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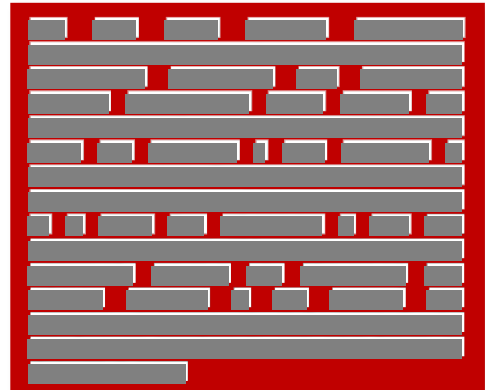
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agencies by combining a stable infrastructure with years of experience in running these critical applications.

2.2.1 QUALITY OF SYSTEMS: SERVICE ORDERING [M.2.2(1), L.30.2.1, G.9.4]

Verizon’s service ordering platform is built on its robust commercial platform, which enables EIS ordering agencies to take advantage of the same technology and features as Verizon’s enterprise customers. The Verizon [REDACTED] online portal provides a single point of entry for Customer Management, Financial Management, Order Management, Inventory Management, and Service Management. Refer to Section 1.1.2 Ordering for additional details.



2.2.2 QUALITY OF SYSTEMS: BILLING [M.2.2(1), L.30.2.1, G.9.4]

Verizon draws on proven technology and systems to deliver the EIS billing platform. For example, [REDACTED]

[REDACTED]

[REDACTED] Verizon’s billing systems takes advantage of existing functionality, such as automated bill runs and auditing. [REDACTED]

[REDACTED]

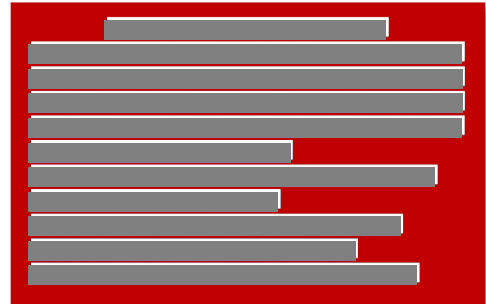
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Verizon’s billing solution is designed for accuracy and efficiency, including data verification to confirm billing records with an associated SOCN for each order match the billing invoice, associated CLINs and associated service orders. There are no duplicate charges or charges that exceed 90 days; mandatory billing-file fields are populated

according to service; and prices that are billed match contractual or TO prices. Please refer to Section 1.1.4 Billing for additional details.

2.2.3 QUALITY OF SYSTEMS: INVENTORY MANAGEMENT [M.2.2(1), L.30.2.1, G.9.4]

Verizon's EIS inventory solution was designed to support the ITIL v3 methodology and Section 508 compliance. It leverages best practices and Verizon's extensive experience supporting the federal government. Verizon will maintain a specific focus on ITIL best practices in Risk Management, Availability Management, and Service Continuity Management.



Verizon's EIS inventory system utilizes a federated model to maintain an accurate view of inventory data, including many real-time data pulls. The inventory system will include service details and necessary EIS identifiers to verify that GSA and ordering agencies have access to the data they need. The system will provide reliable 24x7 access to accurate EIS inventory data, which will be implemented in compliance with Federal Information Security Management Act of 2002 (FISMA) Moderate security standards. GSA and ordering agencies will be able to verify secure electronic transactions that confirm the confidentiality, integrity and availability of government information. Refer to Section 1.1.6 Inventory Management for additional details.

2.2.4 QUALITY OF SYSTEMS: SERVICE MANAGEMENT [M.2.2(1), L.30.2.1, G.9.4]

Verizon's [REDACTED] portal will provide ordering agencies with access to applications that enable both maintenance of services (e.g., trouble tickets), and management of services (e.g., on-demand service alterations). The [REDACTED] portal offers quick and easy opening of trouble tickets, without the need to call into a queue, as well as automatic status updates and escalations. The portal also offers extensive options for managing active services, such as dynamic port and Carrier Access Rate (CAR), cloud orchestration, and toll-free routing, among others. The systems supporting these changes are mature, reliable, and have evolved over the course of the Network

contract. Refer to Section 1.1.4 Business Support Systems, and Section 1.1.5 Service Assurance for additional details.

2.2.5 CUSTOMER ACCESS: USER-FRIENDLY WEB-BASED SERVICE [M.2.2(1), L.30.2.1, G.9.4]

Verizon will provide ordering agencies with access to enhanced web-based support systems that incorporates the [REDACTED] Portal to provide access to comprehensive data across the EIS Program. Verizon’s internal, commercially proven service delivery system stabilizes, simplifies, and provides common standard product and service offerings for improved quoting, ordering, provisioning, and simplified billing. In addition, the system provides flow-through automation and data validation to reduce inaccuracies and billing errors. Verizon’s [REDACTED] portal provides ordering agencies with information about their accounts, enables them to order EIS products and services, and provides diagnostic capabilities to help with trouble resolution. The [REDACTED] Portal was designed to deliver a great customer experience and transparency at every stage of the EIS life-cycle. Refer to Section 1.1.4.3.1 Web-Based Portal for additional details.

2.3 Program Management Schedule [L.30.2.1-3; G.9.4-3]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] A more comprehensive schedule will be available and finalized in coordination with GSA (including a Gantt chart, as needed), following contract award.









2.4 Transition Project Management [L.30.2.1-4a]

2.4.1 PROGRAM MANAGEMENT AND TRANSITION CAPABILITIES [G.9.4-3]

As the leading service provider on both the Networx and WITS 3 contracts, Verizon offers GSA and ordering agencies increased probability of success and reduced risk, by complementing well vetted, disciplined procedures with applied principles and years of insight gained from Verizon’s experience managing numerous large transition and implementation projects. Verizon’s Program Management approach is driven by a Customer Support Office (CSO) evolved from the Networx Program Management Office model and tailored to enable excellence at contract-level, and Task Order (TO)-level management. Verizon’s management and transition solutions are designed to be low risk. Verizon’s experienced personnel are poised to identify and mitigate risks and issues that might otherwise become threats to project milestones.

The methodologies, controls, and processes utilized by Verizon are specifically designed to identify and mitigate risks throughout the transition, from initial steps after contract award through transitional closeout. The Project Management Plan PMP follows the phased methodology outlined by the Project Management Institute (PMI), including initiating, planning, executing, monitoring and controlling, and closure. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Verizon has been preparing for the transition to EIS by investing considerable resources into this substantial integration effort, making organizational changes necessary to support EIS business requirements, by improving business process controls. [REDACTED]

[REDACTED]

Methodologies, controls, and processes require not only the right people but also the right tools. Verizon equips EIS CSO personnel with tools such as [REDACTED] Customer Facing Document Repositories to verify all tasks are delivered accurately and on time.

2.4.1.1 Program Management Tools

[REDACTED]
[REDACTED]
[REDACTED] provides program and TO management teams with a comprehensive suite of tools to properly and effectively manage both programs and projects—including dashboards, alerts, issues and risks, overviews, top projects, lessons learned, collaboration, process and documentation repositories, and many other customizable features. [REDACTED] obtain reporting that helps confirm that the proper visibility and attention is given to all projects. For additional information [REDACTED] please refer to Section 2.6.2 Compliance with Service Level Agreements (SLAs).

[REDACTED] [REDACTED] portfolio management with improved forecasting, staff utilization capabilities, mobile time-tracking with quality and accurate time entry and approvals. Verizon also uses other project management tools, such as [REDACTED] [REDACTED] tools help organize projects and transitions and provide project information and milestones to ordering agencies and GSA.

Customer Care Help Desk is a component of the Program Compliance Office (PCO), which provides SLA and performance management, as well as a clear escalation path to drive trouble resolution. For additional details, please refer to Section 1.1.5 Service Assurance.

Cleared Individuals. Verizon understands that personnel with Government Security Clearances will be required to support EIS. Verizon has access to a pool of cleared individuals with a spectrum of security clearance levels. Verizon has a team of Facility Security Officers who manage the clearances for supported classified programs. In a crisis scenario, this pool of resources can be called on to provide support. [REDACTED]

2.5 Draft Transition Management Approach [L30.2.1-4; C.3]

Verizon has developed a comprehensive transition management approach based on previous successful federal government transitions, experienced personnel, ISO-certified procedures, industry standard processes, disciplines and proven transition tools. For Verizon's current Networx and WITS 3 customers where a like-for-like transition is possible, Verizon can offer a low-risk, Back Office Transition (BOT) without service disruption. [REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Verizon's transition activities are classified in three main categories, as described below:

- 1) **Traditional Transition.** Verizon has won new business and services are transitioning from another provider on a legacy contract to Verizon on EIS.
- 2) **Transformational Transition.** Verizon is the incumbent and the agency has chosen to transition to a new technology or service on the EIS contract.
- 3) **Like-for-Like Transition:** ██████████ Verizon is the incumbent and agency services are the same in both the legacy contract and EIS.

2.5.1 EXPERIENCED PEOPLE

Verizon ██████████
██████████ an extensive breadth and depth of knowledge of all legacy contracts including Networx, WITS 3, and other Local Service Agreements (LSAs), Verizon’s transition team is comprised of experts capable of meeting the unique EIS transition requirements. Verizon’s transition team has been actively engaged developing a comprehensive EIS transition strategy for well over a year, and who has become familiar and with EIS services and requirements. Verizon’s transition team will leverage its experience customizing transition plans, executing efficient back office transition processes, and experienced people with the right tools to help successfully manage ordering agency transitions.

Verizon’s EIS CSO has applied lessons learned from the Networx and WITS 3 transitions, streamlined processes, and is structured to provide exemplary customer service and transition support by providing an end-to-end, accountable organization that encompasses ordering, provisioning, project/program management, billing, and operations. All of these functions are incorporated to support the EIS Transition Manager and EIS Program Manager. ██████████
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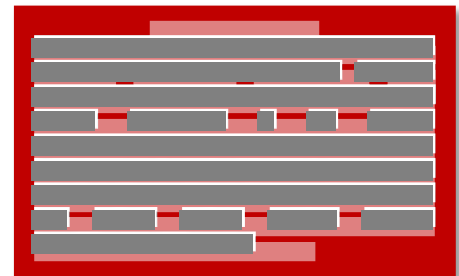
2.5.2 INDUSTRY STANDARD PROCESSES, HANDS-ON EXPERIENCE

Within the EIS CSO, Transition Management, Program Management and TO Management are aligned with Verizon’s ISO 9000 Quality Management program. The ISO practice of continuous quality improvement is an important part of the Verizon EIS team’s risk management processes. By constantly monitoring project implementation, issues can be identified and resolved early to mitigate risks. Verizon’s transition processes have been developed, certified, and audited over the past ten years. EIS procedures that include billing, service ordering, trouble reporting, customer service, and project management through to service activation and cutover—have been updated in preparation for EIS transition. The EIS CSO will maintain a Quality Control Program that continually improves effectiveness through:

- Quality objectives that are compliant, measurable, and consistent.
- Processes that are implemented, followed, and maintained.
- Customer requirements that are understood by all.

