ENTERPRISE INFRASTRUCTURE SOLUTIONS (EIS)

Contract No. GS00Q17NSD3007

April 17, 2019

Submitted by:	**Submitted to:**
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New York, NY 10041	Technology Services
	1800 F St., NW
	Washington, DC 20405

Volume 6 Pricing Volume

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INTRODUCTION

The MetTel Pricing Volume fulfills the mandatory service requirements and selected optional services requirements contained in the Pricing Identification Structure in RFP table B.1.2.1.1. This section presents our pricing strategy and a description of MetTel's offering, demonstrating our capabilities in the following areas: Standards, Minimum Geographic Coverage, Optional Services, Features, Interfaces, Performance Metrics, and Security. Exhibit 6-1 highlights some key strengths and benefits of our EIS pricing solution in relation to RFP section M.3 evaluation criteria.

MetTel Offering Overview

- Competitive pricing
- Unparalleled geographic footprint and depth of service scope
- A full-featured, comprehensive MetTel EIS Portal for automated access to ordering, Help Desk, trouble tickets, billing, inventory, services, and reporting
- ███████████████████████

Exhibit 6-1. Features and Benefits of MetTel EIS Pricing Solution

Evaluation Criteria	Features and Benefits of MetTel's Approach
Understanding (M.3(1))	• MetTel's price response meets or exceeds the requirements for mandatory services (IPVS, ETS, VPNS, MNS, and AA). • MetTel meets or exceeds the requirements for all optional services proposed. • 20 years' experience delivering telecommunications solutions to business and government clients. ████████████████████ • MetTel's advanced proprietary facilities based Future-Proof Network with reach and connectivity options for all EIS requirements
Geographic Coverage (M.3(2))	• With the availability of multiple LECs ████████ MetTel exceeds the minimum CBSA requirement for locations and mandatory services in the Traffic Model █████████████ █ MetTel's advanced facilities-based network architecture provides scalable, expansive reach with physically diverse, geographically redundant, ████████████████ • Domestic and Global geographic coverage ██████████████
Optional Services (M.3(3-5))	• MetTel's price response meets all the requirements for optional services (Cable and Wiring, CHS, CSVS, PLS, IPS, IPSS, Labor, MMS, MSS, MTIPS, UCS, SRE, and SRL). • MetTel supports the standards defined for security and ensures that all agency specific requirements are met for identification and authentication, confidentiality, system and resource access control, security audit and logging, data and system integrity, continuity of service, security administration and non-repudiation.

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MetTel's solution for EIS is built on 20 years of commercial and government experience. We are a true small business telecommunications carrier and integrator. MetTel has long established, strong, relationships with large and small local, regional, national and international providers to deliver centrally managed services, products, and billing to the government in total compliance with government requirements. These wholesale relationships provide:

MetTel's expansive product offerings provide government agencies a single carrier with competitive pricing, a wide range of products and technology, ███████████ and the reliability of a well experienced carrier. We provide an integrated environment that allows us to customize and support government telecommunications needs end-to-end in accordance with EIS requirements.

We have considerable experience in meeting and exceeding Government and agency-specific requirements. MetTel is also a GSA Schedule 70 holder and understands the process of successfully delivering services in an operationally complex environment, while maintaining fiscal accountability.

MetTel's reach provides access to the most advanced domestic coverage of services available in the market today. As an end-to-end communications solutions provider, we streamline the telecommunications service life cycle. Our solutions allow us to move end-users across networks in a quick and transparent fashion, enabling a unique risk mitigation strategy, critically important in these times of dynamic changes in the industry and the the ever-escalating threats these networks sustain.

Exhibit 6-2. Telecommunications Synergy

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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, repairs, and much more from one simple, user-friendly web interface. The MetTel EIS Portal replicates the features and functionality of MetTel's 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 MetTel's 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 exceptional products and services that have materially impacted the delivery of IP-based communications services. The MetTel EIS Portal also distinguishes itself from others with its data analytics, enabling deep insight of an Agency's spend and funding against budget. The MetTel EIS Portal is a key differentiator and is highlighted in greater detail in the Management Volume, especially the PMP, and throughout our proposal.

