

Table A-2. REQUIRED NARRATIVE RESPONSES (ELIGIBILITY PROPOSAL)

Rec. No.	Requirement Reference	Requirement	Proposal Reference
1	C.3.1 C.1.2 1.4	The contractor shall describe its proposed Marketing Plan and identify its target customers, the competition, the advantages of its proposed services and products, and how it will work with the Government to achieve the objectives of the WITS Program.	2.3, Attach. F
2	C.3	The contractor shall describe its current service ordering, billing, trouble management, security, and customer service systems, emphasizing the extent to which the contractor's existing systems meet the requirements of Section C.3 and the plan for providing capabilities that are not now available.	2.1.1.1, 2.1.2.1, 2.1.3.1, 2.1.7, 2.1.5.1
3	C.3.2	The contractor shall describe the format of the service order that will be used by WITS2001 customers.	2.1.1.3, Attach. D
4	C.3	The contractor shall describe the software and network interfaces that will be provided to WITS Program customers and how WITS Program subscribers may use a Web browser to access the contractor's Operational Support Systems to submit service orders, reconcile bills, manage troubles, resolve disputes, and obtain help.	2.1.8
5	C.3.5	The contractor shall provide a description of proposed trouble handling procedures that include, but are not be limited to, the following functions: 1. Centralized trouble reporting 2. Determining the cause 3. Working cooperatively with other contractors to resolve problems 4. Maintaining audit trails of trouble resolution activities 5. Responding to customer organizations' inquiries on 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 customer organizations	2.1.3.2
6	C.3.3.6 C.3.3.7	The contractor shall describe how it will provide security within the infrastructure of its network, consistent with commercial practices, which shall ensure availability of service, confidentiality, and data integrity of the contractor's switching systems, transmission systems, and databases being used to support WITS Program services.	2.1.7.1
7	C.3.3.7	The contractor shall describe how its infrastructure shall utilize best commercial practices to protect against threats from hacker, criminal, and terrorist activities.	2.1.7.2
8	C.3	The contractor shall describe the security arrangements proposed for the Operational Support Systems; e.g., how Customer A will be prevented from viewing sensitive information that pertains to Customer B.	2.1.7.3
9	C.3.4.1.1	The contractor shall describe in detail the invoices that will be used for centralized and direct billing of WITS Program services	2.1.2.2
10	C.3.4.1.9	The contractor shall describe how direct-billed and centrally-billed WITS Program customers could reconcile each invoiced charge.	2.1.2.2
11	C.3.3 E.2	The contractor shall describe: 1. How the proposed service ordering, billing, trouble reporting, and customer service processes will be implemented 2. How the proposed services, features, products, and Operational Support Systems will be tested in accordance with Section E.2.2.	2.1.1.2, 2.1.2.2, 2.1.3.2, 2.1.5.2
12	C.3.3.4 C.7	The contractor shall describe the proposed Operations, Administration, and Management (AO&M) systems, emphasizing the extent to which they meet the specifications of Sections C.3 and C.7.	2.1.6
13	C.7	The contractor shall describe its general management approach for providing proposed WITS Program services and products.	2.2.1
14	C.3	The contractor shall describe its corporate resources and management systems as well as those of its proposed subcontractors, emphasizing their applicability to the WITS Program.	2.2.3
15	C.7.1	The contractor shall describe the proposed subcontractors, the extent to which they have teamed before in similar roles, and how they will be managed.	2.2.2

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Rec. No.	Requirement Reference	Requirement	Proposal Reference
16	C.7.1 J.5	The contractor shall propose key personnel who will be responsible for WITS Program services and include resumes for each of the following positions: 1. General Manager 2. Manager of Customer Service 3. Sales and Marketing Manager 4. Operations, Administration, and Maintenance Manager	2.4
17		The contractor shall provide three-to-five references who have direct knowledge of the contractor's experience and past performance on projects similar to the proposed WITS Program contract modification.	4
18	C.7 1.4 3.1	The contractor shall offer any suggestions he or she may have to establish and maintain an effective partnership relationship with GSA.	2.3