Instilling a common discipline across an organization is another key to transition success. Verizon’s transition and TO management processes are based on the “Guide to the Project Management Body of Knowledge” (PMBOK Guide 5th Edition 2013). These methodologies enable project success, maintain necessary cost and price controls, and mitigate risks, while delivering required service in accordance with the project schedule and customer direction. Verizon’s approach to the PMBOK management process (please refer to **Figure 2.3.1-1**)

verifies that risk mitigation, quality and cost controls, and performance reporting are incorporated throughout the project at every step. Applicable methodologies for managing projects are employed based on the specific needs of the project. To verify program status is communicated to Verizon executives regularly while it is in progress, Verizon program and project managers



[Redacted]

A Leader in Service, a Leader in Low-Risk Transitions. As a veteran of hundreds of government contract transitions, Verizon appreciates the necessity of maintaining uninterrupted service and availability in support of government missions and public service objectives. Verizon has built a solid foundation of lessons learned, and through continuous improvement has honed an ability to provide world class products and services to the Government and the people, systems, and processes to support them. Verizon has been a long-term cooperative partner to GSA and Government agencies in establishing comprehensive, effective, and strategic transition plans, including like-for-like [REDACTED], transformational, or new award transitions. Verizon has also been an active participant in requesting and compiling feedback and lessons learned on legacy contracts that will help establish EIS as a premier and successful contract vehicle. Verizon also has a transition committee to identify and prepare for key transition tasks to assist ordering agencies in their Transition On and Transition Off initiatives.

2.5.3 TRANSITION ROLES AND RESPONSIBILITIES [C.3.1]

2.5.3.1 Government's Role in Transition [C.3.1.1]

Verizon has reviewed and understands GSA's Transition Roles and Responsibilities as outlined in RFP Section C.3.1. As directed by the Government, Verizon will provide:

- 1. Transition Strategy and Management Plan (TSMP) Support.** The Verizon team will support GSA in developing a TSMP to enable common understandings of transition goals.
- 2. Quality Performance.** Verizon will provide feedback, if solicited, to discuss performance, risks and mitigation strategies, and progress on corrective actions.
- 3. Transition Assistance.** Verizon understands that GSA will take a more active, day-to-day approach in transition planning and execution. Verizon can make its EIS team available to assist in any way it can on an as-needed basis.
- 4. Coordination.** Verizon will support GSA and their agency transition strategies by taking a proactive role in supporting GSA coordination between the agencies and Verizon to verify risk identification and mitigation, early progress status, proper

resource allocation, and to confirm backlogs are minimized to the extent possible.

5. **Tracking and Reporting.** Throughout the transition process, Verizon will provide timely progress updates and address corrective action items through action registers as required to assist GSA in assuring coordination amongst stakeholders in a positive atmosphere of cooperation.
6. **Monitoring and Facilitation.** Verizon understands that EIS is a program without precedent in modern contracting. Verizon's EIS CSO (and other corporate resources, as needed) will support GSA's monitoring and coordination among key stakeholders. as Verizon has done for other significant transition requirements [REDACTED]

2.5.3.1.1 Support for EIS Transition Activities [C.3.1.1]

Verizon understands that, in addition to their day-to-day mission objectives, ordering agencies must support EIS transition tasks. To enable agencies to focus mainly on their daily responsibilities, Verizon can support a centralized agency transition authority, a decentralized, delegated agency transition authority, or transition support authorized to act on behalf of an agency. These relationships will be clearly understood and documented by Verizon during the TO planning process. Examples of how Verizon can support agencies in transition include:

1. **Inventory Validation.** Verizon offers a partnering process that will verify inventory database accuracy and timeliness. Verizon's transition resources will be supported by other CSO and corporate resources, as needed.
2. **Solution Evaluation.** Understanding current technical capabilities is critical to achieving a successful transition. Verizon Enterprise Architects, who understand current customer infrastructures, will be available to support ordering agencies in the definition and specification of target technical solutions, including upgrades, transformations, retirement, and other changes.

3. **Agency Transition Plans.** Verizon understands that ordering agencies will develop agency Transition Plans and will verify that TOPPs incorporate and support the objectives of an agency’s plan. Verizon project managers will offer support, to the extent possible, as agencies develop their transition plans.
4. **Transition Goals and Telecommunication Requirements.** During the solicitation process, functions within Verizon’s EIS CSO will review and plan for agency transition goals, inventory validation, and TO execution. These reviews and the subsequent planning that takes place will enable Verizon’s EIS CSO to be ready to execute upon the submission of an agency’s first EIS Service Order.
5. **Coordination and Communication.** Coordination and communication between stakeholders is especially critical during the transition period. Verizon is committed to supporting and facilitating transition activities with agency leadership, local agency contacts, vendors and other service providers, as appropriate.
6. **Risk Mitigation.** The key to risk mitigation is the use of strategies that leverage the collective experience of years of project implementations to proactively identify and prevent threats, before they become operational risks to the success of the project. [REDACTED]

2.5.3.2 Verizon’s Role in Transition [C.3.1.2]

Verizon will manage relevant transition activities described in the Program Management Plan, and deliver services transitioning onto EIS and disconnect services transitioning off EIS according to the same ordering and performance requirements the EIS contract and individual TO specifies for those services.

Delivering Services Onto and Off of EIS. Verizon will draw on its extensive experience in transitioning onto and off of services under EIS. All services will be

delivered on EIS and removed from legacy contracts in compliance with the performance requirements specified within the EIS contract. The following section provides specifics related to Verizon's approach, in accordance with EIS contract requirements.

2.5.3.3 Transition Project Management [G.9.4 a]

As an incumbent service provider, Verizon offers four main transition approaches:

1. Traditional Transition
2. Transformational Transition
3. Like-for-Like Transition: Back Office Transition
4. Like-for Like Transition: Non-Back Office Transition

For each approach, Verizon has developed a low-risk, expedient plan to verify agency transitions are transparent, and include analysis of transitioning billing, service ordering, trouble reporting, and customer service processes. Transition solutions 3 and 4 will expedite transition of incumbent services.

2.5.3.3.1 Billing Transition

Administrative billing preparation is an important step to verify proper invoicing, and impacts all transition approaches. Verizon will work with GSA and ordering agencies to assist with billing account structure development, and will provide a template to assist in the creation of the billing structure. Verizon will track the completion of the billing structure as a milestone in the TOPP. Once the billing structure is created, orders will validate and flow through the EIS ordering process, and onto Verizon's billing system. Verizon's billing system infrastructure provides a streamlined approach to gathering customer billing information, compiling billing and invoicing data, and automating billing functions.

2.5.3.3.2 Administration

The primary components to transition Administration include CPNI forms and COR Entitlement Registration, Billing Account definition, Agency Service Request Number (ASRN) definition, and inventory validation. The timely creation and execution of these key elements are important upfront activities that must be in place prior to executing any

transition methodology. Planning for the creation/editing of these elements should be an important milestone in an agency's transition plan.

2.5.3.3.3.1 CPNI Forms and Ordering Authority Registration

An agency will be required to submit CPNI Forms, which designate the information a Verizon employee can access and complete ordering authority entitlement and registration. When Verizon is the incumbent provider, reporting will be made available to agencies to show the registered DARs or individuals authorized to place orders on the Networx and WITS 3 contracts. This information can help agencies determine who will be authorized to place orders.

2.5.3.3.3.2 ASRN Definition

The ASRN is associated with a specific service order. Ordering agencies can use the Verizon-provided identifier for an order or may create their own. Often, agencies will maintain a database where they will capture the unique elements of their internal order flow. The ASRN, therefore, may need to be formatted (e.g., numeric/alphanumeric) to function within that database.

2.5.3.3.3.3 Inventory

When Verizon is the incumbent, it will help agencies validate their inventory. Using Networx and WITS 3 databases, Verizon can provide reports for an entire agency, broken down by bureaus, sub-agencies, and/or services. The Verizon Project Manager assigned to an agency will work with their agency transition counterpart to define the data required. Transition can be executed in phases over time, thereby providing agencies the opportunity to manage its inventories into sub-inventories, so that they can focus on different services at different points in time.

2.5.3.3.2 Billing Hierarchy Code Definition

The Billing Hierarchy defines how Verizon will bill for a service and where the invoice will be sent based on the Government's internal accounting needs. Verizon's billing system provides the scalability and flexibility to support an agency's organization throughout their hierarchy from headquarters down to regional and remote office locations.

2.5.3.3.3 Service Ordering

Once the billing structure is established, but before ordering can begin, ordering agencies need to verify that designated individuals with the authority to place orders have been chosen. This step applies to all four transition approaches. Verizon will support order entry in many different formats, but the format will need to be chosen based on various factors (e.g., transition type, service/product type, quantity of orders, and customer preference). [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

With the power and flexibility of the Verizon [REDACTED] portal, an agency may elect to enter their orders online to make maximum use of the tracking and reporting tools provided. [REDACTED] transitions will follow the traditional transition ordering process with spreadsheets or individual orders. Service ordering should conform to an agreed-upon plan, as defined within the TOPP. Verizon will help the agency and GSA prioritize orders with longer timeframes (e.g., high-bandwidth circuits), complexity (e.g., TIC gateways), or strategic initiatives (e.g., services that provide significant cost savings or enable critical mission-functions). The order entry plan will also be a key planning item so Verizon can allocate resources to confirm that order entry timeframes are met.

Optional Ordering Support Services. In the event that an agency requires assistance with EIS order entry or due diligence to inventory analysis, Verizon’s EIS contract offers labor-based CLINs for short-duration labor-intensive requirements, such as ordering.

