

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
1	WITS2001 shall provide the basic capability to access all existing and planned FTS services, including CINEMA, IDDD, FWTS, FTS2000, and FTS2001.	C.1.1 The WITS Program and the WITS2001 Contract
2	The contractor shall provide local telecommunications services via Type B access arrangements (See Figure C-3): Type B access is provided by contractor-owned or -leased serving offices, equipment, and local access transmission facilities. The contractor may use local loop provided by the Government and may locate a POP in Government owned or leased space.	C.1.1 The WITS Program and the WITS2001 Contract 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
3	The contractor shall engineer, acquire, provision, install, operate, administer, and maintain the WITS Program services provided.	C.1.1 The WITS Program and the WITS2001 Contract 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
4	The contractor shall ensure that the access arrangement chosen for each order is in the best interests of the Government, and that the end-to-end local telecommunications services provided under this contract perform to specification.	C.1.1 The WITS Program and the WITS2001 Contract
5	The contractor shall be solely responsible for interfacing the WITS Program services provided with any and all services and facilities provided by the local telephone company(s) or other telecommunications service providers.	C.1.1 The WITS Program and the WITS2001 Contract 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
6	The contractor shall serve as GSA's agent, in accordance with Section G.1.3 (Agent for the Government) of the WITS2001 RFP, in dealing with other maintenance contractors, service providers, and local telephone companies with regard to the operation, administration, and maintenance of the WITS Program network.	C.1.1 The WITS Program and the WITS2001 Contract G.1.3 Agent of the Government 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
7	The contractor shall be responsible for obtaining any necessary regulatory approvals in each jurisdiction served.	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
8	The contractor may provide the following local telecommunications services to WITS Program subscribers in their home or place of work: 1. Switched Voice Service (SVS)	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
9	The contractor may provide the following local telecommunications services to WITS Program subscribers in their home or place of work: 2. Circuit Switched Data service (CSD)	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
10	The contractor may provide the following local telecommunications services to WITS Program subscribers in their home or place of work: 3. Dedicated Transmission Service (DTS)	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
11	The contractor may provide the following local telecommunications services to WITS Program subscribers in their home or place of work: 4. Teleconferencing Service (TS)	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

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Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
12	The contractor may provide the following local telecommunications services to WITS Program subscribers in their home or place of work: 5. Frame Relay Service (FRS)	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
13	The contractor may provide the following local telecommunications services to WITS Program subscribers in their home or place of work: 6. Asynchronous Transfer Mode service (ATM)	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
14	The contractor may provide the following local telecommunications services to WITS Program subscribers in their home or place of work: 7. Switched Multi-Megabit Data service (SMD)	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
15	The contractor may provide the following local telecommunications services to WITS Program subscribers in their home or place of work: 8. Internet Access Service (IAS)	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
16	The geographic scope of this contract modification is defined in Section J.2.1 (Service Area). The above eight services shall be made available to WITS Program customer locations once these services become commercially available to those customer locations.	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
17	The contractor shall provide access to all commercial telecommunications services that are now available or that become commercially available within the WITS Program service area throughout the life of the contract modification.	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
18	Until allowed by law and regulation to provide full IXC switched access services, the contractor shall support IXC switched access by providing customer organizations the ability to choose the Government-specified FTS2000/2001 Pre-subscribed Interexchange Carrier (PIC) for long distance services.	C.1.3.2 Service and Geographic Scope
19	IXC dedicated access shall be provided using WITS Program Dedicated Transmission Service (DTS).	C.1.3.2 Service and Geographic Scope 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
20	Features of a service are additional service functionalities that shall be provided by the contractor and priced separately from the basic service price.	C.2 Telecommunications Services and Features
21	Basic capabilities shall be included in the base price of the service, in accordance with Section B.	C.2 Telecommunications Services and Features
22	The contractor shall be responsible for service between the Government-designated SDPs.	C.2.1.1 Flexible Service Delivery Points
23	There shall be no usage charge for on-net calls. However, the contractor is not required to install a dedicated physical connection between Government-provided and contractor-provided serving offices.	C.2.1.1 Flexible Service Delivery Points
24	The contractor shall deliver service to the agency-specified SDP location, whether it is located at the Minimum Point Of Penetration (MPOP) or the desktop or whether the existing inside wiring to connect the SDP to the MPOP is satisfactory.	C.2.1.1 Flexible Service Delivery Points 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

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25	The inside wiring for all orders shall be installed by the contractor as part of the basic service. For orders where the Government-defined SDP is located beyond the MPOP and the existing connection between the serving office and the SDP meets the technical requirements, the contractor may use the existing connection at no cost. Otherwise, the contractor shall assume there is no satisfactory existing inside wiring, although the Government will provide no-cost right of way from the MPOP to the designated SDP.	C.2.1.2 Inside Wiring
26	For orders where the existing connection between the serving office and the SDP is determined by the contractor to be unsatisfactory, the contractor shall provide notification of non-compliance in a Wiring Non-Compliance Report and propose a solution within five business days after service order acknowledgment. The contractor shall demonstrate, with appropriate engineering specifications and evidence, that the existing connection is unsatisfactory.	C.2.1.2 Inside Wiring
27	The contractor shall coordinate with the building manager, agency telecommunications manager, and the wiring contractor and may be requested to act as the Government's agent in accordance with Section G.1.3 (Agent for the Government).	C.2.1.2 Inside Wiring
28	Inside wiring shall conform to Federal Information Processing Standards-Publications (FIPS-PUBS) 174 (Federal Building Telecommunications Wiring Standard), 175 (Federal Building Standards for Telecommunications Pathways and Spaces), 176 (Residential and Light Commercial Telecommunications Wiring Standards), 187 (Administrative Standards for Telecommunications Infrastructure of Federal Buildings), and 195 (Federal Building Grounding and Bonding Requirements for Telecommunications).	C.2.1.2 Inside Wiring
29	Inside wiring also shall conform to U.S. cabling and safety standards and guidelines as published by Building Industry Consulting Services Institute (BICSI) and the American National Standards Institute (ANSI)/Electronic Industry Association/Telecommunications Industries Association (EIA/TIA) 568/569/606/TSC-36/TSC-40, ANSI/National Fire Protection Association (NFPA)-70, and EIA/TIA568A.	C.2.1.2 Inside Wiring
30	The complete inside cable distribution system shall be labeled in accordance with ANSI/EIA/TIA 606, Administration standard for the Telecommunications Infrastructure of Commercial Building, dated February 1993. Conductors shall be cabled so as to insure against induction in voice/data circuits.	C.2.1.2 Inside Wiring
31	Terminals and hardware shall be mill-galvanized steel.	C.2.1.2 Inside Wiring
32	Terminals shall also be painted and equipped with built in splice chamber, five pin protector modules, locking cover, shall be stackable to 300 pairs, and shall output with 66 block or RJ21 connectors.	C.2.1.2 Inside Wiring

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33	All inside distribution cable installed under this contract shall meet the EIA/TIA/TSB-36 standard for data rates of 10 Mb/s for Category 3 and 100 Mb/s for Category 5.	C.2.1.2 Inside Wiring
34	Unshielded Twisted Pair (UTP) cable shall conform to the EIA/TIA-568A, "Technical Systems Bulletin - 36 (TSB-36)," and to FIPS 174, "Federal Building Wiring Standard" for Category 3 or 5 cable, as appropriate, and shall be plenum rated.	C.2.1.2 Inside Wiring
35	All inside riser communications cable shall be shielded, 24 American Wire Gauge (AWG) solid, thermoplastic insulated CMR type conductors.	C.2.1.2 Inside Wiring
36	Riser cable shall be enclosed with a thermoplastic outer jacket. The maximum DC resistance shall be no more than 28.6 Ohms per 1,000 feet.	C.2.1.2 Inside Wiring
37	The cable distribution system shall be fully tested. The cable records shall identify each cable as labeled, used cable pairs, and bad cable pairs. Crosstalk attenuation within the inside cable distribution system shall be in excess of 80 dB throughout the frequency range. All Category 5 cables, including connectors, shall be tested to ensure that proper installation practices were observed and that the installation meets the requirements of EIA/TIA TSB-36, "Additional Cable Specifications for Unshielded Twisted Pair Cables," and EIA/TIA TSB-40, "Additional Transmission Specifications for Unshielded Twisted Pair Connecting Hardware." These measurements shall be entered as part of the cable records. All cable records shall be available at acceptance testing and maintained thereafter in the agency's Telephone Switch Room or Main Distribution Frame (MDF) room. All future changes (used pair, failed pair, etc.) shall be posted in these records as the change occurs by the contractor.	C.2.1.2 Inside Wiring
38	The contractor shall assure the cable meets the requirements of ANSI/ICEA S-84-608, S-85-625, Bellcore Documents as applicable, NEC-800-3 (B) and Underwriters Laboratories (UL) Section 800-3 (b).	C.2.1.2 Inside Wiring
39	All inside cable runs shall be installed with no splices. Outside plant cable shall be terminated within 50 feet or less of entrance into a building. When completed, inside wiring shall be terminated.	C.2.1.2 Inside Wiring
40	If the contractor determines that a Type B connection from the MPOP to the serving office is unsatisfactory, the connection shall be restored to service using the contractor's normal procedures.	C.2.1.3 Local Loops 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
41	Any contractor-provided equipment to be located on customer premises shall be placed in locations approved by the Government. Requests for Government-controlled space to house equipment shall be for one contiguous space and shall include a primary and an alternate for each equipment location. The contractor shall provide detailed information regarding floor space, ceiling height, electrical, environmental, and floor-loading requirements.	C.2.1.4 Site Preparation

