A1.4.2.3.4 Reporting [C.3.3.4, F.2.1(31)(32)]**

We deliver weekly reports to the GSA TM if GSA exercises all of the contract options for the final 3 years of the contract. The reports specify the services disconnected and active services based on the transition inventory. During the same 3-year period, we deliver a monthly **Transition Status Report (Deliverable #32)** at the end of every month that includes: data file of invoiced amount by AB code for the most recently completed billing period, discussion of transition issues report by Agency customers or

experienced by MetTel during the reporting period or unresolved since the last report, corrective action and status, and a risk analysis and response plan.

**A1.4.3 Agency Solicitations [L.30.2.1(4)(b), G.9.4(4)(b)]**

Transitions are most effective when completed in conjunction with system upgrades (i.e., new services). An important factor for successful transition is the ability of EIS awardees to respond to Task Orders with prompt and accurate price and availability estimates. Our marketing and sales estimating force is located in our 1050 15th St. Washington, D.C. office. These individuals, including two Key Personnel, are skilled managers with experience working with our prospective customers to deliver winning responses to Task Orders. Our D.C. team is completely dedicated to EIS Task Orders.

Our responses to Agency solicitations solve the customer’s problems and incorporate our company’s knowledge of how various hardware and software solutions satisfy the customer’s needs. We meet with Agency customers to understand their stated needs and examine their current inventory and service experience to date. MetTel specialists suggest sets of candidate solutions that best match the Agency’s needs. For example, for customers with reasonable expectations of rapid growth, MetTel solution architects may suggest a solution with somewhat higher initial cost, but lower in eventual (lifecycle) cost. So rather than just “filling the order,” we provide options and solutions that give Agencies flexibility in decision-making.

[REDACTED]

Beyond offering the above incentives, MetTel, together with GSA, markets the new contract to Agencies communicating seamless transition, minimal downtime associated with transition, innovation, agility, and award-winning customer care. With transition,

Agencies have access to new services and support from our sales team and NCS team to assist Agencies with exploring the benefits of new products and services and learning how to order services and complete other EIS tasks via the MetTel EIS Portal.

The MetTel EIS Portal helps users save time executing EIS tasks (i.e., obtaining quotes, ordering, billing, and reporting). Through transition, users leverage all of the management tools MetTel EIS Portal offers and are able to better manage their services.

**A1.4.4 Customer Support During Transition [L.30.2.1(4)(c), G.9.4(4)(c)]**

[REDACTED]

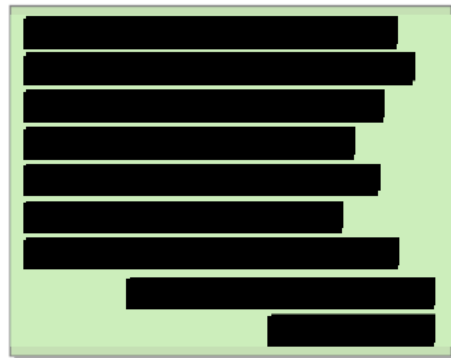
[REDACTED] our Customer Care team continues to provide support throughout the life of the contract. We facilitate weekly meetings with the customer and the incumbent service provider and maintain the NCS Tracker to make the status of orders—including what CPE has been ordered, configured, and installed—transparent to the customer. We conduct site surveys where necessary and maintain, in the NCS Tracker, a list of all sites that need special construction or require a potential contract modification. We review the NCS Tracker with the Agency and the GSA PMO. The NCS Tracker is integrated with the MetTel EIS Portal for one data repository and to utilize the custom reporting and views of the Portal's features.

[REDACTED]

[REDACTED] We also offer customized training plans, as requested, to assist select user groups with executing EIS tasks and procedures. Our TEMs are another way we support customers during transition. These meetings help prospective customers determine the services and technologies they need.

**A1.4.5 Interconnection Plan [L.30.2.1(4)(d), G.9.4(4)(d)]**

We have existing interconnection arrangements with major carriers and manage and implement a controlled transition by initiating a new installation of each service. A new service installation establishes a new customer of record. We leverage our existing agreements and EDIs with our trading partners (service provider companies) to simplify the transition



process. Our Interconnection Agreements provide an advantage for customers transitioning through MetTel to the EIS contract. Our existing relationships differentiate MetTel from our competitors in that we have NNIs with all of the major IXCs and by virtue of those NNIs we are interconnected with them already.

