General Services Administration
NS2020 Enterprise Infrastructure Solutions (EIS)

Volume 2: Management

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Submitted to:
General Services Administration
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Verizon Bidding Entity:

Verizon Business Network Services Inc. on behalf of MCI Communications Services, Inc. d/b/a Verizon Business Services and any additional Verizon entities providing service to the Government for this project (individually and collectively, "Verizon"). Local services are performed by the Verizon ILEC or CLEC in the jurisdiction where services are provided. International services are performed by the appropriate Verizon operating company in the foreign jurisdiction.

Table of Contents

The following Management Volume sections have been submitted in AcquServe as separate documents. Each document includes a complete Table of Contents, including tables and figures.

2   Program Management Plan (PMP) [L.30.2.1, G.9.4]

3   Supply Chain Resource Management Plan [L.30.2.2, G.6.3]

4   Draft BSS Verification Test Plan [L.30.2.3, E.2.1.]

5   EIS Services Verification Test Plan [L.30.2.4, E.2.2]

6   Climate Risk Management Plan [L.30.2.5, G.2.12]

7   Financial Status Report (Sample) [L.30.2.6, G.9.5]

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9   NS/EP Functional Requirements Implementation Plan [L.30.2.8, G.11.1-3]

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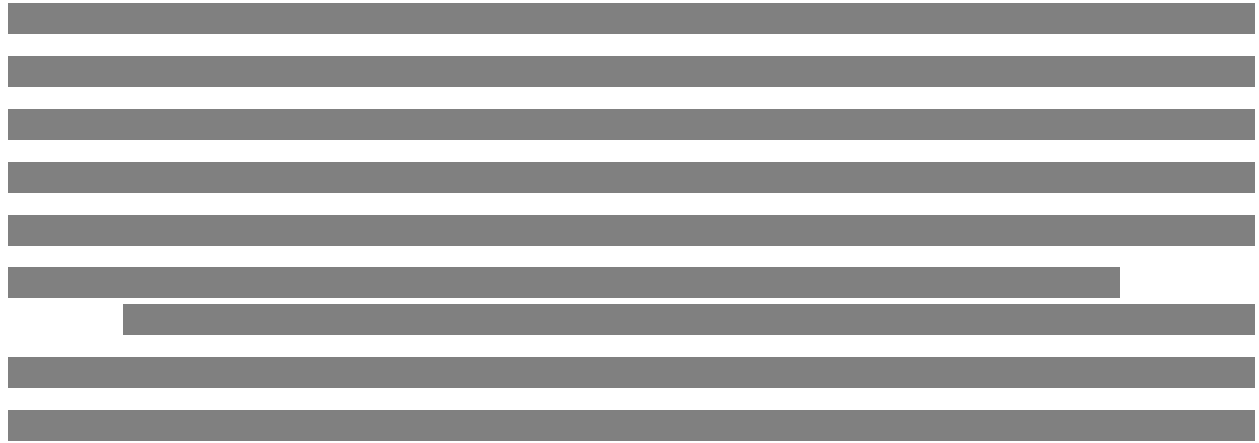
Executive Summary

On behalf of Verizon, our partners, and the thousands of employees and customers whose leadership and dedication have driven our vision for next generation government technology, we are pleased to present this EIS proposal to GSA. Verizon is committed to supporting the overarching EIS goal "to make the resulting contracts as flexible and agile as possible to meet and satisfy the widely differing requirements of the federal agencies both now and for the next decade and beyond."

Our broad technology capabilities, operational discipline, and extensive experience, through 8 years providing services on the Networx and WITS 3 contracts, and decades of experience supporting previous contract generations, make Verizon uniquely qualified to support agency missions for decades to come.

Innovative Solutions

Enhanced Security

Improved Ease of Use

Agencies

Service Excellence

Low Risk Contract Transition

Comprehensive Service Offering

General Services Administration (GSA)

verizon
Partnering with GSA to Realize
EIS Technology and Transformation Goals

Competitive Pricing

Verizon is committed to the success of the EIS program, and prepared to provide the following:

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- **Comprehensive Service Offering:** Verizon's services have global reach, securing 280k private IP connections globally, and 112M wireless connections in the US. Verizon will offer a comprehensive and evolutionary suite of integrated services to agencies. For CBSA-based services, Verizon is proposing all mandatory and all optional services. In addition, all CBSA's are covered by at least one service, with many offered across the globe. As a premier wireless provider to the federal government, Verizon is uniquely capable of integrating wireless and wireline technologies to offer dynamic and ubiquitous communications capabilities to improve agency mission execution.

- **Service Excellence:** Verizon is committed to supporting agency missions through service excellence, and has partnered with agencies through expected and unexpected challenges, including ensuring service availability during the 2011 Japanese earthquake and tsunami, wild fires within our National Parks, Hurricanes Katrina and Sandy, and the multi-city Pope Francis visit of 2015, to name a few. Verizon's EIS Customer Service Organization (CSO), led by ▮▮▮▮▮▮▮▮▮ and ▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮, will continue to provide excellent agency care throughout the EIS contract.

- **Innovative Solutions:** Verizon invested ▮▮▮▮▮ in 2015 alone in product and solution development, and agencies will benefit from this investment. From Software Defined Networking, to 5G Wireless technologies, Smart Cities solutions, Connected Machines, and Cloud computing, Verizon is positioned to offer cutting-edge and transformational solutions throughout the full EIS period of performance.

- **Enhanced Security:** Verizon processes ▮▮▮▮ security events daily across the globe, and conducted ▮▮▮▮ forensic investigations in 2015. Our yearly DBIR report and award-winning DBIR application (Frost & Sullivan, 2015) sets the industry standard for network security and awareness. Protecting government and citizen assets and data is at the foundation of every Verizon solution. As a certified IPSS (EINSTEIN3) provider, Verizon has been entrusted with securing the networks of some of the largest and most critical agencies, including ▮▮▮▮▮▮▮▮▮▮, and ▮▮▮▮, among others. Our government network operations and security capabilities, coupled with our

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proven security offerings, including MTIPS and Managed Security Services, ensure agency solutions are continuously secured.

- **Improved Ease of Use:** With our Networx and WITS 3 experience, Verizon uniquely understands agency solution requirements and diverse procurement practices, and is best positioned to offer next generation services via our premier Business Support System that meets the needs of the Federal customer while enhancing the user experience with accurate inventory data and flexible ordering, provisioning, billing and reporting.

- **Low Risk Contract Transition:** With our extensive past performance transitioning contracts of similar size and scope, Verizon will utilize best practices and lessons learned to support agencies' unique requirements for transitions to EIS quickly and with minimal risk.

- **Competitive Pricing:** Verizon will offer competitively priced services to agencies

Verizon's proposal represents a continued commitment to offering a breadth of innovative, flexible and secure solutions to meet agency-specific needs, today and over the next 15 years. Our global technical capabilities, coupled with an experienced Management team and Business Support System, ensure service excellence and an experienced hand during contract transition. We take seriously that our solutions help agencies serve and protect the public. To those stake holders, better matters and Verizon is committed to delivering the promise of our solutions. We thank the GSA and our valued customers for their years of continued partnership and support, and eagerly anticipate collaborating in the future to together achieve the EIS vision.

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1   MANAGEMENT RESPONSE [L.30.1]

Verizon welcomes the opportunity to present its Management Response for the Network Services 2020 (NS2020) Enterprise Infrastructure Solutions (EIS) procurement. Verizon's EIS Management Approach is built on a superlative combination of people, systems, and processes. Verizon's experience will benefit the GSA and agency customers through lessons learned from the Networx, Washington Interagency Telecommunications System 3 (WITS 3), and Local Service Agreement (LSA) contracts, as well as experienced personnel who have been brought on board to augment Verizon's EIS team to support new EIS requirements and challenges.

Management Response. Verizon has prepared its Management Response to include its management approach, techniques, and tools to meet all requirements specified in:

1. RFP Section G: Contract Administration Data
2. RFP Section E: Inspection and Acceptance
3. RFP Section J.2: Contractor Data Interaction Plan

The scope and complexity of EIS requires the right combination of management capabilities, proven processes and a people with a track record of success. Verizon's experienced personnel, commercial best in class back-office systems, and proven will help GSA and its EIS customers meet their challenges. From the ▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮ to the ▮▮▮▮▮▮▮▮▮▮▮▮▮, the most risk-averse customers in the gederal government rely on Verizon today—and can continue to rely on Verizon well into the future under the EIS contract.

Experienced Professionals. Verizon's EIS Management Team members are veterans of Networx and WITS 3 and have the unique knowledge and talent that EIS customers demand. ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

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A Leader in Service, a Leader in Low-Risk Transitions. GSA can rely on Verizon's experience with Networx, WITS 3, and LSA transitions. The people that comprise the

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Verizon EIS CSO and transition management team have the hands-on experience to manage the substantial and complex transition to EIS.

Management Systems and Web-Based Portal. Web-based access to user-friendly, compliant, and efficient support systems is driven by Verizon's Business Support System (BSS).
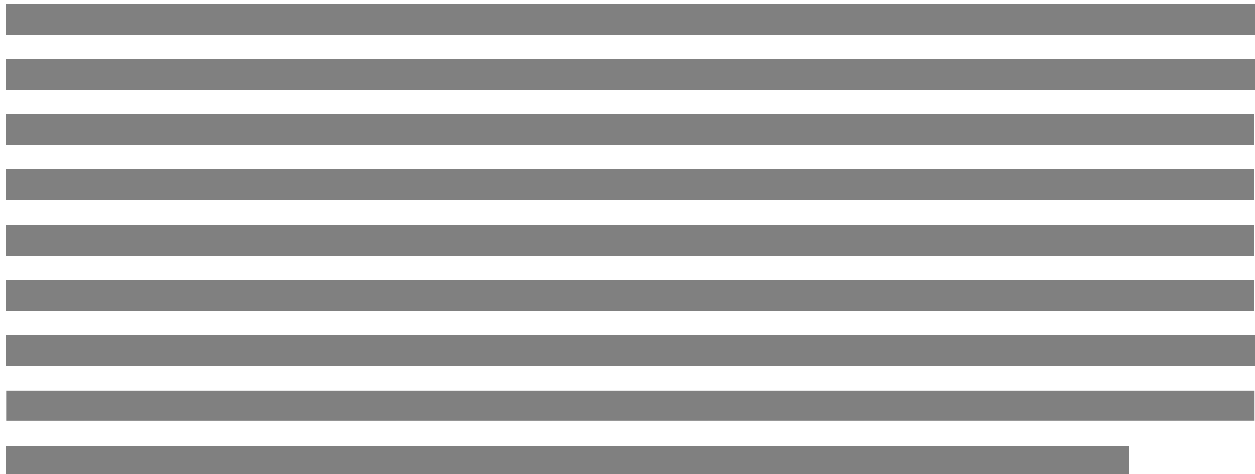
1.1 Contract Administration Data [L.30.1-1 a); Sec. G]

Verizon has developed an approach and capability to provide user-friendly, compliant, and efficient support systems, including service ordering, operational support, billing, inventory, SLA management, trouble handling, training, and customer service.

1.1.1 Contract Administration [G.2]

Verizon has understands and complies with all G.2 requirements.

Verizon will complete and pass the BSS validation testing, as stated in the contract, within 12 months from the acceptance of the BSS Verification Test Plan.

1.1.2 Ordering [G.3]

Verizon understands and complies with RFP Section G.3 requirements, including the requirement to accept orders only from entities listed in *ADM 4800.2H Eligibility to use GSA Sources of Supply and Services*. Verizon recognizes the complexity of the services, agency missions and operations that must be supported under the EIS Contract, and has developed business processes that support and comply with each step of the ordering process outlined in RFP Section G.3. The following steps provide Verizon's high-level summary of the ordering process:

1. GSA establishes a Delegation of Procurement Authority (DPA) from the GSA Contracting Officer (CO) to the Ordering Contracting Officer (OCO).

2. The OCO completes the fair opportunity process.

3. The OCO issues a TO that complies with FAR 16.505.

4. The OCO may appoint a Contacting Officer's Representative (COR) or other authorized ordering official on the TO to assist with the administration and placement of Service Orders (SOs).

5. Once the TO is awarded, the OCO completes account registration with Verizon.

6. Authorized Government CORs may place SOs against the TO.

Verizon has focused its efforts on enhancing its robust commercial ordering system to meet the needs of the Government. Verizon's approach to meeting ordering requirements with commercially available systems will provide long-term supportability, and will further benefit the EIS program and agency customers by providing an ordering system that grows and changes in parallel with enhancements in technology and advancements in EIS services and solutions.

1.1.2.1 Fair Opportunity Process [G.3.1]

Verizon understands and complies with RFP Section G.3.1.

1.1.2.1.1 eBuy [G.3.1.1]

Verizon understands and complies with RFP Section G.3.1.1.

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1.1.2.2 Task Orders [G.3.2]

Verizon understands and complies with RFP Section G.3.2. Verizon will not accept or bill the Government for TOs or SOs from an unauthorized person. Verizon will submit summary data and pricing tables, and will forward copies of the complete TO as described in RFP Section J.2.3 Task Order Data Management. *For additional information on Verizon's relationship with the CO/OCO during Task Orders, please refer to the Program Management Plan in section 2 of this Volume, specifically sections 2.4.3 Transition Roles and Responsibilities, and 2.7.1.3.4 Contractual, Technical, and Administrative Interfaces.* Verizon will meet and comply with the processes, data and systems requirements to support and maintain TOs as described in Section J.2.3.

1.1.2.2.1 Task Order Award [G.3.2.1]

Verizon understands that all TOs awarded will be placed directly by the OCO and that, once awarded, the TO cannot be modified except by a TO modification.

1.1.2.2.2 Task Order Modification [G.3.2.2; J.2.3]

Verizon will report TO modifications to GSA as outlined in RFP Section J.2.3 Task Order Data Management.

1.1.2.2.3 Protests and Complaints [G.3.2.3]

Verizon understands and complies with Section G.3.2.3. If Verizon protests a fair opportunity decision to the GAO, the agency, or an order ombudsman, Verizon will provide a full un-redacted copy of that protest to the GSA CO within three business days.

1.1.2.2.3.1 *Fair Opportunity Notice of Protest [G.3.2.3.1]*

Verizon understands and complies with RFP Section G.3.2.3.1. Upon protesting a fair opportunity decision to the GAO, the agency, or an order ombudsman, Verizon will provide a full un-redacted copy of that protest to the GSA CO within three (3) business days of the protest date. For Freedom of Information Act (FOIA) requests Verizon will provide a redacted copy to the GSA CO.

1.1.2.2.4 Customer of Record [G.3.2.4]

Verizon understands and complies with RFP Section G.3.2.4.

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1.1.2.2.5   Authorization of Orders [G.3.2.5]

Verizon understands and complies with RFP Section G.3.2.5, and acknowledges that the purpose of this section is to confirm that EIS contractors do not accept an order for a service, or provision a service, that is not on their contract. Verizon understands that this policy applies to both missing Core Based Statistical Areas (CBSAs) and missing optional services. In both cases, however, Verizon could respond to a solicitation for a CBSA or service not currently on its contract, provided Verizon also:

▪ Submits a modification for the missing service in accordance with clause H.30 Expansion of Core Based Statistical Areas; or,

▪ Submits a modification proposal to GSA to add the necessary services to its contract and so indicates in the solicitation.

▪ Includes a clear notice of the pending modification in its response to the solicitation.

With regard to catalog items, Verizon understands that if a new discount class, as defined in RFP Section B.1.3.1, or a new catalog item is required, Verizon will submit a modification proposal to GSA to add the necessary discount class or item. However, as with missing CBSAs and optional services, Verizon may still respond to solicitations provided it also submits the modification proposal to GSA to add the necessary discount class or item to its contract.

1.1.2.3   Ordering Services [G.3.3]

Verizon understands and complies with RFP Section J.2.4 Ordering. Within the limitations of the TO and the contract, Verizon will accept orders for service incorporated directly into the TO or placed separately after the issuance of the TO. If an order for service incorporated directly into the TO is missing required data, with the exception of the data required in the TO as specified in RFP Section G.3.2, Verizon will accept supplemental information to complete the order.

1.1.2.3.1   General Requirements for Ordering Services [G.3.3.1]

1.1.2.3.1.1   Agency Hierarchy Code (AHC) [G.3.3.1.1]

Verizon will reject any order submitted without an Agency Hierarchy Code (AHC) for each line item. In accordance with RFP Section J.2.10.2.1.15 Verizon intends to gain

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OCO concurrence at the TO level to allow one and only one AHC per SO. As required in RFP Section J.2.4.1.2, Verizon will track the AHC for all services from order submission through disconnection. The AHC identified on the SO will be propagated to each line item identified on the associated order. Verizon will validate the presence of the AHC on all order line items. Finally, if an Administrative Order is requested to change the AHC of a provisioned service, Verizon will execute the administrative change with no interruption of the service.

1.1.2.3.1.2 Auto-Sold CLINs [G.3.3.1.2]

As required by the agency, Verizon will provide Auto-Sold Contract Line Item Numbers (CLINs) as part of a proposal response or individual price quote as though they had been expressly requested. Auto-Sold CLINs will be displayed alongside Business as Usual (BAU) CLINs on a price quote, as an element of any notifications or deliverables associated with an order.