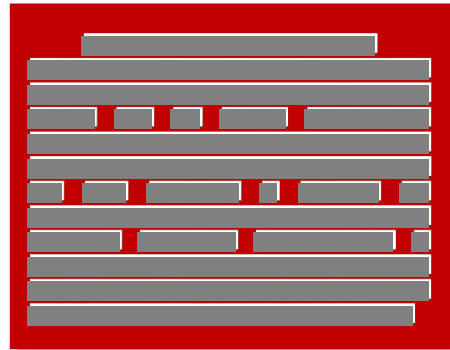
2.5.3.3.4 Invoice Validation

An agency’s EIS invoice for services will be generated approximately 30 days after the service transition. Verizon will conduct a “first inventory review” with the agency to validate that services identified in the transition plan are no longer billing on legacy contract invoices and are accurately billing and operating on the EIS contract.

[Redacted text block]

2.5.3.3.8 Trouble Reporting

During the transition period, WITS 3, LSA and Networx customers that have not yet migrated will continue to use their existing trouble reporting numbers and procedures. Once transitioned to EIS, Verizon will provide procedural updates to every



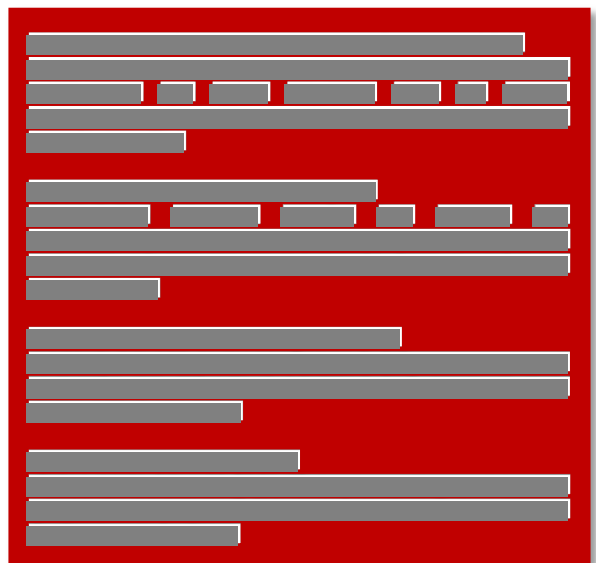
location and local government contact transitioned to EIS. After SOCN is sent, a three-day window commences wherein the agency has the ability to accept or reject the SOCN if service performance does not meet contractual requirements. Agreed-to TOPP procedures will provide “failure after install” directions that address this interval and provide short term performance assessment and resolution paths through transition and TO management teams. After the three-day acceptance period, steady state trouble management will be provided by the EIS Federal Service Assurance desk. Refer to Section 1.1.5 Service Assurance, for more details.

2.5.3.3.9 Customer Service Processes

Providing customer service during transition applies to every function and member of the Verizon EIS CSO, [REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Throughout the transition process, Verizon PMs and billing representatives understand that they will be fully accountable for an ordering agencies EIS experience. They have the authority and backing of the Verizon CSO and executive management to confirm that the ordering agency's needs are addressed.



2.5.3.3.10 Coordination with Incumbent Service Providers

When the ordering agency is transitioning to Verizon from another service provider, Verizon will coordinate with the incumbent and ordering agency transition leads to enable a smooth, successful, and timely transition. Verizon will also work closely with incumbent counterparts to confirm that program data –ranging from infrastructure and inventory to points of contact to critical path management—is documented, communicated and managed to provide a seamless transition. This coordination will be described within the Communications Plan of the TOPP, which will include a schedule and plan for generating, collecting, disseminating, storing, and disposing of project information. This approach provides the critical links between people, ideas, and information needed for success. Verizon will verify milestones are within budget and timeframes are being met, as required. The Communications Plan will also include an initial project kick off, weekly status meetings, and written or in-person executive status briefings.

2.5.3.3.11 Risk Management

Throughout the transition process, risks will be identified; mitigation options will be planned and discussed. Verizon’s risk mitigation strategy leverages the collective experience of years of project implementations to proactively identify and prevent threats when there are challenges—*before they become operational risks to the success of the project*. Verizon’s risk management process draws on its extensive experience in handling large implementations to identify, analyze, monitor, and address risks.

[Redacted text block]

2.5.3.3.11.1 *Identifying Project Related Risks*

Verizon anticipates developing risk management plans at multiple levels – at a GSA (contractual) level, at an agency or TO level, and then at an individual project level. Risk management plans may vary based on agency or service. For example, a risk management plan that transitions an agency’s like-for-like services will likely be different than a transformational plan. Risks can also be identified as a management risk or a technical risk. At the highest level, an agency’s transition to EIS will be defined by their scheduled transition date. All risks are evaluated based on their impact to an agency’s schedule and operations. In the following section, Verizon provides a table of common transition-related risks, associated mitigation measures, and categorization. Verizon has also provided three Risk Management Framework Plans, as required, including a BSS Risk Management Framework Plan (refer to Section 8 of the Management Volume), an IT Risk Management Framework Plan, and an MTIPS Risk Mitigation Framework Plan (refer to Volume 1, Attachments A and B, respectively).



[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] ation

2.5.3.3.12 Agency Solicitations [G.9.4(b)]

Verizon has maintained a corporate commitment to investing in new technologies [REDACTED] to offer a clear path to these new technologies from legacy implementations. Verizon will draw on its extensive experience with in transitions to help ordering agencies choose solutions that meet their mission needs, including opportunities for transformation that *lower costs, improve quality, and/or mission capabilities*. Verizon will help agencies select new and enhanced services to replace legacy technologies such as TDM, Centrex, and others.

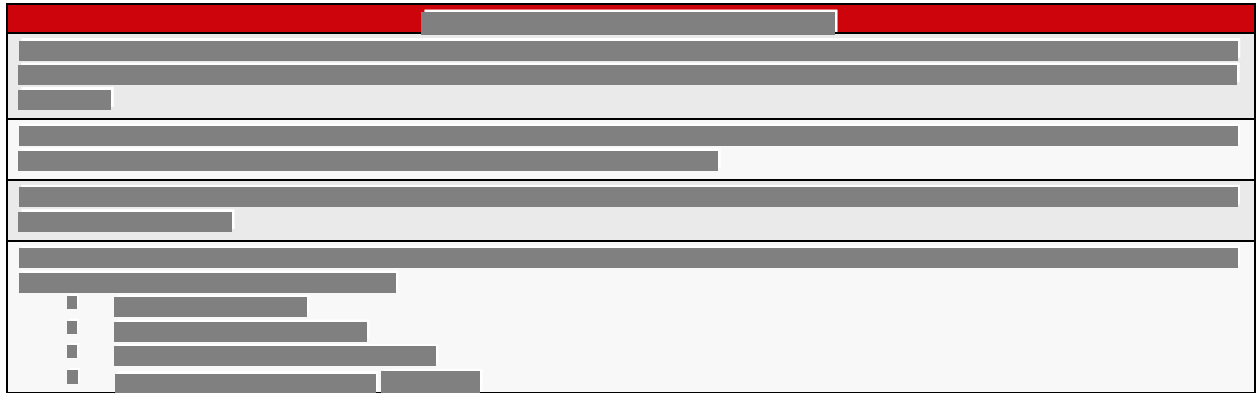
TMP Incentives. Verizon is committed to incentivizing ordering agencies to transition from aging infrastructure. To this end, Verizon Enterprise Architects will work with ordering agencies to review existing architecture and propose solutions that utilize new technologies with lower lifecycle costs. Some possible incentives may include waiving certain charges, or professional services offered at discounted rates. Back Office Transition are an operational incentive that reduces risk, increases transition speed, and lowers internal agency costs.

Cost-Benefit Analysis. Verizon will review the specific needs and use cases with each ordering agency and then evaluate the costs and benefits of moving to the new and enhanced technology. Verizon’s Federal sales account managers, project managers, and Enterprise Architects will evaluate and assess the long-term benefits to the ordering agency and lay out a plan that fulfills current needs, minimizes costs, and provides better value by considering the future needs of the agency and how its mission can be enhanced.

2.5.3.3.13 Customer Support Service Transition [G.9.4c]

Verizon will provide a draft transition handbook [REDACTED] to help guide agencies through the transition process within 30 days of Notice to Proceed.

Draft Transition Handbook Contents	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]



2.5.3.3.14 Interconnection Plan [G.9.4d]

Interconnection Arrangements. Verizon will describe the interconnection arrangements between the incumbent contractor’s network and the EIS networks during the transition, including the interconnection arrangements with the local exchange network, the IXCs, and Government private networks. Verizon establishes relationships, as required, to provide required services to its customers. Verizon has operating units that provide local services and long distance services for both voice and data. Verizon also maintains relationships with numerous local exchange providers throughout the world to provide last mile connectivity. Verizon has relationships with transport providers beyond the local exchange provider to connect with Verizon-owned resources. If needed, Verizon will use its access provider group to establish new relationships in order to service new areas or provide more cost-effective access to certain facilities.

Other Service Providers. Verizon’s interconnection approach helps verify that there are few (if any) impacts to the ordering agency. Verizon’s interconnections with other service provider will help effect a smooth transition, and reduce the potential impact to customer operations. In most cases, when service is transitioned from another provider to Verizon, Verizon will not seek to establish interconnection with the incumbent carrier, but will instead procure facilities for new service to be established in parallel with the incumbent provider. This will enable the transitioning agency to transition service over time, and include a fallback, if needed. If the transition is simply from contract to contract within Verizon, in most cases new facilities will not be needed. For complex projects, involving a large number of sites that need to maintain connectivity throughout

the transition period, Verizon will establish interconnect agreements so that the agency's mission can proceed without disruption. These interconnections and the extent of interconnection will be established on a case-by-case basis with the incumbent provider. Verizon understands that interconnections for complex solutions can create security and authorization boundary concerns for both the telecommunications vendor and the agencies they support. Before any interconnection is created, Verizon will work with the connecting company to properly document the connection and establish that information is given to the agency involved for assessment and authorization processes.

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

2.5.3.3.15 Transition Contingency Plan [G.9.4e]

Verizon has specific Contingency/Fall-Back Plans that describe the back-out and legacy restoration process, as well as roles and responsibilities in the event that a transition is unsuccessful. These contingency plans are also identified in a Risk Register for each project. Verizon will work to resolve any issues that are encountered at any transition stage, pre-cutover, with the ordering agency and other providers as needed. Such pre-cutover transition activities include address resolution, Inventory issues, engineering and design activities. The transition process is managed by Verizon's EIS transition team and by the project and program managers responsible for each agency. The team will work closely together to manage each transition activity and confirm each customer receives the individual attention required to effect a successful transition. Verizon will work with the agency to complete these pre-cutover activities in the timeframes required to meet schedule milestones for the transition as a whole. If needed, schedules will be adjusted and resources shifted to meet required deliverable timeframes. Verizon is



ready at each stage in the transition and a plan will be developed with specific contingency options for specific agency cutovers, depending on the type of transition:

- [Redacted]

[Redacted]

Verizon and the ordering agency will work together to confirm that service is working properly on EIS before a disconnect is placed on the legacy service. This will enable the customer to roll-back to existing known-good service should an issue arise.