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42	Requirements for commercial power, backup power, grounding, conduits, frames, terminals, room construction or environmental requirements shall be provided by the contractor to the ordering agency.	C.2.1.4 Site Preparation
43	The contractor shall provide a firm-fixed-price quotation to accompany the site preparation specification, indicating the contractor's price for accomplishing the job.	C.2.1.4 Site Preparation
44	All work done by the contractor under this contract shall conform to FIPS PUBS 187 and 195, all appropriate national and local codes, and all other directives referenced within this contract, and shall conform to accepted industry installation and repair practices. All work and code compliance shall be subject to Government review and approval.	C.2.1.4 Site Preparation
45	To give the contractor added flexibility, the contractor may use IXCs to complete calls or establish WITS Program connections under the following conditions: 1. The contractor shall only use IXCs designated by the Government (e.g., the FTS2001 contractors). An appropriate Government representative will either order the IXC service directly or give the WITS Program contractor a Letter of Agency as authorization to place the order for service on behalf of the Government.	C.2.1.5 On-Net and Off-Net Calls and Connections 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
46	To give the contractor added flexibility, the contractor may use IXCs to complete calls and establish WITS Program connections under the following conditions: 2. The contractor shall provide the required local access service from the SDP to the local access to network interface at the IXC's POP at each of the service termination locations.	C.2.1.5 On-Net and Off-Net Calls and Connections 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
47	To give the contractor added flexibility, the contractor may use IXCs to complete calls and establish WITS Program connections under the following conditions: 3. If the contractor uses one or more IXCs for one WITS Program service (e.g., ATM) to connect two different areas, the contractor is not required to use these same IXCs or any IXCs to provide transport for other services proposed between these two Rate Groups.	C.2.1.5 On-Net and Off-Net Calls and Connections 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
48	To give the contractor added flexibility, the contractor may use IXCs to complete calls or establish WITS Program connections under the following conditions: 4. The IXC will bill the Government directly for the transport services provided by the IXC, and the contractor shall bill the balance of the end-to-end service.	C.2.1.5 On-Net and Off-Net Calls and Connections 2.3.2.1 Changes to WITS2001 RFP Technical Reqts
49	To give the contractor added flexibility, the contractor may use IXCs to complete calls or establish WITS Program connections under the following conditions: 5. The contractor shall be responsible for the overall coordination of the provisioning, operation, and maintenance of any IXC-provided services.	C.2.1.5 On-Net and Off-Net Calls and Connections 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

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Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
50	To give the contractor added flexibility, the contractor may use IXCs to complete calls or establish WITS Program connections under the following conditions: 6. The contractor may eliminate the IXC-provided component of a service at any time.	C.2.1.5 On-Net and Off-Net Calls and Connections 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
51	Referring to Table B-3 of Attachment B (Rate Groups), the contractor shall describe in the Technical Response how the WITS Program service area will be partitioned into the one-to-twenty non-overlapping groups and why each different group is proposed. The contractor shall indicate in the "notes" column of Table B-3 of Attachment B where a Government-designated IXC will be used to connect Rate Groups.	C.2.1.5 On-Net and Off-Net Calls and Connections 2.3.2.1 Changes to WITS2001 RFP Technical Rqts 3.5 Rate Groups
52	The contractor shall ensure that the local telecommunications services provided under this contract are compatible with existing Government CPE to the extent that commercial standard interfaces and implementations exist to support such compatibility.	C.2.1.6 Contractor Compatibility 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
53	The contractor, as part of the basic service, shall support the customer as necessary in testing hardware and software that interfaces with the WITS Program services provided to assure that the customer's systems, services, features, and applications function as required. When a non-standard solution is required to resolve a system incompatibility, the implementation of the solution shall be negotiated on an individual-case basis with the Government.	C.2.1.6 Contractor Compatibility 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
54	WITS Program services shall also interface with FTS2001 service providers and other IXCs who have elected to terminate calls to Federal subscribers via the WITS Program network.	C.2.1.7 Interoperability 2.3.2.1 Changes to WITS2001 RFP Technical Reqts
55	The contractor shall be solely responsible for interfacing the WITS Program services provided with any and all services and facilities provided by the local telephone company(s), the systems and services provided under these acquisitions, and other telecommunications service providers that interconnect with the WITS Program network.	C.2.1.7 Interoperability 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
56	In particular, the WITS Program services provided shall interface with the corresponding services provided by designated telecommunications programs of the Government, including the DoD/DISN/MAN, the Defense Switched Network, FTS2000, FTS2001, FWTS, GSA Consolidated Centrex, and IDDD.	C.2.1.7 Interoperability 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
57	Required functionality shall include interoperability (e.g., translations, specified interfaces) with the associated service providers.	C.2.1.7 Interoperability
58	When interconnectivity and interoperability are required at an SDP located at another vendor's network, the contractor shall conform to commercial standard interfaces for interconnectivity and interoperability.	C.2.1.7 Interoperability

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59	The contractor shall be responsible for all aspects of the Quality of Service (QoS), security, interconnectivity, and interoperability of services between WITS Program SDPs.	C.2.1.9 Performance 2.3.2.1 Changes in WITS2001 RFP Technical Reqts
60	The contractor shall deliver services at a performance level equal to or greater than what is available commercially. Thus, if the available commercial performance parameter is more demanding than the minimum acceptable level specified in this contract modification, the available commercial performance parameter shall prevail.	C.2.1.9 Performance 2.3.2.1 Changes in WITS2001 RFP Technical Reqts
61	The maintainable design life of all contractor-provided components, circuits, and equipment shall be at least eight years. The design life shall be on the basis that normal recommended maintenance procedures will be followed.	C.2.1.10.1 Reliability
62	The WITS Program network shall be "robust;" i.e., in the event of failure of any system or component, the contractor's network will continue to function and will process critical calls.	C.2.1.10.2 Robustness 2.3.2.1 Changes in WITS2001 RFP Technical Reqts
63	The contractor shall be responsible for meeting the following general system requirements over the life of this contract: The WITS Program network shall be sufficiently robust that failure of any single system or component will not cause loss of service to more than 20% of WITS Program subscribers to the service provided.	C.2.1.10.2 Robustness 2.3.2.1 Changes in WITS2001 RFP Technical Reqts
64	Switching systems shall be designed with sufficient redundancy to ensure system downtime due to catastrophic system failure shall be less than four hours in twenty years.	C.2.1.10.2 Robustness
65	Downtime consists of all time required to restore the switching system. With the possible exception of individual local access connections and line cards, there shall be no single-point failure mechanisms in the WITS Program network.	C.2.1.10.2 Robustness 2.3.2.1 Changes in WITS2001 RFP Technical Reqts
66	All equipment and components procured as a unit under this contract shall be warranted for a period not less than the time specified in the original equipment manufacturer's warranty.	C.2.1.10.3 Warranty Period
67	Repair or replacement of any item during the warranty period shall be at no cost to the Government, and the contractor shall provide substitute equipment during the period of repair.	C.2.1.10.3 Warranty Period
68	These rights shall be in addition to those provided by FAR 52.246-19 (Warranty of Systems and Equipment – Section I.1.67), FAR 52.246-20 (Warranty of Services – Section I.10), and G.23 (Year 2000 Warranty of Data Processing Hardware, Software, Equipment and Systems).	C.2.1.10.3 Warranty Period
69	WITS Program services shall be available 24 hours a day, seven days a week. The availability of each required service shall be at least 99.5 percent at each SDP.	C.2.1.10.4 Availability of Service 2.3.2.1 Changes to WITS2001 RFP Technical Reqts

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70	WITS Program services shall be “scalable;” i.e., the contractor’s network shall be capable of serving traffic volumes far in excess of those served by the contractor in the first year of WITS Program service.	C.2.1.10.5 Scalability 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
71	It shall be possible to increase the capacity of any WITS Program service by a factor of at least 10, vis a vis the volume of service provided by the contractor during the first year of WITS Program service.	C.2.1.10.5 Scalability 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
72	The WITS Program services shall be synchronized to a common and highly accurate timing source.	C.2.1.10.6 Network Synchronization 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
73	The contractor shall propose the timing source to be used and the configuration to be implemented.	C.2.1.10.6 Network Synchronization
74	The contractor shall implement a network architecture that delivers services and features throughout the specified service area, uses the contractor’s services and facilities in a cost-effective manner, interfaces with the Public Switched Network in a manner that meets the requirements of this Statement of Work, is scalable and robust, can serve small customers, and is compatible with existing WITS, DC Local Government, and TEMPO CPE.	C.2.1.12 Network Architecture 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
75	Service provided to the Government shall conform to the same standards as that of the contractor’s commercial offerings. If the contractor implements a new or modified standard for any customer in the WITS Program service area for a service provided to the WITS Program, the contractor shall propose to implement that change in the WITS Program services provided within six months. If a customer organization wants conformance to a new standard earlier than the contractor’s commercial plan for development, then it shall be negotiated on an individual-case basis.	C.2.1.13 Conformity to Standards 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
76	Basic capabilities shall be included in the base price of the service.	C.2.2.1 Basic Service Capabilities
77	Features are additional service functionalities that shall be provided by the contractor and may be priced separately from the base price of the service.	C.2.2.1 Basic Service Capabilities
78	As part of the service offering, the contractor shall ensure proper management and operation of the telecommunications services it provides.	C.3 Management and Operations
79	The contractor shall provide support in the following categories: 1. Sales and marketing	C.3 Management and Operations
80	The contractor shall provide support in the following categories: 2. Service ordering	C.3 Management and Operations

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81	The contractor shall provide support in the following categories:3. Operations support, including: a. Number administration b. Moves, adds, and changes c. Service visits d. Inventory management e. Physical security and work area management f. Security services	C.3 Management and Operations 2.3.2.1 Changes in WITS2001 RFP Technical Rqts
82	The contractor shall provide support in the following categories:4. Billing/Invoicing	C.3 Management and Operations
83	The contractor shall provide support in the following categories:5. Trouble handling	C.3 Management and Operations
84	The contractor shall provide support in the following categories:6. Customer training	C.3 Management and Operations
85	The contractor shall provide support in the following categories:7. Customer Service Center support	C.3 Management and Operations
86	The contractor shall market, promote, and sell WITS Program services, features, and basic capabilities to customers.	C.3.1 Sales and Marketing 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
87	The contractor shall prepare a draft Marketing Plan as part of its proposal and update it quarterly, indicating how it will work with the Government to achieve the WITS Program objectives defined in Section C.1.2.	C.3.1 Sales and Marketing
88	The contractor shall work with the Government in setting sales goals in terms of total revenue, lines in service, and new service development in the next three-to-six months. The contractor shall report on a quarterly basis in the <i>Marketing Plan</i> on the results achieved.	C.3.1 Sales and Marketing
89	The contractor shall take the lead in marketing, promoting, and selling WITS Program services and products; and the contractor's sales forecasts will be the basis for the WITS Program's sales goals.	C.3.1 Sales and Marketing 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
90	The contractor shall meet at least monthly with the GSA/NCR staff to review results and plan next steps.	C.3.1 Sales and Marketing
91	The contractor shall maintain a current schedule of planned customer meetings in a database that may be accessed in near-real time by the Government.	C.3.1 Sales and Marketing
92	The contractor shall measure in an objective, ongoing, and statistically significant manner the level of customer satisfaction with WITS Program service.	C.3.1 Sales and Marketing 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
93	The Marketing Plan shall: 1. Report on the level of customer satisfaction and assess any changes. Customers who may be considering a reduction in their use of WITS Program services shall be identified.	C.3.1 Sales and Marketing
94	The Marketing Plan shall: 2. Recommend specific actions to improve customer satisfaction with the WITS Program.	C.3.1 Sales and Marketing
95	The Marketing Plan shall: 3. Identify prospects who may become new WITS Program customers during the next reporting interval, why they are now interested in becoming customers, their expectations of the WITS Program, and their forecast service requirements.	C.3.1 Sales and Marketing 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