If new Auto-Sold CLINs are added through TO modification, Verizon will verify that all price quotes are updated accordingly and available for viewing at any time via the original Service Order Completion Notification (SOCN). Such newly added Auto-Sold CLINs will not be applicable to any previously issued TO unless specifically added via TO modification. If a TO modification is issued to add a new auto-sold CLIN, Verizon will issue new SOCNs for all applicable previously provisioned orders as specified under that TO.

1.1.2.3.1.3 Customer Want Date [G.3.3.1.3]

For orders for services that include a Customer Want Date (CWD) (which indicates the customer's desired install date) Verizon will make reasonable efforts to accommodate the CWD. Verizon will not issue the SOCN or begin billing prior to the CWD unless the order specifies that early installation is acceptable. If the time between the order and the CWD is greater than the defined provisioning interval for the service as described in RFP Section G.8.2.2, the service provisioning Service Level Agreement (SLA) is waived for that service on that order.

1.1.2.3.1.4 Service Order Completion Notification (SOCN) [G.3.3.1.4]

After completion of each service provisioning, Verizon will submit a SOCN as described in RFP Section J.2.4. Verizon understands that after an order has been provisioned and

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a SOCN submitted and accepted, no revisions to the SOCN are permitted unless one of the following applies: the customer submits an administrative change order to correct an erroneous submission with the prior approval of the COR, or to add or remove an Auto-Sold CLIN (once it has been modified in accordance with a TO).

1.1.2.3.2 Order Types [G.3.3.2]

1.1.2.3.2.1 Orders for New Services [G.3.3.2.1]

Verizon understands and agrees that orders for new services are defined as orders for services that are not currently being provided.

1.1.2.3.2.2 Orders to Change Existing Services [G.3.3.2.2]

Move Orders [G.3.3.2.2.1]. Verizon will accept, validate, and complete move orders, such as network access and/or Service Related Equipment (SRE) moves within the same building. This is defined as "like-for-like" moves. This will eliminate a new order having to be submitted from the customer and enable Verizon to deliver services to the new location more quickly. The move order will be submitted via the same systems as a new order; the order will be completed as soon as it has been delivered to the new location within the same building. All notifications will be completed after milestones have been met.

Feature Change Orders [G.3.3.2.2.2]. Verizon has read and understands the definition of Feature change orders, and will accept change orders for changes in features and equipment of an existing order. These would include feature changes that require a new CLIN to be billed or a new piece of SRE to be billed, and feature changes that do not require a change to the CLIN being billed.

Disconnect Order Acceptance [G.3.3.2.2.3]. Verizon will accept disconnect orders as defined in RFP Section G.3.3.2.2.3, including via the ▮▮▮ portal. These Disconnect orders will meet the Disconnect SLA defined in Section G.8.2.2.1.1. Verizon will stop billing for services on the completion date of the SOCN and within the provisioning intervals for disconnects as specified in RFP Section G.8 Service Level Management.

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Disconnect Orders within 45 Days. Verizon will remove equipment related to disconnect orders within 45 days of the termination of services.

Customer Notification if Disconnection Renders other Services Unusable. If a disconnect order includes the disconnection of services that appear to leave other services effectively unusable (e.g., disconnecting a circuit but not the associated equipment), Verizon will notify the customer of the full list of impacted Unique Billing Identifiers (UBIs).

Clarification of Customer's Intent. Verizon will request clarification of the customer's intent to only disconnect the specified service. If the customer provides instructions indicating that the list, in whole or in part, is intended for disconnect, Verizon will accept this as an order update.

Administrative Change Orders [G.3.3.2.2.4] Verizon will accept administrative changes to previously provisioned orders. After updating its system, Verizon will provide the updated information to GSA as described in RFP Section J.2.4. Verizon has read and understands changes to administrative data associated with existing services as outlined in RFP Section G.3.3.2.2.4.

1.1.2.3.4 Updates to In-Progress Orders [G.3.3.2.3].

Verizon has read and understands the requirements outlined in RFP Section G.3.3.2.3.

Cancel Orders [G.3.3.2.3.1]

Order Acceptance. Verizon will accept an order from an agency to cancel a pending order at any step of the order process prior to SOCN.

Customer Notification of Order Line Items. Verizon will notify the customer of the full list of order line items that are associated with the cancellation.

Clarification of Customer Intent. Verizon will request clarification of the customer's intent to only cancel the specified order line items.

Order Updates. If the customer provides instructions indicating that the list, in whole or in part, is intended for cancellation, Verizon will accept this as an order update.

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No-Charge for Network Access Orders. Verizon will not charge the ordering agency the Non-Recurring Charge (NRC) if the cancel order was placed 30 or more days before the later of CWD of the initial order or the Firm order commit date.

NRC Payment. If the Government's cancellation request does not meet the timeframe and requirements in G.3.3.2.3.1, Verizon understands that the Government will pay the NRC for the associated access arrangements using the cancellation CLIN described in RFP Section B.4.1.13, even if it was previously waived by Verizon.

Location Change Updates [G.3.3.2.3.2] Verizon will accept location change orders for orders in flight. When these orders are submitted and they impact Local Exchange Carrier (LEC) provisioning, the order clock will start again to allow the changes in provisioning to take place.

Feature Change Updates [G.3.3.2.3.3]. Verizon has read, understands, and will comply with requirements in G.3.3.2.3.3.

Customer Want Change Updates [G.3.3.2.3.4]. Verizon has read, understands, and will comply with requirements in G.3.3.2.3.4. If the agency delays the CWD prior to receiving the Firm Order Commitment Notice (FOCN), the Verizon will not issue the SOCN and begin billing prior to the new CWD, unless the change requested is less than 14 days before the CWD of the initial order. .

Administrative Change Updates [G.3.3.2.3.5] Verizon has read, understands and will comply with all requirements in G.3.3.2.3.5

1.1.2.3.5   Special Order Handling [G.3.3.3]

1.1.2.3.5.1   TSP Orders [G.3.3.3.1; G.11]

Compliance with TSP Orders. Verizon will meet and comply with the requirements for Telecommunications Service Priority (TSP) (*For additional details, see the Verizon's NS/EP Functional Requirements Implementation Plan in this Management Volume*).

TSP Levels. When TSP is specified in the order, Verizon will provide the service in accordance with the TSP level, as follows:

- *PROVISIONING PRIORITY* (5, 4, 3, 2, 1, or E); or,
- *RESTORATION PRIORITY* (5, 4, 3, 2, or 1); or,

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- BOTH for both provisioning and restoration as specified in the order from Service Delivery Point-to-Service Delivery Point (SDP).

Restoration of Service. Restoration of service will be in accordance with the TSP priority levels designated for the transmission service and in accordance with National Communications System Directive (NCSD) 3-1, "TSP System for NS/EP" and NCS Manual 3-1-1, "Service User Manual for the TSP System." NS/EP, including urgent or emergency delivery order service, will be separately negotiated on an Individual Case Basis (ICB).

Expedited Service. Verizon will provide expedited service implementation when the ordering agency requires priority provisioning for NS/EP circumstances or other circumstances in which the TSP system is invoked. Verizon will make best efforts to implement the ordered service(s) by the CWD, based on essential priorities as certified by the OCO or COR. *For additional details, please refer to Proposal Section 9 National Security/Emergency Preparedness.*

1.1.2.3.5.2 Rapid Provisioning Orders [G.3.3.3.2, J.2.4.2.4]

Verizon understands that certain services, including self-provisioned, lend themselves to rapid provisioning, which streamlines the provisioning process and only requires the Service Order Acknowledgement (SOA) and SOCN. If one of these services completes the provisioning process within twenty-four (24) hours of order submission only the SOCN will be issued and the SOA is not required.

An order is subject to rapid provisioning if all the following conditions apply:

1. The service ordered is specified as subject to rapid provisioning in the contract or the TO.

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2. The order does not contain a TSP ████████████████████████

████████████████

3. The order does not contain an Administrative Change Order ████████

████████████████████████

As part of its proposal, Verizon willl specify which services it is offering as subject to rapid provisioning and the defined provisioning interval for each such service. The following restrictions apply to the Verizon-defined provisioning intervals for rapid provisioning:

1. The provisioning interval will not exceed 48 continuous hours.

2. The proposed provisioning interval shall be used to calculate SLA compliance ██ ████████████████████████ .

3. Any CWD ████████████████████████████ specified in the order does not apply, and early installation is acceptable.

See section 1.1.7.2.2.4 for the specified Rapid Provisioning services and associated defined provisioning intervals.

1.1.2.3.5.3 Task Order Projects [G.3.3.3.3]

Task Order Project Plan (TOPP) Preparation. At the agency's discretion, upon award of the TO, Verizon will prepare a Task Order Project Plan (TOPP) that identifies Verizon's project management processes, scheduling, procedures, tools, and implementation of the TO into Verizon's network.

Approval and Signature of the TOPP. Verizon will deliver the TOPP to the OCO of the TO (or SO) for approval and signature; the OCO's signature indicates agreement to the implementation schedule and as-of billing date for each item in the TO. The iterative process of working with agency customers to determine technical, administrative and billing solutions related to TO requirements will confirm that Verizon's EIS service delivery and project management processes are tailored to meet agency missions and needs. Verizon's Program Management team will be actively engaged in the assessment of TO requirements with the OCO and agency project team to verify TOs flagged as a project are handled as such. Verizon will utilize existing knowledge of an agency's

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network and/or services, as well as information learned in the Fair Opportunity (FO) process to prepare DRAFT TOPP plans upon Task Order award. The scope and complexity of TO requirements may require that a single SO be managed as a project. As with the original Networx transition, Verizon will use a project template that requires review and signature by the OCO to deliver projects with mutually agreed upon milestones and dates. Verizon will prepare and deliver a TOPP that identifies the project management processes, scheduling, procedures, tools, and implementation objectives of the project. The TOPP will be delivered to the OCO of the TO. The OCO's signature will indicate agreement with the deliverables in the TOPP, the implementation schedule, and as-of billing dates. OCO signature will confirm the TOPP is in its *final* version and move the project from the planning phase into the execution phase.

This plan identifies the contractor's project management processes, scheduling, procedures, tools, and implementation of the TO into Verizon's network. Verizon will deliver the TOPP to the OCO of the TO (or SO) for approval and signature; the OCO's signature indicates agreement to the implementation schedule and as-of billing date for each item in the TO.

Single Point of Contact for TOPP Service Implementation. For each Task Order Project, Verizon will provide the OCO with a single Point of Contact (POC) for service implementation Verizon will assign a single POC for TOPP service implementation and project leadership. Verizon's project leader will be available by office phone or cell phone during the time periods when service implementations are taking place.

Designated Alternate. Verizon will confirm that the POC or the designated alternate is accessible by telephone (office or mobile) during the time periods when service implementation activities are taking place. It is Verizon's practice to designate an alternate contact whenever the project leader is unavailable.

Coordination of Stakeholders. Verizon will coordinate with the OCO, customers, subcontractors, vendors, and other service providers during the service implementation to verify that all stakeholders are aware of their tasks and schedules. Verizon will inform the OCO and the Local Government Contacts (LGCs) on the order when activities, including installation and cutover testing, are scheduled at a building. Through periodic

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status meetings, reports, and e-mail updates, Verizon will verify that project milestones and SO activities related to service installation, inside wiring, cutover testing and other key service delivery steps are communicated to the OCO and other agency personnel.

Changes or Delays. If Verizon encounters delays or changes to the installation or activation date, the contractor will notify the OCO and provide a revised date. While Verizon makes every effort to mitigate delays or changes to schedule, these events do occur. The OCO will always be made aware of these events in agreed-to communication channels and revised dates will be provided.

TOPP Content. Table 1.1.2.3.5.3-1 outlines components in Verizon's TOPP that will confirm a consistent starting point for all agency projects. Unless the OCO requests an alternative outline, the Verizon TOPP will meet or exceed requirements in RFP Section G.3.3.3.3.

Table 1.1.2.3.5.3-1. TOPP Data in Accordance with G.3.3.3.3

TOPP Data Item and TOPP Data
1. Verizon's TOPP will include the project leader's name, contact information, alternative contact and management escalation chain.
2. The name of the awarding OCO associated with the TO will be included in the TOPP
3. The TO number will be included in the TOP
4. A description of specific activities required by all parties supporting the TOPP will be provided. There may be instances where the OCO is required to provide authorization for Verizon project leaders to obtain information from incumbent service providers or agency contracted vendors. The process of moving a TOPP from DRAFT stage to FINAL stage with OCO signature will serve to verify that specific activity descriptions are timely and accurate.
5. Verizon will partner with the OCO and agency project leadership to obtain the specifications of Government equipment (hardware/software) that may be required for the locations associated with the project.
6. Verizon will identify key areas of risk on a TOPP by TOPP basis. Processes and procedures will be adjusted as appropriate to minimize risk and define contingency plans. Clear cutover activation plans will be a part of every TOPP. Fall-back plans will be jointly developed with the OCO and agency project leadership with the goal of ensuring service continuity in the event of failure related to newly installed services.
7. Verizon will provide a comprehensive inventory of services to be implemented along with the SDP, proposed activation dates, as-of billing dates, testing and acceptance timeframes for all associated TOPP services and parties. Verizon will clearly define an approach to implementation strategy that covers parallel and hot-cut strategies prior to OCO signature on the TOPP.

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TOPP Data Item and TOPP Data
8. Verizon will provide a detailed service implementation schedule that includes as-of billing dates.
9, If applicable, interconnectivity or network gateways required for the implementation of services will be defined and incorporated into the TOPP schedule.
10, Verizon will provide any special technical requirements associated with the services being delivered in support of the TOPP. A significant part of the TOPP planning process is the interaction between Verizon Enterprise Architects (EAs), the OCO and associated agency technical leadership. The primary objective of this planning process is to deliver high quality services that support agency technical requirements. When specific technical requirements are identified that fall outside the scope of the TO requirements, then TO modification should be considered to alleviate the technical gap.
11. Site-specific design plans to include: a) Site preparation and implementation requirements for each building. The requirement for site surveys will be jointly agreed to by Verizon project leadership and the OCO. When required, the method of site survey, the objectives of the site survey and the support required by agency personnel will be clearly defined. b) Interim and final configurations that include Verizon provided hardware (type, manufacturer, model), software, special circuit arrangements, environmental and electrical requirements, equipment room layouts, Main/Intermediate Distribution Frame/riser cable diagrams (if needed), and any special design requirements. c) Verizon will provide site numbering plans, dialing plans and will identify blocks of telephone numbers impacted in TO projects. d) Verizon will work with the OCO and agency technical leadership to verify that Contractor Provided Equipment (CPE) interfaces are technically identified and that termination location is consistent with systems integration requirements. e) Verizon TOPPs will include cutover test plans designed to confirm seamless activation of new services in accordance with RFP Section E Inspection and Acceptance requirements.

1.1.2.4   Testing and Acceptance of Services Ordered [G.3.4]

Compliance with Methodology in Section E.2.2. Verizon will meet and comply with the requirements for the verification testing of all associated EIS services based on the methodology defined in RFP Section E.2.2 EIS Services Verification Testing.

Criteria for Acceptance Testing. Verizon will also meet and comply with the criteria for acceptance testing defined by the agency on the TO. *For additional details on, please refer to Verizon's BSS Verification Test Plan and EIS Verification Test Plan in this Management Volume.*

1.1.2.5   Performance Management [G.3.3; G.8]

Verizon meets the requirements in RFP Sections G.3.3 and G.8 requirements as detailed in Proposal Section 1.1.7 Service Level Management.

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1.1.3 Billing [G.4]

Verizon complies with processes, data and systems interface requirements described in RFP Section J.2.5 Billing. Verizon's EIS billing solution is designed to ensure accuracy and efficiency for GSA and agency customers.

Integrated Billing Solution. Verizon has fully integrated and automated its ordering, billing, inventory, and other management support systems to provide a seamless data flow in support of the EIS Program. The integration of these core functions represents the cornerstone of Verizon's enhanced solution for billing. Because synchronization of these systems is critical to the vital mission and success of the program, Verizon has made a corporate commitment of time, human resources, and financial capital to use advanced technologies to significantly improve management and billing systems, which will enable:

1. Submission of billing invoice data by the contractor (see FAR 2.101 for the definition of "invoice").
2. Verification and validation of billing by the Government.
3. Resolution of any billing disputes and adjustments.

1.1.3.1 Billing Prerequisites [G.4.1]

1.1.3.1.1 Billing Cycle [G.4.1.1]

Billing Period. Verizon will comply with the Government's billing period that runs from the first through the last day of the calendar month.

Arrears. Verizon will bill the Government in arrears at the end of every month after providing services.

Calendar Month Cycles. All billing will be rendered based on calendar month cycles.

1.1.3.1.2 Billing Start Date and End Date [G.4.1.2]

Service Order Completion Notice (SOCN) Submission. Verizon will provide the SOCN to the Government prior to invoicing for the service. The billing start date will not precede the completion date on the SOCN and the completion date of a disconnect SOCN will be the billing end date/disconnect date. As stipulated in RFP Section J.2.5.1.5.1, Verizon will still charge for services the day of the billing end date. If a TO

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specifies a billing start date other than the completion date of the SOCN, Verizon will start billing based on the TO direction (assuming the date does not conflict with the 90-day billing requirement).

NRC and MRC Pricing and Billing. The NRC price presented on the invoice will reflect the price that was in effect at the time the SO was placed. The Monthly Recurring Charge (MRC) price will reflect the price in effect at the time of the service period being invoiced unless specified otherwise in the Task Order language.