**A1.4.6 Transition Contingency Plan [L.30.2.1(4)(e), G.9.4(4)(e)]**

Due to MetTel's unique relationships with all of the ILECs and carriers engaged to deliver our end-to-end solution, our Provisioning organization has established escalation paths that include direct contact information of key individuals within these organizations. If at any point during service transition, an end user customer's service is impacted due to our inability to activate and maintain continuity of service, we work directly with the site to troubleshoot and resolve the issue.

If during the troubleshooting effort we determine the need to deploy field service support to remedy inadequate local access or last mile connectivity, we immediately engage the LEC to provide onsite field technician support. In tandem, we engage our cadre of pre-approved field service support contractors to conduct an onsite vendor meet with the LEC field technician to not only troubleshoot the circuit/service, but also any MetTel-provided equipment that may have been deployed at the customer's premise to deliver our end-to-end solution.

If service is not activated within a reasonable (agreed upon) timeline, we work with the end user customer's incumbent service provider to maintain their existing access until MetTel service has been restored, tested, and deemed service-ready. If the inability to activate MetTel service is not customer related, we negotiate (in good-faith) an agreeable service credit to the end user customer's first MetTel bill under EIS.

## **A1.5 RESOURCE PLAN [L.30.2.1 (5), G.9.4 (5)]**

Our resource plan provides our approach to securing and managing financial resources, human resources, and equipment.

### **A1.5.1 Financial Resources [L.30.2.1(5)(a), G.9.4(5)(a)]**

Our Financial Resource Management is spearheaded by our Corporate Controller, [REDACTED] has the responsibility of implementing and directing clear, transparent, consistent policies and controls that foster financial accountability and ensure strategic decisions are made. This includes, but is not limited to, payroll, accounts payable and receivables, acquisition, and procurement.

While performing on the EIS contract, MetTel's EIS Program Manager, Mr. Amos, meets monthly with [REDACTED] to review the EIS Program. The review creates a collaborative dialogue between these two key [REDACTED] [REDACTED] examine current policies and controls to ensure they meet the requirements of the contract while maintaining financial accountability and transparency. They assess, plan, and obtain the financial needs of the Program by closely monitoring metrics, assessing performance, and ensuring budget request submission is consistent with planned award strategies and the acquisition needs of the Program.

Our financial management and control methods are cognizant of changes in the mission and, therefore, possible changes in human and material resources. While we have strict budget adherence policies, we are aware of necessary changes in workforce, which may cause staffing changes. We are also aware of advancements in technology and plan for their incorporation into our processes and procedures.

We operate with a 5-year rolling financial plan that includes a sales forecast that is updated monthly with actual information entered at the end of the calendar year. Costs are reviewed on a monthly basis to ensure they are within the budget outlined in the plan. Revenues, direct costs, and indirect costs are compared to the budget, and significant variances are investigated and explained. Senior leadership's approval is required for all wire transfers, expense reports, and new vendors. We are a privately held company, and our financial statements are reviewed by an independent accounting firm. [REDACTED]



Our steady and consistent growth in wireline, wireless, and professional services portfolio over the past 20 years demonstrates our ability to manage financial resources and has proven to be a successful business model. Our increased customer base, revenue, and network footprint is the direct result of this consistency. We anticipate continued growth while maintaining this approach by serving the Federal Government's needs for telecommunications infrastructure, products, and services.

**A1.5.2 Human Resources [L.30.2.1(5)(b), G.9.4(5)(b)]**

We have a well-defined talent acquisition, development, and retention strategy and process. We staff our EIS contract team with highly skilled personnel that align with our mission and EIS Program goals. We proactively and aggressively recruit and retain key personnel and the specialized expertise necessary to support a growing portfolio of EIS Program Task Orders. Our HR department, led by Liza Klein, works closely with Mr. Amos to identify resource needs on an on-going basis and develop strategic workforce plans. Over many years, we have developed a robust recruiting network using a variety of channels such as referrals, job posting sites, career fairs, and LinkedIn to seek and attract top talent in the marketplace. All recruiting is performed centrally, and Liza Klein vets candidates before introducing them to Mr. Amos and his matrixed support team.