The MetTel EIS Portal. MetTel's EIS Portal provides a secure, single source, with full functional traceability for inventory, trouble management, performance measurement, KPI and SLA management, and consolidation of telecommunications expense management.

The MetTel platform and network reach will deliver all the EIS mandatory services and selected optional services. Our architecture allows MetTel to deliver fully compliant solutions to the Government worldwide. MetTel will meet all pricing standards and requirements as identified in Section B of the RFP for all proposed services as long as commercially available. In **Exhibit 6-3,** MetTel lists the proposed services in the EIS solution. All services proposed by MetTel are grouped by Service area and listed by RFP classification as mandatory or optional:

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Exhibit 6-3. Proposed Services in MetTel EIS Solution

The list of equipment we have in the SRE catalog represents the most widely used and relevant devices to satisfy EIS requirements. In addition to those in the SRE catalog, there are thousands of devices in the market place, to which we also have access. MetTel will add devices to the catalog as they become relevant to services requested by an Agency.

The MetTel Network architecture enables the choice of lowest cost access from multiple underlying network backbones ███████████████. We provide for domestic and international network access using Ethernet, TDM, SONET/OCx, Copper, Fiber, Cable and Wireless. The culmination of this architecture is a network that can provide any commercially available service to any EIS location with cost effective choices for agency's mission needs. **Exhibit 6-4** shows the global reach of the MetTel

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Network and a select list of interconnected carriers, which provide the ability to support all the technologogical requirements of EIS on the most cost effective network available.

Exhibit 6-4. Global Network Reach

Section L Instructions [L.27.2(1)]

MetTel understands and fully complies with the instructions for the Price volume set forth in sections L.27.2 and L.34 of the EIS RFP. MetTel has followed all government instructions in the proposal. **Exhibit 6-5** summarizes MetTel's compliance in our EIS pricing solution in relation to RFP section L.27.2 instructional requirements.

Exhibit 6-5. Summary of MetTel EIS Solution Section L Compliance

Evaluation Criteria	Summary of MetTel's Approach
Contents of Price Volume (L27.2.[6])	• MetTel's price response meets all the content requirements (Price Response no more than 40 pages, unlimited size regarding Price Tables and Submission Matrix submissions).
Formatting (L.27.2)	• MetTel's price response meets all the content requirements regarding formatting (file type, computing of maximum pages, margins, spacing)

Response to Section H Special Contract Requirements

MetTel understands and fully complies with the Special Contract Requirements set forth in Section H of the EIS RFP. Exhibit 6-6 summarizes MetTel's compliance in our EIS pricing solution in relation to RFP section H special contract requirements.

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Exhibit 6-6. Summary of MetTel EIS Solution Section H Compliance

Evaluation Criteria	Summary of MetTel's Approach
Type and Term of Contract (H.1)	• MetTel understands that the term of this contract will be five years from the effective date of award with two (2) five-year government options to extend. Additionally, MetTel understands that the total term of the contract will not exceed 15 years and 9 months.
Price Management Mechanism (H.7)	• MetTel ensures that EIS prices will remain at or below the best commercial prices in the industry for large commercial and government customers.
Price Reductions (H.8)	• MetTel will propose all price reductions to the GSA CO as a contract modification. • MetTel proactively looks for ways to reduce costs that ranges from rate reductions due to network efficiency, enhancements, and technology, to reporting on utilization, usage, and network activity to eliminate unneeded cost elements.
Taxes (H.14)	• Non-excepted Federal, state and local taxes will be billed separately from the CLIN prices. • MetTel will not include Federal, state and local taxes in its AGF calculation, when Federal, state and local taxes are billed separately from the CLIN price. • MetTel will provide to the government, on a semi-annual basis, an itemized list of taxes that are included in its monthly invoices, including the name of each tax, jurisdiction by name, reference to the statutory source for the tax, and applicable tax rates.
Economic Price Adjustment – Price Refreshment (H.19)	• MetTel will submit revised prices for Option Period 1 or Option Period 2 for existing price tables five (5) months prior to the award date of the first or second option period.
Fees and Surcharges (H.23)	• MetTel will not include fees and surcharges in its AGF calculation, when fees and surcharges are billed separately from the CLIN price. • MetTel will provide to the government, on a semi-annual basis, an itemized list of fees or surcharges that are included in its monthly invoices, including the name of each fee or surcharge, jurisdiction by name, reference to the statutory source for the fee or surcharge, and applicable fee or surcharge rates.
Tariff Filing Requirements (H.34)	• MetTel will file all domestic and/or non-domestic tariff or any other regulatory filings that are required by law or regulation and that are necessary for contract performance, as we have been doing for the past 20 years. • MetTel will file the initial tariff filing(s) required to implement the contract, within sixty (60) days after the date of Notice to Proceed.