If an agency were to reject a SOCN within the allotted timeframe, the order will be held out of the billing platform until the rejection reason is researched and resolved with the agency. Verizon will re-issue a new SOCN for services after correcting the reasons for rejection and include a new completion date (if applicable) that will serve as the effective billing start date. The EIS Billing organization will track and audit the start and stop billing dates on every SOCN.

1.1.3.1.3   90-Day Billing Requirement [G.4.1.3]

Verizon will submit timely and accurate invoices for all services and SREs within 90 days of the SOCN completion unless waived by the GSA CO or an OCO.

. Billing adjustments resulting directly from a dispute resolution will be governed by the processes outlined in RFP Section G.4.4 Billing Disputes and RFP Section J.2.6 Disputes.

1.1.3.1.4   Unique Billing Identifier [G.4.1.4]

As part of Verizon's BI data dictionary specifications, the Unique Billing Identifier (UBI) is a mandatory field for all billing records that appear on the invoice.

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[REDACTED] The UBI will consist of a Service Grouping ID and a unique Component ID separated by an underscore. Each UBI will be unique across the contract and will never be reused on a different service grouping. Each Auto-Sold CLIN will get its own UBI.

1.1.3.1.5   Agency Hierarchy Code [G.4.1.5]

Verizon's experienced staff and billing system design provide the capability to fully process and support the use of AHCs, as follows:

- Each line item in billing will correspond to the AHC from the SO. As specified in RFP Section G.3.3.1.1 Agency Hierarchy Code (AHC). Verizon will reject any order that is submitted without an AHC.

- Complete flexibility in changing AHCs or billing types. [REDACTED]

- If specified by a TO, Verizon will validate the contents of an AHC to confirm only AHC's registered by the Task Order are allowed to order and invoice.

- Verizon will include an AHC in all billing records and will meet and comply with the AHC requirements described in RFP Section J.2.4.1.2.

1.1.3.1.6   Agency Service Request Number [G.4.1.6]

[REDACTED]

[REDACTED] Verizon will verify that all Government-provided fields are included on each SO and billing record, including both the Agency Service Request Number (ASRN) 1 and ASRN2 values if provided by the agency. If not impacted by administrative order or Government action, the ASRN values will be traceable throughout the service lifecycle in accordance with RFP Section J.2.4.

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1.1.3.1.7   Electronic Billing [G.4.1.7]

In addition to the billing deliverables described in Section J.2.5, Verizon will input invoice summary data into any one of the designated government systems.

a) WebVendor

b) Vendor and Customer Self Service (VCSS) system

c) Invoice Processing Platform (IPP)

d) Other systems as specified in the TO"

Once the GSA-CO-specified system/platform is identified in a TO, Verizon will work with each agency to receive system specific electronic billing requirements. Verizon will not create or send a paper invoice to any agency unless specifically authorized by the OCO.

1.1.3.2   Direct Billing [G.4.2]

Verizon will bill the agency directly for all charges incurred by the agency and its subagencies in accordance with the TO and understands that bills will be paid directly by the agency.

Verizon will be responsible for collecting the AGF and remittance of the total AGF amount collected for the month to GSA by electronic funds transfer (EFT).

1.1.3.3   Billing Functional Requirements [G.4.3]

Section J.2.5 Compliance. Verizon will comply with the individual sections under RFP Section J.2.5 as listed throughout this document. Verizon's state-of-the-art, fully integrated and automated order-to-bill process will verify adherence to all processes, deliverables, and data exchange requirements.

Seven (7) Day Billing Inquiry Response. ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ respond within the seven (7) day response period requirement by enabling agencies to make billing inquiries and receive a direct and immediate response with a tracking ticket number.

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Agencies can also track their inquiry through to resolution by viewing the updates direct-ly in the billing inquiry portal screens. This functionality provides a direct communica-tions interface between customer service, sales, and billing trouble management, and also supports full tracking and resolution capabilities for billing and billing-related issues. Billing inquiries and disputes can be routed to multiple supporting organizations, includ-ing *agency specified Account Teams,*

1.1.3.3.1   Adjustments [G.4.3.1]

Billing Adjustment Process. In the event it is necessary to adjust a bill, Verizon will follow the adjustment process described in RFP Section J.2.5 Billing. Once an adjust-ment is determined to be required for an invoice, Verizon will apply the adjustment to the next available bill. All adjustments are reviewed extensively by Verizon agency sup-port teams.

Dispute Resolution. Verizon will provide the requisite adjustment information in the agency Adjustment File by the 15th business day after the conclusion of Verizon's bill-ing period. Verizon will specifically indicate which records are adjustments, and which records are dispute-resolution confirmations, if they are included in the same physical file as dispute resolution confirmations.

For adjustments to prior invoices, Verizon will identify the service period and each sepa-rate charge type (e.g., recurring, nonrecurring, taxes, USF, surcharges, duties, other fees.) Verizon will also provide the agency with a reference to the credit adjustment that is sufficient to prove that the adjustment has been appropriately applied. Verizon-generated GSA and agency adjustment files will contain the data elements required in the RFP. The adjustments are made through the Accounts Receivables systems to veri-fy the Statement of Account is accurate.

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1.1.3.3.2 Monthly Billing Informational Memorandum [G.4.3.2]

Verizon will provide, as needed, a Monthly Billing Informational Memorandum to coincide with the monthly delivery of billing files.

1.1.3.4 Disputes [G.4.4; J.2.6]

Verizon complies with RFP Sections G.4.4 and J.2.6, and will accept and process the Government's disputes on BI, IR and SLA Credit Request (SLACR) line items. EIS customers will benefit from Verizon's 16 years of experience with the dispute processes on the FTS 2001, FTS 2001 Bridge, Continuity, WITS2001, WITS 3, Networx Universal, and Networx Enterprise contracts. Verizon's EIS billing organization and Inventory support teams will research and bring to resolution all disputes within 180 days of the dispute notice. All resolution results will be identified and clearly stated on the Dispute Report (DR) provided to the Government. If a dispute resolution requires a debit or credit adjustment, the transaction will clearly identify the dispute being resolved by providing the associated dispute numbers, dispute reasons, outcome and amount on the Billing Adjustment (BA). No later than the 15th business day of each month Verizon will submit a DR that captures the current status of each open dispute.

1.1.3.4.1 Billing Disputes Resolution [G.4.4.1; J.2.6]

Billing Dispute Resolution. Upon dispute resolution, Verizon will submit corrected billing on the next available bill. Verizon's solution for managing billing disputes meets all requirements in RFP Sections J.2.6 and G.4.4.1.

Resolution within 180 Days. Verizon will work to resolve disputes within 180 days of the dispute notice, and has a track record of success under the EIS contract.

Partial Resolution. In cases where a complete resolution is not forthcoming, Verizon will submit partial resolutions (less than the total amount in dispute) to the agency for acceptance or rejection. Verizon understands that the OCO will respond within 14 days to its proposed resolution. Verizon further understands that either party may escalate the dispute at any time to the OCO. In cases where Verizon and the Government agree on a portion of a dispute, the parties may make an adjustment to resolve the agreed-to portion(s) pending resolution of the remainder of the dispute.

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Dispute Escalation. Disputes that are not resolved within 180 days of the dispute notice or the approved extension time will be escalated to the OCO.

Escalation Compliance with FAR 52.223-1 (Disputes). Disputes escalated to an OCO will be resolved in accordance with FAR 52.233-1 (Disputes).

Processing the Associated Adjustment. Once a dispute is resolved, Verizon will process the associated adjustment ensuring that the debit or credit and the associated billing dispute identifier are clearly documented according to RFP Section J.2.6 Billing & Inventory Disputes.

Monthly Dispute Report (DR). Verizon will provide a monthly Dispute Report (DR) in accordance with RFP Section J.2.6 Billing & Inventory Disputes

Systematic Process. ████████████████████████████████████
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██ Verizon's EIS support organizations will investigate inquiries and, in one (1) business day, provide an explanation or a recommendation for each inquiry to become a billing dispute. The response will be in the same medium as the original inquiry or in any format required. If an inquiry becomes a dispute, Verizon will accept filings from GSA and/or the agency, including the elements specified in the RFP.

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Dedicated Billing Support Representatives. Verizon's Federal Program Office will research and resolve billing disputes. The Billing Support Representatives will carefully monitor the dispute process once the Government has initiated a dispute notification. These personnel are trained to quickly and accurately identify the root cause, provide timely communication to the originator of the dispute, and accurately post any necessary adjustments to the next available invoice. Verizon will assign a tracking number to each dispute received from the Government, and will accept and retain the agency dispute number associated with the billing dispute through resolution. The tracking number assigned by Verizon will be traceable to the agency dispute number and can be used to view, track, and escalate dispute status. A confirmation of receipt for each dispute with the agency dispute number and Verizon's dispute number will be given to the agency as specified in the RFP. Verizon's experienced, highly trained personnel will take the initial lead in resolving disputes promptly by establishing and maintaining dialogue directed toward a fair and equitable resolution. In cases where a resolution is not immediately forthcoming, Verizon will submit partial resolutions (less than the total amount in dispute) to the dispute's initiator for acceptance or refusal.

1.1.3.5 Payment for Items Issued, Delivered, and Accepted [G.4.5; H.32]

Verizon understands that it will only be paid for items and services that are issued, delivered, and accepted in accordance with the EIS ordering, billing, and payment procedures. Invoices will be submitted, via the allowable data exchange criteria, each month no later than the 15th business day. Upon the expiration of the Task Order, Verizon will

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submit a final billing invoice within 90 days or to an agreed upon date granted by the OCO.

1.1.3.6 Associated Government Fee (AGF) [G.4.6]

Verizon will collect the AGF from direct-billed customer agencies on a monthly basis throughout the life of the contract. The total amount of AGF collected for each month will be remitted to GSA via Electronic Funds Transfer (EFT) no later than 15th business day of the following month.

1.1.3.7 Electronic Funds Transfer [G.4.7]

Verizon will accept payment of customer invoices via EFT. Verizon will provide information required to receive payment via EFT.

1.1.3.8 Government Purchase Card Payments [G.4.8]

Government Purchase Cards. Verizon will accept this payment type when authorized by the Government for telecommunications purchases.

Standard Industrial Classification. Verizon will obtain the appropriate Standard Industrial Classification (SIC) code for the services provided under the contract and establish its Government Purchase Card (financial) procedures with its financial institution to confirm acceptance of such payments. Verizon recommends, however, that the use of Government Purchase Card Payments be optional to vendors and governed by language in the Fair Opportunity bid approval.

1.1.3.9 Rounding of Charges for Billing and AGF [G.4.9; J.2.5.1.6]

Verizon's solution for managing the rounding of billing charges meets the requirement outlined in RFP Section J.2.5.1.6.

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1.1.3.10 Proration of Monthly Charges [G.4.10; J.2.5.1.5]

Verizon will prorate billing based on the number of days that the service is provided during the billing period in accordance with RFP Section J.2.5.1.5 Proration.

1.1.3.11 Taxes, Fees, and Surcharges [G.4.11; H.14; H.23]

1.1.3.11.1 Separate Billing of Taxes, Fees and Surcharges [G.4.11.1]

Separate Billing Amounts for Taxes, Fees, and Surcharges. ████████████████████

████████████████████████████ those elements shall be provided as individual components or amounts on the BI, whether they are part of an original charge or an adjustment.

Verizon will comply with the language of RFP Sections G.4.11.1, H.14 and H.23. Regulatory surcharges (RFP Section H.23) and state and local taxes (RFP Section H.14) that have been billed will be listed as separate fields in the Billing Invoice deliverable data dictionary. Verizon will provide the amounts applicable for each of those fields. Verizon will populate all mandatory fields listed in the data dictionary of the RFP. AGF will not be included when calculating the EIS revenues to which taxes, fees, and surcharges are applied.

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Prices that include all Taxes, Fees and Surcharges. Inclusive of all taxes, fees and surcharges in its solicitation (see RFP Sections H.14 and H.23 for specific guidance), Verizon will bill the prices that were proposed, accepted and included in the TO.

1.1.3.11.2 Aggregated Taxes [G.4.11.2]

Verizon will include billed applicable and allowable taxes in the aggregated tax field for each line item in the billing invoice file. A Tax Detail file will be provided no later than the 15th business day of each month with the detailed composition of the aggregated taxes.

1.1.3.12 Billing Performance Objectives [G.4.12; J.2.10.3.1.6]

Verizon will submit accurate billing that meets the following performance objectives for billing data accuracy and billing charge accuracy:

1. All applicable data elements will be included on the BI in accordance with RFP Section J.2.10 Data Dictionary.
2. The BI will have an associated SOCN for each order.
3. The information on the BI will be consistent with that on the SOCN.
4. There will be no duplicate records within the BI.
5. There will be no records within the BI that represent charges being billed more than 90 days after the issuance of the SOCN unless waived as described in RFP Section G.4.1.3 (Note: this requirement applies to both initial invoicing and all billing adjustments).
6. The price will match the price(s) on the contract or TO.

Verizon will conduct monthly audits throughout the different steps of the billing cycle and will conduct audits across systems. The billing production team has broad experience and expertise in billing audits for Government contracts including WITS2001, WITS 3, FTS2001, FTS2001 Bridge, Continuity, Networx Universal, and Networx Enterprise. Audits are conducted based on a prescribed methodology that is flexible and incorporates new processes and queries efficiently.

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Table 1.1.3.12-1. Audit Process

Audit Processes	
Data Verification	• Billing records have an associated SOCN for each order that is consistent with the billing invoice. • Billing records have associated CLINs. • Billing records have associated SOs. • No charges exceed 90 days (unless waived by the GSA CO or OCO). • No duplicate charges exist. • Mandatory billing file fields are populated according to service. • Prices billed match contractual prices or Task Order prices.
Reconciliation	• CLINs are reviewed and compared to the associated SOCN. • CLINs are reviewed for pricing against independent audit pricing tables. • Billing records are reviewed for any mandatory missing field data and placed on exception reports. • Billing files are balanced against each other to confirm invoice totals equal the summation of billing detail file totals.
Error Repair	• Errors are reviewed. • Errors are repaired. • Over 90-day charges are removed. • Duplicate charges are removed. • Missing information is populated with accurate data. • If the errors cannot be repaired, the billing records will be removed from the billing run and placed in a suspense file to be investigated and included in the following month's billing run, if applicable.

1.1.3.12.1   Billing Data Accuracy KPI [G.4.12.1]

Verizon will develop audits to measure the accuracy and quality of its billing services, and will meet or exceed the Billing Data Accuracy Key Performance Indicator (KPI) and the 95% Acceptable Quality Level (AQL) for the data submitted in the Billing Invoice (BI) deliverable. Verizon will confirm that all invoices delivered are accurate and complete, and will deliver all data elements referred to in the RFP for each billing record and SOCN. Verizon has extensive experience installing reconciliation- and exception-based reports to verify ordering, billing, and inventory data are constantly reviewed for consistency and to confirm they are synchronized. In the event an exception is determined in these audits, Verizon has implemented business processes to eliminate as many of the discrepancies as possible before they are sent to a billing file. Verizon will not process any billing record without a corresponding SOCN. Verizon will confirm that what is ordered and priced will match the charges appearing in the monthly billing files. Verizon's auditing of the pre- and post-processed bills verifies that multiple validation checks are conducted before release of the invoices. Verizon will confirm that disputes are analyzed monthly to verify common problem areas are identified and dealt with systematically to confirm the quality and accuracy of the billing. The Billing Data Accuracy

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KPI will be calculated and delivered at the TO level. The accuracy validation will be based on the following criteria:

- All applicable data elements will be included on the BI in accordance with RFP Section J.2.10.
- The BI will have an associated SOCN for each order.
- The information on the BI will be consistent with that on the SOCN.
- There will all be no duplicate records within the BI.
- There will be no records within the BI that represent charges being billed more than 90 days after the issuance of the SOCN unless waived as described in RFP Section G.4.1.3. (Note: this applies to both initial invoicing and all billing adjustments).
- The price will match the price(s) on the contract or TO.

The calculation for this KPI will be as follows:

- Count the number of line items in the billing data submission (by TO).
- Divide the result from Step 1 by the total number of lines in the billing data submission.
- The result will be in the form of a percentage.

1.1.3.12.2   Billing Charges Accuracy KPI [G.4.12.2]

Verizon will develop audits to measure the accuracy and quality of its billing services, and will meet or exceed the Billing Charging Accuracy KPI and the 95% AQL for the BI deliverable. Verizon will measure the accuracy of the charges through the Billing Charges Accuracy KPI after a six (6)-month holding period to allow for the resolution of disputes. The KPI will be calculated and delivered at the TO level. The Billing Data Accuracy KPI will be calculated as follows:

- For each line in the billing data submission, calculate the absolute value of the difference between the correct charge (C) and the submitted charge (S): $|C - S|$.
- Calculate the sum of the individual line results from Step 1.
- Divide the result from Step 2 by the absolute value of the total of the correct charges in the billing data submission, subtract from 1.
- The result will be in the form of a percentage.

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1.1.4 Business Support Systems (BSS) [G.5]

1.1.4.1 Overview [G.5.1]

To support the EIS contract, Verizon will utilize a hybrid of its best-in-class commercial and Government platforms, which will allow for robust commercial capabilities while simultaneously addressing federal agencies' specific business needs.

