

The Verizon Business logo, featuring a red checkmark above the word "verizon" in a bold, lowercase sans-serif font, followed by "business" in a smaller, lowercase sans-serif font.

Washington Interagency Telecommunications System WITS 3

Volume 2 - Management



August 24, 2007

Solicitation No: WTOC6RCN0001

Still the **Mission Critical** Choice for the NCR

[REDACTED]

[REDACTED]

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[REDACTED]

Verizon Business Network Services Inc., on behalf of MCI Communication Services Inc., d/b/a Verizon Business Services, and, for local regulated services, on behalf of Verizon DC Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon West Virginia Inc., Verizon South Inc. and Verizon Pennsylvania Inc. (hereinafter collectively Verizon) hereby submit this proposal.

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Revision Matrix

Revision – CR/DN	Section	Page
BMCRE003	Section 3.1.1.2.3	Page 3-15
BMDIE001	Appendix 13, Section 6.4.5	Page A13-A26
BMDNE001	Section 3.1.1.2.1	Page 3-7
BMDNE002	Section 3.1.3.1.1	Page 3-26
BMDNE003	Appendix 3, Subcontracting Plan	Page A3-2
Revise Contact Information	Section 3.2.2, Table 3.2.2-1	Page 3.2-15
Remove and Add [REDACTED] Resume	Appendix 12, Key Personnel Resumes	Page A12-2
Revise Key Personnel Table	Executive Summary	Page ES-6

1.0 EXECUTIVE SUMMARY (L.30.2.1)

1.1 Overview

WITS 3 continues GSA’s role as leader and innovator in the delivery of mission-critical network infrastructure services to the Federal Government in the National Capital Region (NCR). As GSA’s only full-service WITS2001 provider, Verizon currently delivers a comprehensive suite of **Mission Critical Network Infrastructure** services throughout the NCR and beyond. Our successful partnership with GSA over the past [REDACTED] has resulted in a dynamic evolution of cost-effective, leading edge technology solutions that address diverse agency needs.

As demonstrated by our long-time continuous service to GSA and its customers, Verizon uniquely understands the crucial need for service continuity to ensure agencies are able to fulfill their ongoing missions. **Choosing Verizon as GSA’s partner for WITS 3 means ensuring the Federal Government’s core mission critical network infrastructure services will continue on uninterrupted.** For nearly two decades,

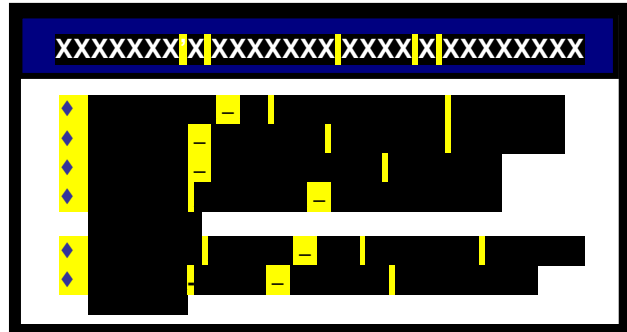
[REDACTED]

Verizon remains committed to delivering “**360° of Service**” for GSA and all Federal agencies with operations throughout the NCR. **This 360° commitment means Verizon will continue to deliver full service continuity, coverage and solutions throughout the NCR.** It means that Verizon will not selectively serve only a few large customers within the NCR, but will provide WITS 3



Service Continuity – Given the mission-critical nature of telecommunications services and the fact that a vast majority of Federal agencies in the NCR use WITS2001 to procure them, Verizon understands that Service Continuity is GSA’s primary objective for WITS 3.

Competition – To ensure the best mix of competitive capabilities, Verizon has built a WITS 3 Team with unmatched experience in full life-cycle management of network infrastructure services.



Verizon believes, given the critical nature of the NCR to the Federal government, that competitors – whether they are a long-time WITS incumbent or a new entrant – should deliver uninterrupted service continuity, fully compliant support systems, and fully redundant network services to ensure Federal business continuity. This Verizon WITS 3 Team will deliver.

Full Service Solutions – Verizon’s fully integrated WITS 3 solutions include voice, data and video network services, equipment, installation, maintenance and professional services. As technology needs evolve, Verizon continues to invest in the underlying network infrastructure necessary to support and secure Federal Government communications. Verizon will also deliver comprehensive WITS 3 solutions to address agencies’ convergence, continuity of operations, and other mission critical needs.

Alternative Sources – In addition to the teaming partners named above, Verizon’s WITS 3 Team includes [redacted] equipment manufacturers and professional services companies. To meet ongoing, agency-specific needs, Verizon will continue to provide WITS2001 customers

contractor, will migrate customers to Networx based on individual agency needs and timeframes.

Small Business Opportunities – Under WITS2001, Verizon has [REDACTED] “ [REDACTED] % of all subcontracted labor to small business” goal. For WITS 3, we have assembled a proven team of small businesses and two key small business partners ([REDACTED]) that have extensive experience serving GSA and DoD.

1.3 Technical Approach

Verizon will provide WITS 3 technical solutions for all Mandatory Voice and Optional Data Services, Customer Premises Equipment and Technical Support requested by GSA and more.	
Verizon’s WITS 3 Voice Services	Verizon’s WITS 3 Data Services
<ul style="list-style-type: none"> ◆ Centrex Analog & ISDN BRI ◆ Analog Trunking, Digital Hand-off & ISDN PRI for TDM PBXs ◆ IP Trunking for IP PBXs ◆ Hosted IP Centrex (HIPC) ◆ Fully-managed VoIP solutions based on agency-specific requirements 	<ul style="list-style-type: none"> ◆ Circuit Switched Data Service (CSDS) ◆ Dedicated Transmission Service (DTS) including SONET & DWDM ◆ Audio & Video Teleconferencing Service (TS) ◆ Frame Relay Service (FRS) ◆ Asynchronous Transfer Mode (ATM) ◆ Internet Access Service (IAS) including Digital Subscriber Line (DSL) ◆ Gigabit Ethernet Service (GES) ◆ Dark Fiber Service (DFS)

Verizon offers a complete range of WITS 3 traditional TDM to IP-based voice services. Verizon will also provide all WITS 3 “optional” data services requested by GSA *throughout* the NCR. It is our experience that customers require uniform, “universal service” coverage to serve multiple locations that vary in size and scope of operations. For example, many Federal agencies rely on advanced data services – like IP, ATM, Frame Relay, Ethernet, SONET and DWDM – to connect multiple sites together in a Metropolitan Area Network (MAN). A comprehensive network services provider like Verizon is required to ensure these types of data networks will reach all NCR customer locations. With Verizon there is no “digital divide” that leaves smaller and more remote sites isolated from larger government sites.

Additional Services – Verizon is proposing [REDACTED] services to ensure continuity of service. As a direct result of Verizon’s acquisition of industry leader MCI, several new WITS 3 solutions (in addition to new IP solutions being proposed under voice services) are also being proposed.

Customer Premises Equipment (CPE) – Verizon offers multiple CPE solutions for WITS 3. Verizon is a [REDACTED] voice, data and video equipment manufacturers (e.g., [REDACTED], [REDACTED]). Verizon’s strategic partnerships and buying power ensure customers receive cost effective solutions compatible with their agency’s enterprise architecture.

Technical Support – Verizon has assembled an impressive team of both small and large business partners to provide technical support under WITS 3. Verizon will continue to offer all professional services included in the RFP, along with new job titles in the Security field.

Communities of Interest/COOP – To ensure federally-mandated Continuity of Operations Planning (COOP) requirements and the primary WITS 3 objective of Service Continuity are met, Verizon will continue to serve [REDACTED] the NCR.

1.4 Management and Operations Approach

Key Personnel – Verizon’s WITS 3 Key Personnel are [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



Customer Service Center – A dedicated 24x7 WITS 3 Verizon Customer Service Center (VCSC) will serve as the Single Point of Contact (SPOC) for all WITS 3 service ordering and billing support, as well as trouble reporting and maintenance functions.

Business Development – From a WITS 3 Sales perspective, Verizon will continue to foster a close working partnership with GSA’s Customer Relationship Management Center (CRMC).

Business and Operating Support Systems – Verizon’s existing Service@once and Bill@once support systems were [redacted] to meet the ordering, billing, trouble reporting, and other interface requirements of GSA and its WITS2001 customers. [redacted]

[redacted]

Transition – Verizon has unparalleled experience transitioning mission-critical telecommunications services in the NCR. We have dedicated two long-time WITS operations and systems experts to the WITS 3 Transition. [redacted] will serve as overall WITS 3

[redacted] will provide support as WITS 3 Systems Transition Manager. [redacted]

[redacted]

Verizon's fully compliant Service@once and Bill@once support systems are already in place and will be ready to transition customers and services to WITS 3 on "Day One."

1.5 Summary

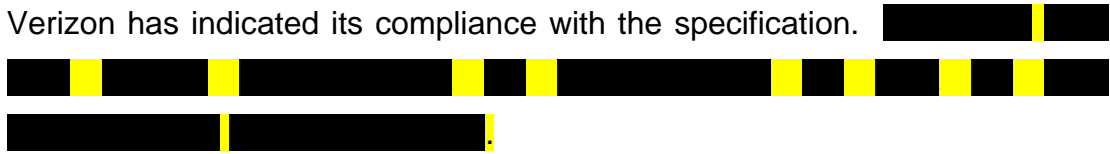
Verizon looks forward to continuing our mutually successful partnership with GSA as a WITS 3 NCR full services provider to the Federal Government.

- Verizon is the unmatched leader for mission-critical network infrastructure in the National Capital Region (NCR) and beyond.
- Verizon delivers 360° of service, coverage and integrated end-to-end solutions *throughout* the NCR.
- Verizon delivers a "Day One" No Risk Transition.

The Nation depends on your performance; you can continue to depend on ours.

2.0 MANAGEMENT CROSS REFERENCE TABLE

Verizon has responded to the conformance and compliance checklists as specified in Section 15 of the WITS Hosting Center (WHC) User Instructions. For each record in the Management Requirements Checklists, Verizon has indicated its compliance with the specification.

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3.0 Management Response (L.30.2.3)

The nexus of delivering 360° of service – total service coverage and continuity throughout the National Capital Region (NCR) and comprehensive integrated end-to-end solutions to all WITS 3 customers – begins with providing outstanding customer service just as Verizon has provided GSA for nearly two decades. Verizon will staff the Verizon Customer Service Center (VCSC) with highly trained employees familiar with the products and services offered under WITS 3 and will provide industry leading Support Systems to use in delivering outstanding customer service to the Federal Government. This section presents key areas of Verizon’s Management Approach to meeting the requirements of WITS 3: Support Systems, Program Management, Transition Management, and Subcontractor Management.

The Verizon Program Management Office (PMO) is staffed with key personnel who have experience and are currently performing under the existing WITS2001 contract. These employees have developed trusted relationships with WITS2001 customers, which have resulted in high customer satisfaction. The Program Manager directs the PMO and is responsible for the complete management of Verizon’s WITS 3 operational support. As an integral part of the Verizon PMO, the VCSC will be the primary single point of contact for the Federal Agencies using the WITS 3 Contract.

Verizon uses the Service@once and Bill@once systems to support the PMO. These systems were custom-built for the Government to meet the

ordering, billing, trouble reporting, and other interface requirements of GSA and its WITS2001 expanding customer base. These robust support

Verizon engages its customers and values their opinions: Service@once, Bill@once, and Web site are continuously improved based on customer feedback.

systems have been regularly enhanced [REDACTED] with continual Government advice and input. For WITS 3, additional investment in improvements will provide more user functionality. Because WITS2001 customers are already trained and adept at using Verizon's Service@once and Bill@once systems, "Day One" transition to WITS 3 will be a seamless, no risk continuation of service.

Verizon's WITS 3 program management organization is designed to perform three main functions: program management, customer service, and business development. Performance of WITS 3 requirements will be conducted by a matrix organization staffed with cross-functional expertise from Verizon's customer service, project management, engineering, security, and sales organizations to keep WITS 3 consistently on course and moving forward with comprehensive service coverage. Specific Project and Program Managers will be assigned the task of providing a "Day One" No Risk Transition to WITS 3. These individuals will work with agencies as they manage convergence to newer technology such as IP-Based services (premises and network based IP VPN, IP telephony, and video transport), converged IP services, and network and CPE-based Voice over IP (VoIP). Verizon is committed to providing the resources and solutions that will enable an agency to manage and plan, at their own pace, their future technology directions. The PMO will manage the many subcontractors used on the WITS 3 Program.

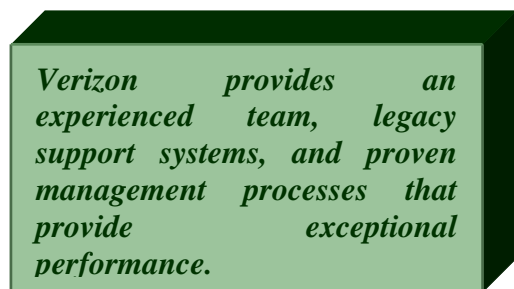
Verizon Customer Service Center (VCSC)

WITS 3 customer service operations are conducted through a dedicated Customer Service Center staffed with experienced personnel, [REDACTED] [REDACTED] with WITS2001. The WITS 3 VCSC is the primary point of contact for end-users to administer telecommunication support services to agencies.