- For existing incumbent customers who need a Transformational transition, Verizon and the ordering agency will work together to confirm that service is working properly on EIS before a disconnect is placed on the legacy service. This will enable the customer to roll-back to existing known-good service should an issue arise. Both the existing service and the new service will remain available until the ordering agency submits a disconnect request for the old service. If issues are encountered, service can be rolled back during the cutover to the old service. Issues will be corrected, and another transition activation will be scheduled.

- [Redacted]

[REDACTED]

- For existing incumbent customers [REDACTED], the transition methodology may vary from product to product. In cases in which the ordering agency is executing a like-for-like strategy, both the existing service and the new service will remain available until the agency ordering agency accepts the new service. Once accepted, the ordering agency will submit a disconnect order to cancel the older service. If issues are encountered, service can be rolled back during the cutover to the old service. Issues will be corrected; another transition activation will then be scheduled.

[REDACTED]

2.5.4 TRANSITION ON [C.3.2]

2.5.4.1 Objectives [C.3.2.1]

Executing and completing EIS transition within a three year period will require a close working partnership with GSA, a relationship that Verizon has built over many years of working closely on Networx, WITS 3, and LSA contracts. Verizon agrees that a phased transition approach will be most successful when working with small, medium and large agencies to coordinate transition planning and execution in accordance with GSA direction and strategy. Verizon will ascertain, through its order processing practices, which services on an order are replacing active services on another contractual vehicle and give those orders the appropriate attention to minimize impact on the ordering agency's operations when transitioning to the replacement service. EIS is one the largest procurements in GSA history, and the highest-priority IDIQ vehicle in Verizon. As a top priority for VES employees—from administrative up through Executive Leadership—the 3-year, phased transition will have a high profile within Verizon corporate, with access to a wide range of resources available on a high priority basis.

2.5.4.2 Contract-Wide Planning and Implementation [C.3.2.2]

Verizon will continue its history of briefing GSA on transition progress. Verizon will support GSA planning initiatives and implementation strategies that drive transition success, and will work with GSA to tailor proven processes to be consistent with the TSMP.

2.5.4.2.1 Transition Personnel Identification

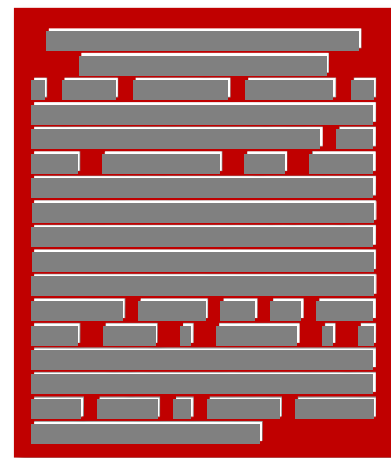
Verizon has a Resource Plan to support the first three years and to work with GSA to plan and focus on specific phases of EIS transition. [REDACTED]

[REDACTED] Verizon's Transition Manager will draw on resources across each transition phase to coordinate with GSA. Cloud, WITS, and LSA SMEs will also be available to assist Verizon's dedicated transition personnel, including:

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

2.5.4.2.2 Transition Training and Orientation [C.3.2.2]

Verizon will train or orient GSA's transition personnel to use self-help tools or systems Verizon makes available to agencies for transition and implementation. Additionally, transition project leads will confirm orientation of agency personnel responsible for the creation of the TOPP on Verizon's capabilities and process. Verizon will also assist with training on tools that will be leveraged throughout the transition process, including inventory reporting tools, managed-system reporting tools (for managed customers), Web portals, and billing reporting. For more information, please refer to Section 1.1.12 Training.



2.5.4.3 Agency-Specific Planning and Implementation [C.3.2.3]

2.5.4.3.1 Solicitation Response

Verizon understands that mission-critical civilian and DoD solutions touch and support the public and war fighter every hour of every day, and that many solutions are not simply “circuit-based” or like-for-like transitions. Verizon will leverage its team of experts from client solutions architects, sales, marketing, pricing, and project management, to work with agencies to provide innovative solutions that scale to future growth, improve performance and efficiency, and reduce overall cost.

2.5.4.3.2 Consultation with Agency throughout Acquisition Process

Verizon will consult with the ordering agency as appropriate to determine the most effective transition strategy, while minimizing the agency’s risk to mission-critical operations.

Consulting with Customers: It’s what we do Every Day. Verizon’s daily mission is to leverage its team of experts from client solution architects, sales, marketing, pricing, and project management, to work with agencies to confirm that its solutions are mission-driven. [REDACTED]

2.5.4.3.3 Assistance to Agencies in Placing Task and Service Orders

Verizon will create a comprehensive service guide to facilitate the ordering process and verify order accuracy, completeness and timeliness. Verizon will confirm the transitioning agency is trained on ordering processes and the information contained in the service guide. Verizon program and project managers will work proactively with ordering agencies to establish roles, responsibilities and ordering processes. Detailed discussions will be held on pre-order elements, which set up Billing, AHC, ASRN, CPNI requirements and ordering procedures. This is one of the first steps in the transition process to confirm accuracy, completeness and timeliness for a smooth transition. The effort at the beginning of the process will mitigate risks during and after transition, (e.g., delays once transition orders are submitted). Verizon project leads and order entry personnel will track service orders to confirm timely transition. When Verizon is tasked

with providing [REDACTED] an inventory analysis will be conducted and supported. In this case, agencies will submit bulk orders as a component of the TOPP.

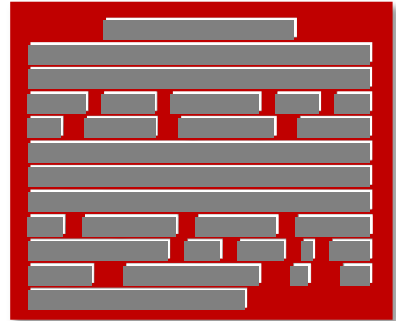


2.5.4.3.4 Coordination with Incumbent Contractors

Verizon will draw on its experience to coordinate with incumbent contractors to clearly define and understand the current environment for new agency service. By spending additional time up-front to define the environment, (including complete and specific inventories, drawings, diagrams, dial plans, site plans, interface descriptions and types,

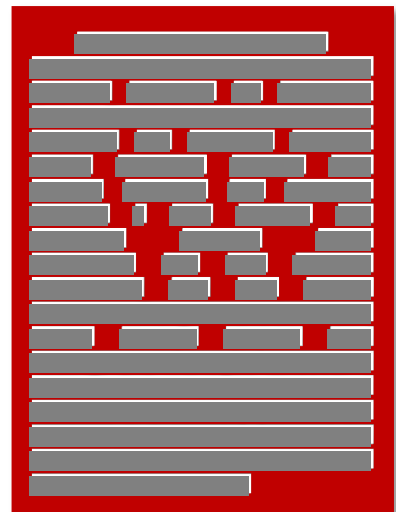
and any assumptions about current design or layout) both the agency and Verizon can understand and validate the starting point for transition.

Coordination Between Agency and Incumbent. Verizon will leverage best practices to coordinate with incumbent providers to confirm a successful transition of service. Verizon will work closely with the ordering agency to establish that the incumbent is brought into the process and requirements for solution transfer are available to mitigate risks to project scope and schedule. As an impartial party to the process, the ordering agency can provide a powerful coordination capability to help verify that both companies understand their responsibilities so that solution requirements are mutually understood.



“Hot Cut.” In the event that an agency location is access-constrained, a hot cut for the existing access service will be utilized. This is the most complex coordination required between the incumbent and new contractor. Verizon will share information related to the new service and work with the incumbent service provider to coordinate and utilize the disconnecting service attributes.

Coordinating Disconnect Submission Date. Verizon’s Transition Plan will detail the installation and cutover milestones and the subsequent disconnect milestones for the services being transitioned. Verizon always recommends close management of the disconnection of services included in a transition. In sync with parallel and hot-cut implementation strategies, disconnect order submission should be managed to a specific milestone related to the delivery or activation of a new EIS service.



Risk Management Strategy. Verizon will confirm that the factors described are incorporated into the risk management strategy and communications plans incorporated into the TOPP.

2.5.4.4 Inventory [C.3.2.4]

Verizon acknowledges and understands that agencies are responsible for validating their existing inventory to confirm it is accurate and current. Verizon agrees, as an incumbent carrier, to supply ordering agencies with an inventory so that it can be validated before transition. In some cases this process is already taking place.

2.5.5 TRANSITION OFF [C.3.3]

2.5.5.1 Objectives [C.3.3.1]

Verizon has a proven track record of creating and maintaining true partnerships with GSA and federal agencies. Part of this partnership involves transitioning to other service offerings when it may be in the best interest of the ordering agency. Verizon will draw on its years of experience in Transition Off tasks from small implementations up to FTS, Network, and WITS 3. Verizon will provide insight and feedback for the new contract, as desired, and will provide inventory, service, and other transition specific information required by GSA. Verizon will essentially use the same proven methodologies noted in the Transition On solution to Transition Off—including, but not limited to transitioning the comprehensive technical solution schemas, scheduling, project management, data transfer, and technical architecture and documentation, as applicable. As a large incumbent, Verizon knows that its preparation and planning for transition-off will flow directly to a successful transition-on with the new contractor.

As described in the previous sections, agency sign offs/reviews of the status report completes the validation of inventory agreement. In accordance with Section F, Verizon will provide the deliverables listed in **Table 2.5.5.1-1**.

Table 2.5.5.1-1. Deliverables

Deliverable	Schedule	Delivered to
Inventory Summary of All Active Services	Initial: 3 years prior to contract expiration Revised: As requested by GSA	GSA Transition Manager
Inventory Summary of Agency's Active Services	Initial: 3 years prior to contract expiration Revised: As requested by agency	OCO
Transition Inventory Report	Initial: 3 years prior to contract expiration Revised: Weekly	GSA Transition Manager
Transition Status Report	Initial: 3 years prior to contract expiration Revised: Monthly	GSA Transition Manager

2.5.5.2 Planning and Implementation [C.3.3.2]

2.5.5.2.1 Transition Planning with GSA

Verizon will conduct transition planning with GSA and provide advice on strategies to minimize the transition time.