Pricing Notes:

MetTel Response to Section L.34 Requirements

1.1 Pricing Hubs (PHubs) [L.34.1(1)]

Sections 1.1.1 and 1.1.2 describe MetTel's pricing strategy for assigning Network Site Codes (NSCs) to PHubs as well as how MetTel will add NSCs to PHubs post-award.

1.1.1 Strategy for Assigning NSCs to PHubs [L.34.1(1)(a)]

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1.1.2 Strategy for Adding NSCs to PHubs Post-Award [L.34.1(1)(b)]

MetTel will update table B.4.1.7 or any other GSA required table to maintain the NSC to PHub relationship for all new NSCs for all required access types.

1.2 PCLs and POPs [L.34.1(2), B.4]

The following sections describe MetTel's processes for associating NSCs to Physical Concentration Locations (PCLs) (1.2.1) and PCLs to Point of Presence (POPs) (1.2.2) as well as process for defining services associated with a POP (1.2.3) and process describing how MetTel will maintain and update Section B.4 tables post-award (1.2.4).

1.2.1 Process for Associating NSCs to PCLs [L.34.1(2)(a)]

MetTel will maintain the correct relationships in table B.4.1.6 as prescribed in the RFP.

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1.2.2   Process for Associating PCLs to POPs [L.34.1(2)(b)]

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1.2.3   Process for Defining Services Associated with a POP [L.34.1(2)(c)]

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1.2.4   Process for Maintaining and Updating the B.4 Tables [L.34.1(2)(d)]

Tables B.4.1.1 through B.4.1.11 provide the formats to list and identify domestic and non-domestic Points of Presence (POPs), Physical Concentration Locations (PCLs), Pricing Hubs (PHubs), Network Site Codes (NSCs) and their service relationships.

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MetTel will keep these tables up to date as POPs, PCLs, PHubs, NSCs, as service relationships are added, deleted, and changed.

MetTel will update the appropriate B.4 tables with MetTel or vendor adds, changes, and deletions to POPs, PCLs, PHubs, NSCs, and service relationships as they occur.

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███████████ MetTel understands that any order or invoice containing a building NSC not found in Tables B.4.1.6 and B.4.1.7 will be placed in dispute.

Exhibit 6-7 shows MetTel's personnel responsible for maintaining and updating B.4 tables.

Exhibit 6-7. MetTel Personnel Responsible for Maintaining and Updating B.4 Tables

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Key = Proposed as Key Personnel.

1.3   Individual Case Basis (ICB) CLINs [L.34.1(3)]

Sections 1.3.1 and 1.3.2 describe MetTel's understanding of the use of ICB CLINs (1.3.1) as well as MetTel's approach to pricing ICB CLINs (1.3.2).

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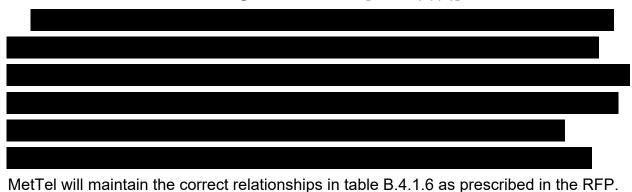*Use or disclosure of data contained on this page is subject to the restrictions on the title page of this proposal.*

1.3.1 MetTel's Understanding of the use of ICB CLINs [L.34.1(3)(a)]

1.3.2 MetTel's Approach to Pricing ICB CLINs [L.34.1(3)(b)]

1.4 Task Order Unique CLINs (TUCs) [L.34.1(4), B.1.2.15; J.4.1]

The following sections describe MetTel's understanding of the use of TUCs (1.4.1), MetTel's approach to determine when TUCs best satisfy agency requirements (1.4.2), as well as how MetTel will maintain the information for TUCs (1.4.3).