Customers place calls to the VCSC using a toll-free number (1-800-381-3444) and are directed to the proper desk by an Automated Call Distribution (ACD) system. This familiar approach provides a frictionless transition to WITS 3, with all the support and capabilities that over [REDACTED] customers have come to expect and depend on.

The Service@once and Bill@once Solution

The Service@once and Bill@once solution, developed specifically for large and dynamic Government telecommunications programs, provides complete ordering, inventory, reporting, billing, and trouble reporting capabilities in one integrated solution. In developing Service@once, Verizon

A green callout box with a dark green border and a 3D effect. It contains italicized text describing Verizon's strengths.

Verizon provides an experienced team, legacy support systems, and proven management processes that provide exceptional performance.

incorporated the strengths of the traditional support systems, as well as the understanding and knowledge of more than 100 years of telecommunications experience. Rather than trying to retro-fit corporate systems

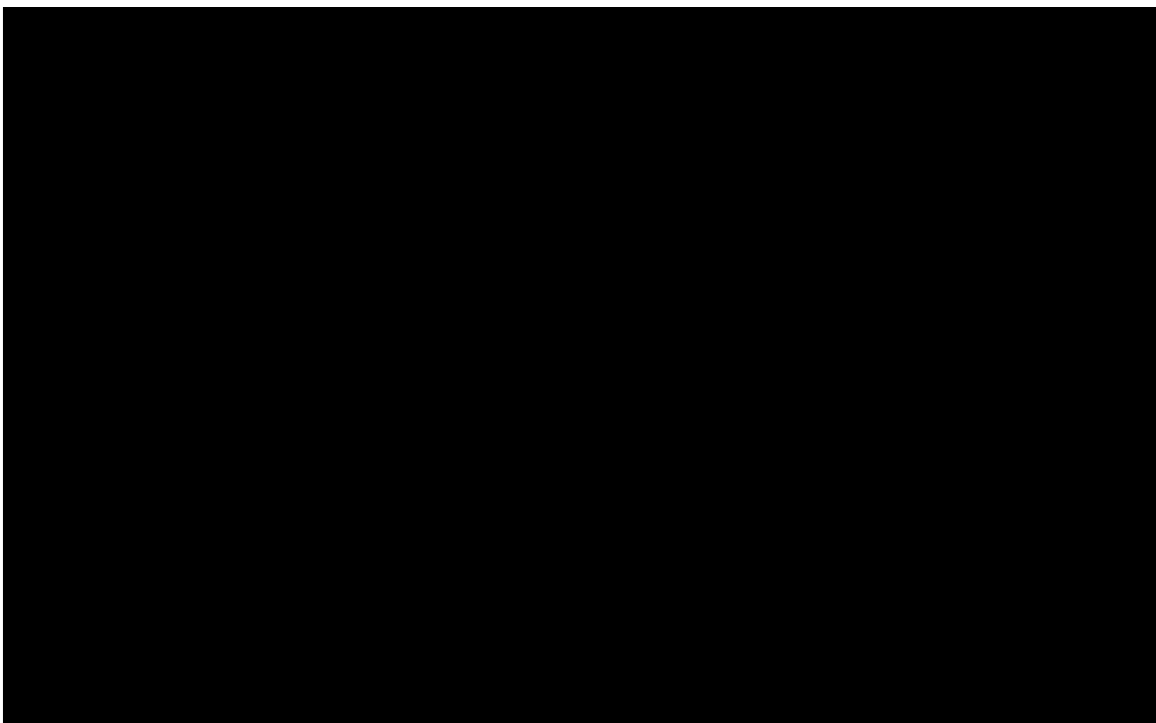
or insert a significant number of manual processes to meet many of the ordering and billing requirements, Verizon invested in creating a best-in-class solution. Service@once is the most comprehensive telecommunications management system available. It incorporates the rules that govern the switches which, in turn, enable end users to directly place service orders affecting the configuration of a telephone line in real-time without human intervention. This means the utmost in efficient and error-free service provisioning.

Bill@once is a Verizon billing system developed specifically for GSA's WITS2001 telecommunications program. Bill@once interfaces with Service@once to formulate billing information; pulls work completion and

3.1 Support Systems (L.30.2.3.1, C.3, G.2)

This section describes the support systems that Verizon is proposing to manage the delivery and ongoing operation of WITS 3 services. The key to providing 360° of outstanding customer service and meeting service delivery intervals is the capability for processing service orders with the proper information, minimal manual intervention, automated functions, and integrated support systems and having skilled personnel to support the entire process, as shown in Figure 3.1-1.

Figure 3.1-1: WITS 3 Support Elements → Redact Graphic



The VCSC is a 24x7 operations center that can be reached via a toll free number (1-800-381-3444). In addition to the toll free number, the VCSC and the agency users will be supported by the Verizon WITS 3 Web site (www.verizonwits3.com). The Web site will enable authorized users to 1

obtain price quotes, place service orders, and track and change service orders using information from the Client's Guide, found in Appendix 4. Access from the WITS 3 Web site to the management and billing systems will be restricted to authorized Government users. The required level of support will include home page development, design, maintenance, and regular updates of WITS 3 services, products, and pricing.

Customer service functions include accepting, responding to, and/or providing status on:

- Service inquiries and service orders
- User trouble reports and complaints
- Billing inquiries and providing billing status
- Training scheduling and registration
- Technical and operational support
- General inquiries
- Information on available products and services.

Verizon's Business Support & Operations Support Systems

Effective support systems are the foundation of a successful program implementation and premier customer service. Verizon has a long and proven history of providing an integrated Operational Support Systems (OSS) solution to the Government to manage their telecommunications needs.

- Proven, Tested, Integrated, Efficient & Effective
- WITS Customers are already trained
- Interfaces and processes already exist with GSA

With the original WITS contract awarded in 1989, Verizon recognized that in order to exceed GSA's expectations, it needed to develop an OSS solution in-house, as opposed to attempting to purchase a third party vendor application. As a result, Verizon has provided GSA and its customers the most advanced management system available. The Service@once and Bill@once solution

[Redacted]

Verizon's automated and integrated systems significantly streamline the ordering process, and reduce the overall customer workload with improved service ordering accuracy, databases for all services, and expanded notification capabilities.

Service@once provides [Redacted]

Service@once and the Bill@once [Redacted]

Service@once provides the WITS 3 customer a proven, effective, user-friendly application. During [Redacted]

[Redacted]

[Redacted]

[Redacted]. For all service orders, including data, CPE, and professional services, [Redacted]

for the WITS 3 DARs. For WITS 3, Verizon will continue to provide system enhancements that will make telecommunications management more streamlined and effective. Some of these enhancements [REDACTED]

[REDACTED]

The WITS 3 service ordering process will support all of the required functions: provide service price quotes; initiate service orders; track service orders; change service orders; accept service orders; and disconnect service orders. The ordering capabilities provided by Service@once are the cornerstone of Verizon's ability to provide 360° of service to the WITS 3 community.

3.1.1.1 Provide Price Quotes (C.3.2.1)

GSA and its agencies will have the capability to obtain real-time price quotes for services and features by using either the Verizon WITS 3 price quote application (WITS 3 Pricer) or the Verizon Service@once system, both of which will be accessible from the Verizon WITS 3 Web site (www.verizonwits3.com). Access from the WITS 3 Web site to the WITS 3 Pricer, management and billing systems will be restricted to authorized Government users.

3.1.1.2 Initiate Service Orders (C.3.2.2)

Government DARs will have the ability to submit service orders using the WITS 3 Web site via Service@once, electronic mail, or facsimile. For DARs wishing to submit orders via e-mail or facsimile, a WITS 3 order form will be available for download from the Verizon WITS 3 Web site. However, if history is any indicator, the majority of orders will be placed directly into

Service@once by the DARs, thereby providing them more control, and a streamlined, efficient, effective, and automated means of placing service orders.

3.1.1.2.1 Service Order Format (C.3.2.2.1)

Verizon will use the Service@once application as the service order system for the WITS 3 contract. Table 3.1.1.2.1-1 describes the service order form and cross-references the Government data requirement with the Service@once field name equivalent in Figures 3.1.1.2.1-1a, 1b, 1c, and 1d.

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Table 3.1.1.2.2-1: Service Order Completion Breakdown over Life of WITS2001

XXXXXXXX	XXXXXXXX XXXXX XXXXXXXXXXXX XXXXX	XXXXXXXXXXXX XXXXXXXXXXXX	XXXXXXXX
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Verizon will implement service order requests using the service availability intervals in Table 3.1.1.2.2-2, measured from the time service order receipt is acknowledged to the time the order is accepted:

Service Intervals

Routine: Routine time intervals required for completion after receipt of an order vary depending on size and type of service order.

Expedite: To expedite an order for a fee, contact the VCSC at 1-800-381-3444 or check the appropriate box on the service order form; negotiation with the VCSC may be necessary.

Emergency: In emergency situations, it will be necessary to negotiate service intervals with the WITS 3 VCSC.

Table 3.1.1.2.2-2: Service Intervals by Access Type

XXXX X XXXXXXXX XXXXXXXXXX XX XXXXXX XXXX			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

xxxx x xxxxxxxx xxxxxxxxxx x x xxxxxx xxxx			
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Verizon will support the Government in responding to emergencies [as determined by the Government Agency Contracting Officer (ACO)]. The costs and service intervals will be negotiated on an individual case basis.

Service orders requesting expedited service implementation will take priority for completion over routine service orders previously submitted by the requesting customer and will not be placed ahead of the orders of any other customer unless otherwise directed by the GSA ACO. Expedited service requests may be charged an additional fee.

3.1.1.2.3 Moves/Adds/Changes and Service Visits (C.3.3.2)

GSA and agency DARs will be able to submit electronic online requests to perform moves, adds, and changes of lines, trunks, services, features and CPE through the WITS 3 Service@once ordering process. Service Intervals for adds, moves, and changes are shown in Table 3.1.1.2.3-1. If the changes involve the relocation of facilities, the request may be made through an administrative change order. Service@once provides high levels of direct user order entry and automation for an effective, efficient, and low risk solution to the Government.

Verizon understands the importance of this capability to the WITS 3 users. Under the current WITS2001 contract, Verizon incorporated additional enhancements to this capability to enable [REDACTED]

[REDACTED] “ [REDACTED] ” [REDACTED].

In 2006 alone, GSA and agency DARs [REDACTED]

[REDACTED] “ [REDACTED] ” [REDACTED].

This is truly a cost effective and efficient method of operation for the Government.

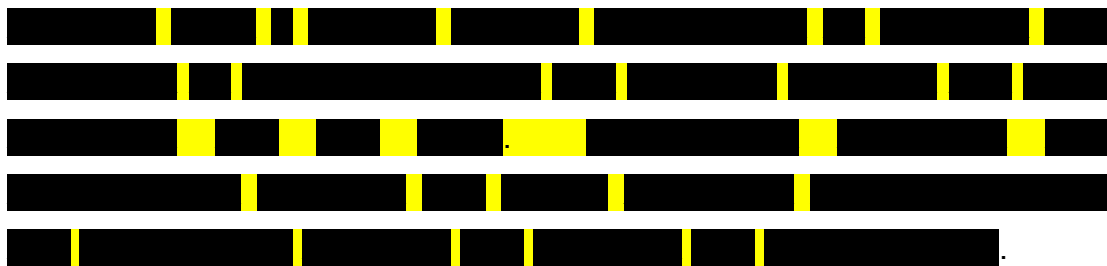
Verizon Business will make billable service visits only in response to a customer request. That is, such service visits will extend beyond the Verizon-provided operations support as part of the basic service. The scope of a service visit will include, but not be limited to, implementing incidental equipment such as telephones, workstations, and other CPE; integrating the customer’s legacy equipment and systems with the WITS 3 network; and providing technical support services to assist the customer with service ordering, adds/moves/changes, billing verification, number/address administration, inventory management, security management, or other operations support requirements. Verizon Business will provide technical support services on an hourly, monthly, and annual basis. The personnel categories supported will include, but not be limited to, those outlined in the Technical Volume, Section 3.6 Verizon’s WITS 3 Technical Support Services (L.30.1.3.2).

3.1.1.3 Track Service Orders (C.3.2.3)

WITS 3 users who input their orders directly into Service@once will be notified immediately, via an electronic message when they authorize a service order, that their order has been successfully placed. This new capability will provide the user with a more streamlined, automated process.

GSA and agency DARs will be able to track service orders directly through the Service@once system. DARs will have the capability to access their order and track its status from the point the order is entered into Service@once through the contract expiration date. They can access service orders directly through Service@once or request one of several standard service order reports.