Our [REDACTED] meets regularly with Mr. Amos and his matrixed support teams to identify trends and gaps in staffing, record job requirements, and drive the search for the most qualified candidates. Candidates who meet job description criteria are invited for a phone screening conducted by the internal recruiter or recruiting assistant. Once a candidate successfully completes a phone interview and is vetted for the next phase of screening, we invite the candidate to an in-person interview. During the initial interview, the candidate is asked to complete a [REDACTED]

[REDACTED]

often used by companies during the recruiting process and during teambuilding exercises, helps identify an individual's leadership strengths and potential management role. By better understanding one's own "work personality" as well as the team members, a team can better communicate and manage tasks in accordance with one's

preferred role. [REDACTED] is one tool we use to assemble a diverse and effective management team.

Upon passing the initial screening, candidates are invited to interview with the business managers and, in certain instances, with potential colleagues. We then extend offers of employment. Upon joining MetTel, new employees attend new hire training.

**Exhibit A1-17** lists a sample of MetTel's new hire training topics.

### **Exhibit A1-17. New Hire Training**

<b>Topic</b>	<b>Description</b>
<b>Mission Statement</b>	A message from the CEO reviewing the company's mission statement and the company's business objectives for the coming year
<b>Product Overview</b>	Review of all products MetTel offers and a review of our biggest competitors
<b>Company Structure</b>	A brief overview of the departments and how orders flow through each department
<b>Internal System Review</b>	A review of the systems that each department uses (specialized training is given by the individual departments)
<b>Telecom Industry</b>	A brief history lesson of telecom, including the difference between LEC/CLEC/Resellers
<b>EIS Contract</b>	An overview of the contract requirements, SLAs, etc.
<b>Technology</b>	A review of the progression of the Portal, differentiators of the Portal, and the advantages the Portal offers MetTel customers

All MetTel employees have access to a training portal that provides detailed training on MetTel products and services.

In addition to these best practice corporate recruiting practices, MetTel actively recruits individuals with the specific skill sets necessary to effectively deliver services to the Government. We do this by tailoring job descriptions to the unique specifications of the Government contract, identifying individuals through trusted referrals and unique Government recruitment HR sites and events, and validating credentials and Government contract experience through background and reference checks.

Once we have identified, recruited, and hired the best talent for our Government contract positions, we follow the initial orientation training with specialized EIS contract on-boarding training, prior to starting the employee on the CSO or Task Order team. We provide training and proficiency testing on Government products, services, and catalogs. We provide career development opportunities throughout an employee's career at MetTel, which fosters retention, broadens employee knowledge, and provides continuity for the mission through commitment, ownership, and accountability.

We measure employee performance to develop personnel in their perspective functional areas, then rate and reward individual performance. We set individual performance expectations and monitor performance throughout a calendar year while providing feedback and coaching. We minimize attrition through development, reward, career progression, and ownership to recruit and retain the top talent needed to support MetTel's missions, including the EIS Program.

### **A1.5.3 Equipment [L.30.2.1(5)(c), G.9.4(5)(c)]**

MetTel meticulously manages all technology resources, including hardware and software assets, deployed in the service of GSA and Agency customers on the EIS contract. We inventory, test, track, and maintain all EIS equipment records in the MetTel EIS Portal. We upload equipment serial numbers into the MetTel EIS Portal and track the milestones and dates of the associated software licenses, maintenance schedules, and maintenance contracts to ensure all equipment is secure, up-to-date, and renewed, discontinued, or replaced at the appropriate times. We populate and set controls within the MetTel EIS Portal to send automated email alerts and customized equipment reports. Members of our CSO, [REDACTED] [REDACTED] review the reports and upcoming equipment milestones with MetTel Executive Leadership and the GSA PMO to understand equipment status and technology options and facilitate decision-making well in advance of critical refresh dates.