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1.4.1 MetTel's Understanding of the use of TUCs [L.34.1(4)(a)]

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MetTel understands that each EIS service includes a predefined set of TUCs to be used by agencies. MetTel will utilize the three types of TUCs that are defined per service: MRC, NRC, and usage-based.

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1.4.2 MetTel's Approach to Determine When TUCs Best Satisfy Agency Requirements [L.34.1(4)(b)]

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[REDACTED]

1.4.3 Maintaining the Information for TUCs for Combining CLINs [L.34.1(4)(c)]

[REDACTED]

1.5 MetTel's Geographic Coverage Strategy [L.34.1(5)]

[REDACTED]

MetTel's expansive reach and product depth is the result of our communications market philosophy and successful business strategy. Since its inception in 1996, MetTel has focused on interconnecting with the regional, national, and global carriers. [REDACTED]

[REDACTED]

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██████████████████ The collective coverage and product depth seamlessly delivered by MetTel surpasses that of any single ILEC.

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██ MetTel's nimble design allows for quick and simple additions of features across services.

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████████████████████████████████████ We are able to develop unique offerings that factor in cost, serviceability and scalability. Our accurate billing, complete transparency into cost and utilization, and one-stop-shop environment provide a layer of operational efficiency that help keep the support cost down, allowing agencies to focus on core mission-critical objectives.

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1.6 MetTel's Rationale for Mandatory Voice Service [L.34.1(6)]

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[REDACTED]

1.7   Auto-Sold CLINs [L.34.1(7)]

Sections 1.7.1 and 1.7.2 describe MetTel's rationale for Auto-Sold CLINs as well as how MetTel will maintain and update the Auto-Sold CLINs table (B.1.2.11.1).

1.7.1   MetTel's Rationale for Auto-Sold CLINs in Table B.1.2.11.1 [L.34.1(7)(a)]

When an Agency orders services on the EIS contract, it may invoke CLINs not specified on the SOCN. These additional CLINs are often necessary for the service to function as specified, and are referred to as "auto-sold" CLINs on the EIS contract.

MetTel will populate Table B.1.2.11.1 with any auto-sold CLINs that are needed in addition to the related base CLIN. As new capabilities and features are added to the contract that have auto-sold CLINs, MetTel will update Table B.1.2.11.1 accordingly.

MetTel understands that the purpose of the requirement for capturing auto-sold CLINs on the contract is for MetTel to inform GSA and the agencies what is automatically available, usable, and thus billable when a base CLIN is ordered.

The intent of the Auto-Sold CLIN table is to identify those CLINs that could show up automatically on a bill as a result of some other CLIN being ordered. MetTel understands that, for auto-sold relationships, the only required information is the CLINs that are Auto-Sold with the base CLIN, not the quantity.

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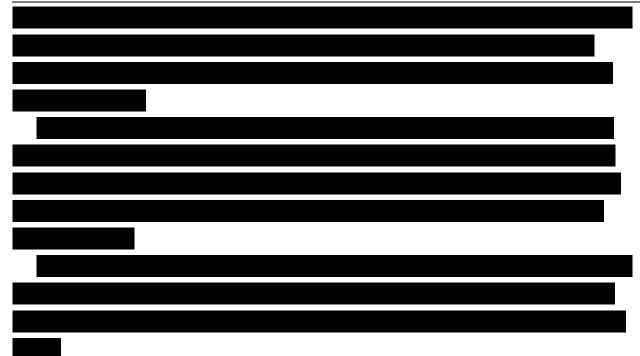
MetTel understands that some agencies may require, in a task order, that certain auto-sold CLINs be removed from this list. Table B.1.2.11.1 will be populated with a task order number for each base CLIN to auto-sold CLIN relationship that is to be removed for the specified task order. When more than one auto-sold CLIN is associated with a base CLIN, MetTel will list each unique auto-sold CLIN to base CLIN pairing as a separate row in Table B.1.2.11.1.

1.7.2 Process for Maintaining and Updating Auto-Sold Table [L.34.1(7)(b)]

As new capabilities and features are added to the contract for the services that have auto-sold CLINs, MetTel will use GSA Systems to update Table B.1.2.11.1 as needed.