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96	The Marketing Plan shall: 4. Forecast growth requirements of existing customers by service and by building.	C.3.1 Sales and Marketing
97	The Marketing Plan shall: 5. Forecast growth requirements for data services and other services new to the WITS Program by customer and building.	C.3.1 Sales and Marketing
98	The contractor shall work with the Government to grow the WITS Program's share of the Federal SVS market in the WITS Program service area while substantially increasing its share of the data services market.	C.3.1 Sales and Marketing
99	The contractor shall describe how: 1. The WITS Program should market data services in the first year after contract award.	C.3.1 Sales and Marketing
100	The contractor shall describe how: 2. The increased functionality and features that the contractor will provide to prospective data service customers.	C.3.1 Sales and Marketing 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
101	The contractor shall describe how: 3. The changes that prospective data service customers will have to make to take advantage of WITS Program services and the benefits that will be realized by these users.	C.3.1 Sales and Marketing 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
102	The contractor shall describe how: 4. The WITS Program services will be more attractive than existing local data service offerings to Federal data service users.	C.3.1 Sales and Marketing 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
103	The contractor shall describe: 5. The overall plan to migrate prospective data service customers to WITS Program services.	C.3.1 Sales and Marketing 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
104	A draft of the Client's Guide shall be included with the proposal.	C.3.1 Sales and Marketing
105	The contractor also shall maintain a WITS Program home page on the Internet, using information from the Client's Guide.	C.3.1 Sales and Marketing 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
106	The contractor shall describe how it will avoid conflicts of interest between its WITS Program marketing efforts and its direct sales to Federal users in the WITS Program service area.	C.3.1 Sales and Marketing 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
107	In particular, the contractor shall describe how it will create incentives for its sales staff to sell WITS Program services and features to Government subscribers rather than market its own competing services.	C.3.1 Sales and Marketing 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
108	The WITS Program service ordering process also shall support the following functions as well as requirements to interface with the Government's ordering and billing system (e.g., TOPS): 1. Provide service price quotes 2. Initiate service orders 3. Track service orders 4. Change service orders 5. Accept service orders 6. Disconnect service orders	C.3.2 Service Ordering 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts

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109	The contractor shall provide a single, toll-free point of contact in the WITS Program Customer Service Center and shall maintain a WITS Program Web page for agencies and GSA to obtain price quotes, place service orders, track service orders, and change them, using information from the Client's Guide. The required level of support shall include home page development, design, maintenance, and regular updates of WITS Program services, products, and pricing.	C.3.2 Service Ordering
110	Copies of all service orders shall be maintained by the contractor for the length of the contract, plus three years.	C.3.2 Service Ordering
111	The contractor shall provide price quotes for WITS Program services and features when requested by the customer.	C.3.2.2 Provide Price Quotes 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
112	The price quote shall identify all recurring, non-recurring, and usage charges, the service availability date, the date when the price quote will become nonbinding, and appropriate descriptive information.	C.3.2.2 Provide Price Quotes
113	The contractor shall provide the service price quote to the agency or GSA representative no later than five business days after the request is made.	C.3.2.2 Provide Price Quotes
114	The contractor shall accept service orders to initiate, cancel, add, change, move, or disconnect service and service features. The contractor shall be responsible for directing and accomplishing all tasks associated with processing all service orders. If additional information or modification from the customer is required before service order processing can be completed, the contractor shall notify the DAR within two business days after receipt of the service order and shall specify the required information and action to be provided by the Government.	C.3.2.3 Initiate Service Orders
115	The contractor shall enable the agency or GSA Designated Agency Representative (DAR) to submit service orders using the following media: 1. WITS Program Web Page.	C.3.2.3 Initiate Service Orders 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
116	The contractor shall enable the agency or GSA DAR to submit service orders using the following media: 2. Electronic Data Interchange (EDI) - where available	C.3.2.3 Initiate Service Orders
117	The contractor shall enable the agency or GSA DAR to submit service orders using the following media: 3. Electronic mail	C.3.2.3 Initiate Service Orders
118	The contractor shall enable the agency or GSA DAR to submit service orders using the following media: 4. Electronic file transfer - where available	C.3.2.3 Initiate Service Orders
119	The contractor shall enable the agency or GSA DAR to submit service orders using the following media: 5. Facsimile	C.3.2.3 Initiate Service Orders

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
120	<p>The contractor shall propose and describe the format and content of the service order to be used by the Government. At a minimum, each order shall contain the following fields:</p> <ul style="list-style-type: none"> · Time and date service order was submitted · Service order number · Billing Account Code - which uniquely identifies the agency cost center · Location Group - which uniquely identifies the building to be served · Room number · User group order number (including priority) – which defines the Class of Service and the features that shall be assigned to the line · Point of contact and telephone number · Work description (including specific data such as classmark, equipment assigned) · Requested completion date · Status of service order · Actual completion date and time · Price associated with service order · Identification of circuit and station line · Remarks 	C.3.2.3.1 Service Order Format
121	The contractor shall provide a means whereby GSA can gain electronic, on-line access to all service order data and agencies can gain electronic, on-line access to the agencies' own service order data.	C.3.2.3.1 Service Order Format
122	The contractor shall provide an updated description of its service ordering system, procedures, and the related ordering intervals within 30 calendar days after execution of the contract modification.	C.3.2.3.1 Service Order Format
123	The contractor shall provide GSA and the agencies with the hardware, software, and integration support necessary to allow the Government to access the contractor's service ordering system using a PC equipped with an internet browser.	C.3.2.3.1 Service Order Format
124	Electronic Service Ordering transactions between the contractor and the Government shall conform to the ANSI X12 850 family of transaction sets, as interpreted by the Telecommunications Industry Forum (TCIF).	C.3.2.3.1 Service Order Format
125	After contract award, the contractor shall provide 60 calendar days' advance notice of any changes in the service order format and content and provide any necessary training to DARs.	C.3.2.3.1 Service Order Format
126	The contractor shall provide for bulk service orders that will allow the Government to request the contractor, with a single order, to migrate all WITS Program services at an agency building or all WITS Program services supported by a particular serving office. The contractor shall appoint a project manager to coordinate service orders for large or politically sensitive service orders.	C.3.2.3.1 Service Order Format 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
127	<p>The contractor shall describe a procedure for implementing large orders that include the following:</p> <ul style="list-style-type: none"> · Establishment of the project working group · Preparation of the agency profile · Establishment of the Location Group · Design the appropriate access arrangement · Meet with the customer(s) to review requirements and establish the final design · Provision the order · Implement and test the order · Follow-up with the agency that includes doing whatever is necessary to gain the customer's satisfaction 	C.3.2.3.1 Service Order Format
128	<p>Service orders shall be implemented within the following service availability intervals, measured from the time the contractor acknowledges receipt of the service order to the time the order is accepted:</p> <ol style="list-style-type: none"> 1. Standard service availability interval 2. Expedited service availability interval 3. Emergency service availability interval 	C.3.2.3.2 Service Availability Intervals
129	<p>For Type B access arrangements, the contractor shall specify service availability intervals that are equal or better than those offered to the contractor's most favored commercial customers for comparable services. Copies of the service availability interval (paper and electronic) shall be provided to all Government DARs within 30 business days after the original contract is modified. Updates to the standard service-availability intervals shall be provided to all DARs prior to the effective date of the updates.</p>	C.3.2.3.2 Service Availability Intervals 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
130	<p>The contractor shall support the Government in responding to emergencies (as determined by the Government ACO). The costs and service intervals for emergency orders shall be negotiated on an individual case basis.</p>	C.3.2.3.2 Service Availability Intervals
131	<p>Service orders requesting expedited service implementation shall take priority for completion over routine service orders submitted previously by the requesting customer only and shall not be placed ahead of the orders of any other customer unless otherwise directed by the GSA Administrative Contracting Officer (ACO).</p>	C.3.2.3.2 Service Availability Intervals
132	<p>Orders requesting emergency service implementation shall take precedence over all pending WITS Program expedited and standard service orders.</p>	C.3.2.3.2 Service Availability Intervals 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
133	The contractor shall provide a means for the GSA and agency DARs to verify the status of each service order from the time the contractor acknowledges receipt of the service order to the contract expiration date. The contractor shall propose and implement an electronic mechanism for providing access to the contractor's service order database. Government DARs require an acknowledgment within one hour after entering a service order. (If the contractor's service order database is updated within one hour and the Government has access to this database, this requirement will be met.)	C.3.2.4 Track Service Orders 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
134	The service order change date shall be the date the DAR provides written notice of the change order to the contractor.	C.3.2.5 Change Service Orders
135	The contractor shall complete acceptance tests specified in Sections C.5.3 (Cutover Test Plan) and E (Inspection and Acceptance) before delivering the service to the customer. The contractor shall be responsible for coordinating with any other contractors who may be involved in activating the service to ensure that everything necessary to complete the service order has been accomplished. The contractor shall verify that the service is activated and operational before delivering it to the customer. The contractor shall perform necessary adjustments or corrections to any service deficiencies, at no cost to the Government, during service activation.	C.3.2.6 Accept Service Orders
136	When a service order is completed or partially completed, the contractor shall provide an order completion acknowledgment to the GSA or agency DAR. The order completion acknowledgment shall include sufficient information to identify the effective service date, the SDP, Location Code, associated telephone numbers or circuit numbers, Billing Account Code, and whether the service order was partially or fully completed. (A service order is partially completed when some of the CLINs ordered are accepted and some are not; e.g., five WITS Program CLINs out of six ordered have been accepted.)	C.3.2.6 Accept Service Orders 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
137	In the event the service order due date is less than the standard interval, notification of the FTS2001 service providers and the IXC's shall occur within one business day after service order acknowledgement.	C.3.2.6 Accept Service Orders
138	The contractor shall provide updates each business day to the FTS2001 service providers and other designated IXC's and give them the new WITS Program telephone numbers and disconnect orders at least five calendar days before they are to be activated or disconnected.	C.3.2.6 Accept Service Orders 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
139	Service shall be physically terminated no earlier than 11:59 p.m. Eastern Standard Time on the service disconnect date required by the GSA or agency DAR unless otherwise coordinated. For billing purposes, service termination shall occur no later than 11:59 p.m. Eastern Standard Time on the service disconnect date required by the GSA or agency DAR.	C.3.2.7 Disconnect Service Orders
140	The contractor, as part of the basic service, shall provide the DAR with the on-line capability to request moves, adds, and changes of lines, trunks, services, features, and CPE through the WITS Program service ordering process.	C.3.3.2 Moves/Adds/Changes 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
141	The contractor shall provide the means necessary to allow DARs, via a service order, to make incidental internal software reconfiguration changes related to the provision of WITS Program services to such things as line features, classes of service, telephone numbers, and other aspects that do not require changes in the physical facilities.	C.3.3.2 Moves/Adds/Changes 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
142	The contractor, upon receipt of a service order for a move, disconnect, change of service, or other work authorized under the contract that does not require delivery of new system equipment or facilities, shall complete the work within the intervals set forth in Table C-10.	C.3.3.2 Moves/Adds/Changes
143	The contractor shall make billable service visits only in response to a customer request. That is, such service visits shall extend beyond the operations support provided by the contractor as part of the basic service.	C.3.3.3 Service Visits
144	The scope of a service visit shall include, but not be limited to, implementing incidental equipment, such as telephones, workstations, and other CPE, integrating the customer's legacy equipment and systems with the WITS Program network, and "Rent-a-Tech" service to assist the customer with service ordering, adds/moves/changes, billing verification, number/address administration, inventory management, security management, or other operations support requirements.	C.3.3.3 Service Visits 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
145	<p>The contractor shall provide the following “Rent-a-Tech” services on an hourly, monthly, and annual basis if they are needed by WITS Program customers to properly use the services or products provided:</p> <ul style="list-style-type: none"> C.3.3.3.1 LAN/WAN Integrator C.3.3.3.2 Database Analyst Programmer - Senior C.3.3.3.3 Database Analyst Programmer C.3.3.3.4 Applications Systems Analyst - Senior C.3.3.3.5 Applications Systems Analyst C.3.3.3.6 Systems Engineer C.3.3.3.7 Voice Communications Specialist C.3.3.3.8 Data Communications Specialist C.3.3.3.9 Telecommunications Technician C.3.3.3.10 Organizational Development Manager C.3.3.3.11 Organizational Development Specialist C.3.3.3.12 Communications Analyst C.3.3.3.13 Cable Installer C.3.3.3.14 Cable Splicer C.3.3.3.15 Training Specialist C.3.3.3.16 Technical Draftsman C.3.3.3.17 Technical Writer/Editor C.3.3.3.18 Data Entry Operator 	C.3.3.3 Service Visits
146	<p>The contractor shall engineer, acquire, provision, install, operate, administer, and maintain the services and products provided, including the User-to-Network Interfaces at each WITS Program SDP, in a manner that meets the manufacturer’s maintenance recommendations and the contractor’s commercial practices. The contractor shall maintain the services and products provided to meet the reliability, availability, and performance requirements as set forth in this specification.</p>	<p>C.3.3.4 Operations, Administration, and Maintenance 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts</p>
147	<p>The contractor shall perform maintenance on the WITS Program services provided on both a preventive (scheduled) and a remedial (routine, priority, and emergency call out) basis 24 hours a day, seven days a week.</p>	<p>C.3.3.4 Operations, Administration, and Maintenance 2.3.2.1 Changes to WITS2001 RFP Technical Rqts</p>
148	<p>Response times and restoral times for routine and emergency maintenance shall meet the requirements of Sections C.3.5 and C.6, respectively. The contractor shall maintain all switching, transmission, ancillary service, and related equipment providing WITS Program services in a good state of repair in a manner that meets the requirements of the Original Equipment Manufacturer (OEM) or the contractor’s commercial practices, whichever are more stringent.</p>	<p>C.3.3.4 Operations, Administration, and Maintenance 2.3.2.1 Changes to WITS2001 RFP Technical Rqts</p>