2.5.5.2.2 PIC/LPIC Changes to Transition from EIS to Follow-On Contract

Verizon will perform PIC/LPIC changes in support of transition from EIS to a follow-on contract. Verizon will accept a Letter of Authorization from the agency to allow the follow-on contractor to order PIC/LPIC changes, including release of the PIC freeze.

2.5.5.3 Inventory [C.3.3.3]

Verizon has the established inventory reporting processes and tools to maintain current and accurate inventory to suit specific requirements from the ordering agency. Verizon will maintain accurate transition inventory records throughout the contract duration. In the delivery description, Verizon will include the functional solution and performance specification of service, such as features, equipment, location data, configuration information, and delivery description.

2.5.5.3.1 Periodic Validations (Approximately every 6 Months)

If GSA exercises all the contract options, for the final five years of the contract, Verizon will conduct periodic validations (approximately once every 6 months) of its Transition Inventory with GSA and reconcile any discrepancies.

2.5.5.3.2 Monthly Validations

Verizon will conduct monthly inventory validations with GSA for the final three years of the contract, if GSA exercises all the contract options.

2.5.5.3.3 Inventory Summary

Verizon will deliver an inventory summary of active services to the GSA Transition Manager, as requested by the GSA CO. The summary – in service, whether in use or not – will include AB code, service, quantity, and location. Moreover, Verizon will deliver an inventory summary of the ordering agency's services active at the time of the ordering agency's request. At the OCO's request, Verizon will deliver an inventory summary of the agency's services active at the time of the request.

2.5.5.4 Reporting [C.3.3.4]

2.5.5.4.1 Weekly Reports

Verizon will provide reporting as required by GSA and specific agencies. Specifically, Verizon will deliver weekly reports of services disconnected and active services based upon the transition inventory in the final three years of the contract. In addition, Verizon will deliver a transition inventory report to the GSA Transition Manager for the last three years of the contract, if GSA exercises all the contract options.

2.5.5.4.2 Monthly Transition Status Report

During the three-year period, Verizon will deliver a monthly transition status report to the GSA Transition Manager that includes the following:

- Data file of invoiced amount by AB code for the most recent billing period.
- Discussion of transition issues reported by ordering agencies or experienced by the contractor either during the reporting period or unresolved since the last report, corrective action, and status.
- Risk analysis and response plan.

2.6 Resource Plan [L.30.2.1-5; G.9.4(5)]

As a Fortune 100 company and a leading provider of technology and communications services to the Federal Government, Verizon has experience developing plans to maximize effective use of the resources needed to manage a program with the scope of EIS. These plans are developed to match Verizon's management approach to the needed solution, from human resources to Verizon's internal systems. Networx, WITS 3 and LSA customers trust Verizon to provide the people, equipment and systems to meet their mission needs.

2.6.1 FINANCIAL RESOURCES [G.9.4(5A)]

Verizon's financial planning component is integrated into its implementation process from the outset. All resourcing, costs, prices, and human resource requirements are assessed through an "iterative" process in response to each task order. The data artifacts from projects are tracked and assessed through project phases and integrated into Verizon's QA/QCP program. Verizon's approach includes the ability to provide

competitive pricing with our Task Order responses to mitigate the risk of cost-overruns of “out of scope” changes, post-award. These data points are aggregated by each TO Project Manager and are captured for review at weekly status meetings with the EIS Program Manager and then incorporated into periodic report deliverables. In any instance wherein there is a risk to budget targets, Verizon will address these internally on an ad hoc basis, and communicate directly with GSA and the ordering agency to verify transparency. Verizon’s BSS integrates ordering, billing, and pricing staff, for a seamless solution and the most reliable budgeting and tracking capabilities available.

2.6.2 HUMAN RESOURCES (HR) [G.9.4(5B)]

The EIS CSO has been established with the talent required to lead and deliver with a focus on best practices/processes and leading-edge solutions/technology. Verizon’s EIS management approach takes into consideration EIS Day One requirements, Fair Opportunity support, TO management, transition planning and execution, as well as contract staffing requirements tightly focused on contract years one through five and effectively managed throughout the term of the contract.

2.6.2.1 Staffing for the Long Haul

The EIS CSO reflects Verizon’s success in retaining individuals who are uniquely qualified to support EIS, including those who have worked extensively on Networx, WITS 3 and LSA contracts in the past. Verizon’s HR Plan focuses on developing new talent to grow with and support a contract designed to last up to fifteen years.

Verizon’s HR Plan attracts new talent to critical roles like transition management, solution development, contract management, back office system development, and service order, billing, and support. As transition nears, the employees currently supporting Networx, WITS 3 and LSA regional contracts will be called upon to support the move of transitioning existing customers to the EIS contract. In addition to leveraging talent to support the EIS contract, Verizon employees are introduced to and



expected to live and deliver on the Verizon Credo. The Verizon Credo helps define Verizon culture as one that calls for the delivery of High Quality Communications Services in conjunction with superior ordering agency service, enhancing the Customer Experience through action. Verizon employees are trained and steeped in a culture that focuses on communicating with, and listening to, customers to meet their unique needs. The Credo also focuses on teamwork, integrity, and being the best. The Credo is the foundation upon which Verizon's EIS CSO is built.

2.6.2.2 Career Enhancement

Verizon's employees are encouraged to advance their careers. Verizon utilizes a company-wide development tool to establish career progression and monitor employee performance against goals. Employees are regularly assessed on their functional and leadership capabilities to determine strengths and areas of opportunity for growth. The personnel supporting the EIS program participate in Verizon's rigorous Performance Management process. This process identifies areas of strengths and weaknesses and encourages Verizon employees to make use of the functional training available to them to increase their work skills. Verizon has also developed the Verizon Leadership University program that is available to enhance their professional abilities and prepare for leadership roles. Employees work with their management to identify self-development tools and the many online Learning courses and online books available through Verizon's internal Learning Portal. Verizon understands that employees do their best work when they feel valued. Verizon is confident that our benefits go beyond the basics. Verizon encourages its employees to acquire and maintain professional certifications, such as Cisco Certified, Certified Information System Security Professional (CISSP) and Project Management Professional (PMP) certifications.

██

██

2.6.2.3 Employee Benefits

In addition to a choice of comprehensive medical plans and a competitive 401(k) plan, Verizon employees can take advantage of tuition assistance and other valuable

programs and discounts that will help keep them and their families healthy, happy and fulfilled. Verizon also gives its people competitive, market-based salaries and benefits, and merit-based salary increases. Verizon uses annual performance evaluation milestones to identify individual training requirements. Each employee is tasked to identify learning goals for the coming year. Employees and managers work together to develop a training plan and research appropriate training resources. [REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]
<ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED]	<ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED]

Verizon will confirm that the human resources supporting the EIS program are trained on the internal systems built to support the program. Each Verizon employee supporting the EIS program will have the most up-to-date, Verizon-imaged equipment available to access and support the requirements of the program, and Verizon’s security practices will effectively manage access to systems and keep information safe.

2.6.3 Equipment Asset Management [G.9.4)5c)]

Below Verizon has described its management approach to supporting the Service Related Equipment (SRE) associated with providing EIS services

Hardware Assets. To provide the telecom services associated with EIS, Verizon has developed a robust SRE System that increases the standardization and efficiency of the SRE ordering and delivery process. The SRE system supports Verizon’s position as a leading reseller of telecommunications and information technology products to federal government agencies worldwide.

Verizon’s SRE System serves as the source of record for all SRE equipment required for all telecom services on EIS. Over the term of the EIS contract, Verizon will

continually refresh SRE offerings and this will be made easier through the ability of the SRE System to accommodate real time product additions.

Verizon provides an objective, vendor-independent approach to delivering SRE and provides multiple choices of equipment for various SRE classifications. The SRE System supports this objective through vendor configurations that provide direct system interfaces that enhance the interoperability between Verizon and vendors, thus enhancing the speed of delivery when adding new SRE.

Verizon's SRE System provides an integrated workflow and order status platform for all aspects of the EIS process including: Sales, Solution Architects, Ordering, Implementation, Billing, Dispatch, Program and Contract management.

SRE Support. In support of EIS Task Orders, Verizon-provided SRE will be commercially available, require no additional development and verified as compatible with EIS services. Verizon will offer SRE that meets the security requirements as defined in the contract. Verizon SRE is managed for security and risk per Verizon's EIS IT Risk Management Framework (RMF) Plan in Volume 1, Attachment A.

Verizon's management approach to SRE is compliant with **RFP Section C.2.10**. In addition, Verizon has a large group of support personnel to provide SRE maintenance 24x7. This group maintains a staff with security clearances for installation and/or configuration as required. Verizon's maintenance plans can be tailored to meet ordering agencies' specific needs and further protect their SRE investments.

Software Assets. Verizon's resource management approach for software helps to ensure the efficient and effective deployment and allocation of software resources utilized in the fulfillment of EIS when and where they are needed. This approach incorporates, for production software resources, aspects of inventory control, version control and security.



[REDACTED]

2.7 Quality Control Plan (QCP) [L.30.2.1-6; G.9.4)6]

Adherence to quality standards and compliance with contractual SLAs are managed by Verizon's EIS Program Compliance Office (PCO), which is part of Verizon's CSO. The PCO processes are being developed, certified, and will be audited to meet ISO quality assurance standards. The PCO serves as the single interface point for EIS Quality Control initiatives to verify that contract deliverables, SLA measurement and compliance, as well as customer support services, are performed in accordance with contract performance requirements (please refer to Section 1.1.7 Service Level Management in the Management Response for additional details). The PCO will manage and resolve compliance issues required to meet contractual requirements, and analyze Verizon's SLA processes and credit requests submitted by ordering agencies. The PCO supports multiple customer-facing service components, including implementation and operations escalations from GSA [REDACTED]

[REDACTED]

SLA Reporting. Verizon uses Quality Assurance (QA) tools to meet internal PCO SLA reporting and management objectives as well as the Government's SLA requirements. Verizon uses commercially available service management reporting tools to provide compliant standardized SLA management. These automated tools enable GSA and ordering agencies to receive standard SLA reports and verified data. [REDACTED]

[REDACTED]



Measuring and Sampling. Verizon’s measurements of SLAs are performed in two ways: 1) For Time To Restore, Service Provisioning and Billing Accuracy SLA measurements Verizon uses direct information from the source system. Time To Restore uses the trouble ticketing system, Service Provisioning uses the ordering system, and Billing Accuracy uses the billing system. Each one provides the exact data needed to perform the measurement in accordance with the EIS requirements. 2) For Service Specific SLAs it is determined by the type of KPI required and complies with the requirements specified in each of the Performance Metrics sections of EIS RFP section C.2.