Verizon's BSS solution simplifies and improves quoting, ordering, provisioning, and billing, reducing the quote-to-implementation interval and ensuring Verizon can keep up with agency demand. The system is designed to provide flow-through automation and data validation to reduce defects and billing errors as well as to allow customers to directly convert price quotes into orders to minimize disparities in the quoting and ordering process.

1.1.4.2 Reserved [G.5.2]

1.1.4.3 Technical Requirements [G.5.3]

1.1.4.3.1 Web-Based Portal [G.5.3.1]

portal will provide comprehensive customer management for EIS customers. This online portal is easy to use and gives agencies secure access to Accounts and Maintenance, Orders, Invoices, Repairs, and other Network Tools. Agencies can access the ▆ portal and manage their services through a mobile device or tablet. In addition to service management tools and the ability to view and pay bills, the ▆ contains numerous resources and relevant information including news and resources on the latest solutions and industry trends. The ▆ portal enables agencies to:

- *Take control* through anytime-access to manage accounts from anywhere.
- *Immediately access status* and address issues quickly and transparently.
- *See the big picture* via the full view of service performance and activities, along with industry and service materials.

The ▆ portal enables agencies to manage accounts and services efficiently, saving time and controlling agency costs. Application-level training for the ▆ portal and its

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associated applications will be provided by Verizon's Customer Service team. (*Please refer to 1.12 Training for more details.*)
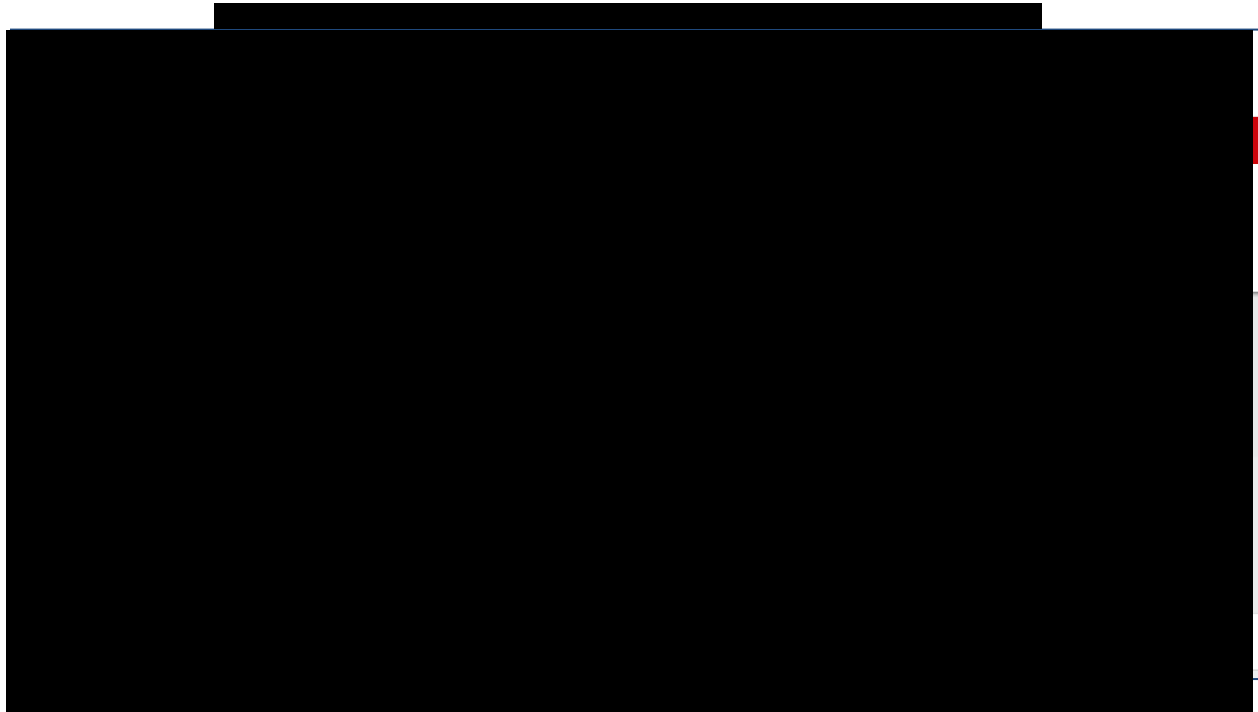
Web Interface Functions [G.5.3.1.1]

Verizon will provide GSA and its agencies with current and accurate data via the ▮▮▮ portal, with the same graphical user interface and feature set used by commercial customers. As indicated in the following table, the VEC Portal includes a suite of comprehensive tools that will allow agencies to Submit Orders, Open and Manage Trouble Tickets, Manage Inventory, and Review and Manage Invoices.

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1.1.4.3.1.2 Technology Standards [G.5.3.1.2]

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1.1.4.3.1.3 Accessibility [G.5.3.1.3]

Comprehensive EIT Projects in Compliance with Section 508. Verizon will have

readily available a comprehensive list of all offered Electronic Information Technology

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(EIT) products (supplies and services) that fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194.

Verizon is committed to the goal of ensuring that all of its applications and services offered on EIS conform to Section 508 Compliance standards. Conforming to these standards is only one part of its customer-centric approach to supporting our end users. Verizon has also provided ongoing support via the Verizon Center for Customers with Disabilities (VCCD). The center is staffed with specially trained representatives to assist customers in need of telecommunication options such as amplified phones, bills in Braille or large print, and disabled closed caption services. Verizon's National Accessibility Customer Service Center also supports customers who may need assistance with their wireless needs. Verizon's EIS users will have full access to these centers and their support functions as well as contract-specific 508 Compliance contacts. The BSS Development and Implementation Plan, Verification Test Plan, and Verification Test Results will be Section 508 compliant.

Technical Standards for all Proposed Products. Verizon will also identify the technical standards applicable to all products proposed. In addition, Verizon will clearly indicate where this list with full details of compliance can be found (e.g., an exact web page location). Verizon will confirm that the list is available on its ▓▓▓▓Portal website within 30 days of Notice to Proceed (NTP). Verizon will complete Voluntary Product Assessment Templates (VPATS) for each product awarded under the EIS contract. The VPATS will identify the technical standards, functional performance as well as information, documentation and support capabilities of each product, and will provide a comprehensive analysis and assessment of the products' conformity to the standards. These VPATS will be posted on a clearly marked and easily accessible webpage for GSA and agencies utilizing EIS for their telecommunications needs.

EIT Product Compliance. Verizon will confirm that all EIT products that are less than fully compliant are offered pursuant to extensive market research that verifies that they

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are the most compliant products available to satisfy the solicitation's requirements. If any EIT product proposed is not fully compliant with all of the standards, Verizon will specify each specific standard that is not met, provide a detailed description as to how the EIT product does not comply with the identified standard(s) and indicate the degree of compliance.

Voluntary Product Accessibility Template (VPAT). Verizon will make the BSS VPAT available on its website ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ and shall directly address compliance with Section 508 in the following deliverables:

- BSS Development and Implementation Plan.
- BSS Verification Test Plan.
- BSS Verification Test Results.

1.1.4.3.2   Direct Data Exchange [G.5.3.2]

Verizon will support both Web Services and Secure FTP (SFTP) for direct, secure transfer of Customer Management, Financial Management, Order Management, Inventory Management, Service Management, and Program Management deliverables that specify Web Services and/or SFTP as the data transfer mechanism to meet RFP Section J.2 requirements.
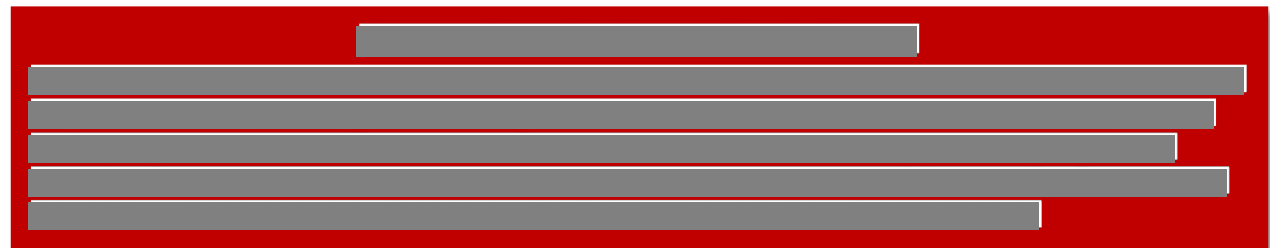
1.1.4.3.2.1   Direct Data Exchange Methods [G.5.3.2.1; J.2.9]

Bidirectional Automated Exchange of Management and Operations Data. Verizon will initiate and process bidirectional automated exchange of management and operations data using the following methods:

- **Web Services.** Verizon will utilize existing commercial ebonding gateways to securely transfer deliverables that are specified in RFP Section J.2 as requiring Web Services as the data transfer mechanism. Verizon will support transmission of Ex-

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tensible Markup Language XML over HTTPS using Simple Object Access Protocol (SOAP) to exchange data with the GSA Conexus application. Verizon will utilize the same XML Schema Definition (XSDs) and Web Service Description Languages (WSDLs) provided in the RFP interface with both GSA Conexus and individual agency applications if ebonding is required by the TO.

- **Web Services Push Transactions.** Verizon will follow World Wide Web Consortium (W3C) standards (e.g., SOAP, XML, HTTPS) to securely transmit data and use WSDLs when making SOAP calls. This ebonding method will give agencies one standard when communicating with Verizon, allowing for enhanced troubleshooting of interface issues via a common design. Verizon will utilize SOAP Web Service using Web Services Security (WS-Security, WSS) in an XML format.

- **Secure File Transport Protocol (SFTP).** Verizon will support both the transfer to, and receipt of, secure files containing deliverables that are specified in RFP Section J.2.9 as requiring Secure File Transfer Protocol (SFTP) as the data transfer mechanism. Verizon is capable of pushing data to and pulling data from either a Verizon-hosted or GSA-hosted standards-based SFTP server.

1.1.4.3.2.2   Direct Data Exchange Formats [G.5.3.2.2; J.2.9]

Verizon will support the required data exchange methods listed in RFP Section J.2.9. Verizon will follow W3C standards (e.g., SOAP, XML, HTTPS) to securely transmit data and use WSDLs when making SOAP calls. This ebonding method will give agencies one standard when communicating with Verizon, allowing for enhanced troubleshooting of interface issues via a common design. Verizon will utilize SOAP Web Service using Web Services Security (WS-Security, WSS) in an XML format. Based on GSA preference, Verizon can push data to a Verizon SFTP server for collection by GSA, or alternatively, Verizon can push to a GSA hosted SFTP server.

1.1.4.3.2.3   Direct Data Exchange Governance [G.5.3.2.3; J.2.9]

Once a set of data exchange specifications and schemas are established between Verizon and the Government, Verizon will maintain this format for the life of the contract. If a change does need to be made to the format(s), Verizon will coordinate and negotiate

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this with the Government and perform any necessary testing to verify a seamless implementation in accordance with RFP Section G.5.5.1 BSS Change Control.

1.1.4.3.3   Role Based Access Control [G.5.3.3; J.2.3]

User Registration and Access Controls. Verizon will collect user registration and Role-Based Action Control (RBAC) data from the Government customer and use its commercial RBAC structure to identify user roles. Verizon will use this information to setup access control on its BSS as described in RFP Section J.2.3. Verizon will allow only authorized users with appropriate permissions to place orders and research order information. ███

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████████████████████████████████████ The registration team will process new users within seven (7) business days of a customer request. The team will also remove any user who is no longer an authorized user within one (1) business day of notification or sooner if the situation requires. Any user whose access account becomes inactive for 60 days will be made inactive and removed after 90 days.

1.1.4.3.4   Data Detail Level [G.5.3.4; J.2.10]

Verizon understands that the data provided by the BSS will be sufficiently detailed to provide all data elements relating to the services listed in Section G.5.4 BSS Component Service Requirements as addressed in Section J.2. Verizon will utilize a combination of an industry-leading customer-facing portal for access to human readable files and ebonded direct data exchange for machine readable files. The Verizon portal provides a single point of entry for Customer Management, Financial Management, Order Management, Inventory Management, Service Management, and Program Management for the BSS deliverables and data elements outlined in the RFP. All BSS deliverables identified in RFP Section J.2 will provide deliverable data detail level elements in

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accordance with the statements outlined in Proposal Section 1.3. *Please refer to Proposal Section 1.3 Contractor Data Interaction Plan for additional details.*

1.1.4.4 BSS Component Service Requirements [G.5.4]

1.1.4.4.1 BSS Component Service Requirements Table [G.5.4.1]

Verizon has reviewed, understands, and has incorporated the BSS Component Service Requirements table into its BSS solution.

1.1.4.5 BSS Development and Implementation Plan [G.5.5]

Verizon has provided this initial BSS Development and Implementation Plan to provide a high-level explanation of how the BSS will be architected and supported to meet GSA's requirements and development timeline.

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Verizon will incorporate the BSS development and implementation plan timeline into its Program Management Schedule *(please refer to Proposal Section 2.3 Program Management Schedule).*

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Verizon understands that the Government will not pay for the development or maintenance of the BSS including development, testing, security, validation, and configuration control. In addition, Verizon will not charge the Government for new capabilities rolled out to commercial customers that it wishes to extend to its Government customers. For additional details on Verizon's BSS testing methodologies, please refer to *Proposal Section 4 BSS Verification Test Plan*.

Upgrades to BSS. Verizon will provide upgrades to its BSS at no additional cost to the Government, as these upgrades become available to its commercial customers and are deemed contractually compliant with the EIS contract. In circumstances where the Government asks for additional BSS functionality beyond the EIS RFP requirements that

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are not commercially available, it shall be treated as a change to contract requirements. Verizon will present the Government a proposal for such additional work that outlines the cost of performance and proposed schedule, and requests the ability to charge the Government for the new or changed functionality.

1.1.4.5.1   BSS Change Control [G.5.5.1]

Verizon understands and concurs with the definitions change controls as required in RFP Section G.5.5.1, including

- Web interface user experience that impacts Section 508 compliance as outlined in RFP Section G.5.3.1.3;
- Web interface user experience that requires additional training of Government personnel;
- Direct data exchange as outlined in RFP Section G.5.3.2.1;
- Ability of BSS to meet any specified requirements;
- System security.

Change Control Notification. Verizon will provide a BSS Change Control Notification to the Government at least 30 days prior to all BSS changes regardless of their impact. In the event of an emergency change, Verizon will notify the Government upon discovering that a change is required.

Processes Subject to Change Control. For those changes that meet the standard for being subject to change control, Verizon will:

1. Obtain Government approval before implementing the change.

2. Use industry-standard change control procedures.

3. Train Government personnel if required.

4. Retest with the Government to confirm functionality continues to meet requirements.

5. Update relevant service documents and information posted on Verizon's website as necessary, at no additional cost to the Government and within seven (7) days of completing the change.

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1.1.4.6   BSS Security Requirements [G.5.6]

System Security Plan Requirements. Verizon will verify security requirements are met for the BSS as defined in the System Security Plan (SSP), which is further describe in *1.1.4.6.4 BSS System Security Plan (BSS SSP)* below.

Support for Government Efforts on Standards. Verizon is committed to providing exemplary support in the delivery of BSS SSP as well as supporting GSA security and Assessment and Authorization (A&A) activities. Verizon will support GSA's effort to verify that standards applying to these activities are met.

Per GSA's guidance in RFP Section G.5.1 to leverage commercial systems, Verizon is utilizing its commercial systems to support the EIS Program. These are world-class systems that are supported by Verizon IT and support its key business and operations functions as identified in RFP Section G.5.4, and include customer management, financial management, order management, inventory management, service management, and program management.

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Verizon will implement and support applicable FISMA and NIST policies within the BSS security boundary. Verizon will develop the BSS SSP in accordance with NIST SP 800-18, Rev 1 (*please refer to Proposal Section 8.2 Applicable Documents, Table 8.2-1 Applicable BSS RMF Documents*). The BSS SSP will meet security requirements as defined in RFP Section G.5.6.4 within the FISMA boundary at a Moderate impact level. Outside of the FISMA boundary, Verizon will support the BSS systems using internal security policies and GSAM compliance. Verizon has also developed a Risk Management Framework (RMF) for both its EIS Systems and the BSS FISMA boundary. These plans identify how Verizon has a top-down approach to security that is supported by management and consistently updated and improved (*Please refer to Section 8 BSS Risk Management Framework Plan for more details.*).