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
149	The service availability shall meet the requirements of Section C.2.1.10.4. There shall be no scheduled interruptions of service during regular working hours. Customers who may be affected by any scheduled interruptions outside normal business hours shall be notified at least two working days prior to a planned service interruption. Additionally, the contractor shall inform the ACO as soon as possible of any occurrence of an unusual nature that may result in interruption of service.	C.3.3.4 Operations, Administration, and Maintenance
150	The contractor shall coordinate all necessary operations, administration, and maintenance activities with other providers of service. If problems arise that cannot be resolved by the contractor within one working day, the ACO or his or her designated representative shall be notified promptly. In no case shall a problem be allowed to remain unresolved for more than three working days.	C.3.3.4 Operations, Administration, and Maintenance
151	The contractor shall make its best effort to maintain equipment rooms, wire closets, and all other work areas at Government buildings in a clean, orderly, and neat state. The contractor shall clearly label all wires installed or used by the contractor at the Main Distribution Frame, Intermediate Distribution Frame, in the wiring closet, and at the SDP to permit the Government to trace the physical implementation to a particular line or group of lines. The contractor shall ensure that these labels are readable and up-to-date at all times. The contractor shall provide all labor, tools, parts, and software, and any additional test equipment required to maintain WITS Program services and products.	C.3.3.4 Operations, Administration, and Maintenance 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
152	The contractor shall provide all labor, tools, parts, and software, and any additional test equipment required to maintain WITS Program services and products.	C.3.3.4 Operations, Administration, and Maintenance 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
153	The contractor shall propose and provide an inventory management system to track, by building and customer, the inventory of equipment, services, features, telephone numbers, maintenance contractor's name and local repair number, the date of acceptance, and the dates that the warranties provided under this contract expire. The Inventory Report shall be updated monthly, although Contracting Officer's Representatives (CORs) and designated DARs shall be able to retrieve the current version of the Inventory Report on demand electronically. Information in the contractor's Inventory Report (Section G.2.1) will be used by the Government to reconcile the amounts invoiced for proposed service(s), features, and CPE.	C.3.3.5 Inventory Management 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
154	The contractor shall follow security procedures established by the Government in conjunction with building management to prevent unauthorized access to a building's telecommunications facilities (e.g., telephone closets). These security measures shall include, but not be limited to, procedures for signing in and out, escort procedures, and inspection routines.	C.3.3.6 Physical Security and Work Area Management
155	When multiple contractors share the telecommunications facility, the contractor shall work with the Government in coordinating with the other contractors and the building management to agree on procedures that ensure the security of the facility while allowing access to the facility by multiple parties.	C.3.3.6 Physical Security and Work Area Management
156	The contractor shall provide security services that are compatible with existing security devices and systems used by the Government. The contractor shall ensure that these services protect all portions of the contractor's network used to provide WITS Program services, information, and information processing resources provided under this contract against threats, attacks, or failures of systems.	C.3.3.7 Security Services 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
157	The contractor shall provide security within the infrastructure of the WITS Program network against threats from hacker, criminal, and terrorist activities, consistent with commercial practice, which shall ensure availability of service, confidentiality, and data integrity of WITS Program transmission and switching systems, the support systems, and the databases being maintained by the contractor to support WITS Program services. Only authorized Government personnel (as determined by the GSA ACO) shall have access to those portions of the infrastructure of the WITS Program network that are determined by the contractor to be off limits.	C.3.3.7 Security Services 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
158	The contractor shall monitor potential security problems on an ongoing basis and alert WITS Program customers (e.g., by telephone or e-mail) of threatening situations. The contractor shall give customers the option of pre-authorizing the contractor to disable access to the Internet during a security event that the contractor deems to be serious.	C.3.3.7 Security Services 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
159	The contractor shall include a Security Plan with the proposal that outlines the risks and the risk avoidance methodology and management that are to be implemented after contract award. The Security Plan shall be updated semiannually and shall address all aspects of security, identify major risks, and discuss how best to mitigate these risks. The Security Plan must be approved by the Government prior to acceptance of support systems or any service.	C.3.3.7 Security Services