2.7.1 QUALITY MANAGEMENT

The EIS Program will benefit from Verizon’s proven quality management approach.



Reporting is accessed online through the [REDACTED] portal and is designed to streamline SLA management to establish that agency mission requirements are met. The benefit to EIS ordering agencies is the goal of easier access to SLA data and SLA reporting through the [REDACTED], 24x7.

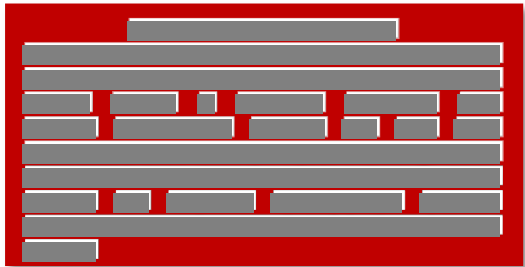
2.7.2 COMPLIANCE WITH SERVICE LEVEL AGREEMENTS (SLAs)

Industry Standard Adherence. Verizon's ISO 9001:2008 certification establishes that Verizon's Government Program Management (GPM) organization and the EIS CSO's SLA processes and procedures are audited, documented and are continually improved upon through corrective actions and root-cause analysis. Change occurs regularly and ISO 9001:2008 rigor confirms that Verizon ordering agencies are up to date with the latest methodologies in areas of EIS service delivery. Verizon's GPM organization has a representative that interfaces directly with the Verizon Global Quality Management and ISO Certification Services organization (one of the leaders of this organization is a member of Verizon's Corporate Quality Management Council).

[REDACTED] verify program and project status are communicated to Verizon executives regularly, Verizon program and project managers [REDACTED]

[REDACTED] Projects are the delivery vehicle for transforming agency TO requirements into mission critical networks and applications.

A poorly planned or badly estimated project can have an adverse effect on agency mission, resources and budget. [REDACTED] project management application provides Verizon program and project managers with tools for project planning, estimating, budgeting, resource allocation and time capture. Updated program and project management status reports are provided weekly and visible to all levels of Verizon management. This project management application is another Verizon tool used to drive quality control, confirm that Federal agencies benefit from best practices, oversee that methodologies are adhered to, optimal plans are produced, and communication barriers are eliminated and projects are executed with precision. The value of processes and tools can best be measured through a consistent and accurate customer satisfaction measurement process. Please refer to Section 2.4.1.1 Program Management Tools [REDACTED]



Customer Satisfaction Surveys. [REDACTED]

[REDACTED]

2.7.3 REVIEWING WORK IN PROGRESS

Verizon’s goal throughout the EIS contract will be to deliver on-time and in-scope. Deliverables are consistently monitored in the EIS CSO at the program and project

levels. [REDACTED] project management application helps confirm that the EIS ordering agency mission, project, and budget plans stay on track; the tool establishes that secure, online visibility is provided to all levels of executive management. Additionally, Verizon's CSO has consolidated EIS service delivery functions into one organization. The CSO operates from one set of customer-focused objectives with the overarching goal of delivering an exceptional customer experience through superior customer support, next generation services, innovative solutions, leadership, integrity, and continual improvement. Agency projects are led by the Program Manager (PM) for that agency. The PM identifies the requirements and gets the attention of every Verizon team involved in each service order during the service delivery process. Program and project managers supporting EIS TO requirements bring together internal stakeholders during project planning to eliminate gaps and develop the timelines needed to deliver. Every effort is made to confirm that timelines and capabilities of the EIS Service Delivery and Task Order Quality team align with customer schedules and milestones. Verizon's up-front project review helps identify potential risks to the schedule related to high bandwidth services and order throughput, thereby enabling the PM and customer to identify and reduce risk at the earliest point in the project. Once Service Orders (SOs) are in process, the EIS CSO Program and Task Order management team monitors the progress of each individual order. Orders at risk of missing service delivery intervals are escalated and targeted for resolution and tracked to completion.

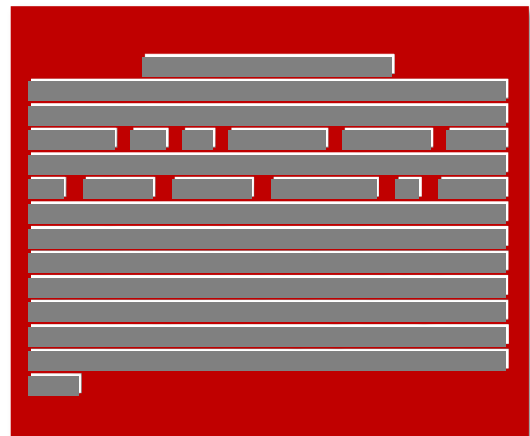
[REDACTED]

[Redacted]

2.7.4 CUSTOMER SUPPORT SERVICES

Knowing where to go for key EIS support is critical to GSA, agency OCOs, and customer end-users. Verizon's EIS Customer Service team, a function within the PCO, provides a number of support services that will help an OCO prepare to use the EIS contract. Verizon will provide training, service ordering, escalation support, SLA management and ongoing follow-up support to EIS customers. Agency support services are also provided through the *Civilian and DOD*

Program and Task Order Management team; they work directly with agency personnel on Task Order Project Plans, and provide escalation support, as well as project reviews. Also at the agency level, the TO management team is the primary interface for service delivery, project planning, scheduling and reporting. For the CSO organizational structure, please refer to 2.8.1.3.1



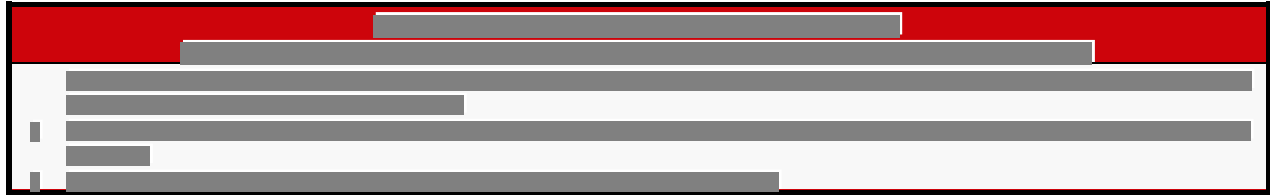
Charts that Show Functional Relationships.

EIS will present new opportunities for additional customer support services, and Verizon is on-board to participate and contribute for the overall benefit of our customers. For details on our comprehensive Customer Support solution, please refer to Section 1.1.4, Business Support Systems and Section 1.1.5 Service Assurance.

2.8 Key Personnel and Organizational Structure [L.30.2.1-7; H.10]

Verizon's EIS CSO has been staffed with the most experienced, engaged, and professional people to implement the most important programs in Verizon Enterprise Solutions (VES). [Redacted]

[Redacted]



2.8.1.2 Substitutions and Additions of Contractor Key Personnel [H.10.2]

Verizon substitutions and/or additions to key personnel under this contract will be submitted for the written approval of the GSA CO. Any substitutions and/or additions will be subject to the terms and conditions of this requirement.

Key Personnel Substitutions During First 180 Days of Contract Performance.

During the first 180 days of contract performance, Verizon will not substitute key personnel positions unless they are due to illness, injury, death, disciplinary action, demotion, bona-fide promotion, termination of employment or other exceptional circumstances unless approved by the GSA CO. If these events occur, Verizon will promptly notify the GSA CO. Once the initial 180-day period has elapsed, proposed substitutions and additions of key personnel will be submitted to the GSA CO in writing 15 days (30 days if security clearance is to be obtained) prior to Verizon's anticipated effective date of the proposed substitutions and additions.

Detailed Explanations for Substitutions and Additions. Verizon will provide a detailed explanation of the circumstances requiring the proposed substitution or addition. A complete resume for each proposed substitute or addition will be provided to the GSA CO along with any additional information requested. Proposed replacements will be better qualified or at least equal to the key personnel being replaced.

2.8.1.3 Organizational Structure [H.10.3]

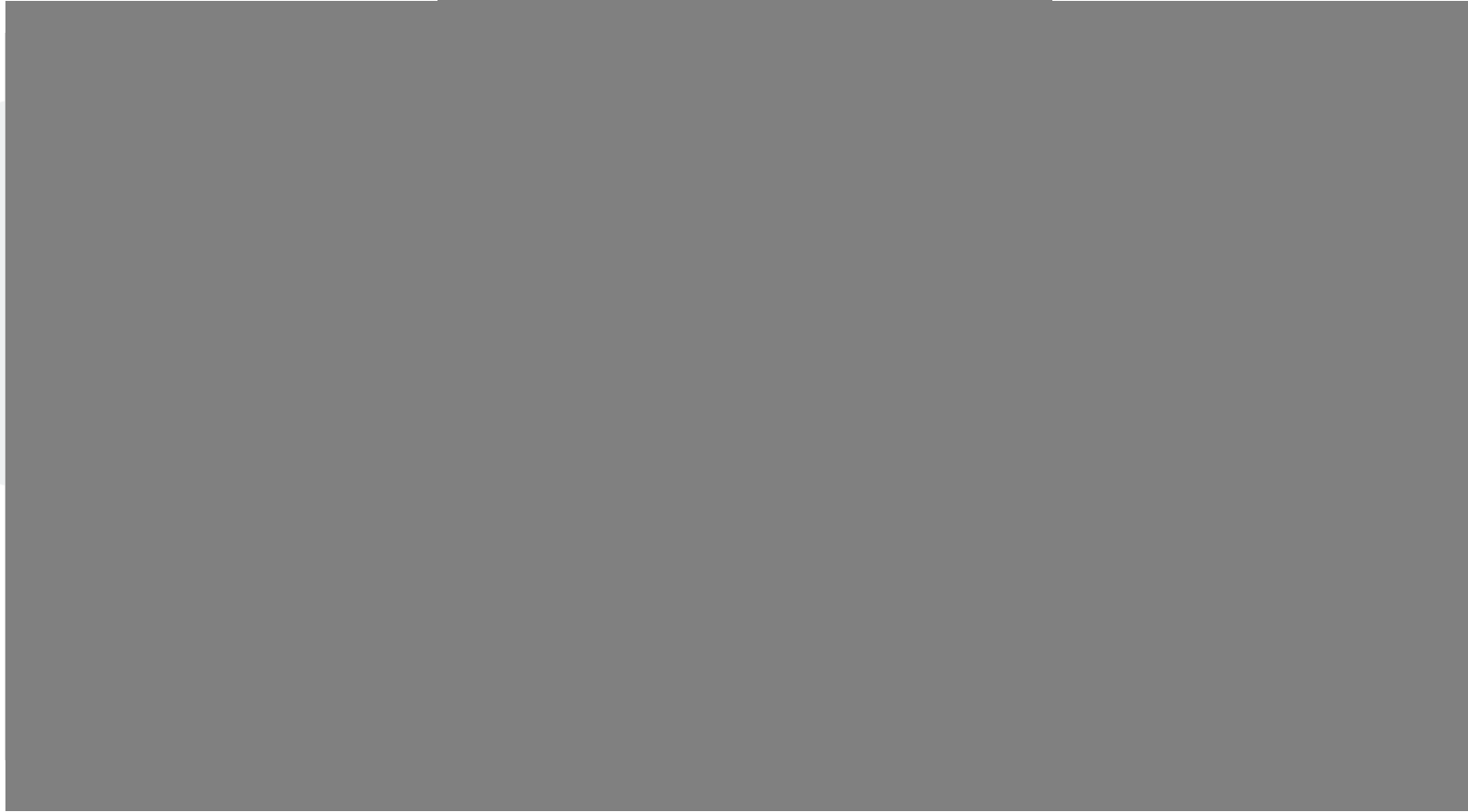
Throughout the life of the EIS contract, Verizon will maintain an updated organizational structure and communicate changes within 30 days of any change. The EIS CSO organizational chart represents the hierarchical relationship of the EIS functions and how they relate to the EIS Program Manager. Of significant benefit to GSA and Federal agencies is the depth of experienced Verizon leaders who comprise all tiers of leadership reporting to the EIS Program Manager. Verizon will bring its Transition,