1.1.4.6.1   General Security Compliance Requirements [G.5.6.1]

In providing services under this contract, Verizon understands it will be subject to all current applicable federal and agency-specific IT security directives, standards, policies,

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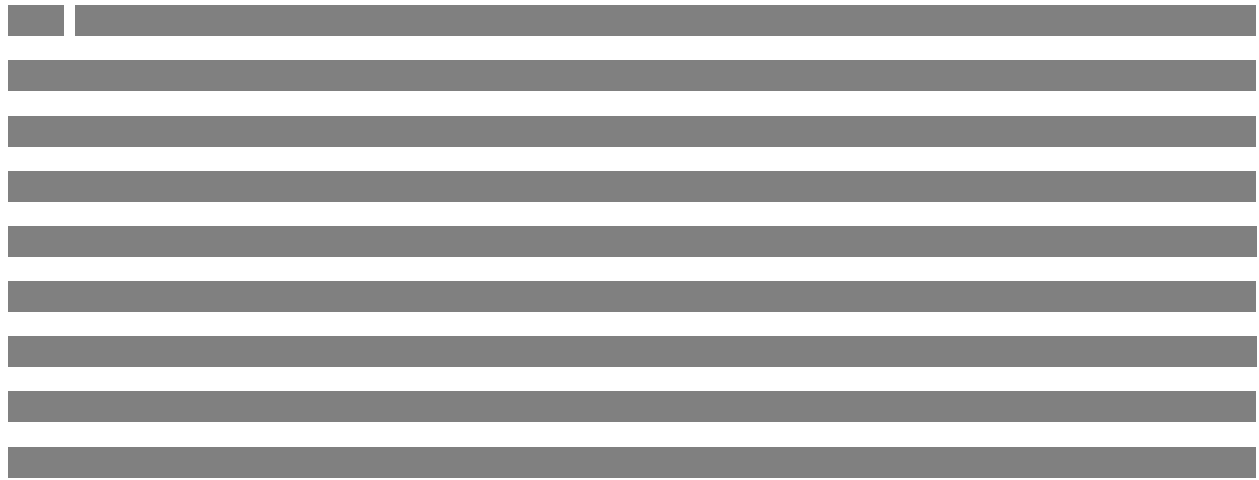
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and reporting requirements, and will comply with RFP Section G.5.6.1. **Table 8.2-1** lists key information security management standards and guidelines (as outlined in RFP Section G.5.6.1) that Verizon utilizes in support of BSS security requirements. When discussed in Verizon's proposal, the versions of the documents identified in Table 8.2-1 should be considered the applicable reference.

Table 1.1.4.6.1-1. Applicable BSS Security Documents outlined in RFP Section G.5.6.1

BSS Plan Applicable Documents
▪ Federal Information Security Management Act (FISMA) of 2002 (44 U.S.C, Section 301. Information Security)
▪ Federal Information Security Modernization Act of 2014 (to amend Chapter 35 of 44 U.S.C.)
▪ Clinger-Cohen Act of 1996 (Formerly known as the Information Technology Management Reform Act of 1996).
▪ Privacy Act of 1974 (5 U.S.C. § 552a).
▪ Homeland Security Presidential Directive 12 (HSPD-12), Policy for Identification for Federal Employees and Contractors, August 27, 2004.
▪ OMB Circular A-130, Management of Federal Information Resources (and Appendix III, Security of Federal Automated Information Resources, Transmittal Memorandum, No. 4, November 28, 2008.
▪ OMB Memorandum M-04-04, E-Authentication Guidance for Federal Agencies, December 16, 2003.
▪ OMB Memorandum M-05-24, Implementation of Homeland Security Presidential Directive (HSPD) -12 – Policy for a Common Identification Standard for Federal Employees and Contractors, August 5, 2005.
▪ OMB Memorandum M-11-11, Continued Implementation of Homeland Security Presidential Directive (HSPD) -12 – Policy for a Common Identification Standard for Federal Employees and Contractors, February 3, 2011.
▪ OMB Memorandum M-14-03, Enhancing the Security of Federal Information and Information Systems, November 18, 2013.
▪ Federal Information Processing Standards (FIPS) Publication 199, Standards for Security Categorization of Federal Information and Information Systems, February 2004.
▪ Federal Information Processing Standards (FIPS) Publication 200, Minimum Security Requirements for Federal Information and Information System, March 2006.
▪ Federal Information Processing Standards (FIPS) Publication 140-2, Security Requirements for Cryptographic Modules, May 2001.
▪ NIST SP 800-18, Revision 1, Guide for Developing Security Plans for Federal Information Systems, February 2006.
▪ NIST SP 800-30, Revision 1, Guide for Conducting Risk Assessments. September 2012.
▪ NIST SP 800-34, Revision 1, Contingency Planning Guide for Information Technology Systems. May 2010.
▪ NIST SP 800-37, Revision 1, Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach, February 2010.
▪ NIST SP 800-39, Managing Information Security Risk: Organization, Mission, and Information System View, March 2011.
▪ NIST SP 800-41 Revision 1, Guidelines on Firewalls and Firewall Policy, September 2009.
▪ NIST SP 800-47, Security Guide for Interconnecting Information Technology System, August 2002.
▪ NIST SP 800-53, Revision 4, Security and Privacy Controls for Federal Information Systems and Organizations, April 2013.
▪ NIST SP 800-53A, Revision 4, Guide for Assessing the Security Controls in Federal Information Systems: Building Effective Security Assessment Plans, December 2014.

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BSS Plan Applicable Documents
▪ NIST SP 800-61 Revision 2, Computer Security Incident Handling Guide, August 2012.
▪ NIST SP 800-88 Revision 1, Guidelines for Media Sanitization, December 2014.
▪ NIST SP 800-128, Guide for Security-Focused Configuration Management of Information Systems, August 2011.
▪ NIST SP 800-137, Information Security Continuous Monitoring for Federal Information Systems and Organizations, September 2011.
▪ NIST SP 800-171, Protecting Controlled Unclassified Information in the Nonfederal Information Systems and Organizations, June 2015.

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1.1.4.6.2 Security Compliance Requirements [G.5.6.2]

NIST SP 800-53 Rev 4 Security Requirements. Verizon's BSS FISMA boundary is designed to meet the mandatory requirements for federal information and information systems in the eighteen security-related areas through the use of security controls in accordance with NIST Special Publication (SP) 800-53 Revision 4 (Rev 4).

Moderate Impact Verizon's BSS solution is specifically tailored to meet the GSA security categorization of information and information systems in accordance with FIPS 199 to be established at the Moderate impact level, using baseline security controls from NIST SP 800-53 Rev 4 and related GSA-specific directives and guides identified and/or provided in the RFP. This approach will be incorporated as part of Verizon's overall SSP as required by RFP Section G.5.6.4.

Standards for Security Categorization of Federal Information and Information Systems. To comply with the federal standard, Verizon will meet the security category of the information and information system in accordance with FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems," at the Moderate Impact Level and baseline security controls (please refer to *Proposal Section 8.2 Applicable Documents, Table 8.2-1 Applicable BSS RMF Documents*).

Risk Management Framework (RMF) Plan. Verizon has submitted a RMF Plan describing its approach for BSS security compliance. This plan has been submitted with the proposal in accordance with NIST SP 800-37 Rev 1, and NIST SP 800-53 Rev 4.

1.1.4.6.3 Security Assessment and Authorization [G.5.6.3]

Verizon has an in-depth understanding of the need for valid, GSA-approved Security Assessment and Authorization (A&A) prior to operating and processing Government information for a customer Agency. GSA will benefit from Verizon's experience in successfully achieving Authority to Operate (ATO) for numerous Government programs over the past 20 years that have required various levels of FISMA compliance. A sea-

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soned team of security professionals combining solid project management with detailed A&A knowledge, mature processes, and proven tools will confirm a high level of preparedness and readiness to perform a successful A&A. Verizon will make this pool of talented professionals available to help Government customers meet the increasing demands of information security requirements set forth in NIST 800-37 Rev 1, FIPS 199 Standards for Security Categorization of Federal Information and Information Systems, and FedRAMP mandates. Verizon is fully prepared to engage in any task orders with requirements that demand higher certification levels.

A History of Success. Over the years, Verizon has received high ratings from clients and auditors for its detailed and comprehensive deliverables. Under EIS, Verizon will continue to produce documentation and artifacts that are comprehensive, complete, and able to withstand audit scrutiny.

A typical A&A effort uses guidance from NIST SP 800-37 Rev 1 to implement the following technical approach for high-value, critical systems (A&A efforts for systems of lower criticality usually involve streamlined processes):

- Definition of the A&A boundary and system ownership/responsibility;
- Establish Levels of Concern using NIST SP 800-37 (Rev 1), NIST SP 800-60, "Guide for Mapping Types of Information and Information Systems to Security Categories," and FIPS Publications 199 and 200;
- Preliminary vulnerability assessment and network discovery using security testing tools on internal and external systems and networks, as appropriate;
- An assessment of management, operational, and technical controls using NIST SP 800-53 Rev 4;
- Policy scanning and testing of servers, network devices, end points, and other systems as appropriate;
- Validation of initial findings to eliminate false positive results, avoiding unnecessary remediation and risk management costs;
- Validation of remediation activities to confirm findings were eliminated;

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- Creation of a Security Controls Assessment Report;

- Creation of the A&A package including System Security Plan, a Risk Assessment Report, a draft Plan of Action and Milestones (POA&M), a certification memo, and an accreditation memo.

1.1.4.6.4   BSS System Security Plan (BSS SSP) [G.5.6.4]

Compliance with Security A&A Requirements. Verizon will comply with security A&A requirements as mandated by federal laws, directives and policies (as referenced table 1.1.4.6.1-1), including making available any documentation, physical access, and logical access needed to support this requirement. Verizon will complete and submit the Boundary and Scope Document (BSD) for the information system within 15 days of the NTP to include annual updates. System configuration settings will be included as part of the Configuration Management plan and will be updated and/or reviewed on an annual basis. Scans will include all networking components that fall within the security accreditation boundary.

SSP Development IAW NIST SP 800-18 Rev 1. Verizon will complete the BSS SSP in accordance with NIST SP 800-18 Rev 1. Verizon understands that an SSP is a requirement of OMB Circular A-130, which provides guidance for security protection measures of the information systems used to support the EIS services with FISMA requirements. The Verizon SSP will provide a thorough description of the security management, organization, resources, strategies, practices, policies, processes, procedures, tools, systems, and reports that Verizon will use to protect the EIS infrastructure and its service components. It provides the framework to implement the steps and activities required to meet Government security requirements and needs to verify and maintain the confidentiality, integrity, and availability of EIS services, information, and operational support systems, as well as to prevent security exposure of EIS services. Verizon will provide the system security deliverables as outlined in RFP Section C.1.8.7.5 and Section F Deliverables to an agency COR/Information Systems Security Officer (ISSO)/Information Systems Security Manager (ISSM) initially and annually or when significant changes occur to the system specifically identified under the TO.

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Verizon understands that its personnel will require access to Government information and/or access to IT systems operated on behalf of the Government. Verizon personnel with access to the Verizon EIS IT system within the security A&A scope will have successfully completed a background investigation in accordance with Homeland Security Presidential Directive-12 (HSPD-12), OMB Guidance M-05-24 and M-11-11, and as specified in agency identified security directives and procedural guides for background investigations to provide services under this contract.

Annual BSS SSP Updates. The BSS SSP for the information system will initially be completed and submitted within 30 days of the NTP to include annual updates in accordance with NIST SP 800-53 Rev 4: PL-2.

Creating, Maintaining, and Updating A&A Documentation. At a minimum, Verizon will create, maintain, and update the security A&A Extensive Security guidance/documentation detailed in **Table 1.1.4.6.4-1**. The GSA template for the SSP includes the following documents as appendices that are also identified as supporting documents within RFP Section G.5.6 and as deliverables in RFP Section F Deliverables. Verizon will develop, submit, and maintain the documents, as required. Verizon complies with RFP Section G.5.6.4 SSP requirements as outlined below:

Table 1.1.4.6.4-1. RFP Section G.5.6.4 SSP Compliance Matrix (1 – 24)

Numbered Requirement Summary	Compliant? Y/N
1. Security Accreditation Boundary and Scope Document (BSD) as identified in NIST SP 800-37.	Y
2. Develop and maintain Interconnection Security Agreements (ISA) developed in accordance with NIST SP 800-47.	Y
3. Develop and maintain a GSA NIST SP 800-53 R4 Control Tailoring Workbook as identified in GSA IT Security Procedural Guide 06-30.	Y
4. Develop and maintain a GSA Control Summary Table for a Moderate Impact Baseline as identified in GSA IT Security Procedural Guide 06-30.	Y
5. Develop and maintain a Rules of Behavior (RoB) for information system users as identified in GSA IT Security Procedural Guide 06-30.	Y
6. Develop and maintain a System Inventory that includes hardware, software and related information as identified in GSA IT Security Procedural Guide 06-30.	Y
7. Develop and maintain a Contingency Plan (CP) including Disaster Recovery Plan (DRP) and Business Impact Assessment (BIA) completed in agreement with NIST	Y

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Numbered Requirement Summary	Compliant? Y/N
SP 800-34.	
8. Develop and maintain a Contingency Plan Test Plan (CPTP) completed in agreement with GSA IT Security Procedural Guide 06-29	Y
9. Test the CP and document the results in a Contingency Plan Test Report (CPTR), in agreement with GSA IT Security Procedural Guide 06-29	Y
10. Perform a Privacy Impact Assessment (PIA) completed as identified in GSA IT Security Procedural Guide 06-30.	Y
11. Develop and maintain a Configuration Management Plan (CMP).	Y
12. Develop and maintain a System(s) Baseline Configuration Standard Document.	Y
13. Develop and maintain System Configuration Settings.	Y
14. Develop and maintain an Incident Response Plan (IRP).	Y
15. Test the IRP and document the results in an Incident Response Test Report.	Y
16. Maintenance of the system security through continuous monitoring of security controls of the contractor's system and environment of operation to determine if the security controls in the information system continue to be effective over time and as changes occur in the system and environment.	Y
17. Develop and maintain a Plan of Action and Milestones completed in agreement with GSA IT Security Procedural Guide 06-30	Y
18. All FIPS 199 Low, Moderate and High impact information systems will complete an independent internal and external penetration test and provide an Independent Penetration Test Report documenting the results of vulnerability analysis and exploitability of identified vulnerabilities with the security assessment package and on an annual basis in accordance with GSA CIO-IT Security Guide 11-51.	Y
19. All FIPS 199 Low, Moderate, and High impact information systems code analysis reviews are conducted in accordance with GSA CIO Security Procedural Guide 12-66 using the appropriate automated tools (e.g., Fortify, Veracode, etc.) to examine for common flaws. Verizon then documents results in a Code Review Report to be submitted prior to placing the system into production, when there are changes to code and/or on an annual basis.	Y
20. Verizon acknowledges that the Government is responsible for providing the Security/Risk Assessment and Penetration Tests.	Y
21. All identified gaps between required 800-53 R4 controls and Verizon's implementation as documented in the Security/Risk Assessment Report (SAR) will be tracked by Verizon for mitigation in a POA&M document completed in accordance with GSA IT Security Procedural Guide 09-44. Over the past 20 years Verizon has developed a partnership with government to confirm that this gap analysis works in accordance with all applicable guidance.	Y
22. Mitigate all security risks found during the security A&A and continuous monitoring activities. All critical and high-risk vulnerabilities will be mitigated within 30 days and all moderate risk vulnerabilities will be mitigated within 90 days from the date vulnerabilities are formally identified.	Y

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Numbered Requirement Summary	Compliant? Y/N
23. Deliver the results of the annual FISMA assessment conducted per GSA CIO IT Security Procedural Guide 04-26	Y
24. Develop and keep current all policy and procedures documents, as outlined in the specified NIST documents as well as appropriate GSA IT Security Procedural Guides. Documents listed in 24a – 24q will be verified and reviewed during the initial security assessment and updates provided to the GSA COR/ISSO/ISSM biennially.	Y

1.1.4.6.5   Reserved [G.5.6.5]

1.1.4.6.6   Additional Security Requirements [G.5.6.6]

Proper Privacy and Security Safeguards. Verizon will confirm that proper privacy and security safeguards are adhered to in accordance with the FAR Part 52.239-1 Section I.

Deliverables Identified in RFP Section C.6.5. Verizon understands that the deliverables identified in RFP Section C.6.5 must be labeled "CONTROLLED UNCLASSIFIED INFORMATION (CUI)" or as a Verizon-selected designation per document sensitivity. External transmission/dissemination of (CUI) data to or from a GSA computer must be encrypted. Certified encryption modules must be used in accordance with FIPS PUB 140-2, "Security Requirements for Cryptographic Modules."

Privacy Act. Where appropriate, Verizon will confirm implementation of the requirements identified in the FAR (see FAR Section I, 52.224-1, "Privacy Act Notification" and FAR 52.224-2, "Privacy Act.").

Good Faith in Defining Non-Disclosure Agreements. Verizon will cooperate in good faith in defining non-disclosure agreements that other third parties must sign when acting as the federal government's agent.

Government Manual or Automated Audits. Verizon understands that the Government has the right to perform manual or automated audits, scans, reviews, or other inspections of the contractor's IT environment being used to provide or facilitate services for the Government in accordance with Verizon's rules of engagement documents that will be developed in coordination with the Government .

Privacy and Security Safeguards. In accordance with FAR Section I, 52.239-1, Verizon will be responsible for the following privacy and security safeguards:

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1. Verizon will not publish or disclose in any manner, without the CO's written consent, the details of any safeguards either designed or developed by the Verizon under this contract or otherwise provided by the Government (except for disclosure to a consumer agency for security A&A verification).

2. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of any non-public Government data collected and stored, Verizon will afford the Government logical and physical access to the contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases within 72 hours of the request. Automated audits will include, but are not limited to, the following methods:

   a. Authenticated and unauthenticated operating system/network vulnerability scans.

   b. Authenticated and unauthenticated web application vulnerability scans.

   c. Authenticated and unauthenticated database application vulnerability scans.

3. Verizon understands that automated scans can be performed by Government personnel, or agents acting on behalf of the Government, using Government-operated equipment, and Government-specified tools. If Verizon chooses to run its own automated scans or audits, results from these scans may, at the Government's discretion, be accepted in lieu of Government-performed vulnerability scans. In these cases, scanning tools and their configurations will be approved by the Government. Results of Verizon-conducted scans will be provided, in full, to the Government.