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
160	The contractor shall bill in arrears on a monthly basis. The contractor shall provide the Government two methods of billing, as illustrated in Figure C-10: 1. Centralized Billing: The contractor shall invoice GSA and provide supporting data for payment and processing charges to all customers using centralized ordering. GSA will verify the charges and pay the centralized invoice.	C.3.4 Billing
161	The contractor shall bill in arrears on a monthly basis. The contractor shall provide the Government two methods of billing, as illustrated in Figure C-10: 2. Direct Billing: The contractor shall invoice each customer cost center that is using direct ordering and provide supporting billing data. Each such customer will verify the invoice and directly pay the contractor.	C.3.4 Billing
162	The contractor shall submit all centralized and direct billing invoices to the designated billing offices by the agreed dates (to be determined by the agency COR [direct billing] or GSA COR [centralized billing] and the contractor after award) each month.	C.3.4.1 Invoice Requirements
163	The invoice format shall be capable of accommodating new services and features at no cost to the Government.	C.3.4.1 Invoice Requirements
164	The contractor shall allow the Government to audit the contractor's billing process in accordance with Section G.1.5 (Quality Management Audits).	C.3.4.1 Invoice Requirements
165	The contractor shall provide a single consolidated invoice for WITS Program services and products provided to the Government (centralized billing) and each agency cost center (direct billing) each month by the agreed date. To prepare a consolidated invoice, this billing data will have to be aggregated reliably, accurately, quickly, and inexpensively.	C.3.4.1 Invoice Requirements 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
166	Monthly WITS Program charges shall include the WITS Program Associated Government Fee(s) in accordance with Section H.25.	C.3.4.1 Invoice Requirements 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
167	The contractor shall be capable of delivering invoices and billing verification data to GSA and agencies electronically for viewing and file transfer using a format that is acceptable to the Government and the contractor. The contractor's billing systems shall interface with GSA's Telecommunications Ordering and Pricing System (TOPS) described in WITS2001 RFP Section J.3.3. File formats will be specified after the modification for eligibility has been awarded. Invoice files shall be delivered as an ASCII file in an electronic format. Charge descriptions shall clearly define each item charged including dates of service, associated Billing Account code (BAC) and service order number. Invoice file deliveries for a customer agency shall occur on or near the same date each month. All invoice files need not be delivered on the same date. Should the requirements for the interface with GSA's TOPS change, the contractor shall change their billing system to interface with GSA's TOPS.	C.3.4.1 Invoice Requirements 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
168	When requested by an agency or GSA, the contractor shall provide this information via CD-ROM. When requested by the Government and when commercially available, the contractor shall submit invoices in EDI format that conforms to the ANSI/TCIF X12 811 transaction sets, as interpreted by the TCIF.	C.3.4.1 Invoice Requirements 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
169	The contractor also shall submit the originals of all paper invoices.	C.3.4.1 Invoice Requirements
170	The contractor shall itemize the Federal, state, and local taxes and the regulatory passthroughs in accordance with Tables B-0.5 and B-0.6 of Section B of the WITS2001 RFP.	C.3.4.1 Invoice Requirements 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
171	Each invoice shall reflect all charges from the first to the last day of the billing cycle. The contractor shall charge for all services, features, and equipment within three billing cycles after the services were rendered. All charges not submitted within three billing cycles shall be borne by the contractor unless a request for extension is formally approved by the ACO.	C.3.4.1.1 Invoice Content
172	The contractor shall describe, in detail, the content and format of all invoices to be used for billing proposed service(s).	C.3.4.1.1 Invoice Content 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
173	The contractor shall ensure that each invoice contains all pricing components in sufficient detail to reconcile charges with completed orders or actual usage. The contractor shall ensure that all charges, credits, and debits are shown on the invoice and that no additional data are required by the Government to verify the price of a call or feature and to verify the amount of discounts, credits or debits. In calculating applicable taxes, the contractor shall not impose taxes on the WITS2001 Associated Government Fee(s) or the Universal Service Fund fee (see Section H.28).	C.3.4.1.1 Invoice Content
174	The contractor shall bill the Service Initiation Charge in one lump sum, indicating waived or discounted charges, following acceptance by the Government of the service contained in the completed service order.	C.3.4.1.1 Invoice Content
175	For other reimbursable charges, such as Other Direct Costs, the contractor shall ensure that the invoices reflect the contractor's actual charges for a specific service order. The Government will not pay any charges that are not agreed upon between the contractor and the DAR and that are not specifically stated in the service order.	C.3.4.1.1 Invoice Content
176	The contractor shall prepare all invoices (for both direct and centralized billing) in accordance with the Government's Billing Account Code, Agency Hierarchy Code, Agency Billing ID, Location Code, and Service Delivery Point ID.	C.3.4.1.2 Invoice Preparation
177	Each invoice shall also include the transaction number specified on the service order.	C.3.4.1.2 Invoice Preparation

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
178	The contractor shall permit all authorized users (see Section C.1.3.1) to purchase WITS Program services and products using Government credit cards. Otherwise, the contractor shall establish a merchant account with each of the SmartPay contractors (US Bank, Citibank, NationsBank, Mellon Bank, First National Bank of Chicago and other banks to be determined).	C.3.4.1.5 Use of Credit Cards 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
179	The contractor shall maintain all original paid invoices and other related records for the length of the contract plus three years after the expiration of the contract. The contractor shall make this data available to Government auditors within ten business days after a formal request is received by the contractor. Archived information shall be provided in a mutually acceptable electronic format.	C.3.4.1.6 Invoice Data Retention
180	The contractor shall provide a mechanism for uniquely identifying service outages and allowing the Government to reconcile credits with associated outages. The contractor shall credit the affected customer as specified in Section H.10 (Deductions). Within three billing cycles after resolution of the service outage, the service outage credit shall be processed through the contractor's billing system and appear on the invoice and the Billing Adjustments Summary Report.	C.3.4.1.7 Trouble or Service Outage Credits
181	Rate changes shall become effective on the first day of the next invoicing period following the effective date of the rate change.	C.3.4.1.8 Invoice Changes
182	The contractor shall provide at least 60 calendar days' written notice to the GSA ACO before making changes to the invoice content or format. The frequency of such changes, including changes resulting from the introduction of new services or industry standards modifications, shall not exceed once every 60 calendar days unless the change was mandated by a Federal, state, or local public utility regulatory authority that requires implementation in less than 60 calendar days.	C.3.4.1.8 Invoice Changes
183	Invoice changes initiated by changes in the invoice standards by an authorized regulatory body or at the direction of the contractor shall be done at no cost to the Government. The contractor shall provide a detailed specification of the revised format to the ACO.	C.3.4.1.8 Invoice Changes
184	The contractor shall obtain written approval from the Government ACO to initiate an emergency change.	C.3.4.1.8 Invoice Changes
185	Changes for invoice formats that differ from the standard WITS Program invoice format shall be addressed on an individual-case basis.	C.3.4.1.8 Invoice Changes 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
186	The contractor shall provide all of the supporting information needed by the Government to fully verify each WITS Program charge in the invoice or provide read-only access to this information in near-real time.	C.3.4.1.9 Billing Verification 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
187	The contractor shall recommend a procedure for GSA and agencies who choose to be directly billed to do required invoice verification.	C.3.4.1.9 Billing Verification

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
188	The contractor shall provide billing verification assistance via the Customer Service Center and the WITS Program Web page as part of the basic service.	C.3.4.1.9 Billing Verification 2.3.2.1 Changes to WITS2001 RFP Technical Rqts 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
189	The contractor shall provide the end-user software report generation tools (e.g., to read Call Detail Records (CDRs) and other billing support information) that are available to its commercial customers as part of the basic service.	C.3.4.1.9 Billing Verification 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
190	The contractor shall resolve billing disputes directly with the dispute initiator unless the dispute involves the terms and conditions of the modified original contract, in which case the dispute shall be resolved with the GSAACO.	C.3.4.2 Billing Disputes 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
191	The contractor shall propose a mechanism for uniquely identifying each billing dispute to permit the dispute initiator to track the status of a dispute.	C.3.4.2 Billing Disputes
192	The contractor shall attempt to resolve billing disputes to the satisfaction of the dispute initiator within 60 calendar days following official notification from the Government. The contractor shall take a proactive lead in resolving disputes promptly with the initiator of the dispute by establishing and maintaining meaningful dialogue directed toward a prompt, fair, and equitable resolution. In cases where a resolution is not forthcoming, the contractor shall submit partial resolutions (less than the total amount in dispute) to the dispute initiator for acceptance or denial.	C.3.4.2 Billing Disputes
193	Once a dispute is resolved, the contractor shall process the associated credit or debit within two billing cycles, making sure that the debit or credit and the associated billing dispute identifier are clearly documented in the invoice and assigned to the proper level of the invoice prescribed by the Billing Account Code, Agency Hierarchy Code, and Agency Billing ID.	C.3.4.2 Billing Disputes
194	The contractor shall propose and describe a trouble-handling process to support the WITS Program. The scope of the trouble-handling system shall include all facilities owned or leased by the contractor and all facilities and services that interconnect with the WITS Program network and shall include the following functions: 1. Centralized trouble reporting 2. Determining the cause of and correcting troubles 3. Working cooperatively with other contractors and Government representatives to resolve problems 4. Maintaining audit trails of trouble resolution activities 5. Responding to subscriber inquiries regarding trouble resolution status 6. Providing trouble escalation for normal and emergency events 7. Monitoring trouble report management and escalation procedures 8. Providing trouble report and performance information to customers	C.3.5 Trouble Handling 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
195	The contractor shall provide a single point of contact for trouble handling. Customers shall be able to submit trouble reports to the point of contact 24 hours a day, seven days a week. The contractor shall be able to receive trouble reports by toll-free telephone, electronic mail, facsimile, and via the World Wide Web.	C.3.5.1 Trouble Reporting
196	The WITS Program contractor, acting as the Government's agent, shall be responsible for preventive and restorative maintenance and shall initiate trouble calls as necessary.	C.3.5.1 Trouble Reporting 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
197	The contractor shall maintain an audit trail of WITS Program trouble resolution activities for the duration of the contract.	C.3.5.1 Trouble Reporting 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
198	The contractor shall propose and provide an escalation procedure, with appropriate time intervals, for each service category provided under this contract. Point of contact names, titles, telephone numbers, electronic mail address, and facsimile number shall be provided to the Procuring Contracting Officer (PCO) in the proposal. Changes to the point of contact information shall be provided to the GSA and agency ACOs within one business day when changes are made.	C.3.5.2 Escalation Procedures
199	The point of contact shall be responsible for coordinating trouble isolation and repair efforts within the contractor's organization, between other service providers who may be involved in resolving the problem, and the COTR. The point of contact shall be responsible for escalating all troubles not resolved in the required time frames. The point of contact shall stay actively involved with the trouble resolution process from start to completion.	C.3.5.2 Escalation Procedures
200	The contractor shall resolve trouble reports on a routine and emergency basis.	C.3.5.2 Escalation Procedures
201	For routine trouble reports that involve a user without service, the maximum allowable time to resolve service shall be the next business day if a site visit is required or four hours if a site visit is not required unless a different clearing time objective is agreed upon by the contractor and the Government.	C.3.5.3 Routine Restoration
202	Training shall be provided as part of the basic service when a WITS Program service or feature is being provided to a site for the first time, when a new service is being introduced, or when a major upgrade is being implemented. The projected number of students to be trained for each year of the contract appears in Table C-10.1. The contractor shall include a draft Customer Training Plan in its proposal and submit a final version within 20 business days after receiving the Government's comments.	C.3.6 Customer Training 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
203	The training shall be conducted on Government premises or contractor premises or via the World Wide Web at the discretion of the Government. When the training is conducted at a contractor site, the contractor shall provide an appropriate classroom environment and all necessary equipment and support.	C.3.6 Customer Training
204	The contractor shall train designated COTRs and CORs to understand fully all WITS Program services and features as part of the basic service. At a minimum, each student shall receive at least 10 hours of classroom training and 10 hours of "hands-on" laboratory training so that they become proficient...	C.3.6.1 COTR and COR Training 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
205	The contractor is responsible for providing initial training to all end users. The contractor shall provide a minimum of two hours of classroom training and two hours of laboratory training to end users of such services who request training. Class size shall be limited to 40 students, and classes shall begin prior to cutover at a time that is acceptable to the contractor and the agency.	C.3.6.3 End-User Training
206	Government trainers will be responsible for remedial training. The contractor shall be responsible for training up to one Government trainer per agency per building. The trainer responsible for a particular site shall be trained prior to cutover at a time that is acceptable to the contractor and the Government. Class size shall be limited to a maximum of 10 students, and the length of the class shall be at least four hours. The training shall be supported by appropriate desktop reference guides, Internet-based instruction, or other appropriate media targeted to first-time end users and users in need of remedial training. The contractor shall distribute Government-provided brochures to each Government trainer at the time of training.	C.3.6.4 Training Government Trainers
207	The contractor shall train heads of agencies and departments and senior-level staff to use WITS Program services and provide effective oversight. At a minimum, this course shall provide an overview of the architecture, services, features, support systems, backup and recovery, and procedures for priority restoration of services and facilities. Class size shall be limited to a maximum of 12 students, the length of the class shall be at least two hours, and classes shall be conducted prior to cutover.	C.3.6.5 Executive Level Training 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
208	The contractor shall work with the COTRs and CORs to schedule training sessions and to arrange for appropriate facilities to conduct the training. The contractor shall accommodate requests for additional or makeup training by the Government when requested.	C.3.6.5 Executive Level Training