For WITS 3 users who place their orders through the VCSC,



3.1.1.4 Change Service Orders (C.3.2.4)

Verizon understands the Government has the right to cancel, modify, or change the due date or other parameters of a service order at any time prior to acceptance of the service order. Acceptance in the service order process is the authorization point within Service@once when Government funds are obligated to the service request. Prior to Acceptance/Authorization, DARs can make changes to service orders within Service@once. To facilitate the management of Government funds Verizon has incorporated edits within Service@once to restrict the inclusion of additional funds to the service order following Authorization.

After Acceptance/Authorization, a DAR will need to provide a written change order request to cancel/modify/change a service order. The date of the service order change will be the date the DAR provides written notice of the change order request to Verizon.

3.1.1.5 Accept Service Orders (C.3.2.5)

On a Service@once order, each work request (e.g., lines, CPE, Labor) is an individual “item” within a service order. The Service@once service order architecture allows individual work requests to be completed, thereby enabling the partial completion of a service order. Each item can be completed, closed, and billed independently of any other item. In the event a service order is partially closed, an order completion notice will be sent for each item that was completed. If the entire service order is completed at the same time, an order completion notice will be sent for the entire service order.

The order completion notice can be retrieved by the agency DAR by running a service order report within Service@once. A new capability will be added to the system to allow the DAR to receive an automatically generated order completion notice by e-mail. The order completion notice will include the effective service date, the SDP, Location Code, associated telephone numbers or circuit numbers, and Billing Account Code.

3.1.1.6 Disconnect Service Orders (C.3.2.6)

Verizon will enable the GSA and agency DARs to submit orders for service disconnection directly into the Service@once application. Orders for service disconnection will be processed by Service@once at 6:00PM Eastern Time (ET) on the due date of the service order, unless otherwise coordinated with the customer. As the disconnection of voice service is an automated process, this will make certain that all necessary processing will be completed by 11:59PM ET of the due date. For billing purposes, service termination will occur no later than 11:59PM ET on the service disconnect date required by GSA or agency DAR.

3.1.2 Operational Support Systems (OSS) (C.3.3; C.7.3)

Verizon's experience in e-commerce with the Government is unmatched. [REDACTED], Verizon has provided GSA and its agencies electronic access to the Verizon ordering system, beginning with BAOSC and currently with Service@once. The systems used to serve the Federal Government were designed specifically to meet their unique requirements. In developing Service@once, Verizon incorporated the strengths of the traditional support systems, as well as the understanding and knowledge of more than 100 years of telecommunications experience. Rather than trying to retro-fit corporate systems or insert a significant number of manual processes to meet many of the ordering and billing requirements, Verizon invested in creating a best-in-class solution that provides Government users access to order, track, inventory, and maintain products and services ordered through Verizon. This investment will grow as Verizon continues to build robust ordering, billing, and security capabilities in its systems solution, including Service@once, Bill@once, and the Verizon WITS 3 Web site. Service@once is the most comprehensive telecommunications management system available. It incorporates the rules that govern the switches which, in turn, enable end users to directly place service orders that configure a telephone line in real time without human intervention. This produces the utmost in efficient and error-free service provisioning.

Verizon's experience in implementing and administering the current WITS2001 contract provides the competence and technical understanding of the WITS 3 support systems. Verizon has the personnel in place to capably operate and maintain these systems. Therefore, the transition time required to adequately train the WITS 3 staff is minimal.

For WITS 3, Verizon will continue to improve [REDACTED @ [REDACTED],
[REDACTED]

[REDACTED]

Service@once supports the following telecommunications functions: number administration; moves, adds, and changes; service visits; operation, administration, and maintenance of CPE; inventory management; and security services. In addition, it provides fully automated provisioning of Centrex analog and ISDN services, billing account code administration, trouble management, facility assignment (inside and outside), switch load balancing, and line management. Service@once provides the required information for billing as well as that required by the Local Exchange Carrier (LEC) for Enhanced 911 service and toll restriction, and it maintains all CLIN information that is used in the ordering process to develop price quotes.

3.1.2.1 Number Administration Database (C.3.3.1)

Verizon has extensive knowledge and experience with telephone number administration. Using the Service@once application, Verizon will manage an online inventory of the WITS 3 telephone numbers and update it in near real time as changes occur. Verizon's WITS 3 Service@once database administrator will make certain that WITS 3 telephone numbers will be made available for use when needed. This database will be available at the time of the initial acceptance of WITS 3 services.

Service@once [REDACTED]

[REDACTED]

3.1.2.2 [REDACTED] (C.3.3.5)

The Service@once system has the capability to store, display, and report on WITS 3 services ordered with Service@once service orders. [REDACTED]

[REDACTED]

[REDACTED]

From an equipment perspective, Service@once [REDACTED] Government equipment under the WITS2001 contract. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3.1.2.3 Technical Support (C.3.3.3)

To fully support the needs of the Federal Government, Verizon proposes all of the labor categories currently in use on the WITS2001 contract, which includes all of the labor categories in *RFP Table C.3-2: Representative WITS3 Labor Categories*. Verizon is also proposing additional security, engineering, and management CLINs to support the evolving needs of the Federal Government. All offered technical support services are provided on an hourly, monthly, and annual basis.

Verizon has assembled an extensive and impressive team to provide technical support under WITS 3. This team includes personnel from a wide

range of Verizon-owned companies which serve various IT markets, and a select group of both small and large business partners.

Verizon's technical support services provide a number of value added benefits to the Federal Government:

- Verizon and its partners will continue to provide the wide range of technical support services required by the WITS 3 RFP. This maintains continuity of those services from WITS2001 and access by the Federal Government to the same experienced personnel already in place.
- For the greatest level of continuity and access to experienced personnel, Verizon has proposed the labor categories listed in the WITS 3 RFP and all of the current WITS2001 labor categories.
- The additional capabilities proposed by the new labor categories demonstrate Verizon's ability to meet the Federal Government's evolving telecommunication needs. The new labor categories make available personnel in areas such as security, Internet engineering, and management.

Verizon has successfully partnered with GSA to provide the experienced personnel needed by the Federal Government under WITS2001 and will continue to provide the required personnel under WITS 3. Verizon is providing a new level of technical support to meet the evolving needs of the Government.

3.1.2.4 [Redacted text block]

[REDACTED]

3.1.3 Billing (C.3.4)

The Bill@once system for billing on the WITS 3 contract was designed specifically to meet the unique requirements of the Government. In developing Bill@once, Verizon incorporated the strengths of the traditional billing systems, as well as the understanding and knowledge of years of Federal telecommunications experience. [REDACTED]

- [REDACTED]
- Single invoice for all contract charges
- On-line invoice viewing and download
- Invoice has same "look & feel" as [REDACTED]

[REDACTED]

Verizon will bill WITS 3 customers in arrears on a monthly basis. As required by the Government, Verizon will provide two methods of billing:

1. Centralized Billing – Provides an invoice to GSA with supporting data and charges for all customers using centralized ordering. GSA will be responsible for paying the centralized invoice.
2. Direct Billing – Provides an invoice and supporting data to each customer cost center that chooses direct billing. Customers billed under the direct billing option will verify their invoices and pay Verizon directly.

The GSA ACO will notify Verizon of the agency billing arrangement (centralized or direct billed). For WITS 3 centralized invoices, Verizon will collect those charges from GSA. Verizon will be responsible for the collection of charges from direct billed agencies or sub-agencies. Verizon will be responsible for any direct billed charges to any agency or sub-agency.

3.1.3.1 Invoice Requirements (C.3.4.1)

Verizon is committed to providing the WITS 3 user community an accurate, efficient, and understandable invoice. The Bill@once solution affords Verizon customers the ability to consolidate multiple billing sources (e.g., contract, ILEC, toll) into a single invoice. This unified billing solution is essential in the automated reconciliation and disbursement of the AGF as the

administrative effort required to manually reconcile the AGF from multiple billing sources would be costly and subject to error.

██████████ of all WITS2001 invoices to the Government on-time. Verizon's use of Bill@once will reliably, accurately, and quickly produce a single consolidated invoice for each centralized or direct account each month with no manual intervention required. Verizon will provide the Government a fully consolidated bill that will include all WITS 3 contract charges. The capability to define the invoice delivery media is accommodated through Bill@once. Verizon will submit the originals of all paper invoices, in addition to selected electronic delivery formats.

3.1.3.1.1 Invoice Preparation (C.3.4.1.2)

Verizon will prepare all invoices (for both direct and centralized billing) in accordance with the Government's Billing Account Code, Agency Bureau Code, Agency Billing ID, Location Code, and Service Delivery Point ID. These codes will permit each customer to be billed for the WITS 3 services actually used. Verizon currently provides the Government the basic capability to receive billing data in at least a three-level hierarchy [e.g., Agency (ABC/BAC), location code, and telephone number]. Each invoice will also include the transaction number specified on the service order.

[Verizon will include the Agency Bureau Code \(ABC\) on the Service@once service order. The Service Delivery Point ID is currently, and will be in WITS 3, located within Figure 3.1.1.2.1 – 1d \(see Section 3.1.1.2.1 Service Delivery Format above\). The scroll bar is not low enough to view in the figure. The table below displays an updated service order format.](#)

3.1.3.1.3 Billing Verification (C.3.4.1.9)

As part of the robust billing solution provided by Verizon, the Bill@once invoice can be delivered to the Agency in a variety of media including paper, CD-ROM, or ASCII file. For electronic media, no special software or report generation tool is required to read the files.

Verizon will provide a Web-based invoice inquiry application to GSA and the direct billed agency CORs. One of the functions of the Web-based invoice viewer is the ability [REDACTED]

3.1.3.2 Billing Disputes (C.3.4.2)

All customer [REDACTED] \$, along with all consultant claims and adjustments regardless of amount, are entered [REDACTED] ([REDACTED]). [REDACTED]

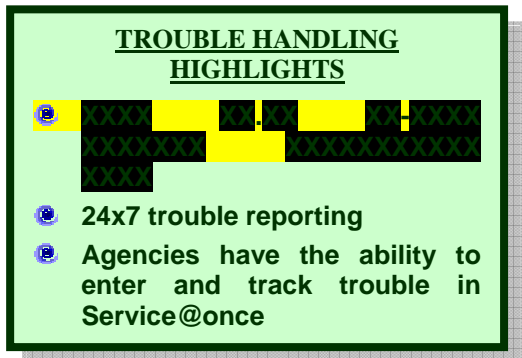
Verizon will process WITS 3 disputes using NCAS and show any and all associated credits on the Bill@once invoice for WITS 3. During DAR training, Verizon will describe the mechanism for uniquely identifying each billing dispute to permit the dispute initiator to track the status of a dispute.

The Government or the dispute initiator will respond within five business days with a proposed resolution. If either party wants to escalate the dispute to the ACO (GSA ACO for centralized billing or agency ACO for direct billing) at any time, it may do so.

3.1.4 Trouble Handling (C.3.5)

The VCSC is the focal point for trouble reporting for every service type offered by Verizon under the WITS 3 program. The VCSC will be staffed with experienced personnel who are trained to handle customer trouble reports as well as calls for assistance. Verizon’s trouble handling process will have the same “look and feel” regardless of access method.

All trouble report processing will be centralized within the VCSC, which will be operational 24 hours a day, 7 days a week. Information about the nature of the problem will be collected, a trouble record will be entered into Service@once, and a resolution commitment will be made to the customer. Troubles reported by other means (e.g., electronic mail, facsimile, or the Worldwide Web) will be acted upon immediately by a positive response to the source, by voice, voice mail, electronic mail, facsimile, or the Internet. The notification will indicate that the trouble has been received and entered into Service@once. Unless specified, the response will be provided using the same media as the report. Through Verizon’s WITS 3 website, end-users will have the capability to enter a trouble report directly into Service@once.



TROUBLE HANDLING HIGHLIGHTS

- [Redacted]
- 24x7 trouble reporting
- Agencies have the ability to enter and track trouble in Service@once

Once a trouble has been entered into Service@once, the VCSC will be responsible for trouble analysis, resolution, periodic status reports, trouble escalation, and final disposition with the customer. The VCSC will track all troubles regardless of the source or service type, including CPE. It will be responsible for historical analysis of trouble patterns, routine network monitoring, and preventive and restorative maintenance of the network and for reporting these activities to the Government as needed.

The VCSC will respond to trouble reports that are generated by support systems, network probes, and other alarm monitoring equipment that may be used by Verizon. The entire VCSC and the associated operations and maintenance personnel will work cooperatively with the Government, other Verizon organizations, and other contractors to resolve problems expeditiously. Verizon will maintain an audit trail of the WITS 3 program trouble resolution activities for the duration of the contract.

Verizon's Service@once system is capable of managing troubles for all of the products and services provided under WITS 3. Some of the trouble handling functions provided by Service@once and the VCSC include:

1. Providing centralized trouble reporting
2. Determining the cause of and correcting troubles
3. Working cooperatively with other contractors and Government representatives to resolve problems
4. Maintaining audit trails of trouble resolution activities
5. Responding to subscriber inquiries regarding trouble resolution status
6. Providing trouble escalation for normal and emergency events
7. Monitoring trouble report management and escalation procedures
8. Providing trouble report and performance information to customers.