1.1.4.6.6.1 *Personnel Security Suitability [G.5.6.6.1]*

Personnel Security/Suitability. Verizon will perform personnel security/suitability in accordance with FAR Part 52.204-9, Section I.

Background Investigations. Verizon will comply with agency personnel identity procedures identified in the contract that implement HSPD-12, OMB guidance M-05-24, and FIPS Publication 201. Verizon will insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

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1.1.4.7   Data Retention [G.5.7]

Verizon will maintain an archive of records in accordance with 48 CFR Part 4, Subpart 4.7 for a minimum of three (3) years after the final payment under the contract.

1.1.5   Service Assurance [G.6]

Verizon's service assurance solution has a proven history of responsive agency service, support, and account management–a track record that exists throughout its relationships at both the GSA Program level and at the TO level, from cabinet level to each small agency that Verizon supports. The Verizon ▇▇▇▇▇ includes seasoned professionals who have supported ▇▇▇▇▇▇▇▇▇▇▇▇ agencies on FTS2001, Networx, WITS 3, Regional Master Service Agreements (MSAs), and Local Service Agreements (LSAs).

Verizon's EIS Customer Support Office (CSO) combines Project Management Institute Operating Principles and ITIL Best Practices under its existing umbrella with ISO 9001:2008 certification for continuous quality assessment and program improvement. By continuously monitoring EIS operations, provisioning, and transition process metrics, challenges are identified early on and resolved before they become risks to the program. Verizon's customer-centric approach:

- Achieves measurable, consistent quality objectives.
- Implements, follows, and maintains standardized processes
- Confirms that customer requirements are understood by all
- Collects and assesses customer feedback to enhance customer satisfaction

Trouble Ticket Management. ▇▇ will serve as the single point of accountability and ownership for EIS trouble ticket support. ▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇ For details on Verizon's Trouble Ticket Solution, please see section *1.1.5.4 Trouble Ticket Management.*

1.1.5.1   Customer Support Office (CSO) [G.6.1]

The CSO structure illustrated in **Figure 1.1.5.1-1** provides a level of support for support sales, service, and implementation activities with the Government. The Verizon EI CSO

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is comprised of interdisciplinary divisions necessary to support GSA and Agency re-quirements.

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CSO Support for Sales, Service and Implementation Activities. The CSO is an interdisciplinary organization that has been designed to address projects within the EIS program from concept and design, through implementation and sustainment. The CSO is built to communicate with Government users of the EIS contract around the world using common means of communications including toll-free number, email, and collaboration tools such as the ▮▮▮ portal.
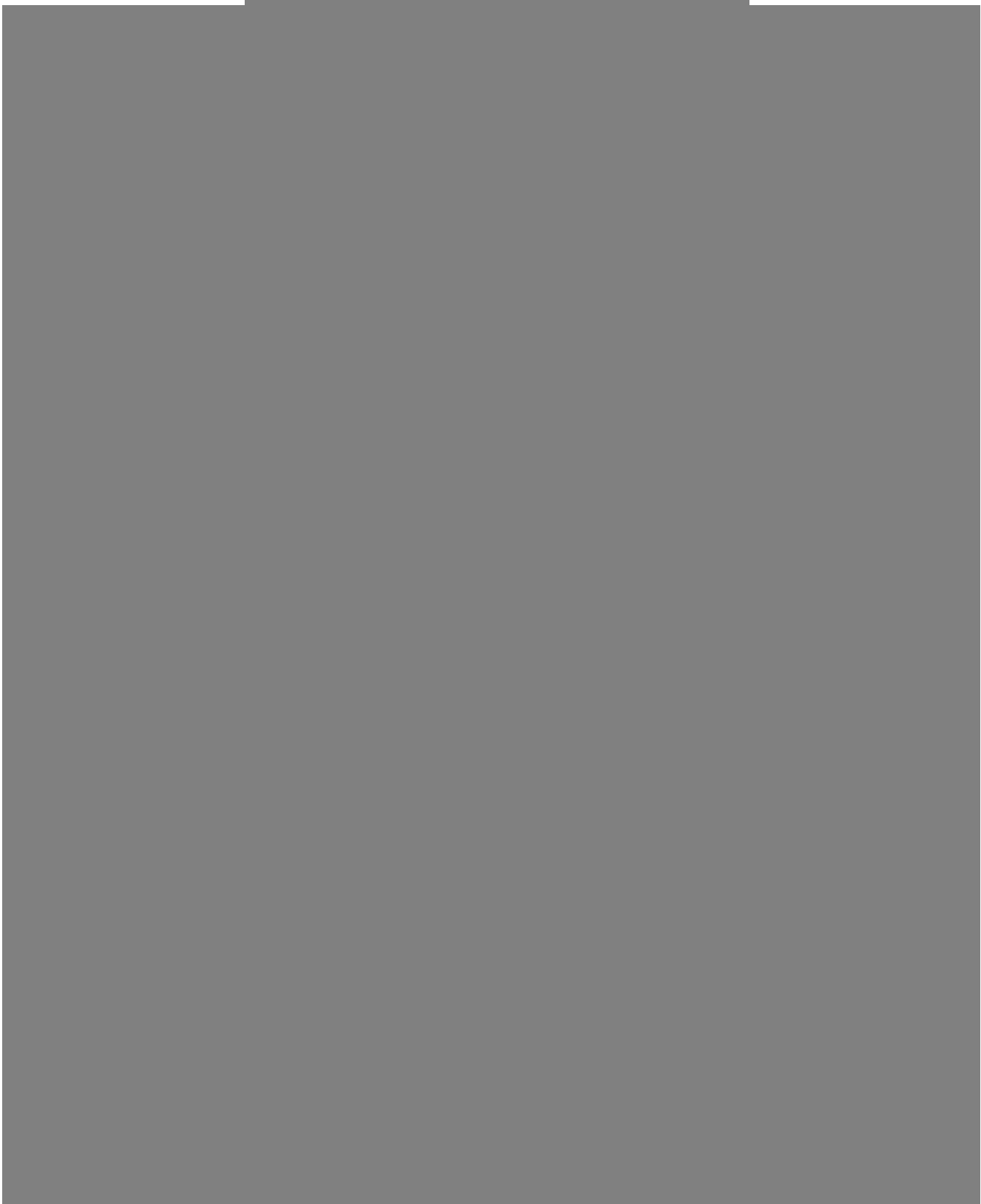
Training to Assist Users. Verizon will assist users experiencing difficulty and will provide training as described in the Customer Training Plan. The same principles and techniques used in developing employee training are used within its customer-provided training curriculum.

Support for Planning or Billing Reconciliation. Verizon'▮▮▮ will also provide customer service representatives (i.e., enterprise architects (EAs), project managers, and billing analysts) to support users for requirements planning and billing reconciliation. *Please review Proposal Section 1.1.12, Training for additional details.*

1.1.5.2 Customer Support Office and Technical Support [G.6.2]

CSO Premises. ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

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Basic Operation at Contract Award. Verizon will provide basic operation at contract award including a main toll-free telephone number and primary email address. In addition, Verizon will verify all areas of the CSO are fully operational within 30 days of Notice to Proceed. The Verizon CSO will also utilize Subject Matter Experts (SMEs) from various organizations across the globe to support the Government's global needs. The following table outlines how Verizon will provide the solution within 30 days of Notice to Proceed.

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1.1.5.3 Supply Chain Risk Management (SCRM) [G.6.3]

The EIS contract will involve hardware and equipment that Verizon will use to provide services to the Government, or service related equipment the Government may purchase title to from Verizon. Verizon can verify the authenticity of this hardware and equipment through policies and processes described in its Supply Chain Risk Management Plan provided as section three of this Management Volume.

1.1.5.4 Trouble Ticket Management [G.6.4; G.8; G.9.4]

Verizon will apply its decades of experience and commercial best practices for trouble ticket management.

1.1.5.4.1 Trouble Ticket Management General Requirements [G.6.4.1]

Trouble Tickets for Reported and Discovered Service Issues. Verizon will create a trouble ticket for any reported or discovered service issues, provide status updates, provide online real-time access to trouble ticketing and system status information, update open trouble tickets and escalate as needed, and report the resolution to the initiator.

24x7x365 EIS Customer Support. Verizon will establish and implement procedures and systems for 24x7x365 trouble ticket management and complaint collection in sup-

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port of all EIS customers. ██

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████████████████████████████ After the ticket is opened, ███████████████████

████ will drive the trouble ticket to resolution to confirm that issues are resolved in ac-

cordance with the timeframes outlined in RFP Section G.8 Service Level Manage-

ment. ███

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EIS customers will be provided with trouble reporting information, procedures, and an escalation contact, and will be immediately supported by the Federal Assurance Service Desk representative. Verizon's trouble management system is a common task desktop application that incorporates feature-rich capabilities for the supervision of incidents, request fulfillment, and problem management of business services used by Verizon customers.

EIS customers will have the ability to open trouble tickets via a toll-free number, or online via the ███ portal. Available 24x7, 365 days a year, the ████████████ ███ Desk toll-free number also will provide options for the individual EIS services. By accessing the ███ portal, EIS users can access the online trouble ticketing application and create tickets, check statuses, request escalation and other trouble ticket related functions.

Once the information has been collected, a trouble ticket number will be generated and provided to the agency. This trouble ticket number will be required to verify the status of the issue in later contacts. The trouble ticketing system will assign the ticket priority using established symptom guidelines. ████████████████████████████

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Trouble Ticket Tracking and Escalation Guidelines. The Verizon ████████████
████████ Desk is responsible for driving the tickets to resolution and ensuring that status is updated. These updates can be viewed at any time by EIS agency users through the ████ Portal. Verizon's escalation procedures are designed to confirm the rapid evaluation of the problem reported to determine the corrective actions required. These procedures confirm that the escalation process supports the objective of expediting trouble resolution and mitigating the potential for customer dissatisfaction due to untimely or unsuccessful problem resolution. ████████████████████████████

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Trouble Analysis. When a trouble ticket is opened, a priority will be assigned, the service will be released for testing, and Verizon will initiate the testing process [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]:

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

1.1.5.4.2   Reporting Information [G.6.4.2]

Reporting, Query, Sort, Export, and Save Trouble Ticket Data. Verizon will provide the Government with the capability to query, sort, export, and save in formats such as PDF/CSV or standard/structured file formats, trouble and complaint records by any field or combination of formatted (i.e., non-free-form text) fields in each record.

Credit Processing. Verizon will process any credits applicable to the service outage based on this record of information. SLAs and credits are defined in RFP Section G.8 Service Level Management.

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Archived Data. Verizon will, upon request from the CSO and agencies, deliver archived trouble and complaint report data within five (5) days of the request for such information.
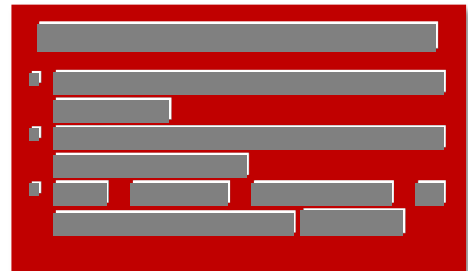
1.1.6 Inventory Management [G.7]

1.1.6.1 Inventory Management Process Definition [G.7.1; G.5.3.1; J.2.7]

Verizon will provide GSA and its ordering agencies with current and accurate inventory data via the ▮▮▮▮ portal, which provides a familiar, intuitive interface in wide use today by Verizon's commercial customers.

Secure Web Interface. Verizon will provide a secure web interface to allow the Government to access the data, make queries, obtain reports and perform periodic downloads as needed for audits, billing verification, and other Government program management purposes. The technical details have been developed in accordance with RFP Section G.5.3.1 Web Interface (*please refer to Proposal Section 1.1.4.3.1 Web-Based Portal for details*).

Key Tasks of Inventory Management. Verizon will provide the Government with a monthly Inventory Reconciliation (IR) deliverable that contains data elements stipulated by the contract (to be provided through the contractually specified data transfer mechanisms). As new and enhanced services are added to the contract, Verizon will add the appropriate inventory data elements to the IR deliverable. Verizon will verify continuous accuracy of inventory data through proactive internal audit processes. Verizon will also research, resolve, and correct any inventory data discrepancy highlighted by any customer. As transitions to the EIS contract are processed, Verizon will support necessary inventory validations to confirm smooth transitions and accurate inventory. Verizon will make corrections to the EIS inventory as needed to maintain its accuracy and completeness and issue corrected SOCNs or billing as needed. Verizon will meet the inventory requirements for transition as defined in RFP Section C.3 Transition (*please refer to Proposal Section 2.4 Transition*).

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1.1.6.1.1   Inventory Management Functional Requirements [G.7.1.1; J.2.7]

Verizon will use and fully populate the EIS Inventory with the data elements of the IR as defined in RFP Section J.2.7 Inventory Management.

Data Record Population within One Business Day. Verizon will initially populate records of EIS services in the EIS inventory within one (1) business day of the issuance of SOCNs for EIS services delivered to customers. Verizon will also:

a) Establish an inventory for all EIS services provided to its customers.

b) Maintain and update the EIS inventory for all EIS services provided to its customers.

c) Make the EIS inventory data available to the Government.

IR Deliverable Each Month. Verizon will deliver IR deliverable each month as defined in RFP Section J.2.7 Inventory Management.

1.1.6.1.2   EIS Inventory Maintenance [G.7.1.2]

Maintain and Update. Verizon will maintain and update the EIS Inventory for all EIS services provided to its customers.

EIS Inventory. Verizon will update current inventory views to reflect additions, deletions, or changes to the EIS services being provided within one (1) business day of the issuance of the SOCN for every addition, deletion, or change.

1.1.6.1.3   EIS Inventory Data Availability [G.7.1.3]

1. Secure Electronic Access to Monthly Snapshots of EIS Services. Verizon's ▉▉▉ portal will provide current view and monthly snapshots of EIS services in Verizon's EIS inventory.

2. Secure Web-Based Queries. For secure web-based queries against the contractor-maintained EIS inventory, Verizon will, at a minimum: a) Provide Government users the option to select a user choice of online viewing or data file downloading, and: b) provide and maintain on its EIS BSS web interface a link for secure, electronic access to the contractor-maintained EIS inventory information.

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3. Data Export and File Delivery. For data export or data file delivery in response to a secure query against the contractor-maintained EIS inventory, Verizon will support common industry standard formats and file structures. There will be no Verizon imposed limit on the number of records that can be downloaded at any given instance, although extremely large queries may need to be processed by Verizon and provided to the Government through an existing data transfer mechanism.

4. Older Snapshots. Monthly inventory snapshots will be securely retained for 3 years following the termination of the contract, and will be provided to the Government upon request. Archived inventory data will be furnished to the Government within 5 days of request in a pre-agreed file format and transfer method.

5. Inventory Copies at No Additional Expense to the Government. Verizon will provide, at no additional Government expense, copies of EIS inventory records in a customer specified format, either in parts or in its entirety. Verizon will not impose any restrictions on the use of EIS inventory data during the contract and for three years following the expiration or termination of the contract.

6. Access Security Requirements. Verizon will meet or exceed the access security and performance requirements specified in RFP Section G.5.6 BSS Security Requirements for the system used for the EIS inventory.

7. Copy of Records in Government-Requested Format. If requested by the Government, Verizon will, at no additional expense to the Government, provide a copy of the records, in the format requested by the Government, with data field labels, in the current EIS inventory or any of the monthly snapshots either in their entirety or for a subset specified in the Government's request.

8. Copy of Records of Current EIS Inventory. If requested by the Government, Verizon will, at no additional expense to the Government, provide a copy of the records in the current EIS inventory, in the format requested by the Government, in their entirety or as a subset as specified in the Government's request.

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9. No Restrictions on Use of EIS Inventory Data. Verizon will not restrict the use by the Government of any and all EIS inventory data related to this contract during the contract and for three (3) years following the expiration or termination of the contract.

1.1.6.1.4   EIS Inventory Data Discrepancies and Accuracy [G.7.1.4]

1.1.6.1.4.1   EIS Inventory Data Discrepancies [G.7.1.4.1]

Investigate and Resolve Data Discrepancies. Verizon will investigate EIS inventory data discrepancies reported by the Government. If Verizon agrees to a correction, it will correct the data discrepancies within ten (10) days.

Working with the Government on Issues. If Verizon does not agree to a correction, it will advise the Government and work with the Government to resolve the issue.

Discrepancy Escalations. If the discrepancy is escalated to the CO for resolution, Verizon will work with the CO to resolve the issue to the Government's satisfaction.

1.1.6.1.4.2   EIS Inventory Data Accuracy [G.7.1.4.2]

Internal Verification and Auditing. Verizon will institute internal verification and audit procedures to confirm the EIS inventory is complete and correct.

Inventory Corrections at No Additional Cost to Government. When Verizon discovers an EIS inventory data discrepancy, agrees with a Government report of a discrepancy, or is directed to do so by the CO, Verizon will correct its EIS inventory at no additional cost to the Government.

Data Discrepancy Discovery. When Verizon discovers an EIS inventory data discrepancy, agrees with a Government report of an EIS inventory data discrepancy, or is directed by the CO as a result of formal discrepancy resolution, Verizon will also investigate whether or not the EIS inventory data elements in the SOCN or billing detail (BD) deliverable issued to the Government were correct or in error.

Corrected SOCNs. If the EIS inventory data elements in the SOCN issued to the Government were in error, Verizon will issue, at no additional cost to the Government, a corrected SOCN or a new correct SOCN that clearly references the original error.