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
209	The contractor shall operate the WITS Program network from the Customer Service Center, which may be located on the contractor's premises when it is in the best interests of the Government. The Customer Service Center shall be staffed 24 hours a day, seven days a week. Users shall be able to access the Customer Service Center by dialing a toll-free number or by accessing the contractor's WITS Program Web page.	C.3.7 Customer Service Center 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
210	The Customer Service Center shall be the customer's primary point of contact with the contractor for operational issues after service is accepted. The contractor shall maintain an electronic shopping cart to enable users who are so inclined to conduct their business electronically.	C.3.7 Customer Service Center
211	The contractor shall make customer service representatives available to users to help with service planning, feature assignments, service order planning, billing reconciliation, inventory control, or trouble resolution. The Customer Service Center shall operate a Help Desk to assist subscribers experiencing difficulty using WITS Program services, features, or equipment and provide training where required. These services shall be provided as part of the basic service. Supplemental training or remedial training that is authorized by the appropriate DAR may be provided for an additional fee, in accordance with Section C.3.6.	C.3.7 Customer Service Center 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
212	The Customer Service Center shall provide technical support to users in developing applications for a WITS Program service, trouble shooting CPE interfaces, planning and implementing internetworking requirements, and addressing other requirements that are related to the provision of WITS Program services and features as they arise. Technical support normally shall be provided as part of the basic service. When technical support is requested that exceeds this base level, the contractor shall act only after verifying that the visit has been authorized by the appropriate DAR.	C.3.7 Customer Service Center 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
213	The contractor shall operate a Solutions Center during normal business hours to demonstrate WITS Program services and features in an operational setting. There shall be sufficient capacity for 20 subscribers at one time. One of the contractor's sales representatives shall host gatherings of WITS Program customers and prospects, given three working days' notice.	C.3.7 Customer Service Center 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
214	The offeror may provide a CPE CLIN list with the proposal, based on the draft CLIN lists in Section B.10 (Additional Pricing Tables). The contractor shall update the CPE CLIN list semi-annually.	C.4 Equipment 2.3.2.1 Changes in WITS2001 RFP Technical Reqts
215	The contractor shall be responsible for implementing WITS Program facilities and services, including cutover testing, in order to: 1. Meet service delivery schedules	C.5.1 Transition and Implementation Objectives 2.3.2.1 Changes to WITS2001 RFP Technical Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
216	The contractor shall be responsible for implementing WITS Program facilities and services, including cutover testing, in order to: 2. Assure the services, features, and equipment provided at SDPs conform to contractual specifications and customer requirements	C.5.1 Transition and Implementation Objectives 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
217	The contractor shall be responsible for implementing WITS Program facilities and services, including cutover testing, in order to: 3. Implement the required changes in a manner that is transparent to subscribers	C.5.1 Transition and Implementation Objectives 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
218	The contractor shall conduct cutover testing for each service during service installation following the requirements defined in Section E.2.1.1 (Cutover Test Plan). The contractor shall describe its Cutover Test Plan for each service in its service and products proposal, outlining its overall approach to testing performance for each service during service installation and the processes and procedures that will be employed for testing. The contractor shall describe the parameters to be measured, the measurement procedure, and the pass/fail criteria.	C.5.3 Cutover Plan E.2.1.1 Cutover Test Plan 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
219	The contractor shall provide all necessary test equipment, data terminals, load boxes, test cables, and any other hardware and software required for system testing.	C.5.3 Cutover Plan
220	The contractor shall submit a detailed, site-specific Cutover Test Plan to the GSAACO within 45 calendar days after receiving the Government's comments.	C.5.3 Cutover Plan
221	The contractor's Implementation Plan shall address implementation of new WITS services at buildings currently served by a WITS Program contractor.	C.5.4 Implementation Plan 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
222	The contractor's Implementation Plan shall address the implementation of WITS Program services at new buildings.	C.5.4 Implementation Plan 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
223	The contractor shall submit a draft Implementation Plan in its proposal. The Implementation Plan shall be updated to account for site-specific variations and submitted to the designated GSA COR within 45 calendar days after receiving comments from GSA after contract award. The Government will approve the plan or provide feedback within 10 business days after the submission of the Implementation Plan.	C.5.4 Implementation Plan
224	For each service order, the contractor shall provide a single point of contact for service implementation. The contractor shall ensure that the point of contact, or the designated alternate, is accessible by telephone or pager during the time periods when service implementation activities are taking place. The contractor shall coordinate with the COR, customers, subcontractors, and other service providers during the service implementation. The contractor shall inform the COR when activities, including installation and cutover testing, are scheduled at a building.	C.5.5 Implementation Oversight

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
225	The contractor shall complete the implementation of each service order within the agreed service availability date.	C.5.5 Implementation Oversight
226	The contractor shall support the following requirements for restoring services during emergencies. For emergency trouble reports, the maximum allowable time to respond to a trouble report shall be two hours and the maximum allowable time to restore service shall be four consecutive hours unless a different clearing time objective is agreed upon by the contractor and the Government.	C.6.1 Emergency Restoration of WITS2001 Facilities and Services
227	The contractor shall provide emergency restoration in response to any of the following occurrences: 1. Catastrophic failure of single or multiple switching systems 2. Catastrophic failure of single or multiple transmission systems 3. Switching locations isolated due to equipment or facilities failures 4. Loss of system access to the Local Exchange Network 5. Buildings isolated due to equipment or facilities failures 6. Loss of system access to FTS2000/FTS2001 7. Loss of system access to the Internet 8. Disruption of service to users or circuits designated as critical by the Government 9. Traffic overloads and surges 10. Any situation under which an entire service or 20 percent of the station lines at a single building is disrupted for more than four hours, including disruption caused by fire, flood, explosion, civil disturbance, work stoppage, and backup power failure	C.6.1 Emergency Restoration of WITS2001 Facilities and Services 2.3.2.1 Changes to WITS2001 RFP Technical Rqts 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
228	If the service outage or impairment is due to Type A facilities or a performance shortfall of any other contractor supporting the WITS Program, the contractor, acting as GSA's OA&M contractor in accordance with Sections C.2.1.3 and G.1.3, shall work with that contractor to restore service.	C.6.1 Emergency Restoration of WITS2001 Facilities and Services
229	The contractor shall monitor the network to identify outages requiring emergency restoration and commence appropriate remedial action prior to the actual submission of a trouble report. The contractor shall notify the COTR immediately when any emergency restoration action is implemented.	C.6.1 Emergency Restoration of WITS2001 Facilities and Services
230	When outages occur, the contractor shall provide prioritized service restoration to station lines designated on the service order as critical by the Government. The identity and location of critical station lines may vary over the life of the contract and will be provided to the contractor by the COTR.	C.6.2 Priority Restoration

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
231	The contractor shall provide status reports regarding emergency and priority trouble resolution activities on an hourly basis until the trouble is resolved, or as otherwise agreed to by the COTR. The contractor shall also provide the COTRs and CORs access to a trouble report database that tracks all of the agency's troubles, and this database shall be updated at least once a day.	C.6.3 Status Reports
232	The contractor shall provide a Contingency Plan in its Technical Response which describes in detail the method by which WITS Program services will be maintained and restored under a number of situations. The Contingency Plan shall address damage assessment, service restoral time frames, and triggering mechanisms for implementation under a number of different scenarios. The requirements that result from this section shall not be separately priced but shall be negotiated as contract modifications on an individual case basis.	C.6.4 Contingency Plan 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
233	At a minimum, the Contingency Plan shall address the emergency situations listed in Section C.6.1 of the WITS2001 RFP (Emergency Restoration of WITS2001 Facilities and Services) as well as the following emergency situations: · Fires	C.6.4 Contingency Plan
234	At a minimum, the Contingency Plan shall address the emergency situations listed in Section C.6.1 (Emergency Restoration of WITS2001 Facilities and Services) as well as the following emergency situations:· Floods	C.6.4 Contingency Plan
235	At a minimum, the Contingency Plan shall address the emergency situations listed in Section C.6.1 (Emergency Restoration of WITS2001 Facilities and Services) as well as the following emergency situations:· Explosions	C.6.4 Contingency Plan
236	At a minimum, the Contingency Plan shall address the emergency situations listed in Section C.6.1 (Emergency Restoration of WITS2001 Facilities and Services) as well as the following emergency situations:· Hurricanes	C.6.4 Contingency Plan
237	At a minimum, the Contingency Plan shall address the emergency situations listed in Section C.6.1 (Emergency Restoration of WITS2001 Facilities and Services) as well as the following emergency situations:· Civil disturbances	C.6.4 Contingency Plan
238	At a minimum, the Contingency Plan shall address the emergency situations listed in Section C.6.1 (Emergency Restoration of WITS2001 Facilities and Services) as well as the following emergency situations:· Terrorist acts	C.6.4 Contingency Plan
239	At a minimum, the Contingency Plan shall address the emergency situations listed in Section C.6.1 (Emergency Restoration of WITS2001 Facilities and Services) as well as the following emergency situations:· Strikes, work stoppages, walkouts, or other labor disputes	C.6.4 Contingency Plan