Verizon's experience in working with the existing WITS2001 customers clearly demonstrates its trouble handling capabilities. Through the life of the WITS2001 contract, the combination of the WITS2001 CSC and



3.1.4.1 Trouble Reporting (C.3.5.1, C.3.5.2)

Verizon will resolve troubles on both a routine and emergency basis. The trouble report will specify whether emergency or routine handling is required. Verizon will provide escalation intervals of one hour for emergency

service category troubles and two hours for routine service category troubles when the restoration commitment has been missed, regardless of the type of service arrangement for both voice and data products and services.

- The WITS 3 VCSC will use [REDACTED]
- Maintenance problems that cannot be resolved by the Verizon team’s maintenance forces will be escalated for technical assistance.

The following table provides restoration time intervals for each service category provided under this contract:

Table 3.1.4.2-3: Service Restoration Intervals

Service Restoration Intervals	
RESTORATION TIME INTERVALS	WITS 3 SERVICES
Routine – dispatch: next business day Routine – non-dispatch: within four hours or by a negotiated clearing time Emergency – within four consecutive hours	Voice Services Circuit Switched Data Service Dedicated Transmission Service Teleconferencing Services Frame Relay Service Asynchronous Transfer Mode Service Dark Fiber Service Internet Access Service Gigabit Ethernet Service

Routine Restoration of WITS 3 Facilities and Services

All commitments for routine restoration will be a maximum of the next business day if a site visit is required for a user without service. If a visit is not required, service will be restored within four hours or by a negotiated clearing time agreed to by the Government and Verizon.

Emergency Restoration of WITS 3 Facilities and Services

Verizon understands the mission-critical nature of telecommunications and will meet the needs of agencies. Emergency trouble reports will be acted upon within two hours and will carry a commitment to restore service within

four consecutive hours. However, in most situations, response will be immediate with escalation intervals of one hour for emergency service category troubles. Verizon will provide emergency restoration in response to any of the following occurrences:

- Catastrophic failure of single or multiple switching systems
- Catastrophic failure of single or multiple transmission systems
- Switching or building locations isolated due to equipment or facilities failures
- Loss of system access to the Local Exchange Network
- Failure of the mated Signal Transfer Points (STP) or Integrated Services Control Points (ISCP)
- Buildings isolated due to equipment or facilities' failures
- Loss of system access to FTS2001/Networx
- Loss of system access to the Internet
- Disruption of service to users or circuits designated as critical by the government
- Traffic overloads and surges
- Any situation under which an entire service or 20% of the station lines at a single building is disrupted for more than four hours. Verizon will not be responsible for damages or meeting restoration service level commitments in connection with Force Majeure events, which are beyond Verizon's control.

The WITS 3 VCSC will monitor the network to identify outages requiring emergency restoration and begin appropriate remedial action before the actual submission of a trouble report. Verizon will immediately notify the GSA Customer Relations Management Center (CRMC), the affected customer and Verizon management of the emergency and will provide hourly status reports.

Priority Restoration

When outages occur, Verizon will provide prioritized service restoration to station lines designated on the service order as critical by the customer.

3.1.4.2 Escalation Procedures (C.3.5.2)

[Redacted content]

Table 3.1.4.2-1: Escalation Contacts

XXXXXXXX XXXX XXXXXXXXXXXX XXXXXXXX		
[Redacted]		
[Redacted]		
[Redacted]	[Redacted]	[Redacted]

[REDACTED]

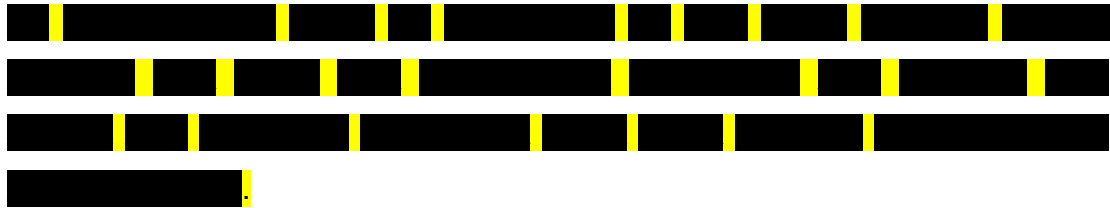
The WITS 3 Program Manager will be the single point of contact for the overall contract and will interface directly with the appropriate government counterpart at the program management level. The WITS 3 Program Manager will [REDACTED]

[REDACTED]

To maintain quality of service and achieve timely trouble resolution, customers will be encouraged to utilize these escalation procedures as a first step for resolving issues or concerns. Outside of normal business hours calls should be made to the WITS 3 VCSC.

If the escalation process is found to have a systemic or quality defect, [REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

3.1.5 Customer Service Support

Verizon has unparalleled experience in the management and operations of customer service centers for interfacing with its Government customers. The WITS 3 VCSC will replicate the systems, methods and procedures used in the customer service operation for WITS2001.

3.1.5.1 Verizon Customer Service Center (VCSC) (C.3.7)

On “Day One,” dedicated Verizon customer service staff will be available to WITS 3 customers to provide a productive, positive and seamless transition experience. The benefits of the VCSC to the WITS 3 customer include:

- The WITS 3 VCSC is operational 24x7
- Users can call, fax, or e-mail service orders or maintenance requests to the VCSC
- Users can call one number to receive maintenance on all WITS 3 products and services
- Service@once fully automates the trouble reporting process
- Service level commitments are outlined in the contract
- Experienced technicians understand the technology and customer requirements
- Emergency Maintenance and Escalation Procedures are defined for the WITS 3 contract

As shown in Figure 3.1.5-1, customers will place calls to the VCSC using a toll-free number that will be answered by an Automated Call Distribution (ACD) system. Callers will be asked to select the service they are seeking from a short menu. The ACD will route the caller to the next available attendant in the service area selected.

[REDACTED]

[REDACTED]

[REDACTED]

Customer service functions performed will include:

- Accepting and acting on user service inquiries and service orders
- Accepting, responding to and providing status on user trouble reports and complaints
- Accepting billing inquiries and providing billing status
- Providing training scheduling and registration
- Providing technical support
- Responding to general inquiries
- Providing information on available products and services.

Verizon has committed dedicated resources to provide superior service to WITS 3 customers. The VCSC will [REDACTED]

[REDACTED]

3.1.5.2 Client's Guide (C.3.1; G.2.1.13)

The Verizon WITS 3 Client's Guide has been developed as an informational resource for WITS 3 contract stakeholders. It is a resource to provide WITS 3 stakeholders with:

- Guidance and information to price and order WITS 3 services, features, CPE, and other technical support services
- Verizon WITS 3 Program organization point of contact information
- Instructions and information on ordering and billing systems
- Service intervals tables and information
- Trouble reporting and escalation
- Product and service overviews and procedures
- Dialing Instructions

A Table of Contents, Glossary and Acronyms are included for ease of finding and understanding information contained in the Verizon WITS 3 Client's Guide. Verizon's WITS 3 Client's Guide is provided as a separate deliverable in Appendix 4.

The Verizon WITS 3 Client's Guide will be provided as a Web-based document that can be downloaded from the Verizon WITS 3 Web site. The Verizon WITS 3 Client's Guide is a living document. As new services, features and other WITS 3 contract changes occur, the Verizon WITS 3 Client's Guide will be updated on the Verizon WITS 3 Web site. A summation of the changes that have occurred during the past quarter will be submitted to GSA for review on a quarterly basis.

In addition to the Client's Guide, the Verizon WITS 3 Web site is designed to disseminate information about Verizon's WITS 3 contract. The WITS 3 Web site (www.verizonwits3.com) will provide announcements for the

addition of new products and services to the contract, pricing changes, training/workshop offerings, process changes, updated forms, and scheduled system outages. The site includes overviews of services, plus technical specifications of popular Customer Premises Equipment (CPE). The site will include a search engine to assist customers in quickly finding CLINs for pricing, points of contact, and other WITS 3 related information. Customers will be encouraged to sign up for Info by Request, which sends e-mails to subscribers when announcements are posted.

Although Verizon's WITS 3 Web site will be open to the general public, links to Service@once, Bill@once, and to the network monitoring sites will be limited to authorized, pre-defined Government personnel.

3.1.5.3 Customer Training (C.3.6)

Since the start of the WITS2001 contract period, Verizon's training staff provided carefully planned training to more than [REDACTED] Government personnel. This training, guided by a Training Plan developed specifically for WITS2001 customers, was successful in terms of both quantity and quality, as noted in student evaluations. The WITS 3 RFP presents training requirements that are very similar to those of the WITS2001 RFP. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]. Verizon offers the

following five types of training for WITS 3 users:

1. COTR and COR
2. Designated Agency Representatives (DARS)
3. End-Users of WITS 3 Services
4. Government Trainers

5. Government Executives

Full details of the Verizon Customer Training Plan are presented in Appendix 7.

3.1.5.4 Security (C.3.3.7; G.2.1.17)

Verizon is recognized in the industry for its focus on and attention to security issues. The SANS Institute, which awards innovative and resourceful companies for their extraordinary leadership in the Network Security field, presented Verizon with two key Information Security Leadership Awards in the Internet Service Provider (ISP) category in 2003. Verizon was recognized for its superior performance in protecting the company's IP network, as well as its track record of success in responding to and rapidly resolving major IP network security incidents and threats for its customers. Verizon and its security team also received the award for leadership in Mitigating Denial of Service Attacks for its proactive efforts in developing new and aggressive techniques to identify and block Distributed Denial of Service attacks (DDOS) against its customers.

Verizon's security program is built on a foundation of formal security practices, procedures, and organizations that are dedicated to securing the Verizon infrastructure. Using the most current security features and services, Verizon continuously protects, prevents, responds to, and addresses threats to the network, and protects the confidentiality, integrity, and availability of the critical information assets that are under its control and protection. As detailed in the WITS 3 Security Plan found in Appendix 8, Verizon's approach to security and the methods used to secure its own service networks and supporting management systems is based on a multi-tiered approach that focuses on all critical security disciplines, including management, operational, and technical controls, security planning, and risk management.

Verizon's solution for WITS3 fraud prevention are presented in Appendix 10, Fraud Prevention Procedures.

3.1.6 Deliverable Format and Content (L.30.2.3.1; G.2)

Verizon's WITS2001 team developed and implemented a very successful solution for managing the preparation and on-time submission of program deliverables. Verizon committed the right resources, in the right quantity, to promote success. An experienced team, armed with proven procedures, is in-place to meet the WITS 3 program deliverable requirements.

The content of all required reports in the Management Volume will meet the requirements specified in the various sections of the WITS 3 RFP, including sections C, F, G, H and J as appropriate.

[Redacted text block]

[Redacted text block]

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

Upon contract award, Verizon will implement a proven Concept of Operations (ConOps) for managing all deliverables. Special attention will be given to those deliverables that are not required to be operational at contract award to ensure these deliverables are addressed. The deliverables ConOps incorporates the following features:

- (1) [Redacted]
- (2) [Redacted]
- (3) [Redacted]
- (4) [Redacted]
- (5) [Redacted]
- (6) [Redacted]
- (7) [Redacted]
- (8) [Redacted]

Verizon will continue to provide the WITS user community all required reports and deliverables in a variety of formats. Included with this proposal are several deliverables provided as appendices to the Technical, Management, and Business Volumes. The format and content for several deliverables and reports are provided in this section of the Management proposal.

3.1.6.1 Service Order Receipt Acknowledgement (C.3.2.2.2; C.3.2.3)

Through the Service@once system, WITS 3 users will be notified immediately when they authorize a service order that their order has been successfully placed.

3.1.6.2 Service Order Tracking/Status (C.3.2.3)

Verizon will provide a means for GSA and agency DARs to track service orders directly through Service@once. DARs will have the capability of accessing their order and tracking its status from the point the order is entered into Service@once through the contract expiration date. They can access the service orders directly through Service@once or request one of several standard service order reports. The Verizon WITS 3 Web site will provide an electronic access to the service order database.

Verizon will retain as much service order data online as possible without causing system disruption to the users. At a minimum, Verizon will retain the most recent three months of data online. Verizon will make archived data available for customer review after the VCSC receives notification.

3.1.6.3 Service Order Completion Acknowledgement (C.3.2.5)

The Service@once Order Detail Report will be accessed directly by the Agency through Service@once, or the VCSC. Verizon will make available to the DAR a new Service@once feature

[REDACTED]

3.1.6.4 Service Order Status Summary Report (G.2.1.2)

As it has in the past, Verizon will meet the GSA requirement for a Service Order Status Summary report using the Service Order Detail report

available via Service@once. This report will provide all necessary status of an order, including order number, agency, location, Service Delivery Point (SDP), telephone/circuit number, estimated costs, and whether the order is partially closed.

3.1.6.5 Summary Report of Billed Charges for All Customers (G.2.1.3)

The Summary Report of Billed Charges for All Customers will be provided by Verizon to agency CORs by cost center and to the GSA COR for all customers on a monthly basis. The report will identify the charges billed by service and collected by Billing Account Code (BAC). To identify charges collected by service, an agency would have to make payment for each individual service, by either its account or BAC.