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Billing Errors. If the EIS inventory data elements result in a billing error in the BD deliverable issued to the Government, Verizon will issue, at no additional cost to the Government, a Billing Adjustment (BA) deliverable..

Corrections within Ten (10) Days. Verizon will correct data discrepancies as they occur and as designated by the Government within ten (10) days.

1.1.6.1.5   EIS Inventory Reconciliation [G.7.1.5]

Verizon will provide GSA with a monthly Inventory Reconciliation deliverable via a secure predetermined data transfer method. The IR will include all required data elements as specified in RFP Section J.2.7.

1.1.7   Service Level Management [G.8]

1.1.7.1   Overview [G.8.1]

As a performance-based contract, EIS will depend on the effective management of service performance and the reporting of results to GSA and agency users. Verizon has extensive experience in providing accurate and timely SLA reporting under the Networx and WITS 3 contracts today, and is responsible managing the performance of its subcontractors and other providers used to deliver service under those contracts. The systems and processes in place will form the basis of Verizon's SLA Management approach under EIS.

Verizon understands that failure to meet SLAs will result in established penalties. When requested by the Government—by an OCO, COR, or other designated Government official—Verizon will provide the appropriate credit associated with the missed SLA.

1.1.7.2   Service Level Agreement Tables [G.8.2]

Verizon understands that for each service offered, the corresponding SLAs apply. Where agreements within a TO establish other SLAs or different AQLs for an SLA, these will also be equally binding after agreeing to the measurement and price.

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1.1.7.2.1 Service Performance SLAs [G.8.2.1]

1.1.7.2.1.1 Service-Specific SLAs [G.8.2.1.1; G.8.1.1.1]

Verizon understands that service-specific SLAs are performance measures demonstrating the overall performance of a single TO service. As such, Verizon will measure and report the KPIs for each unique instance of a service which is defined at the most granular level to which the KPI is applicable but never at a level higher than that defined by the UBI service grouping as described in Section J.2.10.1.1.2.Verizon acknowledges that failure to meet the AQL for any KPI within an SLA at the TO level will constitute failure to meet the SLA. Verizon will comply with each of the service-specific SLAs specified in RFP Table G.8.2.1.1.1.

For each failed service-specific SLA, Verizon will provide the associated credit when requested by the Government; by an OCO, COR, or other designated Government official. Credits for failed service-specific SLA will be calculated as follows:

- For the first month missing a particular SLA during the six-month window:

  Service-Specific Credit = 12.5% of the MRC for the affected service. Usage charges do not occur during an outage so no credit would apply for a usage-based service that does not have an MRC.

- For the second month missing the same SLA during the six-month window:

  Service-Specific Credit = 25% of the MRC for the affected service. Usage charges do not occur during an outage so no credit would apply for a usage-based service that does not have an MRC.

- For the third (or any subsequent) month missing the same SLA during the six-month window:

  Service-Specific Credit = 50% of the MRC for the affected service. Usage charges do not occur during an outage so no credit would apply for a usage-based service that does not have an MRC.

- The agency may also choose to cancel the affected service without penalty.

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1.1.7.2.1.2   Incident-Based Service SLAs [G.8.2.1.2]

TTR Calculations. Verizon will calculate the Time to Restore (TTR) using the method outlined in RFP Section G.8.2.1.2. Verizon specifies the outage time on each trouble ticket. The outage clock starts when a trouble ticket is opened in the Verizon trouble ticketing system and stops when the outage is resolved. The specified outage time does not include any time due to Government caused delays such as (but not limited to) customer unavailability, customer failure to inform the contractor a security clearance is required to access the site, or remote sites that require longer transit time. Verizon is also not responsible for SLA credits when the outage is caused by the customer. The TTR SLA will apply to Priority 1 trouble tickets. Priority 1 trouble tickets correspond to a "down hard" service condition or where the service has become so degraded that it is no longer usable.

Incident-Based Service SLA References [G.8.2.1.2.1]. Verizon will meet or exceed the TTR SLA, Incident-Based Service SLA, for the services listed in RFP Table G.8.2.1.2.1. For each service specified the Incident-Based Service SLA for TTR will be less than or equal to four (4) hours for Priority 1 trouble tickets not requiring a dispatch and less than or equal to eight (8) hours for Priority 1 trouble tickets that do require a dispatch.

Incident-Based Service SLA Credit Formula [G.8.2.1.2.2]. For each failed Incident-Based Service SLA for TTR Verizon will provide the associated credit when requested by the Government through an OCO, COR, or other designated Government official. Credits for failed Incident-Based Service SLA for TTR will be calculated as follows:

- Routine Service TTR Credit = 50% of the MRC for the affected service.
- Critical Service TTR Credit = 100% of the MRC for the affected service and any other services substantially impacted by the critical service outage.

1.1.7.2.1.3   Service-Related Labor SLAs [G.8.2.1.3]

Verizon acknowledges that measurement methods, SLA credit formulations, and tracking methodology will be defined in the TO, in accordance with RFP Section C.2.11 Service-Related Labor for additional information.

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1.1.7.2.2   Service Provisioning SLAs [G.8.2.2]

Interval Measurements for Orders. The provisioning interval for orders will be measured in days from the TO submission date, if no SOs are used, or SO submission date to the Completion Date on the SOCN. The submission date will be captured as the Verizon Receipt Date on the order.

Associated Services. For associated services ordered together and assigned UBIs with the same service group ID, the SLA will be governed by the longest provisioning interval. As described in RFP Section G.3.3.1.3, if the time between the SO and the CWD is greater than the defined provisioning interval the service provisioning SLA is waived for that service on that order.

1.1.7.2.2.1   *Standard Provisioning SLAs [G.8.2.2.1]*

For CONUS services, Verizon will complete orders within the provisioning intervals as outlined in RFP Table G.8.2.2.1.1. For Outside of Continental United States (OCONUS) and International services or as agreed to with the ordering agency, Verizon will establish the SLA utilizing either the ICB Provisioning SLA process or the Project Provisioning process (described below) and will document the agreed-upon SLA via the TO or TOPP.

1.1.7.2.2.2   *Individual Case Basis Provisioning SLAs [G.8.2.2.2]*

Verizon will establish the SLA for services that are defined as ICB with the required delivery schedule established in the TO. If the provisioning of services is not completed within the timeframes specified in the TO it will be considered a failure to meet the SLA for that provisioning incident.

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1.1.7.2.2.3   Project Provisioning SLAs [G.8.2.2.3]

In instances where orders require special treatment by the Verizon due to the size, complexity, or importance of the services being ordered, Verizon will work with the agency to establish a TOPP.. Within the TOPP the interval or baseline completion dates for the project orders will be specified and become the SLA for all orders associated to the TOPP. Verizon will treat these TOPP SLAs the same as standard provisioning SLAs with regard to credits for failure to meet performance measures. If no interval or baseline completion dates are specified, the standard provisioning SLAs will apply.

1.1.7.2.2.4   Rapidly Provisioned Services [G.8.2.2.4]

Cloud Service Provisioning [G.8.2.2.4.1]. For rapid and elastic provisioning of cloud services Verizon will provide a means of electronically tracking the ordering, confirmation, and provisioning of cloud services such that the intervals between each can be accurately tracked as described in Section G.3.3.3.2 Rapid Provisioning Orders. This will be done by providing the SOA and SOCN unless the provisioning completes within twenty-four (24) hours of order submission which will result in only the SOCN being provided. As established in RFP Section G.8.2.2.2 and RFP Table G.8.2.2.2.1, Cloud Services fall into Services Subject to ICB Provisioning Intervals and will adhere to those requirements for the initial install of the service. For the rapid and elastic provisioning, i.e. ongoing moves, adds, changes, and deletions , of an existing service Verizon offers a 2 day (48 hour) SLA measured by the number of days from the service order to the SOCN Completion Date.

Bandwidth-on-Demand [G.8.2.2.4.2]. As described in RFP Section C.2.1.2 Ethernet Transport Services, Verizon will support bandwidth increments and decrements on demand, as agreed to with the agency. Unless otherwise agreed by the agency and Verizon on a case-by-case basis, provisioning time for this feature will meet a 24 hour SLA measured from the service order to the SOCN.

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1.1.7.2.2.5 *Service Provisioning SLA Credit Formulas [G.8.2.2.5; G.8.4]*

For each failed Service Provisioning SLA following standard intervals, established within a TO as an ICB, or established within a TOPP as part of a project, Verizon will provide the associated credit when requested by the Government OCO, COR, or other designated official. Credits for failed individual Service Provisioning SLAs will be calculated as follows:

- Default Provisioning Credit = the larger of:

  o 50% of the NRC; or,

  o 50% of the MRC.

1.1.7.2.3 Billing Accuracy SLA [G.8.2.3.]

Verizon will submit accurate billing that meets the performance standards for Billing Accuracy for each TO as defined in RFP Section G.4 Billing. Failure to meet the accuracy standards defined in that section will constitute failing to meet the Billing Accuracy SLA. If Verizon fails to meet this SLA, it will apply the associated credit in accordance with RFP Section G.8.4 SLA Credit Management Methodology using the following formula:

- Billing Accuracy Credit = 1% of Verizon's Total Billed Revenue on the applicable TO for the month.

1.1.7.3 Service Level General Requirements [G.8.3]

Verizon will be responsible for meeting all SLA requirements as defined in RFP Section G.8.2 Service Level Agreement Tables. Verizon's Customer Service Manager (CSM) will be responsible for compliance with the agreed upon SLAs. The agreed upon SLAs include delivering the service, maintaining the service at specified AQLs, measuring the KPIs, and reporting on compliance. When requested by the Government through an OCO, COR, or other designated Government official, the CSM will confirm the specified credit is issued when performance fails to meet the performance objective.

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1.1.7.3.1   Measurement [G.8.3.1; G.9.4]

Verizon will measure each SLA in accordance with its definition provided in RFP Section G.8.2 Service Level Agreement Tables. Verizon will measure agreed upon SLAs in accordance with the procedures specified in the Quality Assurance section of Verizon's Project Management Plan (PMP). Please refer to section *2.6 Quality Control Plan* for details*.*

1.1.7.3.2   Reporting [G.8.3.2; G.8.5]

Verizon will provide service level management reports as detailed in RFP Section G.8.5 Service Level Reporting Requirements.

1.1.7.3.3   Credits and Adjustments [G.8.3.3; G.8.4]

For the agreed upon SLAs either standard or agreed to within a TO as described in Service Level Management, Verizon will, when requested by the Government through an OCO, COR, or other designated Government official, issue the specified credit when performance fails to meet the performance objective.

1.1.7.4   SLA Credit Management Methodology [G.8.4; G.8.2; G.9.2]

If Verizon fails to meet the performance objectives in the agreed to SLAs, Verizon will process a credit within two billing cycles as required in RFP Section G.8.4.1, after approving a SLACR from the Government provided by an OCO, COR, or other designated Government official. The amount of the credit will be calculated as specified in the applicable portion of RFP Section G.8.2 Service Level Agreement Tables. In cases where multiple SLA credits are requested, all credits will be paid with the limitation that the total maximum penalty on a service in a given month will not exceed the total billed MRC or NRC based on the credit calculation charge type for the impacted service. Any further SLACRs that would result in a credit above the total billed for the impacted service will not be eligible to receive a credit. Verizon acknowledges that the TO on the bill defines the customer that will receive the credit and may grant the waiver unless the credit is for the Billing Accuracy SLA for Centrally-Billed TOs. For this exception, GSA will receive the credit and may grant the waiver. Please note that the Billing Accuracy SLA is at the TO level as required by RFP Section G.8.2.3.

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1.1.7.4.1   Credit Management [G.8.4.1; G.8.2]

Verizon will accept a SLACR from the GSA CO, OCO, or ordering official or other Government-designated personnel or systems. The Government can submit a SLACR at any time within six (6) months of the original SLA failure. Verizon will respond to each SLACR within 30 days by submitting a SLACR response and if applicable, issuing the appropriate credit within two (2) billing cycles of the response. If the Government does not agree with Verizon's response, the Government can request a review by the CSM. If the CSM reviews the request, makes the same determination as the initial response, and the Government still does not agree, then a dispute will be opened by the Government in accordance with the contractual dispute process as described in RFP Section G.4.4 Billing disputes.

1.1.7.5   Service Level Reporting Requirements [G.8.5]

1.1.7.5.1   Report Submission [G.8.5.1; G.5]

Verizon will establish Service Level Reporting that will be TO specific and address only those actions and metrics applicable to the TO in question. These reports will be submitted electronically via Verizon's web interface and via direct data exchange.

1.1.7.5.2   Report Definitions [G.8.5.2]

1.1.7.5.2.1   Service Level Agreement Report [G.8.5.2.1]

Verizon's Service Level Agreement Report (SLAR) will document monthly SLA performance covering all aspects of the service including incident-based SLAs, service-specific SLAs, service provisioning SLAs, and Billing Accuracy SLAs. The SLAR will include the contents stated in RFP Section J.2.8. Verizon will deliver the SLAR on the 15th day of each month.

1.1.7.5.2.2   SLA Credit Request (SLACR) Response [G.8.5.2.2; G.8.4.1.2]

Verizon's SLACR response will document Verizon's response to a Government request for SLA credits. Verizon will provide the SLACR response within 30 days after the receipt of a SLACR and containing the information defined in RFP Section J.2.10.

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1.1.7.5.2.3   Trouble Management Performance Summary Report [G.8.5.2.3]

Verizon will provide a Trouble Management Performance Summary Report that summarizes the number of trouble reports opened and resolved during the reporting period. Verizon will use its commercial format unless agreed to otherwise within a TO as long as it contains all the information specified. Verizon will deliver this report within 14 days after the end of each Fiscal Year (FY) quarter.

1.1.7.5.2.4   Trouble Management Incident Performance Report [G.8.5.2.4]

Verizon will provide a Trouble Management Incident Performance Report that describes each trouble report issued during the reporting period by the trouble ticketing number, agency and AHC, UBI, time opened and time resolved. ▮▮▮▮▮▮▮▮

▮▮▮▮▮▮▮▮ Verizon will deliver this report within 14 days after the end of each FY quarter.

1.1.8   Program Management [G.9]

Verizon will meet the requirements of the EIS Program throughout the duration of the contract. Verizon's EIS CSO systems and tools are designed to provide direct, responsive service and support at the GSA Program level and to EIS agencies, no matter how large or complex the project.

1.1.8.1   Contractor Program Management Functions [G.9.1]

Verizon will effectively plan, control, and execute against the EIS contract. ▮▮▮▮

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Planning at the Program Level. Verizon's EIS PM, executive management, and PCO will support program-level planning, including overall program summaries (with start and

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finish dates for major agency projects and associated key milestones) such as design, order processing, special construction, risk mitigation, and service transition. The overall EIS project schedule will track significant contract and program-specific milestones, as well as NS/EP incidents.

Planning at the Agency Level. Verizon's EIS transition team, agency program and project managers, and billing and service assurance teams will support agency level planning. Verizon will work closely with the Government—from Fair Opportunity and working directly with agency contacts, to support, EIS training, Task Order Project Plan development, and risk mitigation, to transition execution, billing accuracy, service assurance, and future service modifications.

For details on contractor performance, resource management, revenue management, reporting and reviews, and senior-level communications, please refer to Verizon's Program Management Plan in section 2 of this Management Volume.

1.1.8.2 Performance Measurement and Contract Compliance [G.9.2]

Verizon's performance will be measured against the agreed upon SLAs. Verizon will:

1. Submit all SLA data for performance monitoring and reporting to enable an accurate assessment of performance against SLAs as defined in RFP Section G.8.
2. Monitor and manage Verizon's performance against all contract performance requirements.
3. Designate the CSM as the single interface point for SLA information or issues.
4. Resolve all issues concerning SLAs, including those that pertain to subcontractors. Issues concerning SLAs include, but are not limited to, missing data, data reported in the wrong format or units, and late submission from subcontractors.

1.1.8.3 Coordination and Communication [G.9.3

1.1.8.3.1 Implementing Effective Communication [G.9.3-1]

Verizon will implement consistent and effective communications between management and technical personnel as indicated in Verizon's Program Management Plan.