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
240	At a minimum, the Contingency Plan shall address the emergency situations listed in Section C.6.1 (Emergency Restoration of WITS2001 Facilities and Services) as well as the following emergency situations: · Backup power failures	C.6.4 Contingency Plan
241	The contractor shall describe its approach for meeting WITS Program service and facility restoration requirements, including National Security/Emergency Preparedness (NS/EP – see Section C.6.7) requirements in its Contingency Plan, and shall update this plan within 60 calendar days after receiving the Government’s comments after execution of the contract modification. The contractor shall update this plan for the Government annually after the contract is modified, describing how its architecture, technical capabilities, and organizational capabilities will protect telecommunications services during emergency situations. The plan shall include examples of how these resources will be brought to bear during an emergency.	C.6.4 Contingency Plan 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
242	The contractor shall use the following means to provide network facility augmentation and restoration during emergencies: 1. National Telecommunications Management Structure (NTMS) and Telecommunications Service Priority (TSP) System (NCS-3-1-2 and NCS-3-1-3) or any subsequent TSP replacement system for providing network management and restoration 2. Reserve and emergency power per commercial practice and use of Telecommunications Electric Service Priority (TESP) in all transmission, switching, signaling, and major facility nodes	C.6.5 Network Facility Augmentation and Restoration
243	The contractor shall use the following means to provide transmission augmentation and restoration: 1. Rapid restoration of network transmission facilities by deployment of such techniques as a SONET self-healing architecture 2. Alternate local access connections when specifically requested by a customer	C.6.5.1 Transmission Facilities
244	The contractor shall follow commercial practice to protect against the loss of services caused by the failure, blockage, or damage of a switching or signaling node.	C.6.5.2 Switching and Signaling Systems
245	The contractor shall provide for the protection of Unclassified But Sensitive (UBS) communications commensurate with NCSC-11 and NTISSP No. 1. The contractor shall engineer, acquire, provision, install, operate, administer, and maintain the protection equipment at the facility locations where the contractor has proposed to install applicable equipment.	C.6.6 Protection of Classified and Sensitive Information
246	The contractor shall follow commercial practice to protect its sensitive systems. These sensitive systems include: 1. Databases for classified information	C.6.6 Protection of Classified and Sensitive Information

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
247	The contractor shall follow commercial practice to protect its sensitive systems. These sensitive systems include: 2. Critical subscribers' locations, identifications, authorization codes, and call records	C.6.6 Protection of Classified and Sensitive Information
248	The contractor shall follow commercial practice to protect its sensitive systems. These sensitive systems include: 3. Customer profiles	C.6.6 Protection of Classified and Sensitive Information
249	The contractor shall follow commercial practice to protect its sensitive systems. These sensitive systems include: 4. Computer systems that control or can control the network or services	C.6.6 Protection of Classified and Sensitive Information
250	The contractor shall protect unclassified sensitive information with the same level of protection required of "For Official Use Only" (FOUO) information as defined by industrial security regulations.	C.6.6 Protection of Classified and Sensitive Information
251	The contractor shall provide communications support to Government agencies under conditions described in PL93-288, NSDD-97, NSDD-145, and other applicable laws, regulations, and directives. Executive Order (EO) 12472 shall also be considered in the design and operations of services to be provided under this contract modification.	C.6.7 National Security and Emergency Preparedness Management 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
252	The contractor shall notify the agency and GSA COTRs immediately when events arise that may have major consequences to its network.	C.6.7 National Security and Emergency Preparedness Management
253	The contractor shall ensure that required local telecommunications services are provided to subscribers in a manner that consistently meets contractual requirements. The contractor shall be responsible for the acquisition, provisioning, installation, testing, placement into service, operation, administration, and maintenance of contractor-provided equipment and services.	C.7 General Management 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
254	The contractor shall attract and maintain skilled management, technical, and sales personnel to meet WITS program objectives throughout the life of the contract.	C.7 General Management
255	The contractor shall be responsible for the services provided by its subcontractors and shall manage and coordinate the activities of each subcontractor, including local and interexchange service providers.	C.7 General Management
256	The contractor shall serve as the point of contact with the Government for contract administration matters, although operational contact with the Government by subcontractor personnel is not precluded.	C.7 General Management

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
257	<p>The contractor shall propose an organizational structure for operation, administration, and maintenance of the services provided under this contract. The organization structure shall include personnel to serve as the point of contact to interface with the Government (GSA and agencies) on issues related to:</p> <ol style="list-style-type: none"> 1. Program administration 2. Sales and marketing 3. Customer service 4. Engineering 5. Operations, Administration, and Maintenance 6. NS/EP 	C.7.1 Organization Structure
258	<p>The contractor shall appoint qualified personnel to manage each of these areas. The contractor shall provide resumes for the following key personnel:</p> <ol style="list-style-type: none"> 1. General Manager (Section C.7) 2. Sales and Marketing Manager (Section C.3.1) 3. Manager of Customer Service (Section C.3.7) 4. Operations, Administration, and Maintenance Manager (Section C.3.3.4) 	C.7.1 Organization Structure
259	<p>The contractor shall provide a network monitoring system that enables the Government to monitor the performance and availability of contractor-provided services and facilities. The contractor shall provide access to current information regarding the service affecting event types listed below:</p> <ol style="list-style-type: none"> 1. Outages of switches or facilities, including planned outages 2. Outages causing site impairments or isolations from service 3. Faults/failures of other network elements, such as routers and multiplexers 4. Outages/failures of major access facilities 5. Any hazardous condition that has the potential for major service impact 6. Network controls initiated by the contractor 	C.7.4.2 Contractor-Provided Services and Facilities 2.3.2.1 Changes to WITS2001 RFP Technical Rqts 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
260	<p>To the extent possible using the contractor's existing systems, the form of presentation of such service-affecting events shall include visual (e.g., color or motion changes) and audible alarms to provide information about the reported event. The service affecting event information shall contain, at least, the following types of data:</p> <ol style="list-style-type: none"> 1. Event description (e.g., definition of problem) 2. Event date and detected time 3. To the extent possible, service(s) affected by the event 4. Information about detection of service affecting events for peripheral network resources indicating whether the event is internal or external to the contractor's network 5. To the extent possible, identification of agencies affected by the event 	C.7.4.2 Contractor-Provided Services and Facilities

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
261	CORs and other designated Government personnel shall have electronic access to the WITS Program service order, billing, traffic, inventory data, required reports, and any other data that are accessible to the contractor's other customers. Real-time access shall be provided, if available. The contractor shall make only the information applicable to an agency available to that agency. The format and media of the electronic access method shall be mutually acceptable to the Government and the contractor.	C.7.4.3 Agency Network Monitoring 2.3.2.1 Changes to WITS2001 RFP Technical Rqts 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
262	The contractor shall implement a Quality Assurance Plan that will define and describe the contractor's methods and controls that will assure meeting mandatory provisions of the contract. The Quality Assurance Plan shall include details relating to: 1. Acceptable quality levels 2. Delivery schedules 3. Adherence to schedules and work functions as detailed in plans provided to and approved by the Government subsequent to the contract modification 4. Adherence to appropriate safety codes and procedures 5. Adherence to industry recognized levels of quality workmanship and craft practices	C.7.6 Quality Assurance Plan 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
263	A draft of the Quality Assurance Plan shall be delivered with the proposal and updated within 60 calendar days after receiving the Government's comments. Thereafter, it shall be updated annually.	C.7.6 Quality Assurance Plan
264	During implementation (Section C.5.4), the contractor shall conduct cutover testing and support acceptance testing activities for the services, equipment, and systems it provides under the modified original contract. For the purposes of this contract, the term "cutover testing" refers to the contractor's activities of testing services and systems to verify their correct operational performance prior to the transition of live traffic onto them.	E.2.1 Introduction 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
265	The term "acceptance testing" refers to the testing conducted by the Government to verify proper operation of the services, equipment, and systems being cut over. This acceptance testing will be conducted for 72 consecutive hours over three consecutive normal business days. The contractor shall correct any deficiencies identified during the acceptance testing period.	E.2.1 Introduction
266	The contractor shall provide a final report of the cutover testing results to the Government representative designated on the service order for review and approval within five business days after the cutover testing activity has been completed. The report shall include, but not be limited to, the following information: 1. The parameters tested and the measured results, and 2. An analysis of whether the measured results meet the specific performance requirements in the contract.	E.2.1 Introduction

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
267	Following execution of the contract modification, the contractor shall update the Cutover Test Plan included in its proposal to reflect each agency's selection of services. The contractor shall submit its updated Cutover Test Plan to the GSA or agency Contracting Officer's Technical Representative (COTR) within 45 calendar days after receiving the Government's comments.	E.2.1.1 Cutover Test Plan 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
268	The contractor shall allow the GSA and agency Contracting Officer's Representatives (CORs) and COTRs to observe the cutover testing to ensure that the required tests are correctly performed. The contractor shall provide the COTR or COR responsible for the location with a Cutover Testing Final Report within five business days after the successful completion of cutover testing.	E.2.1.2 Cutover Testing
269	The contractor shall alert the COTR or COR to any problems, concerns, temporary measures, or follow-up work to be performed within two weeks following the start of cutover testing at the location. If problems are encountered by the contractor during cutover testing and these problems may impact the schedule or the successful completion of the cutover testing, the contractor shall cooperate with the agency and other involved contractors to isolate and resolve the problems between the WITS Program network and other networks and connecting devices. The contractor shall report the status of the problem resolution to the COTR or COR and shall describe the impact of the problems on the cutover testing activities. At the discretion of the COTR or COR, the status shall be provided by the contractor on a daily or weekly basis.	E.2.1.2 Cutover Testing 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
270	If the results of the cutover testing are deemed acceptable by the COTR or COR, the Government may begin acceptance testing. The acceptance tests will verify satisfactory end-to-end service performance and proper operation of all ordered features and functions. Performance shall be considered satisfactory when services, equipment, systems, and their associated features and functions perform as specified in the modified original contract.	E.2.2 Acceptance Testing 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
271	If performance problems are encountered during testing, the contractor shall work cooperatively with the COTR or COR and other contractors to isolate and eliminate problems between the services provided and other connected networks or systems.	E.2.2 Acceptance Testing 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts
272	If the performance of the services, equipment, and systems is accepted by the COTR or COR after the acceptance testing period ends, the service will be deemed delivered. If the acceptance testing results are unacceptable, the Government will notify the contractor of the problems. The contractor shall initiate corrective action and shall return to the previous network configuration to ensure no disruption to the users.	E.2.2 Acceptance Testing