3.1.6.6 Billing Adjustments Summary Report (G.2.1.4)

The Billing Adjustments Summary Report will be delivered by Verizon monthly and will be included as part of the invoice. Verizon will provide the agency, by BAC, a summary of the adjustments that appear on the invoice. The report will be part of the invoice, and it can also be accessed by using the Bill@once Invoice Viewer, which allows the agency COR to view its invoice online. The agency COR will then be able to print the information as required.

3.1.6.7 Inventory Report (G.2.1.5)

Verizon will provide a monthly inventory listing, by BAC, of all WITS 3 lines, features, number assignments, circuits, trunks, and CPE that have been installed and accepted by the Government. The changes to this inventory will be identifiable by the service order completion date. Verizon understands the importance of this report and has worked with the Government to develop several formats and delivery media for this type of

information under the existing WITS2001 contract. The inventory reports will be available to CORs and DARs electronically.

3.1.6.8 Billing Dispute Status Summary Report (G.2.1.6)

Under WITS2001, Verizon has worked closely with GSA to define and refine the billing dispute process and reports. As a result, an effective and mutually accepted report and process are currently in place. Verizon will utilize the same reporting structure and format for the WITS 3 contract.

3.1.6.9 Service Performance Report (G.2.1.7)

Verizon will provide monthly performance information regarding the on-time completion of service orders as well as the on-time restoration of a trouble report. This monthly report will provide information on the WITS 3 network as a whole and for each customer.

3.1.6.10 Associated Government Fee(s) (AGF) Summary Report (G.2.1.8)

Verizon understands the importance and need for quality in managing the GSA AGF, as Verizon has been performing this function under the WITS2001 contract. The AGF Summary Report will be delivered to GSA monthly. The report will consist of the total billed charges for the month, the amount collected during the billing cycle, and uncollected charges older than 30, 60, and 90 days. The report will include the amount of the AGF owed the Government, based upon the amount of collected charges.

3.1.6.11 Compliance Report (G.2.1.10)

Verizon has worked closely with GSA to develop mutually acceptable criteria for many deliverables on the previous WITS contracts and will do the same for the WITS 3 Monthly Compliance Report.

3.1.6.12 Systems Analysis Report (G.2.1.12)

Verizon will maintain a status of the overall health of the systems and network and provide the Government with a monthly Systems Analysis Report that will summarize major system changes during the reporting period; real and potential customer service, network service, or system problems; projected WITS 3 growth; and the recommended system upgrades or improvements, measures to reduce system costs, and provisioning rules for the next month.

3.1.6.13 Special Reports (G.2.2)

Verizon understands that there are times when standard reports will not meet the operational needs of the customer. When requested, Verizon will provide the following reports for an additional fee. The associated CLINS are defined in RFP Section B.11.3 (Other Charges). Verizon can provide customized versions of standard reports. Charges for making changes in standard reports will be negotiated by individual case.

3.1.6.13.1 Call Detail Records Report (C.2.2.1; G.2.2.1)

Verizon will provide a Call Detail Records Report in an electronic format at least once a month to CORs and online customers who require Call Detail Records (CDRs). The report will list the CDRs for off-net calls as specified by the agency representative (e.g. by BAC, building, and telephone number). Requests for the CDR report must be made one month in advance of the desired reporting period, to enable adequate preparation time for data collection. A representative example of the Verizon Call Detail Report for BAC 1, LG 7, is provided in Table 3.1.6.13.1-1.

Table 3.1.6.13.1-1: Example of Call Detail Records Report

XXXX	XXXXXX XXXX	XXX XXXX	XXXXXXXXXX	XXXXXXXXXXXX XX	XX	XXXXXX XX	XXXXXX
███	███	███	███	███	███	███	███*
███	███	███	███	███	███	███	███*
███	███	███	███	███	███	███	███*
███	███	███	███	███	███	███	███*

*No charge for Flat Rate usage

3.1.6.13.2 Network Usage Report (G.2.2.3)

Verizon will provide network usage information from the Service Delivery Point (SDP) to the point of presence (POP) or between SDPs on demand for Frame Relay, ATM, and Gigabit Ethernet Services. These capabilities will be in addition to those provided in its basic service. Verizon will designate measurement intervals to allow the customer to view graphs of the Subscriber Network Access Line utilization over Verizon-designated measurement intervals (e.g., 15 minutes, 1 hour). The customer will be able to monitor parameters such as the Sustained Cell Rate, bit-error rate, dropped packet rate, Cell Delay Variation Tolerance, peak load, and traffic matrix between designated SDPs and POPs.

3.1.6.13.3 Custom Service Performance Report (G.2.2.2)

Verizon, at the request of the customer, will provide a customer specific performance report that will detail the service performance with regard to the performance metrics outlined in the contract. This report will be requested through the VCSC, and the appropriate CLIN will be charged.

3.1.6.13.4 Ad Hoc Reports (G.2.2.4)

The Government can request ad hoc reports from Verizon on an individual case basis. By definition, ad hoc reports are not required on a regular basis. Verizon will negotiate the development of ad hoc reports. As the charge for the ad hoc and customized standard reports will be negotiated

on an individual case basis, the CLIN for these reports will be based on actual requirements.

3.2 Program Management (L.30.2.3.2; C.7; G.1.3)

Verizon, as a full-service telecommunications integrator, is the logical choice to continue serving and expanding the growing WITS customer base due to its experience and performance on WITS2001 and other federal programs; established record of commitment to customer satisfaction; and local service footprint in the NCR. The following section highlights the key features of Verizon's management approach. Each feature is discussed in greater detail in subsequent sections of this management volume, as indicated. Verizon's management approach capitalizes on the Service@once and Bill@once platform to provide for today's key ongoing management functions as well as newly-funded system enhancements to deliver: 1) a Centrex voice solution complemented by a hosted IP offering; 2) interfaces for Internet access, conferencing, and IP solutions; 3) distinctly developed solutions such as MLPP for DOD/DTS-W and COOP/disaster recovery not limited by geographic coverage; 4) "universal coverage" for NCR as linked to GSA's "continuity of service" objectives; and many other solutions for continuous technology advancements.

World-class Teaming Partners. The scope and complexity of the technical and management requirements of WITS 3 dictate a team with the depth of resources, skills, and specialized expertise to support WITS 3 customers in providing 360° of service. Verizon's highly trained employees are familiar with the products and services offered under WITS 3, have developed a trusted relationship with WITS2001 customers, and demonstrate cross-functional expertise across customer service, project management, engineering, security, and sales organizations. The Verizon WITS 3 team is presented in Section 3.2.1.

Streamlined Program Management Organization. Verizon has designed and implemented a Program Management Organization (PMO) tailored to support the specific management needs of WITS 3. The organization features clear and short lines of authority and responsibility; it is designed to be efficient and responsive to GSA's needs. An organization chart and description are presented in Section 3.2.2.

Well-qualified Key Personnel. Verizon is unmatched in its experience in the WITS2001 environment. The Verizon team has assigned its most qualified and experienced resources to execute the WITS 3 program. Its staff has extensive experience on WITS2001 and in delivering services on other large Federal telecommunications programs. Additional information on Verizon's selected management team is presented in Section 3.2.3.

Program control. Program control is a key tenet of Verizon's management approach. Verizon has integrated a professional program management support services (██████████ (██████████ - ██████████, ██████████)) into its team specifically to implement and manage processes and procedures for control of each program element of work from contract start. Details are provided in Section 3.2.2.

Integrated Product Team (IPT) approach. Verizon has successfully used this cross-functional concept of work on large commercial and Government programs. The IPT structure plans for and will encourage active participation by Government representatives. Executing the WITS 3 requirements with an IPT approach provides a coordinated and resource-efficient method plan to prioritize, market, develop, and implement changes to the WITS 3 network. The IPT approach represents the "best value" benefit GSA will receive using the Verizon team as its communications integrator. Additional details are provided in Section 3.2.2.

Open lines of communication. Verizon's integrated program organization facilitates communication and will be supported by the IPT concept and by frequent progress and status reviews. This feature of Verizon's management approach encompasses both internal team communication as well as communication channels with the Government. Additional details are provided in Section 3.2.1.

Improved Operational Support Systems. For WITS 3, Verizon has improved upon the successful ordering (Service@once) and billing (Bill@once) systems to better meet customers' needs. As the breadth and scope of the WITS2001 contract has evolved, so have the systems that support the ordering, inventory, and billing of those products and services. With the inception of the WITS 3 contract, Service@once will be enhanced to provide a more robust customer experience. Users will log into a new Web portal that will provide a dashboard of information regarding their most recent service order and trouble reporting activity and have the ability to request automated e-mails for many of the required service order and trouble reporting notifications.

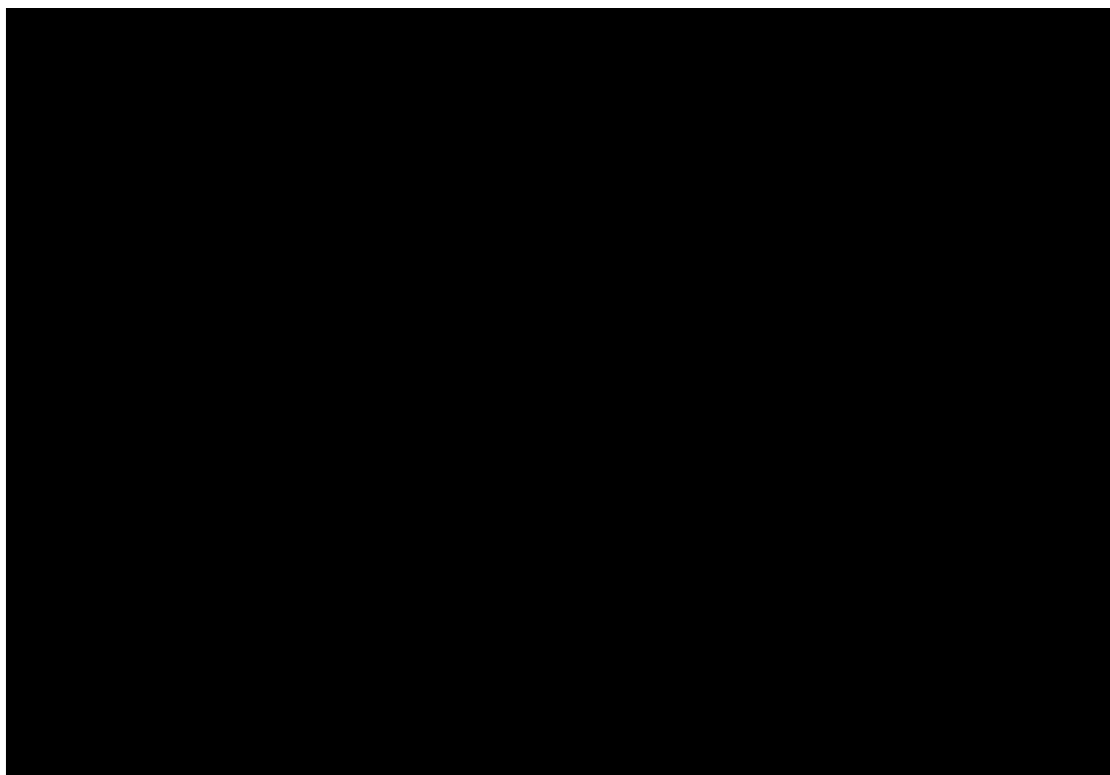
Unwavering commitment to on-time quality service. Verizon has established a tradition and set the standard for meeting the service delivery needs and expectations of its Government telecommunications customers. Verizon will continue this tradition and raise the standard during the transition to WITS 3.

3.2.1 Verizon WITS 3 Team (C.7)

World Class Team

Verizon has assembled a WITS 3 team that combines the strengths of Verizon Telecom, Verizon Business, and a diverse team of subcontractors that have unmatched experience and success serving Federal customers. By

drawing from the management talent and service offerings available from these entities, the Verizon WITS 3 team will continue to provide exceptional customer service and increasingly diverse product offerings as part of its total integrated solutions for WITS 3 customers. Figure 3.2.1-1 depicts the 360° of service to be delivered by Verizon through the management, technical, and operational (M/T/O) support provided by the WITS 3 PMO.



Unmatched Experience

Verizon has proven its ability to successfully provide and manage a WITS 3-like contract with WITS2001. When WITS2001 was first awarded, there were approximately [REDACTED] end users. Since the start of the WITS2001 contract period, the number of end users has quintupled to over [REDACTED]. This growth is mainly due to ***Government Agencies choosing WITS2001, rather than continuing their own, individual***

telecommunications contracts. Verizon's WITS2001 performance is a prime example of the ability of industry and Government to partner for mutual benefit.

Verizon team members were chosen for their strong past performance supporting Federal Agencies during normal operations as well as their exceptional support of the Government during periods of crisis, such as rebuilding telecommunications in Washington, DC and New York after September 11, 2001 and during natural disasters like Hurricanes Isabel and Katrina. Verizon and its team members have had success executing a large number of critical Federal Government contracts.

