

Stipulated Basic Requirement Exceptions and Clarifications

Rec. No. (CPR Cross Reference)	Requirement	Qwest Response
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.	Qwest is proposing Dedicated Internet Access with this Eligibility proposal. Qwest will be proposing additional services based on current availability and customer demand in the near future.
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.	Qwest will aggressively market the WITS2001 contract vehicle. Qwest sales staff is incented equally for like sales across all vehicles. Having the WITS2001 contract as a vehicle to offer our customers access to Qwest services creates a win/win environment for our customers, GSA and our sales staff.
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.	The Service Ordering System for WITS2001 will be provided by the Qwest Customer Service Center (CSC). 24 x 7 access to the Qwest CSC includes a single, toll-free number and a website allowing customers to obtain service price quotes, and initiate, track, change or disconnect service orders at any time. The WITS customer will be able to request a price quote, submit a service order, and obtain status from the Qwest CSC via email, Fax, toll-free phone number, or Qwest's WITS website. The customer will have 24x7 access to these channels. A Qwest customer service rep will be on-call between 5 pm and 8 am ET to process orders or requests in the event they are required after business hours. See Section 2.1.1.
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.	"Rent-a-Tech" services will be proposed for a limited number of OTH CLINS. Services can be added in the future on an Individual Case Basis (ICB)

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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 	<p>WITS subscribers will be able to contact the Qwest CSC at any time of the day or night, 365 days a year, to report troubles, request status, or request that problem escalation be initiated. Contact via a dedicated, toll-free number, electronic mail, facsimile, or the Web, the CSC will be a subscriber's first point of contact with Qwest in the event of a service problem or request. As shown in Figure 2.1.3-2, above, CSC and NOC personnel will interface with the customer to provide the latest information on the status of problem resolution.</p> <p>WITS subscribers will be able to take advantage of our secure, Web-based Qwest Control system to report troubles as well as to follow the progress of resolution activities. This user-friendly system combines quick-reference graphical information with detailed reports on trouble-shooting and performance information, as well as trouble ticket management. The status manager application of the Qwest Control system immediately reports network or service failures via an alarms list and interactive network map, which will inform subscribers of the status and performance of their network. WITS subscribers will be able to jump directly to trouble information from the network status map, as well as customize the system's management tools and reports to meet their specific needs. The ability of a WITS subscriber to directly enter and monitor the status of trouble tickets will virtually eliminate any confusion about how to report problems to Qwest and ensures the reliability of status information to which the subscriber will have access.</p> <p>See Section 2.1.3.2</p>
281	<p>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.</p>	<p>Qwest will provide agency and GSA CORs access to all management and operations data specified in Sections C and G.2. The GSA CORs will have access to all information pertaining to the modified original contract. The agency CORs will only have access to information pertaining to their organizations. Data and reports will be provided electronically for viewing and file transfer using a format that is acceptable to the Government. All data that is required on demand in an electronic format shall be available to authorized recipients via a request through the WITS Program Web pages.</p>

**Requirement Exceptions and Clarifications
Qwest Response to GSA Comments of 20 May 2003**

Section Reference	Requirement/ Comment	Qwest Response
Eligibility Proposal, 2. Mgmt & Ops	GSA Comment #2 (20 May 2003)	2. Qwest did not propose a website link to directly access Qwest's ordering and billing systems. Qwest will provide electronic form access via the website for service ordering and billing inquiries via e-mail. This capability will be available within (30) business days of contract award.
Table A-1 Stip Basic Req Compliance Checklist	Item 121	Qwest is anticipating future system enhancements to both Remote Control and Qwest Control to enhance the WITS2001 customer experience. However, we have no firm date as to when these enhancements will be implemented. When firm dates are established, Qwest will present the enhancements to GSA 60 calendar days prior to making any changes to the ordering and billing system.
Table A-1 Stip Basic Req Compliance Checklist	Item 123	Qwest's ordering and trouble reporting systems are available to any customer with access to the World Wide Web/Internet. No special software or hardware platform is required. See Qwest's Proposal, Section 2.1.8 Web Access.
Table A-1 Stip Basic Req Compliance Checklist	Item 259	Qwest WITS2001 subscribers will be able to take advantage of our secure, Web-based Qwest Control system to report troubles as well as to follow the progress of resolution activities within (30) days of contract award. This functionality is currently available to Qwest commercial customers.
Table A-1 Stip Basic Req Compliance Checklist	Item 281	Qwest will provide all required information to GSA and Agency CORs. Agency CORs will only have access to information pertaining to their organizations. Data and reports will be provided to agency CORs via email in a mutually agreeable format. All data that is required on demand in electronic format will be available to authorized recipients via a password protected link on the WITS2001 web page.
Table A-1 Stip Basic Req Compliance Checklist	Item 300	Qwest's Dedicated Internet Access Services proposed involve only access from a Customer to the Qwest Network. No SDP to SDP transport is provided or applicable. None of the example traffic statistics or measures of performance is applicable either. The "Network" in the case of DIA Service is more than the Contractor's infrastructure. It is the ISP's Server Capacity and Performance as well as that of every potential Internet Server and Web Site that might be contacted or transverse. This Network is not subject to monitoring. Performance characteristics for DIA are typically only associated with the "access connection" of the user, the actual transport method used for the DIA Services.
Table A-2 Required Narrative Resp Exceptions	Item 8	Qwest did not propose a website link to directly access Qwest's ordering and billing systems. Qwest will provide electronic form access via the website for service ordering and billing inquiries via e-mail. Qwest WITS2001 subscribers will be able to take advantage of our secure, Web-based Qwest Control system to report troubles as well as to follow the progress of resolution activities. Qwest Control is located at secure website: http://control.qwest.com . The Qwest Control system is partitioned by "Enterprise". There are one to many accounts per enterprise. There can be one to many users per enterprise. The System Administrator defines all user roles and can define what a particular user has access to on a page by page basis.

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		<p>To login to Qwest Control a user needs:</p> <ul style="list-style-type: none"> • Enterprise ID • A User ID <ul style="list-style-type: none"> ○ Created by System Administrator ○ Unique to the enterprise • A Password <p>Initial password assigned to a user must be changed when the user first logs into Qwest Control.</p>
Operational Capability Demonstration	# 2	<p>Qwest understands the requirement but believes it does not apply to our proposal for IAS services. Our DIA Service provides access lines and not a Station Line based type of service. TSP and restoration priorities per the RFP restoration requirements will apply.</p>