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Verizon has a strong coordination and communication history throughout the life of its Public Sector programs, including FTS2001, Networx, WITS2001, and WITS 3. ▆▆▆▆

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1.1.8.3.2   Customer Relationship Management [G.9.3-2]

Verizon has developed comprehensive processes to confirm responsive, consistent customer relationship management throughout this proposal. ▆▆▆▆▆▆▆▆▆▆▆▆

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1.1.8.3.3 Technical Expertise [G.9.3-3]

Verizon will provide technical expertise across the EIS mandatory and proposed optional services.
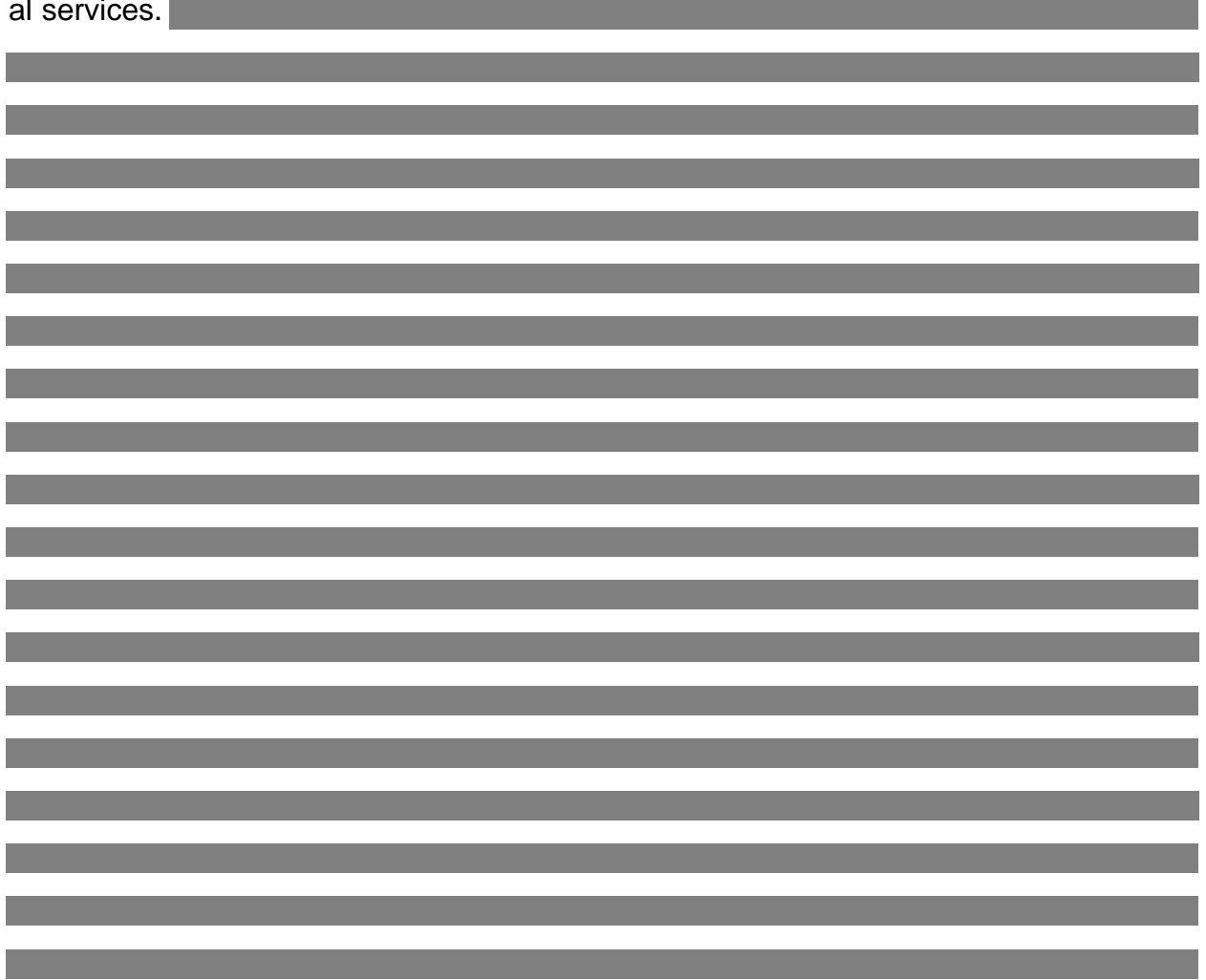
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1.1.8.3.4   Answers to EIS PMO Questions [G.9.3-4]

Verizon will answer questions and address issues from the EIS PMO regarding the Verizon's network management activities, particularly those that have not been resolved to the government's satisfaction through the standard trouble handling process (described in proposal section 1.1.5.4.1 Trouble Ticket Management General Requirements.)

1.1.8.3.5   Escalation Procedures [G.9.3-5]

Verizon will provide the escalation procedure for the Government to escalate issues to appropriate levels of Verizon's management to resolve disputes and issues throughout the life of the EIS contract project's lifecycle. Issues and actions may arise from meetings, analysis, document reviews, workgroups, and other transition activities. Issues and action items are documented in meeting minutes and are tracked by the project team. The Project Manager and Core Team review the issue/action item and check the issue log to verify the item does not already exist. They then determine that the item is an issue/action item and not a risk or change request, and confirm the desired resolution or concern is clearly worded. If the item is determined to be invalid, the originator of the issue/action item is notified and the item is closed in the issue log.

The Project Manager discusses all new issues at designated meetings and discusses the priority of the item, confirms the assignment, and establishes a due date. The Project Manager makes the final decision on priority, assignment, and due dates and up-

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dates the issue log with the priority and assignment. Issue status will be provided to customers via deliverable reports, as applicable. *For additional details, please refer to Proposal Section 2.7.1.3.5 Escalation Procedures [H.10.3e].*

1.1.8.3.6   Capability and Authority [G.9.3-6]

Verizon has the capability and authority to meet all RFP Section G.9.3-5 requirements.

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1.1.8.4   Points of Contact List [G.9.3-7]

Within 30 days of the Notice to Proceed, Verizon will provide and maintain a Contractor Points of Contact List that provides contact information for, at a minimum, the functions in accordance with RFP Section G.9.3-6.

1.1.8.5   Security Points of Contact [G.9.3-8]

Verizon's security POCs are Edward Dreman and Brandon Meadows, both of whom are TS/SCI cleared (with additional final suitability determination to support GSA programs).

1.1.9   Program Management Plan [G.9.4]

Verizon has provided a comprehensive PMP as required by RFP Sections L.30.2.1 Program Management Plan and G.94. *Please refer to Proposal Section 2 Program Management Plan for Verizon's detailed response.*

1.1.10   Financial Management [G.9.5]

Monthly Financial Status Report. Verizon will provide a monthly Financial Status Report to the GSA PMO that shows the total dollar activity for the month, broken down by the service types and services in RFP Table B.1.2.1.1, and including the total billed charges for all agencies during the monthly reporting period.

Services Type List Updates. Verizon will update the list of service types and services with proposals for new or improved services, or when a contract action deletes services from the list. *For additional detail, please refer to Proposal Section 7 Financial Management Report.*

1.1.11   Program Reviews [G.9.6]

1.1.11.1 Quarterly Program Status Report [G.9.6.1]

Verizon will deliver Quarterly Program Status Reports to the GSA PMO and lead Quarterly Program Management Review (QPMR) meetings. Verizon will deliver quarterly reports to the GSA PMO that will help verify that the program is on-track and meeting or exceeding established goals and milestones. The data provided will enable GSA to track progress of Verizon's program management activities and the delivery of key program components which will include those listed in the Government's requirements.

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Quality is maintained when data is shared transparently, when areas requiring action are identified, and resolutions are monitored for success. Through the process of quarterly program status reporting, the end-user agency customer ultimately benefits with service improvements and faster dissemination of Verizon technical and product updates. The Quarterly Program Status Report and QPMR will be managed and delivered by EIS Program Compliance Office.

1.1.12 Training [G.10]

EIS Training. Verizon will provide training on EIS as described in RFP Section G.10.1 and within the Customer Training Plan at no additional cost to Government customers, as part of the basic service. An agency may request additional (specialized) training as required in a TO. This additional specialized training may include charges under the appropriate Labor Category or via the Service Related Labor TUC and will be negotiated under individual Task Orders. Training may include courseware development and in-

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A Recognized Leader in Training

Verizon has been recognized for world-class learning and development, being inducted into Training Magazine's Top 10 Hall of Fame at a ceremony held February 3 at the Training 2014 Conference & Expo in San Diego. Verizon is the only communications company to be inducted into this Hall of Fame. Training Magazine annually rates the top 125 companies on how well they support employee development to support business goals. Verizon ranked No. 1 in 2012 and 2013, and has made the publication's list for 12 straight years. Verizon's award-winning internal training capabilities provide a strong support structure. The same principles and techniques used in developing employee training are also used within Verizon's customer-provided training curriculum.
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struction of customer personnel.

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1.1.12.1 Training Curriculum [G.10.1]

Verizon's EIS training program will be designed to include training for COs, authorized ordering officials, OCOs, and CORs to fully understand and use Verizon's BSS (customer facing tools and applications). The training provided will cover the course curriculum (classroom and laboratory, as required) to confirm each student becomes proficient

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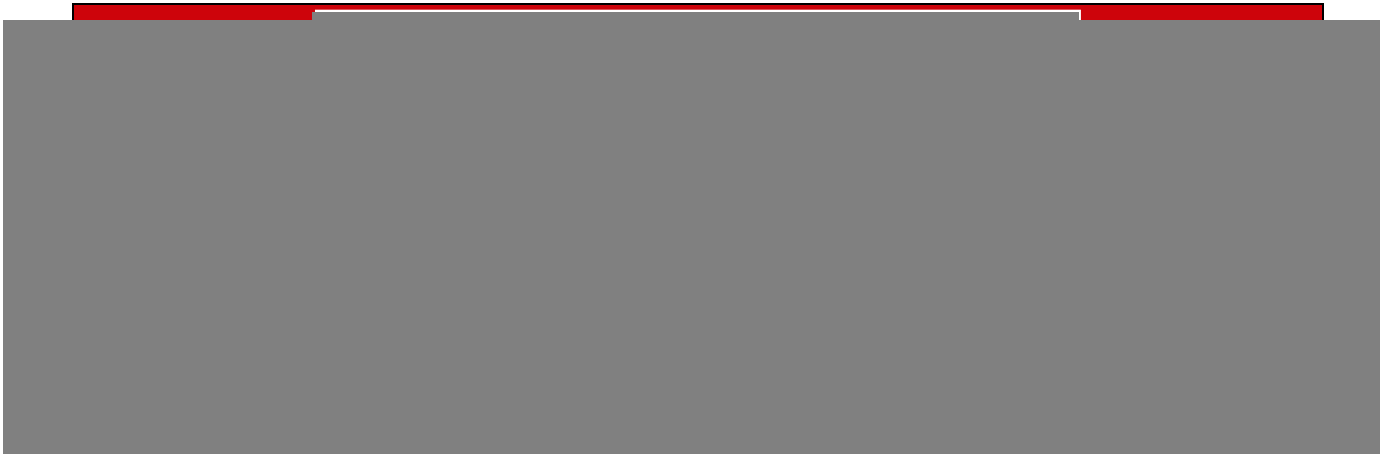
1.1.12.2 Training Evaluation [G.10.2]

Verizon offers online training evaluations after each training class regardless of training method. The questions on the evaluation form allow the student to evaluate the instructor, effectiveness of the training, course objectives, training material and training facility or method (i.e., classroom, web-based, self-paced). Ratings will range from 1 to 5 (with

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5 being the highest), with sections available for specific comments. Verizon will review the evaluations and use the data provided to implement training improvements

1.1.13   NS/EP [G.11]

Verizon has an in-depth understanding of National Security and Emergency Preparedness (NS/EP) requirements in support of the United States' telecommunications infrastructure. Verizon has supported the Office of Emergency Communications (OEC), formerly the National Communications System (NCS), since 1988, the Government Emergency Telecommunications Service (GETS) program since 1993, the Wireless Priority Service (WPS) program since 2001 and the Next Generation Network (NGN) program since 2009. Per RFP requirements, Verizon has provided its NS/EP Functional Requirements Implementation Plan with this Management Volume.

1.1.14   Climate Change Adaptation, Sustainability and Green Initiatives [G.12]

Verizon started its formal sustainability program in 2009. Since then Verizon has been recognized in for environmental, social and governance (ESG) performance, including rankings in the 2015 S&P 500 Environmentally and Socially Responsible Index, and FTSE4Good indices, as well as 2015's Road to Paris Carbon Disclosure Project by CDP, where Verizon was recognized for its public commitment to action against climate change at the 2015 UN climate negotiations in Paris. Per RFP requirements, Verizon has included a Climate Risk Management Plan with this Management Volume.

1.2   Inspection and Acceptance [L.30.1-2; Section E]

Verizon has developed a comprehensive, compliant solution to the inspection and acceptance requirements of RFP Section E, which mainly comprises the BSS Verification Test Plan and the EIS Verification Test Plan. Due to space constraints, Verizon has not addressed solution details here; these are outlined in the respective test plans. However, Verizon has provided details of the key capabilities of its approach to inspection and acceptance.

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1.2.1 Test Methodology

Verizon has drawn on its extensive experience with inspection and acceptance requirements for its Federal customers to develop its BSS Verification Test Plan and its EIS Services Verification Test Plan.

1.2.1.1 BSS Verification Test Plan

Verizon's BSS Verification Test Plan will validate that BSS functional, load, and security requirements have been successfully met. The functional BSS testing will be performed for all management and operation roles supporting the Ordering, Billing, Inventory Management, Disputes, SLA Management, and Trouble Ticketing processes as required in RFP Sections G.3 – G.8 and J.2.2 – J.2.10.

. For comprehensive details, please refer to Verizon's Draft BSS Verification Test Plan in section 4 of this Management Volume.

1.2.1.2 EIS Services Test Plan

Verizon has developed an EIS Services Verification Test Plan (EIS Test Plan) based on the test methodology defined in RFP Sections E.2.2.1 – E.2.2.5 (test scenarios, test cases, test data sets, acceptance criteria) for each awarded EIS service. *For comprehensive details, please refer to Verizon's EIS Verification Test Plan in section 5 of this Management Volume.*

1.3 Contractor Data Interaction Plan [L.30.1-3; J.2]

In this section Verizon has stated its capability to comply with the requirements in the Contractor Data interaction Plan.

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1.3.1 Common Data Interaction Requirements [J.2.2]

Verizon will support requirements as outlined in RFP Section J.2.2.

1.3.2 Task Order Data Management [J.2.3; G.3.2]

Verizon will support Task Order Data Management requirements as outlined in RFP Section J.2.3. *Please refer to Proposal Section 1.1.2.2 Task Orders for details on Verizon's approach to meeting all RFP Section G.3.2 Task Order requirements.*

1.3.3 Ordering [J.2.4; G.3]

Verizon will support Ordering Requirements as outlined in RFP Section J.2.4. *Please refer to Proposal Section 1.1.2.2 Ordering Services* for details on Verizon's comprehensive, compliant approach to meeting all *RFP Section G.3 Ordering requirements.*

1.3.4 Billing [J.2.5; G.4]

Verizon will support Billing Requirements as outlined in RFP Section J.2.5. *Please refer to Proposal Section 1.1.3 Billing for details on Verizon's comprehensive, compliant approach to meeting all RFP Section G.4 Billing requirements.*

1.3.5 Disputes [J.2.6; G.4.4]

Verizon will support all Dispute Requirements as outlined in RFP Section J.2.6. *Please refer to Proposal Section 1.1.3.4 Disputes for details on Verizon's comprehensive, compliant approach to meeting all RFP Section G.4.4 Disputes requirements.*

1.3.6 Inventory Management [J.2.7; G.4.4]

Verizon will support all Inventory Management Requirements as outlined in RFP Section J.2.7. *Please refer to Proposal Section 1.1.6 Inventory Management for details on Verizon's comprehensive, compliant approach to meeting all RFP Section G.7 requirements.*

1.3.7 SLA Management [J.2.8; G.4.8]

Verizon will support all SLA Management Requirements as outlined in RFP Section J.2.8. *Please refer to Proposal Section 1.1.7 Service Level Management for details on Verizon's comprehensive, compliant approach to meeting all RFP Section G.8 Service Level Management requirements.*

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1.3.8 Data Transfer Mechanisms [J.2.9]

Verizon will support all Data Transfer Mechanisms as outlined in RFP Sections J.2.9, J.2.9.1.2, J.2.9.2.1, J.2.9.2.2, J.2.9.4, and J.2.9.5. *Please refer to Proposal Section 1.1.4.3 Technical Requirements for details on Verizon's comprehensive, compliant approach to meeting all RFP Section G.5.3 Technical Requirements*

1.3.9 Data Dictionary [J.2.10]

Verizon will provide each deliverable outlined in RFP Section J.2.10 in the transfer mechanisms specified within the timeframes outlined. Verizon will provide all data elements listed for each deliverable.

Per the Data Dictionary requirements outlined in RFP Section J.2.10, Verizon will:

- Develop individual data elements as required in J.2.10.1 Common Data Requirements. In doing so, Verizon will collect the Associated Government Fee from the customer and remit to GSA per J.2.10.1.1.1 Associated Government Fee, create and assign the UBI for each installed service instance in compliance with the UBI Specifications in J.2.10.1.1.2 Unique Billing Identifier, use Network Site Codes to specify locations under the EIS contract per J.2.10.1.1.3 Network Site Code, populate the order type data element with the order types as described in J.2.10.1.1.4 Order Types, and include the correct data transaction code per J.2.10.1.1.5 Data Transaction Code. Verizon will submit each data element in a consistent format per J.2.10.1.2 Data Consistency, and will submit data using the data structure provided in J.2.10.1.3 Data Set Structure.

- Submit to GSA Systems all the data sets as required in J.2.10.2 Data Set Content. In doing so, Verizon will provide the correct value for the data sets defined in J.2.10.2.1 Data Sets: Primary Data. Verizon will also submit the data sets described J.2.10.2.3 Data Sets: Task Order Data to GSA systems, including TO CLINs Awarded (J.2.10.2.3.1), TO Customer Requirement Document Set (J.2.10.2.3.2), TO Financials (J.2.10.2.3.3), TO Country/Jurisdiction Awarded by Service (J.2.10.2.3.4), TO Key Performance Indicators (J.2.10.2.3.5), TO Locations Awarded by Service (J.2.10.2.3.6), TO Officials (J.2.10.2.3.7), and TO Services Awarded (J.2.10.2.3.8).

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- Exchange data elements as defined and specified in J.2.10.3 Data Element Specifications.

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