As the predominant telecommunications carrier for access services on the WITS2001 contract, the Verizon team has a unique advantage in transitioning service. The Verizon team has unparalleled experience with Agencies' existing service configurations, which are needed to successfully provide mission critical continuity of service.

With the large embedded base of services and a detailed understanding of Agencies' existing local, metropolitan, wide area network architectures, and COOP requirements, the Verizon team can quickly transition customers to the new WITS 3 offerings with little or no risk.

This experience makes the Verizon team exceptionally qualified to assure the success of the WITS 3 program.

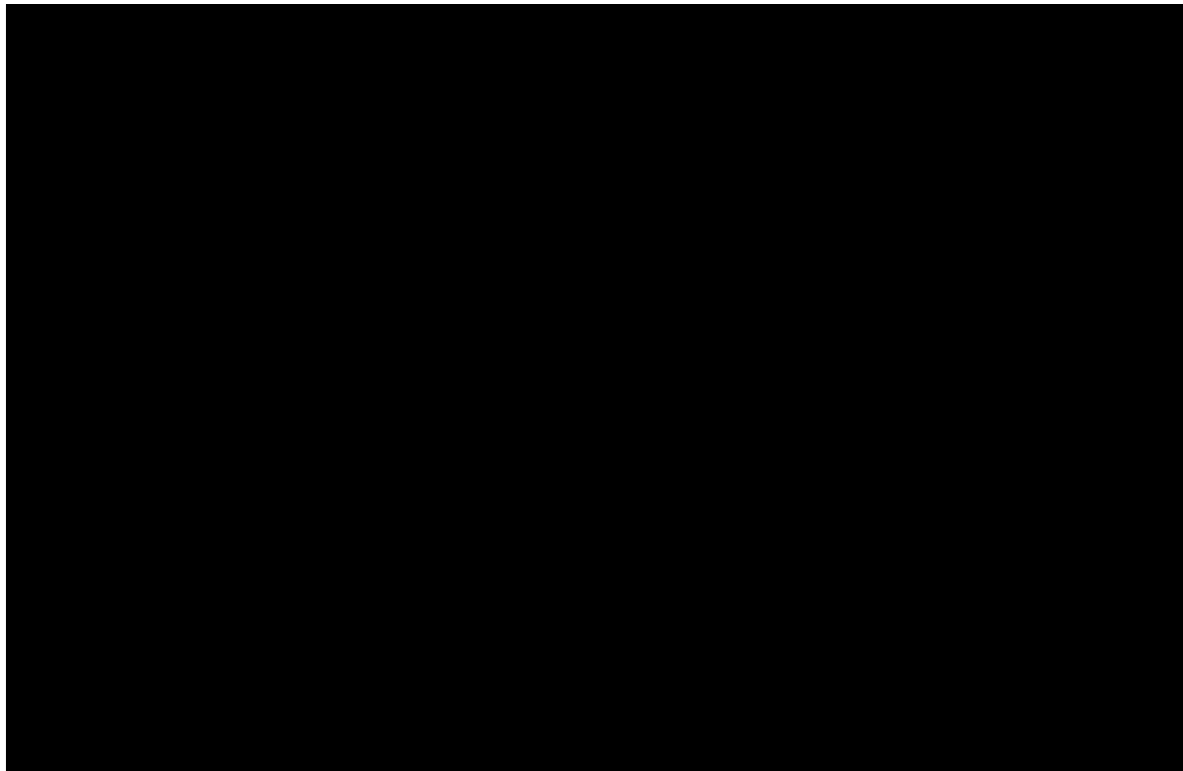
3.2.1.1 Areas of Responsibility

Verizon's WITS 3 team offers an extensive menu of services from Verizon Telecom, Verizon Business, and its subcontractors. The Verizon team is centrally managed by the WITS 3 PMO with key personnel responsible for the functional areas providing services on the contract. Figure 3.2.1.1-1 shows the areas of responsibility for members of the Verizon team. Each

member is dynamic, responsive, and familiar with the unique needs of the Federal customer.

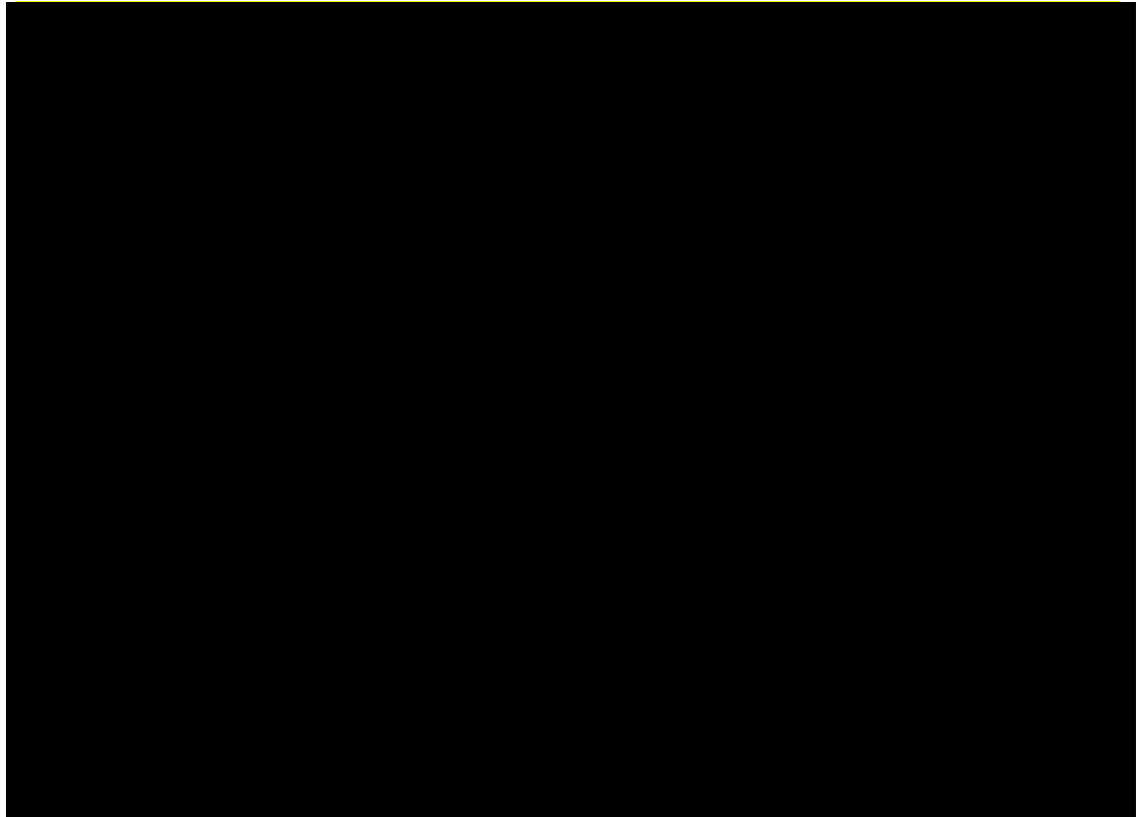
[REDACTED]

[REDACTED]



3.2.1.2 Functional Relationships

The PMO, led by the Program Manager, is assigned the responsibility for management, communication, and coordination of Verizon's WITS 3 team. As shown in Figure 3.2.1.2-1, the Program Manager has both direct and matrixed reporting relationships to the functional managers responsible for meeting WITS 3 requirements.



WITS 3 Program Management

- The WITS 3 PMO will lead Verizon's WITS 3 team, serve as the primary interface to GSA, and oversee operational management. Specific functions within the PMO that are outlined below include Quality Assurance; Information Services; Transition Management; and Security Management:
- PMO
- Is responsible to senior Verizon management for the overall success of WITS 3

- Is responsible to GSA for delivering on time products and services meeting contractual requirements
- Serves as primary Verizon interface to GSA for day-to-day operation and trouble resolution
- Manages the performance of subcontractors, and adds and terminates subcontractors as appropriate
- Develops and manages program budgets and forecasts
- Establishes and maintains open lines of communication within the Verizon program team and with customers
- Defines and fully understands the roles and responsibilities of each team member
- Chairs all In Progress Reviews (IPRs) with the Government
- Chairs scheduled and ad hoc internal progress and status meetings
- Quality Assurance
- Works with Contracts Manager to develop, evaluate and negotiate contractual quality and service assurance agreements with all teaming partners
- Coordinates with the VCSC, OA&M, and Project Managers to establish processes and procedures to provide end-to-end service delivery to the customer
- Develops, designs, implements, and measures processes and procedures to promote customer satisfaction and program efficiency; establishes program benchmarks; and reports performance measurements on a monthly basis or as needed
- Resolves non-routine customer satisfaction issues (systemic problems)
- Makes recommendations for improvements of work flow and overall program administration
- Participates as a principal member of all IPT committees

- Conducts customer and/or internal surveys/studies as required; analyzes results and makes recommendations
- Helps to ensure the quality and timely submission of all contract deliveries
- Serves as the single point of contact for Project Support and Finance regarding program financial tracking and measurement processes
- Is the focal point for all quality issues for the program
- Manages all products and services to meet financial targets
- Information Services
- Manages content development and functionality of the WITS 3 Web site
- Develops and maintains the Client's Guide to be accessed from the Web site
- Coordinates with Verizon and GSA teams to update information in Client's Guide and to identify contract developments and communication opportunities for posting on the Web site
- Trains and assists users in the navigation and use of features on the WITS 3 Web site
- Maintains and updates WITS 3 CLIN pricing databases available on the WITS 3 Web site
- Maintains WITS 3 program databases and responds to Government and Verizon requests for historical data
- Transition
- Defines customer specific transition requirements
- Develops customer specific transition plans
- Manages the execution of transition projects
- Provides customer feedback during transition process
- Conducts progress meetings and provides status reports

Security

Develops security processes and procedures

Implements security controls

Ensures integrity, confidentiality, and availability of information

Complies with evolving security requirements and Executive Orders

Updates the security program

Reduces vulnerabilities, adapts to new threats, and maintains the latest standards and practices

Minimizes the impact of security breaches and attacks

Provides NS/EP (National Security / Emergency Preparedness) support and guidance

Verizon Customer Service Center (VCSC)

The VCSC is a team of customer service representatives that is the customer's primary point of contact. In performing the following functions, the VCSC is responsible for providing quality service and customer satisfaction, for service provisioning and billing, and for trouble reporting of all products and services.

- Coordinates with OA&M to provide end-to-end service delivery for all customer requirements
- Partners with Quality Assurance to develop and implement processes and procedures for service delivery and customer satisfaction
- Provides documentation and control for service delivery processes and procedures
- Provides single point of contact for all WITS 3 products and services from initial customer contact through billing and collection
- Provides customer guidance in the processes and procedures for service delivery and trouble handling

- Acts as primary interface between Verizon's OSS organization for Service@once, Bill@once and other systems issues
- Provides input for WITS 3 Web site regarding customer contact, ordering and trouble resolution procedures
- Manages customer billing inquiries
- Reviews billing issues and verifies that the necessary adjustments are performed in Service@once and Bill@once
- Conducts end-user training to WITS 3 customers on functionality and features of various CPE, Voice Mail, and MIS applications
- Develops and provides customized training materials and documentation
- Acts as single point-of-contact for WITS 3 customers on any training issues or questions relative to the functionality of products and services offered on the contract
- Manages Service@once training for WITS2001 customers

Operations, Administration and Maintenance (OA&M)

The OA&M support function is responsible for provisioning, maintaining and restoring service to customers.