MetTel understands that some agencies may require, in a task order, that certain auto-sold CLINs be removed from this list. Table B.1.2.11.1 will be populated with a task order number for each base CLIN to auto-sold CLIN relationship that is to be removed for the specified task order. Additionally, MetTel understands that in a row where the Task Order Number is "-1", the auto-sold CLIN will apply to all task orders.

When more than one auto-sold CLIN relationship is associated with a base CLIN, MetTel will list each unique auto-sold CLIN to base CLIN pairing as a separate row in Table B.1.2.11.1.

1.8 MNS Device Size Assignments [L.34.1(8)]

Exhibit 6-10 shows MetTel's device size assignment in relation to Table B.2.8.1.3.2 of the RFP. █████████████████████████████████

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Exhibit 6-10. MetTel MNS Device Size/Class Assignments

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1.9 Catalogs [L.34.1(9), B.1.3; F.2.1 (3), (4); J.4.2]

Sections 1.9.1 through 1.9.8 describes MetTel's catalog, including:

a) Catalog Description

b) Process to Set up User Access

c) User Interface

d) Rationale for Grouping Discount Classes

e) Rationale for the Discount Structure

f) Approach to Validating Official List Prices (OLPs)

1.9.1 Catalog Description [L.34.1(9)(a), M.5(2)]

MetTel has created, and will maintain, catalog-style offerings as part of the pricing requirements. █████████████████████████████████████

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1.9.2 Acceptance of Catalogs [M.5]

MetTel understands that the government may, at its discretion, accept any or all catalogs proposed by MetTel based on the analyses described in this section.

Evaluation of catalog offerings will include an evaluation of catalog submissions, application of any Traffic Model catalog items, and an evaluation of the proposed discount classes and levels.

Evaluation of the catalog submissions for each proposed catalog will include:

1. Verification that catalog tables are properly populated

2. Verification that the specification and price tables contain complete, accurate and defensible information

3. Verification that Official List Prices (OLPs) and OLP trade names are accurate

4. Verification that discount classes are logically structured

At its option, the government may evaluate the entire population of catalog items offered, or, where the population of catalog items is large, may evaluate a random sample of catalog items by discount class at a confidence level of 95%.

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The proposed discount classes will be evaluated to determine whether they result in fair, reasonable and balanced prices for each proposed catalog item.

1.9.3 Process to Set Up User Access [L.34.1(9)(b)]

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The Transition Section of Attachment 1, Program Management Plan provides the MetTel Customer Care process for the full onboarding of a new customer.

1.9.4 User Interface [L.34.1(9)(c)]

The MetTel EIS Portal is our BSS web interface and adheres to common industry standards. The MetTel EIS Portal does not require any special software or plug-ins beyond standard web browsers with default built-in functionality and already supports these products in **Exhibit 6-11**:

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██████████████████   The MetTel EIS Portal also supports all required functionality:

- Order submission including Pricing Catalog
- Progress notifications, such as SOA, FOCN, and SOCN

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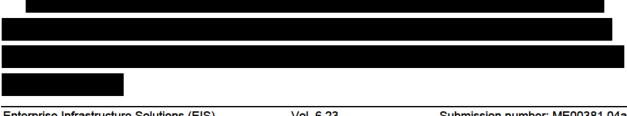
- Trouble Ticketing

- Inventory Management

- Billing and Payment Management

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

1.9.5   Rationale for Grouping Discount Classes [L.34.1(9)(d)]

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1.9.6　Rationale for the Discount Structure [L.34.1(9)(e), M.5(4)]

1.9.7　Approach to Validating OLPs [L.34.1(9)(f), M.5(3)]

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MetTel understands that the government's evaluation of the catalog submissions for each proposed catalog will include verification that Official List Prices (OLPs) and that the OLP trade names are accurate. MetTel validated price list and trade names with each manufacturer for the purpose of submitting with this proposal.

1.10 Termination / Cancellation Liability [L.34.1.1]

MetTel understands that Price Proposals and/or tariffs containing termination or cancellation liabilities will not be submitted, unless specifically defined as a CLIN within Section B.

2 PRICING DATA

All Section B Price and Catalog Tables will be submitted via AcquServe in Accordance with MetTel's proposed services.

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