### **A1.6 QUALITY CONTROL PROGRAM [L.30.2.1(6), G.9.4(6); H.5]**

MetTel's Quality Control Program is well executed and enables a smooth and hassle-free experience for the Agency buying, installing, and servicing process.

Management's approach to formulating and enforcing work and quality standards is first to plan for quality, then define the standards and how they are measured, how frequently they are measured, inspect and document the results, and remediate as necessary. Management ensures compliance with the contract's SLAs by developing reports that show SLA achievement against SLA goals, comparing results, engaging stakeholders in remediation if there are persistent problems with any of the SLAs, testing remediation, and measuring again. This QC process is documented below. MetTel and the CSO review work in progress to set measurable firm objectives,

measure against the objectives, observe for inconsistencies against goals, review progress with appropriate stakeholders, and remediate if and as necessary.

Our approach to providing quality customer support services is found in the MetTel EIS Portal. The MetTel EIS Portal assists Agencies with pricing, ordering, billing, customer support, inventory, reporting, and SLA management in an automated, easy-to-use, graphically based online system available 24x7x365.

We believe that the MetTel EIS Portal is a true differentiator. Our Portal serves as a one-stop system for working with all aspects of MetTel's infrastructure systems, automating and flowing through most processes—and greatly enhancing quality. This automation and flow-through also eliminates the need for MetTel to enter orders in a second system, thereby greatly reducing the possibility of errors.

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

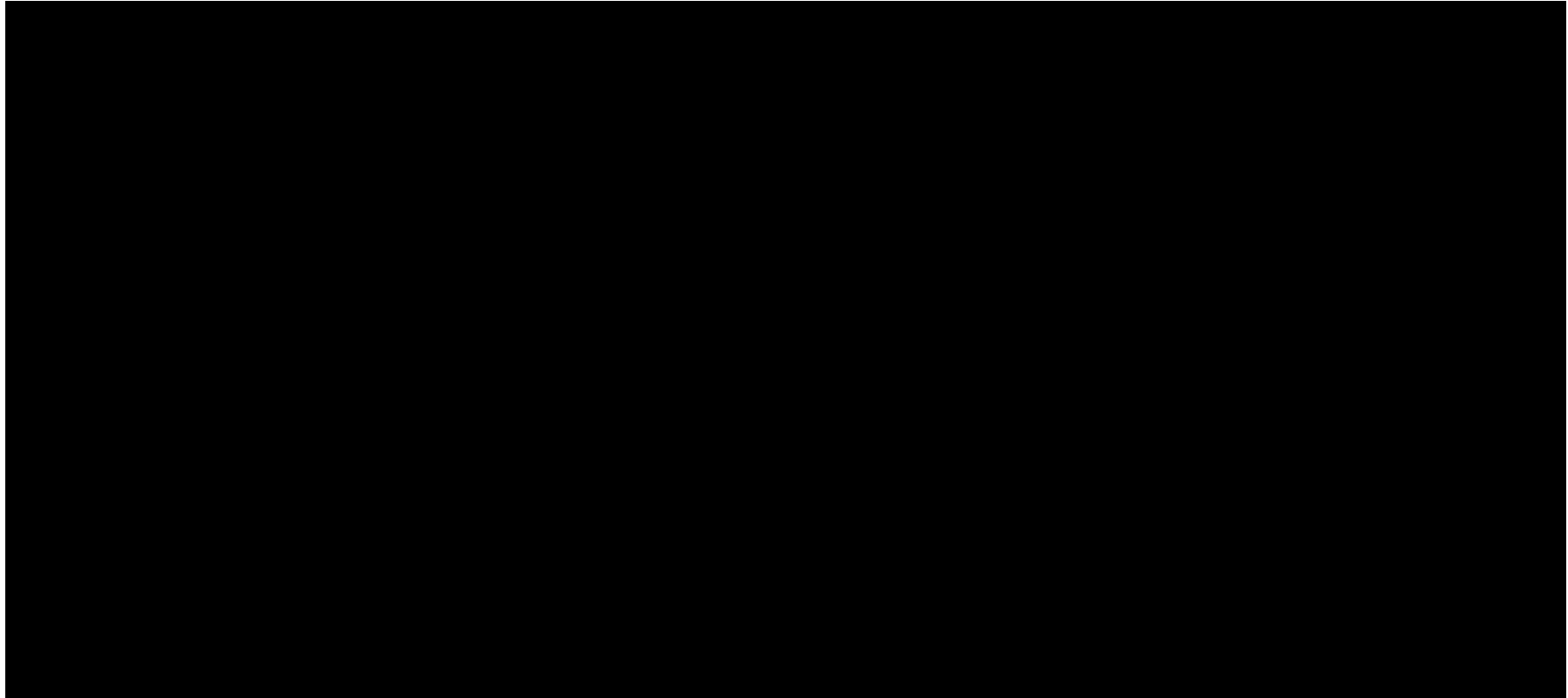
[Redacted text block]