- Manages service delivery, network operations and trouble resolution
- Manages a team of Operations Center Specialists, Systems Administration Specialists, Network Management Specialists, Internet Specialists, Video Engineers, Data Network Engineers, and Database Engineers
- Manages out-of-hours responses to customers
- Manages all trouble resolution and escalation processes

- Monitors network performance, network maintenance, network control and analysis, and network call routing

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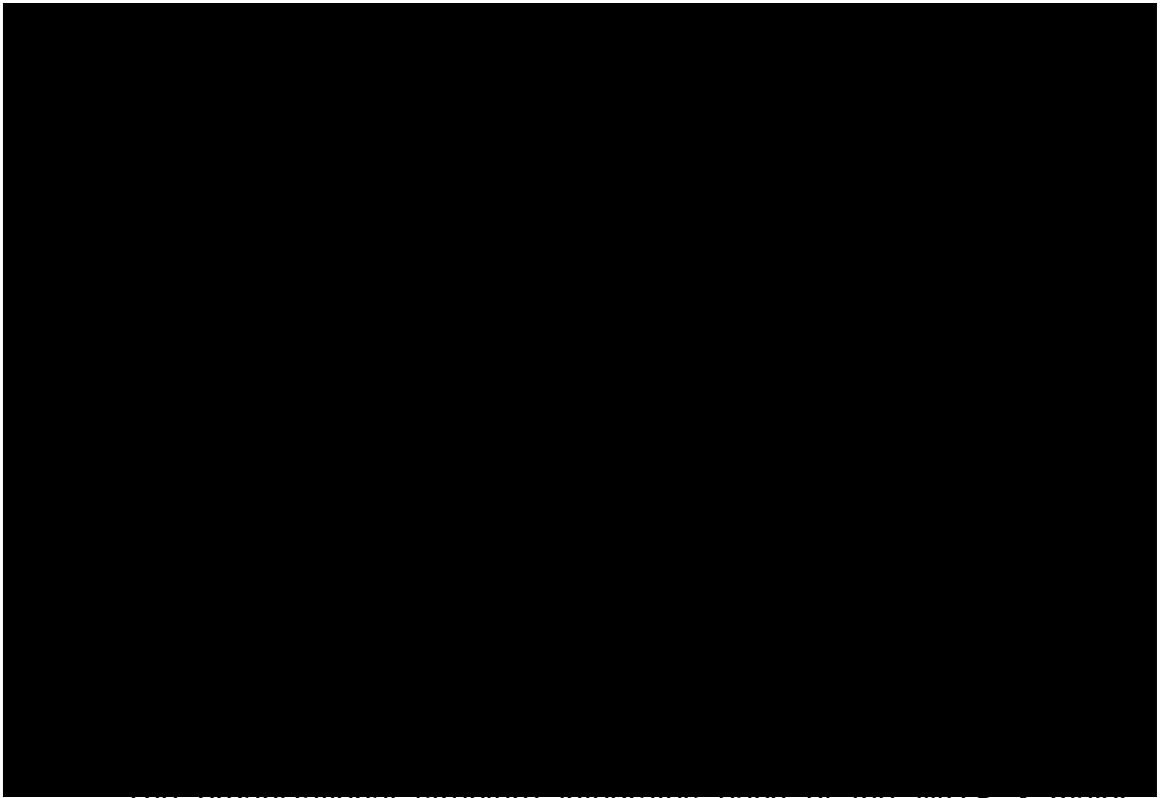
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- [Redacted]

3.2.2 Program Management Organization (L.31.2.3.2; C.7.1)

The Verizon approach to managing the WITS 3 program is based on the practical combination of dedicated personnel and access to the extensive corporate resources of the Verizon team.

The requirements of WITS 3 are extensions of the activities the Verizon team members already perform under the existing WITS2001 contract. Performance of WITS 3 objectives will be conducted by a matrix organization staffed with cross-functional expertise from Verizon's customer service, project management, engineering, security, and sales organizations. As shown in Figure 3.2.2-1, Verizon's WITS 3 PMO is designed to perform three main functions: program management, customer service, and business development. This organization will provide day-to-day management, as well as the strategic direction necessary to keep WITS 3 consistently on course and moving forward. Verizon's organization features short and clear lines of authority and responsibility, and establishes clear channels for the flow of program information within the organization.

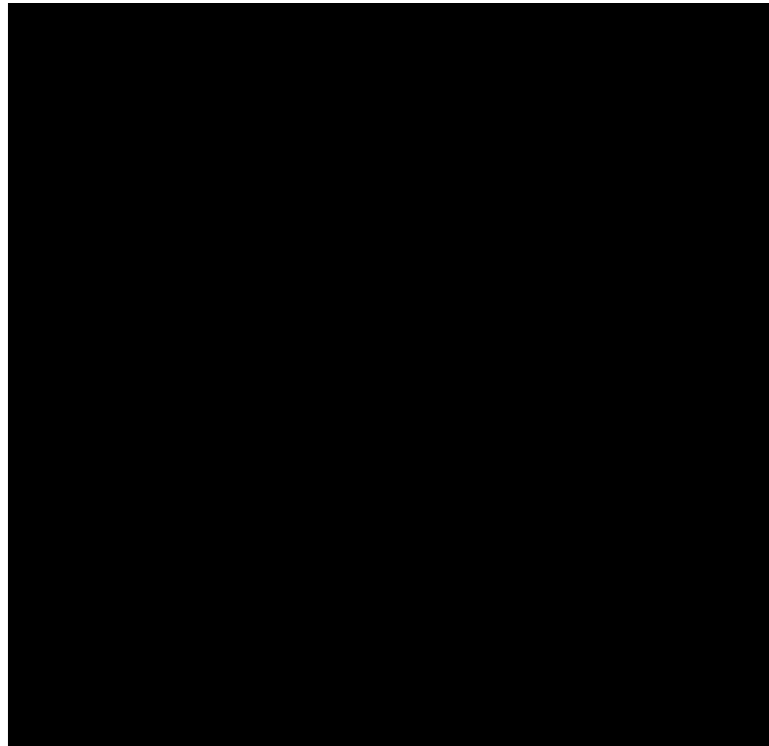




The organizational structure integrates each of the WITS 3 major functions into a cohesive organization reporting to the WITS 3 Program Manager. The WITS 3 Program Manager will make program decisions and provide the resources needed to meet program requirements. This dedicated organization is designed to respond rapidly to delivering services while looking ahead and planning for the next generation of telecommunications technology.

Verizon provides extensive corporate resources and support to the WITS 3 Program Manager along with the autonomous authority to oversee the execution and delivery of services for Verizon's Federal programs. Figure 3.2.2-2 depicts the corporate relationship of the WITS 3 Program Manager to Verizon's Chief Executive Officer (CEO).

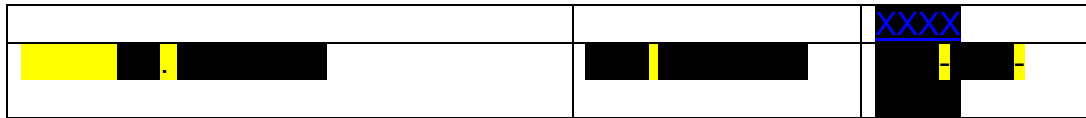




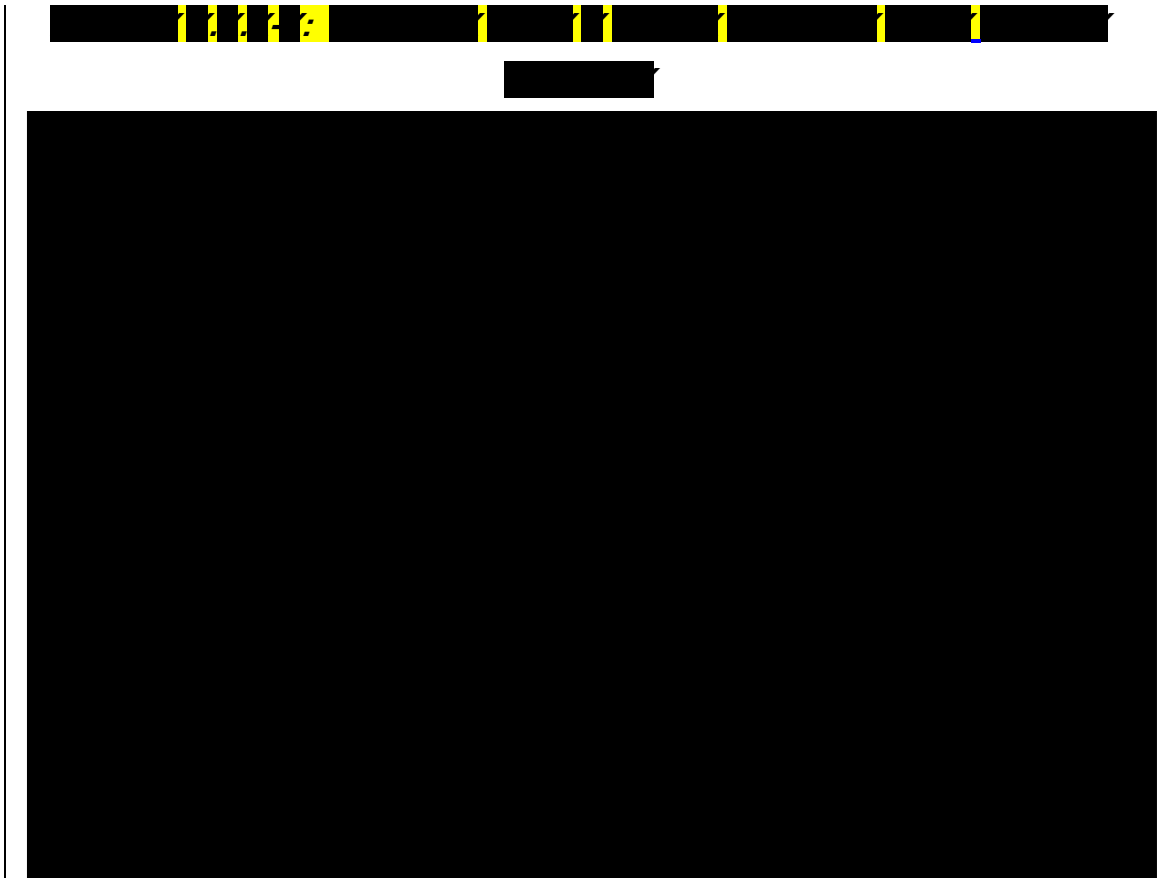
Under the Program Manager’s leadership, Verizon will establish the WITS 3 PMO to implement management structures and processes for each functional area to provide quality services; facilitate customer service and satisfaction; monitor service performance and compliance with contractual obligations; perform contract administration; and manage daily operational activities of the program. The Program Manager oversees the management of the WITS 3 VCSC, the primary point of contact for end-user agencies to administer and support customer service functions. The WITS 3 management team and support staff will retain their WITS2001 experience and continue to provide customers with familiar service and support from “Day One.” Table 3.2.2-1 lists the Verizon Points of Contact for the WITS 3 program:

Table 3.2.2-1: Verizon WITS 3 Points of Contact

XXXXXXXX	XXXXXXX	XXXXXX XXXXXX
	XXXXXX XXXXXX	XXX XXX



Verizon's PMO is structured to facilitate formal and informal communication and the day-to-day exchange of information between the Government's and Verizon's management teams. Figure 3.2.2-3 illustrates at the highest level the flow of work into, through, and out of the three functional areas of Verizon's WITS 3 organization. Major tasks performed by each of these functional areas are also shown



Verizon's successful experience on GSA telecommunications programs was used to develop a streamlined program management organization that is flexible and ready to respond to Government needs.

Managing Service Delivery

Verizon's solution to GSA's WITS 3 requirements provides constant, high-level quality and technical control throughout the complete service ordering and installation cycle for telecommunications services and equipment. The processes used have been proven to meet the needs of the GSA and its customers.

Verizon's general management processes will successfully guide and direct its management of the WITS 3 program. Verizon has tailored these processes, and added supporting procedures, to meet the specific service delivery requirements of GSA and Agency users. Verizon will transition, implement, and manage all WITS 3 services and deliverables using this set of proven general management processes and procedures.

The foundation of Verizon's general management practices is program, or project, control. Verizon will implement the processes within its plan for program control including, but not limited to, planning, scheduling, data management, risk management, cost containment, performance measurement, and management reporting and analysis. Verizon project management will ensure all work tasks are defined, scheduled, assigned the right type and quantity of resources, tracked, status reported, and completed on time.

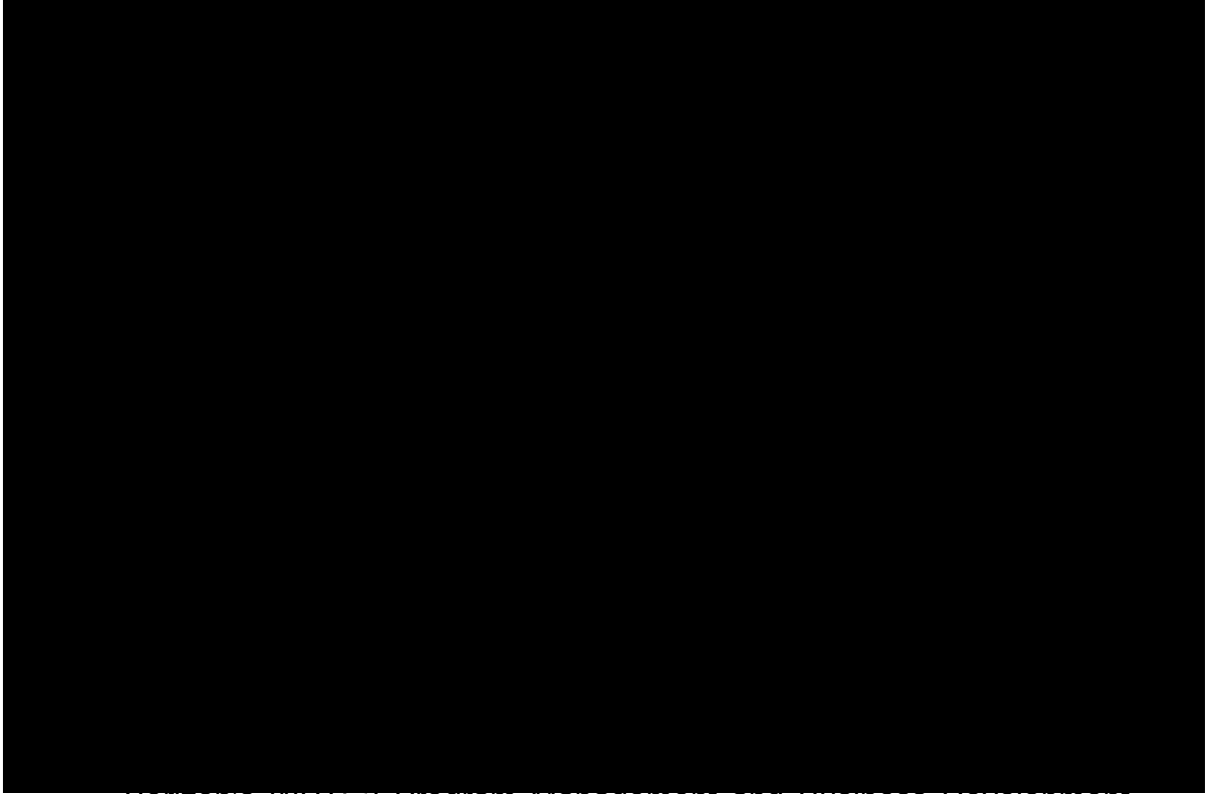
The Verizon PMO will develop and maintain schedules at two levels – individual project schedules and a WITS 3 program level schedule. Project schedules will be developed and maintained by functional managers and project managers for such activities as a new service delivery for a new customer or the transition of an agency from WITS2001 to the WITS 3 network. Project level schedules will be rolled up to comprise a master WITS 3 program schedule. Project managers may develop and use lower level schedules to meet complex task requirements. Both project level and program level schedules will be updated weekly at a minimum and daily as

the sensitivity of program activities and phases dictate. Verizon's schedule management and control processes will ensure each program element has a scheduled start and completion date, has visibility regarding current status, and provides status for look-ahead planning to assess and minimize potential schedule risks.