Networkx CPO, and direct agency support experience to the forefront of EIS program with the goal of delivering on EIS requirements, customer satisfaction and Program Management success.

2.8.1.3.1 Charts that Show Functional Relationships [H.10.3b]

Verizon’s organizational approach to the EIS program benefits the Federal Government by providing a single Program Manager interface for GSA, clear program and project ownership to the agencies, and responsive, responsible escalation channels when additional attention may be needed to support a service requirement. [REDACTED]

Verizon will confirm that resources are available for all EIS solutions—across mandatory and optional services. Verizon’s EIS CSO is a cross-disciplinary structure that identifies resources across divisions within Verizon to verify that human, financial, and equipment (hardware and software) resources are “right-aligned” with solution requirements. [REDACTED]

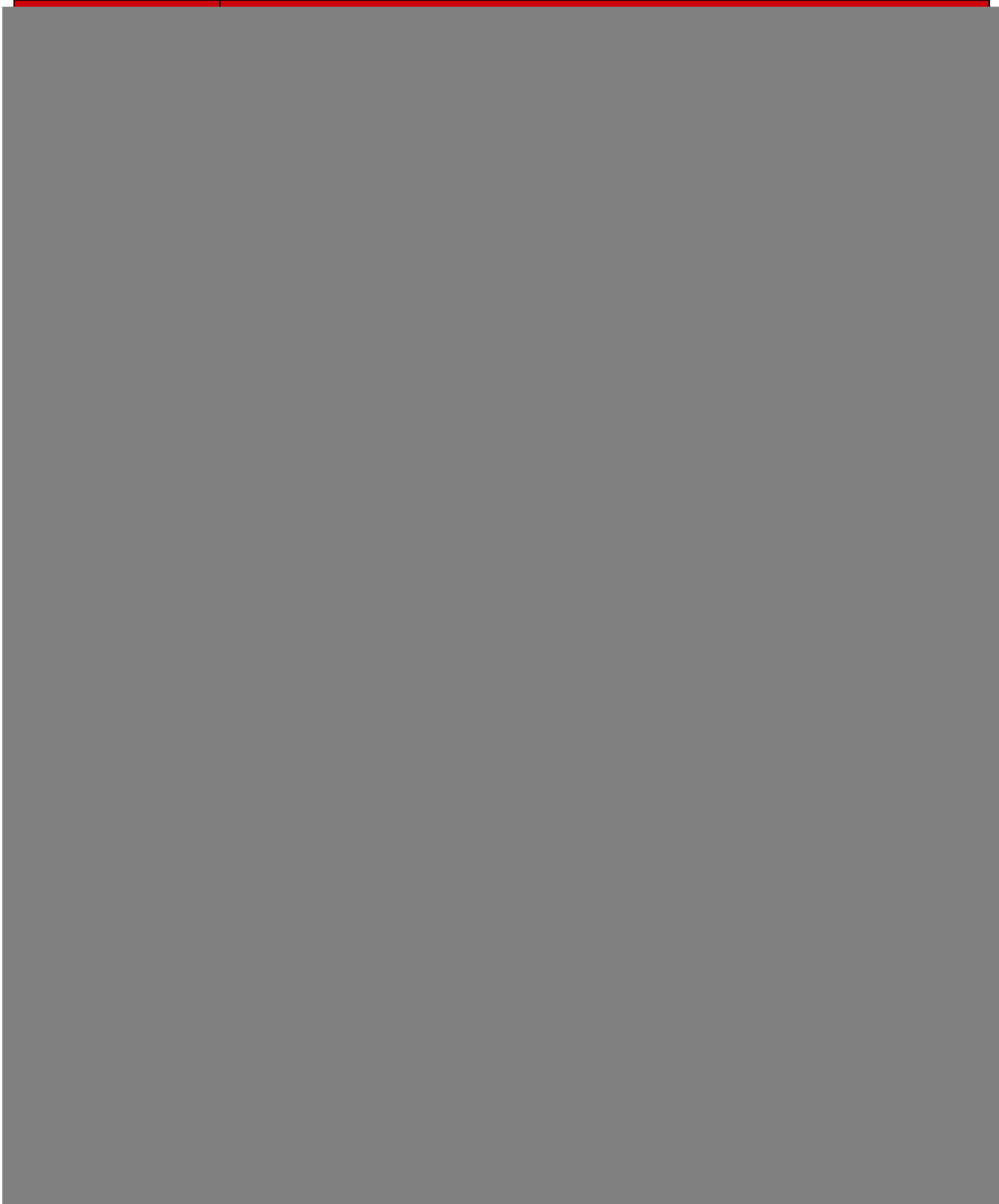




[Redacted]

[Redacted]

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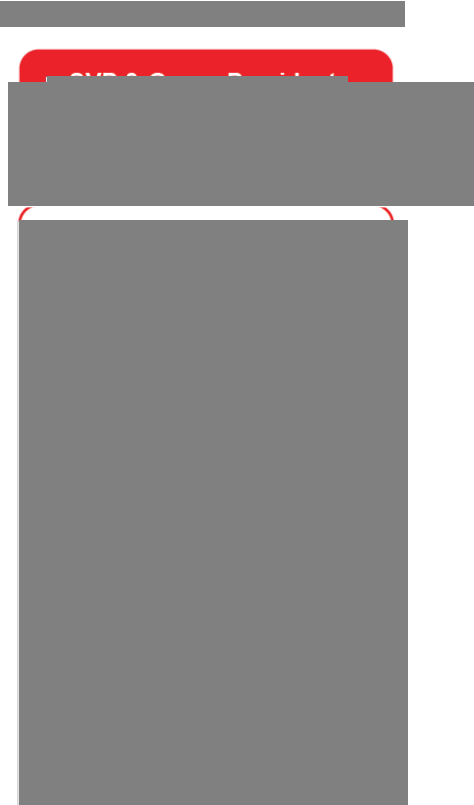




2.8.1.3.2 Relationship of Highest Ranking Individual [H.10.3b]

EIS is the single most important business opportunity within Verizon Enterprise Solutions. To verify its success, Verizon offers a powerful, responsive corporate structure that confirms a) EIS remains a high-profile priority in the overall *corporate structure*, and b) *that any issues that need to be addressed outside of the normal channels of escalation can be remedied at the highest levels.* Verizon's approach offers GSA and EIS customer agencies the capabilities and advantages of a Fortune 100 company, combined with the flexibility and responsiveness of a much smaller organization.

Verizon's EIS CSO PM chairs Governance Board meetings with Verizon's executive management team to receive empowerment and ongoing capability to resolve EIS issues quickly. It will also establish that requisition of necessary personnel and financial resources is accorded priority to sustain exceptional program performance throughout the life of the contract.



[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

[Redacted]	[Redacted]
[Redacted]	[Redacted]

2.8.1.3.3 Org Charts/Plans: Subsidiaries and Subcontractors [H.10.3c]

In the EIS converged communications solutions marketplace, there are no “in-scope” services that any single company can implement on its own; in essence, no one company does everything. In this world, from concept and design to cabling, testing, and turn up, those who can help EIS succeed must have a team of the best resources available. For the past decade, Verizon has been building and improving its team members for the EIS contract through literally hundreds of Networx, WITS, and LSA Task Orders—experience that Verizon will leverage for GSA and its EIS customers. The following explains how the Verizon team draws on a deep bench of companies from large to small, to provide the full spectrum of EIS capabilities whenever—and wherever—they’re needed.

- **IDIQ and Task Order Level: Full-Spectrum Capabilities.** Over the past 10 years, Verizon has refined a team dynamic to provide the full-spectrum of capabilities needed at both the program (IDIQ) and project (Task Order) levels.
- **Rigorous Project Performance Monitoring.** Verizon’s performance monitoring processes are governed by scheduled subcontractor internal reviews to verify that

milestones and deliverable timelines are met. Regular performance reviews identify requirements, issues, or risks that could impede on-time service delivery.

- **Subcontractor and Partner Performance.** Verizon's Teaming Agreements include reciprocal Statements of Work that identify capabilities, hours, and performance measures needed to enable the agency mission. Verizon's CSO manages the overall governance of our subcontractors performance.
- **Vendor Management.** Verizon's Partner Management lead oversees an ecosystem of than 200-plus providers across EIS categories. Verizon identifies and stratifies these providers as large, small, small disadvantaged, service disabled, women-owned, and veteran-owned small businesses, and aligns them in accordance with services capability to meet specific EIS service and solution categories.