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
273	If the services, equipment, or systems are rejected by the Government based upon the results of the acceptance testing, the Government may extend the testing period, request a replacement of the services, equipment, or systems (in whole or in part), or cancel the order. Should the Government elect any of these alternatives, all expenses incurred by the Government, including recurring charges and Service Initiation Charges (when returning services to the previous network configuration), shall be borne by the contractor.	E.2.2 Acceptance Testing
274	In cases when the Government cannot successfully complete acceptance testing of services and/or systems due to circumstances beyond the control of the contractor, the contractor shall notify the responsible COTR or COR of the details surrounding the deficiencies and the steps the contractor has taken to overcome the deficiencies.	E.2.2 Acceptance Testing
275	On a case-by-case basis, the GSA or agency Administrative Contracting Officer (ACO) or the designated representative may choose to waive the acceptance testing or extend the testing period. If the waiver is not granted, the contractor shall be obligated to continue to attempt correction of the deficiencies encountered in order to successfully accomplish the acceptance testing.	E.2.2 Acceptance Testing
276	Acceptance criteria for deliverable products and services will be specified in the service order. All products or services provided under this contract shall comply with the requirements of Section C.	E.2.3 Acceptance Criteria for Products/Services
277	If the contractor fails or refuses to perform corrections requested by the Government within the time allowed for such corrections, the Government will have the right to secure detailed recommendations from sources other than the contractor for corrective action. The Government may have someone other than the contractor correct the supplies and/or services, and bill the contractor for all incurred costs.	E.3 Rights and Remedies Available to Government
278	The contractor shall propose an organizational structure for management and administration of the modified original contract in accordance with Section C.7.1. The organization structure shall include personnel to serve as the point of contact to interface with the Government (GSA and agencies) on issues related to: 1. Program administration 2. Sales and marketing 3. Customer service 4. Operations, administration, and maintenance 5. National Security and Emergency Preparedness (NS/EP)	G.1.2 Contractor's Points of Contact

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
279	The contractor shall appoint key personnel in accordance with Section J.5 and shall define their respective roles and responsibilities. All personnel, or designated alternates, assigned by the contractor to fulfill contract management and administrative functions shall be accessible to the Government (GSA and agencies) during normal business hours. A list of all points of contact shall be provided in the service and product proposal. The contractor shall provide the GSA ACO with an updated list of all points of contact within five calendar days after any change to this list.	G.1.2 Contractor's Points of Contact
280	The contractor shall act as the GSA's agent with maintenance contractors, the local company(s), interexchange telecommunications service providers, equipment suppliers, construction contractors, building owners, and other concerned parties involved in such activities as engineering, provisioning, installation, deinstallation, maintenance, and operation of lines, trunks, incidental equipment and systems, site preparation, and activities necessary for restoration of service caused by faulty circuitry and equipment.	G.1.3 Agent for the Government
281	To facilitate the administration of the contract, the contractor shall provide agency and GSA CORs access to all management and operations data specified in Sections C and G.2. The GSA CORs shall have access to all information pertaining to the modified original contract. The agency CORs shall only have access to information pertaining to their organizations. Data and reports shall be provided electronically for viewing and file transfer using a format that is acceptable to the Government and the contractor. All data that is required on demand in an electronic format shall be available to authorized recipients via WITS Program Web pages.	G.1.4 Access to Management and Operations Data
282	The contractor shall archive reports and supporting information for the duration of the contract. The contractor shall make the archived information available to the agency and GSA CORs within 10 business days after a request for information is made. Archived information shall be provided in electronic format on a medium to be determined by the Government and the contractor after modification of the original contract.	G.1.4 Access to Management and Operations Data 2.3.3.1 Changes to WITS2001 RFP Management and Operations Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
283	GSA and its customers require timely status information on performance, technical, price, service ordering, billing, administrative, and contractual issues. The contractor shall describe the proposed content, format, and electronic media of all required reports in the eligibility proposal and subsequent service and product proposals to modify the contract. If the contractor's proposal is accepted, these commitments will reflect the contractor's minimum obligations regarding the contractor's reporting requirements; and these obligations may be expanded based upon negotiations of the parties. Unless otherwise indicated by the Government ACO, the contractor shall be capable of delivering required reports to GSA and other agencies in an electronic format. The contractor shall use an appropriate indexing system to uniquely identify each report delivered under this contract modification. Otherwise, the contractor shall supply reports and service forecasts using the processes and formats supplied to other customers to the maximum extent possible.	G.2 Reporting Requirements 2.3.3.1 Changes to WITS2001 Management and Operations Rqts
284	The contractor shall propose the format, access-control procedures, and delivery media of all required deliverables. For deliverables such as the Client's Guide that depend on the services and/or products proposed, the contractor shall submit a concept of operations. Otherwise, the contractor shall provide plans and reports in accordance with Section F.	G.2 Reporting Requirements 2.3.3.1 Changes to WITS2001 Management and Operations Rqts
285	As part of basic service, the contractor shall provide the following standard reports: G.2.1.2 Service Order Status Summary Report	G.2.1.2 Service Order Status Summary Report
286	As part of basic service, the contractor shall provide the following standard reports: G.2.1.3 Summary Report of Billed Charges for All Customers	G.2.1.3 Summary Report of Billed Charges for All Customers
287	As part of basic service, the contractor shall provide the following standard reports: G.2.1.4 Billing Adjustments Summary Report	G.2.1.4 Billing Adjustments Summary Report
288	As part of basic service, the contractor shall provide the following standard reports: G.2.1.5 Inventory Report	G.2.1.5 Inventory Report
289	As part of basic service, the contractor shall provide the following standard reports: G.2.1.6 Billing Dispute Status Summary Report	G.2.1.6 Billing Dispute Status Summary Report
290	As part of basic service, the contractor shall provide the following standard reports: G.2.1.7 Service Performance Report	G.2.1.7 Service Performance Report
291	As part of basic service, the contractor shall provide the following standard reports: G.2.1.8 Associated Government Fee Summary Report	G.2.1.8 Associated Government Fee Summary Report
292	As part of basic service, the contractor shall provide the following standard reports: G.2.1.10 Compliance Report	G.2.1.10 Compliance Report
293	As part of basic service, the contractor shall provide the following standard reports: G.2.1.11 Marketing Plan	G.2.1.11 Marketing Plan
294	As part of basic service, the contractor shall provide the following standard reports: G.2.1.13 Client's Guide	G.2.1.13 Client's Guide

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
295	As part of basic service, the contractor shall provide the following standard reports: G.2.1.16 Technology Refreshment Plan	G.2.1.16 Technology Refreshment Plan
296	As part of basic service, the contractor shall provide the following standard reports: G.2.1.17 Security Plan	G.2.1.17 Security Plan
297	As part of basic service, the contractor shall provide the following standard reports: G.2.1.18 Quality Assurance Plan	G.2.1.18 Quality Assurance Plan
298	As part of basic service, the contractor shall provide the following standard reports: G.2.1.19 Contingency Plan	G.2.1.19 Contingency Plan
299	At the request of the customer, the contractor shall report on the service performance in light of all Quality of Service metrics referenced in the WITS2001 RFP, including those specified in Sections C.2.2.3 to C.2.9.3.	G.2.2.2 Custom Network Performance Report
300	The contractor shall provide network usage reporting from the SDP to the Point of Presence (POP) or between SDPs on demand. User-configurable reports shall be available on a daily, weekly, or monthly basis shall be available via e-mail. These capabilities shall be in addition to those provided by the contractor as part of the basic service. The customer shall be able to view graphs of the Subscriber Network Access Line utilization over contractor-designated measurement intervals (e.g., 15 minutes, one hour). The customer shall be able to monitor such parameters as the Sustained Cell Rate, bit-error rate, dropped packet rate, Cell Delay Variation Tolerance, peak load, and traffic matrix between designated SDPs and POPs.	G.2.2.3 Network Usage Reporting
301	The contractor shall, at the request of the Government, provide Ad Hoc Reports on an individual-case basis. Ad Hoc Reports, by definition, are not required on a regular basis. When the demand grows, the contractor shall propose an appropriate CLIN.	G.2.2.4 Ad Hoc Reports
302	The contractor is reminded that this is an Indefinite Delivery, Indefinite Quantity (IDIQ) type contract modification and that the traffic projections in Section J of the WITS2001 RFP are for guidance only.	J.2 Service and Feature Projections 2.3.3.1 Changes in WITS2001 RFP Management and Operations Rqts

Table A-1. STIPULATED BASIC REQUIREMENTS COMPLIANCE CHECKLIST

Rec. No. (CPR Cross Referen	Requirement	Requirement Reference
303	The WITS Program service area currently is the NCR, consisting of the District of Columbia, the Maryland counties of Montgomery and Prince George's, the Virginia cities of Alexandria, Manassas, Fairfax, and Falls Church, and the Virginia counties of Arlington, Fairfax, Loudoun, and Prince William. The Government reserves the right to expand the geographic coverage of the WITS Program service area to cover adjacent or nearby areas that may encompass other communities of interest. The contractor shall submit a proposal to provide expanded coverage within 30 calendar days after receiving the Government's request. The contractor is encouraged to submit a proposal to expand the coverage any time conditions warrant, in accordance with Sections C.1.3.2 (Service and Geographic Scope) and H.12 (New, Improved, or Additional Services).	J.2.1 WITS2001 Service Area 2.3.2.1 Changes to WITS2001 RFP Technical Rqts
304	In addition to CPE that meets industry standards, the WITS Program services shall be compatible with the CPE listed in Table J-17 of the WITS2001 RFP, in accordance with Section C.2.1.6.	J.4 Customer Premises Equipment 2.3.2.1 Changes in WITS2001 RFP Technical Rqts
305	The contractor's key personnel referenced in Section C.7.1 shall meet the minimum qualifications specified in Sections J.5.1 through J.5.4. The Government may waive some of these minimum qualifications on a case-by-case basis if exceptional candidates are proposed. Prior to replacing an individual identified as a key person, the contractor shall obtain the Government's formal approval of the proposed substitute. Substitute personnel shall meet or exceed these same qualifications detailed herein.	J.5 Minimum Qualifications of Contractor's Key Personnel