WITS 3 projects and deliverable requirements will be planned, scheduled, and managed within Verizon's IPT approach. Verizon's program plans, solutions, and systems, implemented within an IPT environment, provide the required services, features, and equipment that sustain performance levels equal to or higher than the requirements of the Statement of Work. Verizon's general management processes support the PMO's ability to meet sales forecasts and consistently achieve and maintain high levels of customer satisfaction at both GSA and Agency levels.

Operational Interfaces

Verizon understands GSA's approach to organizing, marketing, and managing telecommunications services and the business relationships that must be developed and maintained between GSA, customer agencies, and the contractor. Figure 3.2.2-4 depicts the lines of communication to be developed between the Government (GSA and agencies) and Verizon to coordinate service delivery and support.



Verizon's WITS 3 Program Management and Business Development organizations will work with the Government to support program management, account management, and administrative activities, and will interface directly with GSA's WITS 3 Program Office. The Verizon WITS 3 PMO will be the Government's primary point of contact with Verizon for program activities. Verizon will provide data access, reports, equipment, systems access, and other information to GSA and other agencies, enabling the Government to manage the program and perform contract administration activities for the services provided.

Verizon has proven experience handling such business tasks as ordering, service management, billing, billing disputes, trouble and complaint management, and trouble resolution on behalf of GSA. Agencies subscribing

to services will work directly with the WITS 3 VCSC on any or all of these business tasks. Verizon will maintain the various means of office communication available in the VCSC, including telephone, fax, e-mail, postal service, and the Verizon WITS 3 Web site.

Maintaining open lines of communication is an integral feature of Verizon's management approach to encourage internal team communication as well as communication channels with the Government. Verizon's integrated program organization facilitates communication and will be supported by the IPT concept and frequent progress and status reviews.

Project Management

Verizon and GSA will manage contractor deliverable requirements using an IPT process. Verizon will assign dedicated project managers to each task under WITS 3. These project managers are a value-added service to customers. They include both network project management and premises-based equipment installations. The WITS 3 program team keeps a master schedule for all major conversions, reports at the monthly service delivery IPT on project progress, provides to GSA the value of the project, and participates in the first bill review with the customer. Projects last from a few days for a small project to several months for a larger, more complex project.

Management Systems

The Verizon WITS 3 PMO includes the automated systems that support the customer service functions of the program. Service@once and Bill@once are the primary management systems used by the Verizon team. These systems enable Verizon to oversee, direct, and control the ordering, billing, maintenance, and trouble handling functions of the program. Service@once, Bill@once, and associated systems provide the reporting capabilities to meet WITS 3 requirements.

Service@once is a Verizon ordering, service management, and trouble handling support system developed specifically for large and dynamic Federal telecommunications programs. Service@once provides access to numerous automated services that come under two categories:

1. Ordering Inquiry and Service Provisioning
 - Provide price quotes
 - Initiate service orders
 - Track service orders
 - Change service orders
 - Accept service orders
 - Disconnect service orders
 - Report status
 - Close service orders
2. Trouble Handling
 - Trouble reporting
 - Status of trouble resolution inquiries.

Bill@once is a Verizon billing system developed specifically for the Government's large telecommunications programs to:

- Interface with Service@once to formulate billing information
- Pull work completion and pricing data from Service@once
- Generate customer bills, which are transmitted to the customer.

Quality Assurance

Quality is Verizon's primary business objective. Verizon plans and implements projects and programs with Quality Assurance embedded in its processes. Verizon structures program organizations so they integrate

Quality Assurance staff and processes into day-to-day operations. Verizon strives to meet a well-known quality objective, which challenges organizations to "Do the right thing right the first time." Verizon's keystone quality objective is to sustain continuous process improvement that results in superior products and services delivered to its customers.

Verizon's ability to deliver services to customers within the service intervals required, while meeting specified quality levels, will determine in large measure the overall quality of Verizon's performance on the WITS 3 Program.

Contract performance will be monitored and compared to the service delivery intervals established by the WITS 3 contract to assure that contract performance standards are being met. Service performance data for each service type will be measured, documented, and delivered in the WITS 3 Compliance Report. Analysis showing less than minimum levels of achievement will be investigated to determine root causes, and solutions to correct the problem(s) will be developed, implemented, and monitored. This quality assurance effort and analysis will be conducted under the direction of the WITS 3 Program Manager.

Verizon's WITS 3 Quality Assurance Plan is provided as a separate deliverable in Appendix 11.

Escalation Procedures

Verizon takes customer care seriously and measures success on its ability to meet and exceed required performance metrics. The WITS 3 VCSC will be the initial Point of Contact for all customer service orders, trouble calls, queries, and issue resolution. This will allow customer issues to be identified, tracked, managed and resolved more efficiently and in a timely manner.

In the rare instances that problems occur in the performance of WITS 3 program tasks that cannot be resolved by service providers, Verizon has

developed corporate escalation procedures to provide immediate and total involvement from its program organization staff and upper management.

Figure 3.2.2-5 illustrates Verizon's internal escalation process flow from Customer Service Representatives and lower level managers to the Group President level of the organization. This process will be implemented so that the right level of management attention is focused on issues that prove difficult to resolve. The objective of this internal process is to identify and resolve program issues at the lowest management level possible.

[REDACTED]

[REDACTED]

[REDACTED]

3.2.5 Key Personnel (C.7.1)

Verizon has selected and assigned exceptionally qualified key personnel to lead and manage an organization tailored to meet the transition, service delivery, and business operations requirements of WITS 3. Since the requirements of WITS 3 are a continuation of the activities Verizon performs under the existing WITS2001 contract, Verizon's key personnel are individuals with extensive experience performing on the WITS2001 program. Key personnel were selected based on their ability to manage services in their areas of expertise and their ability to work as effective team members and leaders within the greater GSA-Verizon WITS 3 team. Verizon has selected and assigned points of contact and key personnel whose relevant qualifications, capabilities, experience, and commitment to WITS 3 will support the timely delivery of quality services throughout the program lifecycle.

The Verizon WITS 3 PMO will provide day-to-day management as well as the strategic direction necessary to keep WITS 3 consistently and successfully on course and moving forward. With that goal in mind, Verizon has added a Marketing Manager as a key personnel position to continue to provide the level of service that customers desire – comprehensive, customized, Agency-specific, end-to-end integrated solutions.

Table 3.2.3-1 identifies the Verizon WITS 3 key personnel, contact information, and areas of responsibility within the organization. Resumes for Key Personnel can be found in Appendix 12.



XXXXXXXX XXXX X XXX XXXXXXXXXX XXXXXX	
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

3.2.6 Business Development

Verizon will take the lead in marketing, promoting, and selling WITS 3 products and services. Verizon [Redacted]

[REDACTED] Federal Government customers to deliver high-quality, mission-critical solutions in the NCR. [REDACTED] %

Verizon recognizes that not only is it in GSA's and Verizon's best interest to provide cost effective state-of-the-art WITS 3 solutions to Government customers, but that it is also in GSA's and Verizon's best interest to promote those solutions throughout the NCR to maximize their effectiveness. For this reason, Verizon has [REDACTED]

[REDACTED]

The WITS 3 Marketing Plan, discussed in Section 3.2.5 below, will set the strategy for growing WITS 3 services to existing and future customers.

3.3 Transition (L.30.2.3.3)

Verizon has unparalleled experience transitioning mission-critical telecommunications services in the NCR – from the original WITS contract in 1989 to WITS2001 in 2000, and other [REDACTED]

Because Verizon’s fully compliant Service@once and Bill@once operating and business support systems are already in place supporting WITS2001 customers, existing customers and services can be transitioned to the WITS 3 systems environment on “Day One.” In response to a “multiple award” WITS 3 environment, Verizon will support transition of services to other providers by providing accurate and timely inventory information.

Verizon delivers a WITS 3 “Day One” No Risk Transition. With its successful experience transitioning from the original WITS contract (i.e., Government-owned switch environment) to WITS2001, Verizon’s current WITS2001 Key Personnel and support staff stand ready to transition to WITS

3. [REDACTED]

Over the WITS2001 contract period, Verizon has added a vast array of new technology products and services, many of which were designed as agency-specific solutions. These collective experiences will serve GSA and customer agencies well in migrating to WITS 3.

3.3.1 Initial Transition to WITS 3 (C.5.2)

As each Agency decides to transition to Verizon on WITS 3, Verizon will deliver a fully capable and compliant WITS 3 support environment. The Verizon WITS 3 transition means “business as usual” for Federal customers accustomed to using Verizon’s fully integrated Service@once and Bill@once support systems. Agency transitions to WITS 3 will be seamless due to these custom-built WITS2001-based Operating Support Systems (OSS) and Business Support Systems (BSS). Since the like-for-like transition of WITS2001 services to WITS 3 will be predominantly “administrative” [REDACTED], there will be no degradation of service and little-to-no impact on normal ordering and trouble reporting operations. These systems will enable a risk-free transition to WITS 3, with all services and capabilities Verizon’s customers have come to expect and depend upon – fully available on “Day One.”

3.3.1.1 Transition Management Plan (C.5.2.1)

Verizon’s Transition Management Plan, found in Appendix 1, addresses the initial transition to the WITS 3 network and provides detailed descriptions regarding the following areas:

1. Management Support
2. Service and Features
3. Interconnection Plan
4. Transition Contingency Plan
5. Project Management.

The proposed Verizon transition from WITS2001 to WITS 3 provides the Agencies the lowest risk transition available. The workload for the contract transition of services to Verizon is administrative in nature, with no physical interruption of service required. [REDACTED] % [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]. This approach puts Verizon in a unique position to offer a seamless, low/no risk transition solution.

3.3.1.2 Cutover Test Plan (C.5.2.1; E.2.1.1)

Verizon will manage and facilitate the implementation of WITS 3 services and will be responsible for cutover testing and execution planning of such services. Verizon’s Cutover Test Plan is presented in Appendix 2 and details its overall approach to testing performance for each service during service installation, the processes and procedures used, and any differences in these procedures when testing the access arrangements. The Cutover Test Plan describes the parameters to be measured, the measurement procedures, and pass/fail criteria.

Verizon will meet contract delivery schedules as required by the customer organizations. As a part of the cutover testing and execution planning, Verizon will verify that all services, functions, and features provided at SDPs conform to the specifications and requirements defined in the WITS 3 contract. Verizon will provide all necessary test equipment, data terminals, load boxes, test cables, and any other hardware and software required for system testing.

Where Verizon currently provides Government telecommunication services, it will maintain the continuity and quality of existing service until WITS 3 service has been successfully implemented.

Verizon has in-depth experience cutting over entire switching networks as well as small, single- or multiple-line customer services. Its proven track record guarantees that the risk of disruption will be minimal. Providing out-of-hours cutover is an example of how Verizon and GSA can partner to reduce risks of disruption. Verizon will continue to provide seamless operations to

the customer organization. A detailed site-specific Cutover Test Plan will be submitted to GSA within 45 days after receiving the Government's comments.

3.3.2 Transition from WITS 3 (C.5.2; H.34)

Services under the WITS 3 contract are vital to the Government and must be continued without interruption. Upon contract expiration, or at any time the Government discontinues or users relocate services from Verizon, a successor may continue the services. Verizon will provide phase-in coordination (i.e., to coordinate the orderly transition to a successor such that the level and quality of service are not degraded) and will exercise its best efforts to effect an orderly and efficient transition to a successor network or service.

4.0 MANAGEMENT VOLUME APPENDICES

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All Appendix redacted in full.