2.8.1.3.3.1 A TRUSTED TEAM

Customers trust Verizon with its critical infrastructure because we offer, literally, the full spectrum of capabilities throughout the United States and around the world. As prime contractor, Verizon provides overall program management, confirms quality control over the activities of its team members, and verifies that contractual requirements are met. Verizon accepts full responsibility for its own performance and will be accountable for the contract performance of each team member. Verizon will be the single point of contact for GSA throughout the life of the EIS contract. Verizon will also provide the engineering and management of EIS services and will oversee transition activities. [REDACTED]

[REDACTED]

[REDACTED]



Subcontractors providing EIS services through Verizon have been thoroughly vetted. Verizon's review and approval process includes, but is not limited to, consideration and assessment of a prospective partner's reputation in the marketplace, past performance data; and financial and human resources capabilities. Verizon also evaluates technical competency; pricing competitiveness; and sales support capabilities. Potential partners are also vetted for service quality, history of on-time delivery, market awareness, and product/service knowledge. Verizon's Partner Management team within the CSO oversees this vetting process and is responsible for confirming compliance with Verizon's business rules and adherence to Verizon's Guiding Principles. Other functional groups within the company that are specifically qualified to evaluate certain aspects of supplier performance and capability are also included in this process.

2.8.1.3.3.2 VERIZON SUPPORTS SMALL BUSINESS IN A BIG WAY

Verizon understands the significant roles that small businesses can play in supporting Government agencies and their missions. Verizon has a documented history of developing and growing small businesses as evidenced by our past performance on the WITS 3 and Networx contracts. Verizon works closely with small businesses through

the SBA and DoD Mentor Protégé programs. Our successful program includes a structured framework that aligns the protégé with agencies and account teams to provide a regular cadence of opportunity development review and small business guidance. This commitment means that Verizon stands ready to meet the 37% small business participation requirement for work performed on EIS. Verizon has existing relationships with experienced partner companies to reliably deliver services across the EIS solution spectrum.

[Redacted]

[Redacted]

Vetting Process. A cornerstone of Verizon’s procurement policy is to fully engage the support of small diverse suppliers, including small businesses, small disadvantaged businesses, women-owned small businesses, HUBZone small businesses, service disabled veteran-owned businesses, and veteran-owned small businesses. The process for evaluating, negotiating and awarding potential subcontracting proposals is as follows:

- RFP is issued to potential subcontractor with an interest in teaming with Verizon.
- Verizon Procurement evaluates RFPs.
- Addressing questions from potential subcontractors.
- Drafting RFP scorecards.

[Redacted]

- Preparing and presenting executive briefings, summarizing RFP activities and comparing RFP scoring results.
- Negotiating agreement terms with suppliers, with review and input by Verizon's Law and Public Policy group. All procurement related matters receive legal review.
- The RFP may include a BAFO prior to Verizon's making an award decision.

Results-Oriented Subcontractor and Partner Management Plan. As a leader on the Network contract in complex implementations that required the coordination of dozens of subcontractors on individual projects [REDACTED], Verizon has refined its Subcontractor and Partner Management plan over the years to enable both responsiveness and accountability. The plan includes clear SOWs for Verizon members and details program reporting, liaison, quality assurance, and performance remedy policies. All EIS team members undergo initial training, post-award, to establish expectations and an understanding of contractual requirements—from quality assurance through Supply Chain Risk Management. This methodology verifies that Verizon team members will have clear, universal understanding of performance levels and will maintain professional conduct.

2.8.1.3.4 Contractual, Technical, and Administrative Interfaces [H.10.3d]

Verizon will draw on its years of experience working closely with GSA and its customer agencies to enable a seamless, "one-team" communication approach.

Collaborative Business Processes. Verizon's Small Business Partners are aligned in a teaming approach with the CSO and Service Delivery teams working as an integrated unit to deliver premier customer service to government customers across complex network solution design, managed services, engineering, program management, equipment delivery, security and compliance. Verizon's team, including its partners, helps reduce complexity while driving business results. At the IDIQ level, CSO interfaces with GSA's PMO to drive operational efficiencies across the program, develop policy and review performance. At the TO level, Verizon Project Managers interface with agency Contracting Officers and IT leads; sales leaders, project managers and Transition Program Office are supported by our vast subcontractor ecosystem.

Communication is Key. Verizon enables communications at key points of contact at the Contract, Technical and Administrative level. The goals include managing expectations, ensuring consistent communication with internal and external project stakeholders, and providing relevant, accurate and consistent information at times via ebonding, email, direct phone contact, and face-to-face meetings.

Data Collection and Delivery. Verizon is the central point of collection of data from its team members, which is then reviewed for accuracy and provided to the Government via deliverables and the [REDACTED] portal.

[REDACTED]



On-time communications and network services are supported through professional services engagements where Verizon's Program Management teams work with our teaming partners on a daily and weekly basis to confirm customer deliverables are met on time.

2.8.1.3.5 Escalation Procedures [H.10.3e]

Verizon's Government Program Management organization is structured and employees are empowered to solve problems at the lowest possible level. Therefore, escalations to solve problems should be rare. In cases where escalation is necessary, business functions supporting EIS are present in one organization. This approach was not put in place to respond to the EIS RFP, but has evolved as Verizon's operating strategy in support of Networx and WITS 3 for several years. The majority of issues will be

escalated, addressed, and resolved within the context of the CSO. In instances where critical issues must advance beyond the EIS CSO, [REDACTED] will be engaged.

Building on a History of Success. Verizon’s CSO is an organization built from the successful approaches established under Networx and WITS. In this sense, our CSO has drawn on lessons learned over the experience of these two contracts, and hundreds of task order implementations. We have also integrated within this organization components of implementation, including Security & Operations Continuity, BSS Development and Maintenance, Program Compliance Office, Program and Task Order Management, Transition Management, Customer Solutions, and Sales and Marketing. Verizon’s integrated approach—*from notice to proceed to close-out*—will lower risk, increase reliability, and confirm that the mission is accomplished. [REDACTED]

[REDACTED]

[REDACTED]

Fast Track. Although scenarios can vary, a typical low-risk escalation process [REDACTED] will move up the chain of command through resolution. If the matter is medium- or high-risk, it can be escalated through a “fast-track” process whereby the issue is escalated immediately up through the chain of command for resolution. Examples of potential fast-track issues include high-priority circuit or network disruptions or outages and scheduling conflicts that could prevent mission-critical service.



Verizon will draw on its successful risk mitigation throughout the life of the Network and WITS 3 contracts to verify EIS service success. The Deputy PM/Risk Mitigation lead will identify and mitigate risks associated with the EIS contract through an ongoing process of applying legacy contract experience, repeatable processes, sound program management, and open communications to all aspects of the contract through a partnership of trust between Verizon, GSA, and the agencies. Effective mitigation of program and project level risks is important to the successful transition of all agencies and services from the legacy contracts that will move to EIS services and solutions. Managing risk is an ongoing focus that Verizon will apply every day on the EIS contract by continually monitoring for risks via the Fair Opportunity and Task Order delivery processes. These processes will directly impact detailed transition schedules and the risk associated with time lines. Verizon will emphasize collaboration across the program teams through formal risk assessment activities and ongoing project discussions to identify and manage common risks and resolve the root causes of failure.

2.9 Risk Management [L.30.2.1-8]

In accordance with requirements outlined in Section L.30.2.1-8, Verizon has continued to improve its Risk Management approach throughout its experience on the Network

and WITS 3 contracts. [REDACTED]

[REDACTED]

[REDACTED]

2.9.1 PROGRAM MONITORING AND TRACKING

[REDACTED]

[REDACTED]

2.9.2 COMMUNICATION

Verizon will reduce transition risk through a strategy that provides GSA, agencies, and team members with a repeatable, consistent approach for managing program-wide communications that deliver the right messages to the right people at the right time. EIS communications will include performance reporting and training schedules. Status information regarding cost, issues/risks, and quality will be continually communicated from Verizon transition teams to the agency transition project leads. Program and project status for every agency transition will be communicated to Verizon's executive EIS leadership through [REDACTED], Verizon's operational management system.

2.9.3 TASK ORDER REQUIREMENTS DEVELOPMENT & MANAGEMENT

The EIS Task Order procurement model will require a process that defines how agency stakeholder and key user needs are translated into requirements and approved. This process includes identifying stakeholders and key users, gathering and writing requirements, analyzing technical requirements, and obtaining consensus/approval. Verizon will work with each agency to establish effective, in-scope budget solutions and agreed-to technical solution deliverables that will be documented in a TOPP.

2.9.4 PROCUREMENT MANAGEMENT

Verizon will follow the Supply Chain Risk Management processes that have been documented in *Section 5 Supply Chain Risk Management Plan*.

2.9.5 QUARTERLY PROGRAM STATUS REPORT

Verizon's Quarterly Program Status Reports will help confirm that the EIS program is on-track, and meeting—or exceeding—established goals and milestones. Verizon understands the importance of regular cadence in program reporting. The data provided will enable GSA to track progress on Verizon's program management activities and the delivery of key program components against established SLAs. The Quarterly Program Status Report process and delivery will be managed out of Verizon's PCO.

2.10 BSS Information Systems [G.9.4-8]

Verizon's best in class BSS solution will support the EIS contract. The system includes a user-friendly web interface that supports Ordering, Ticketing, Inventory, and Billing functions [REDACTED]

[REDACTED] The Web Interface will be Section 508 compliant, as documented in Verizon's Voluntary Product Accessibility Templates. Government users will have Role-Based Access Control to capabilities within the web interface based on commercial definitions of user authorizations. Verizon will have comprehensive entitlements for each application to verify users access only data to which they have been authorized by the OCO. The data will be stored and transmitted in accordance with NIST SP 800-53 Revision 4 security controls. Please refer to section 1.1.4 Business Support Systems for details.

2.11 Assumptions and Conditions

Successful contract management requires both Verizon and the Government to work together cooperatively and collaboratively. To that end, Verizon's ability to successfully manage the EIS contract is based on certain government dependencies and assumptions, including, but not limited to:

- Compliance with the requirements of Sections J.2.10.2.3 through J.2. 10.2.3.8 will depend on complete, accurate, updated data provided by the OCO.
- Pursuant to RFP Section G.2.2.2 (2), GSA will "Delegate procurement authority to agencies to authorize OCOs to place TOs." Over the life of the EIS contract, the Government is likely to experience OCO personnel changes. In the event of an OCO

personnel change Verizon assumes that notification will be provided in a timely manner and that updating the TO Officials per Section J.2.3.2.2 will not be Verizon's responsibility until the notification is provided.