**Exhibit A1-20** depicts our organizational structure in support of the EIS contract.



**Exhibit A1-20. MetTel's EIS Customer Support Office (CSO)**







## A1.8 RISK MANAGEMENT [L.30.2.1(8), G.9.4(8)]

### A1.8.1 Process of Identifying Program Risks

This section describes our process for identifying program risks, including risks identified in this contract and actions to mitigate them. The overall process is in addition to the FISMA/NIST Risk Management Framework approach we implement to manage risk within the overall Federal BSS, described in detail in Attachment 7.

Anything that is not completely predictable or directly controllable is a risk. **Exhibit A1-22** shows MetTel’s Risk Management phases.



**Exhibit A1-22. Risk Management Phases**

Risk threatens project performance at every stage of a project and, therefore, we review Risk Mitigation Plans on a monthly basis and at key milestones in implementation. A risk can affect a single or many different activities in the WBS, depending on the risk type and project type.

**1) Risk Identification:** In this first phase, we carefully analyze the project or new Task Order to identify and study all the possible risks that may affect performance or deliverables. We use a brainstorming approach to create a Risk Register that lists risks, a description of the risks, and corresponding impacts and causes of threats to performance. The Risk Register represents a key source of information for future and on-going projects. **Exhibit A1-23** shows an example of a Risk Register. We interview incumbent contractors, customers, and other stakeholders beyond the MetTel employee team to identify and assess project risk.

**2) Qualitative Analysis:** We analyze and rank each of the risks included in the Risk Register and consider two main variables: magnitude and probability. We use a scale of 1–10 to rank the identified risks depending on their negative impact. Probability of occurrence is simply represented by decimal numbers. **Exhibit A1-23** also shows an

example of how we document our analysis in the impact column with magnitude and probability.

**3) Risk Response Planning:** The Risk Response strongly relies on the accuracy of the Qualitative Analysis of the identified risks. We employ different mitigation responses based on the level of impact that each of the risks has on the program. Our approach to risk response includes four mitigation responses: 1) acceptance, 2) avoidance, 3) limitation, and 4) transference. We proactively pursue the appropriate risk mitigation response by considering the identified risks, their characteristics, and their level of impact on the program. We always pursue preventive actions to mitigate and avoid possible impacts. In Phase 3, we update the Risk Register, changing initial causes to Action.

**4) Risk Control:** We perform careful monitoring through all the phases of the project and constantly update the Risk Register and address any new relevant risks when they are identified by the customer or the MetTel team. Depending on the relevance and level of impact that each identified risk represents for this project, the EIS Program Manager considers and implements corrective/preventive action. **Exhibit A1-23** also shows an example of how we update the Risk Register to document planned mitigating actions.

**Exhibit A1-23. Risk Register with Mitigating Actions (Example)**



infrastructure with a common, centralized database platform. Our Portal serves as a one-stop system for working with all aspects of our infrastructure systems, eliminating the need to enter orders in a second system as with some other vendors.

The Portal features a [REDACTED] that serves as a landing page for users to view orders, [REDACTED] [REDACTED] (see **Exhibit A1-10**).

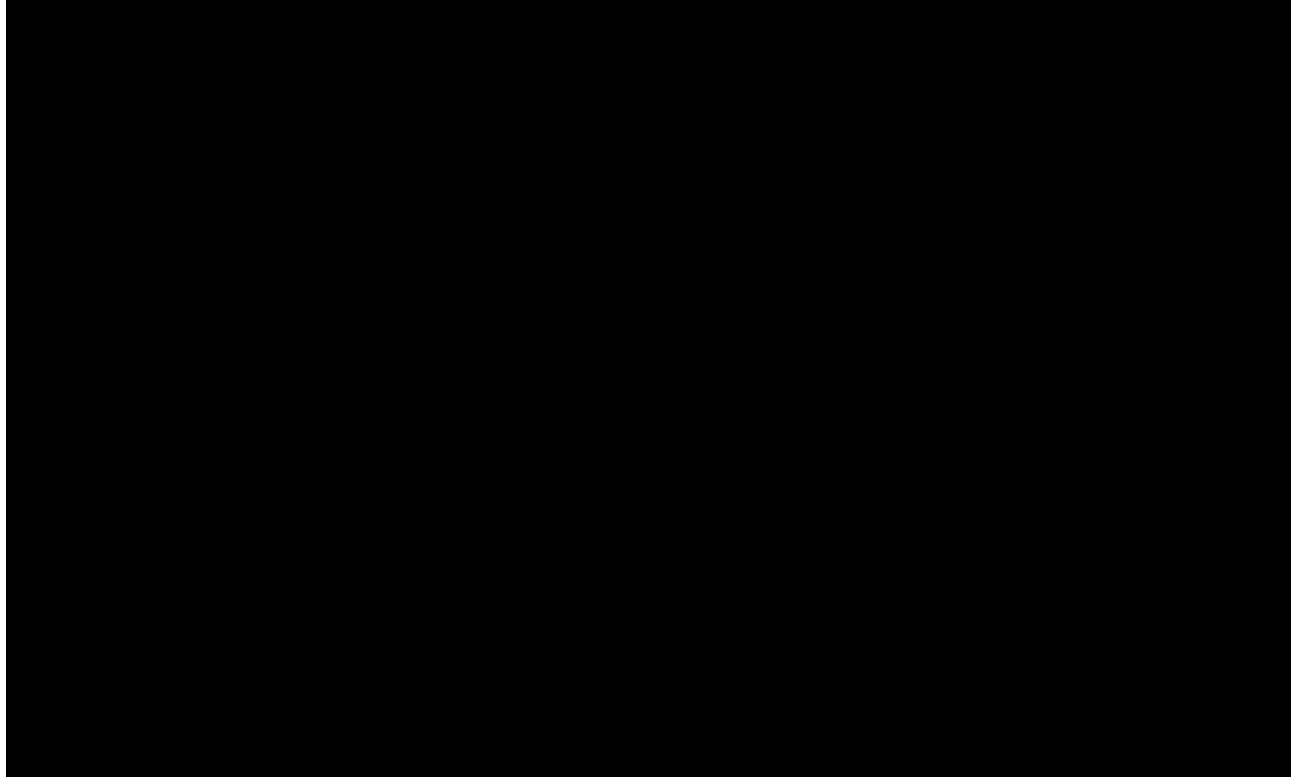
**Portal Security.** The MetTel EIS Portal has built-in Role-Based Access Control (RBAC) as specified in G.5, to allow only authorized users with appropriate permissions access to it. This includes the ability to place orders and research order, billing, inventory, and performance information in the Portal.

We capture and store the list of authorized users for restricted access and restrict all information so that only authorized users have access in the MetTel EIS Portal. The restricted access feature prevents unauthorized access to the Government's data and prevents access by an Agency to data belonging to any other Agency.

**Application Security.** [REDACTED]

[REDACTED]







[REDACTED]

**Overall Program Security.** MetTel's BSS System Security Plan (SSP) is based on the NIST FIPS-199 categorization of Moderate Impact and has selected the appropriate controls for a Moderate Impact System from each of the Control Families as specified in NIST SP 900-53 Rev. 4. The 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 updates their requirements, we update our BSS SSP to maintain the highest degree of security possible. [REDACTED]

[REDACTED]

[REDACTED]