

**PERFORMANCE WORK STATEMENT
FOR
VOICE SERVICES
FOR
NAVAL SUPPORT ACTIVITY AND PHILADELPHIA NAVAL BUSINESS CENTER**

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I. SCOPE

1.1 This Statement of Work (SOW) defines the contractor support required to provide commercially available integrated voice and data telecommunications services via Central Office-based dial tone facilities to defense activities located at;

- Naval Support Activity (NSA) Philadelphia, PA.
- Philadelphia Naval Business Center (PNBC) Philadelphia, PA.

Telephone and data communications services are provided to these command locations and their tenant commands by the Naval Computer and Telecommunications Area Master Station, Atlantic (NCTAMS LANT) Base Communications Office (BCO).

1.2 The Naval Support Activity Philadelphia is located at 700 Robbins Avenue, Philadelphia, PA 19111. The BCO maintains up to 9,000 telephone numbers in use at this location. The telephone lines are acquired from a local service provider, and these services are delivered to the Rate Demarcation Point (RDP), which is Building 1, Room 1117. The following is a list of telephone numbers reserved for use at Naval Support Activity Philadelphia;

- 215-697-0100 through 215-697-1499 Acct. No. 2156972000-2-1-8
- 215-697-2000 through 215-697-7199 Acct. No. 2156972000-2-1-8
- 215-697-9000 through 215-697-9999 Acct. No. 2156972000-2-1-8
- 215-214-8000 through 215-214-8499 Acct. No. 2156972000-2-1-8
- 215-737-0100 through 215-737-9999 Acct. No. 2157372000-2-0-2

1.3 The Philadelphia Naval Business Center is located at 3601 South Broad Street, Philadelphia, PA 19112. The BCO maintains up to 3,400 telephone numbers in use at this location and at off-premise locations in the immediate area. The Rate Demarcation Point (RDP) is located in Building 4, Room 1324. The following is a

list of telephone numbers reserved for use at the Philadelphia Naval Business Center:

- 215-897-1000 through 215-897-8999 Acct. No. 2158972000-1-0-0

1.4 The contractor will provide a virtual switching environment within each of the local exchanges that consists of Automatic Route Selection (ARS) as required at each service location, four digit or seven digit dialing within each exchange, and the ability to control certain line features from a remote customer interface. The virtual switching environment will emulate the functionality of an electronic switch installed at a customer sites. It will be separate from similar environments within the same switch that provide services to other local customers.

II. BACKGROUND

2.1 The mission of the Naval Computer and Telecommunications Area Master Station Atlantic (NCTAMS LANT) is to:

- Take operational direction from the Fleet Commander in Chief Atlantic Fleet (CINCLANTFLT).
- Operate, administer and maintain control of communications stations in the Atlantic region.
- Provide information technology products and services to Navy and DoD customers.

2.2 The mission of the Base Level Communications (BLC) Department is to support the day-to-day operation of Base Communications Offices (BCO) within the NCTAMS LANT area of responsibility (AOR) consisting of 32 states and three overseas locations. The NAVCOMTELCOMINST 2066.1B serves as guidance in performing this mission.

2.3 The Regional Operations Division provides planning and project management, technical consulting services, billing services, acquisition, implementation, life cycle management, telephone switch management, cable plant management support to various Department of Defense activities subscribing to Base Level Communications services and equipment at facilities in the Philadelphia area. Additionally, the division provides the technical resources to support the regional management and operation for Navy base telecommunications systems in the NCTAMS LANT AOR by providing operational guidance and direction and by coordinating, implementing and maintaining operational projects, plans and initiatives.

III. PERIOD OF PERFORMANCE

3.1 The period of performance for this requirement is 1 October 2010 through 30 September 2011, base year.

- Option year 1 is October 2011 through September 2012.
- Option year 2 is October 2012 through September 2013.
- Option year 3 is October 2013 through September 2014.
- Option year 4 is October 2014 through September 2015.

IV. LOCATION OF SERVICE

4.1 Services required by this contract will be performed at;

- Naval Support Activity Philadelphia, 700 Robbins Avenue, Philadelphia, PA. 19111.
- Philadelphia Naval Business Center, 3601 South Broad Street, Philadelphia, PA 19112.

V. APPLICABLE DOCUMENTS

5.1. Military Specifications – Military Specifications - The following documents are mandatory for Defense Switched Network (DSN) interoperability:

- a. Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6215.01b dtd 23 Sep 2001 "Policy for Department of Defense Voice Networks."
- b. Defense Information Systems Agency (DISA) Joint Interoperability and Engineering Organization (JIEO) Report #8249, Defense Information Systems Network (DISN) Circuit Switched Subsystem, DSN Generic Switching Center Requirements (GSCR), March 1997.
- c. CJCSI 6212.01B, 8 May 2000, "Interoperability and Supportability of National Security Systems and Information Technology Systems"

5.2. Standards and regulations – The contractors shall conform to, and be compliant with established International Telecommunications Union- Telecommunications Standardization Sector (ITU-T), Federal Communications Commission (FCC) rules and regulations, American National Standards Institute (ANSI) standards, National Fire Protection Association (NFPA) codes and standards, National Electrical Code (NEC), National Electrical Safety Code (ANSI C2) and Occupational Safety and Health Administration (OSHA) General Industry Standards. The Contractor shall stay in conformity with evolving standards. In addition to the aforementioned, the contractor is responsible for compliance with Navy OSH, environmental and safety regulations.

VI. REQUIREMENTS

6.1 Provide analog and Integrated Services Digital Network (ISDN) telephone service on a fixed-price basis, approximately;

- 3,100 at NSA Philadelphia in a single Centrex for exchanges 697 and 214. (Acct. No. 2156972000-2-1-8)
- 5,000 at NSA Philadelphia in a single Centrex for exchange 737. (Acct. No. 2157372000-2-0-2)
- 2,800 at Philadelphia Naval Business Center in a single Centrex for exchange 897. (Acct. No. 2158972000-1-0-0)

6.2 The contractor shall provide this service utilizing the telephone exchange number block identified in Sections 1.2, 1.3 and 1.4. The telephone lines shall be

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provided from a local exchange (Central Office) within the local dialing area of each site.

- NSA Philadelphia - Area Code 215
- Philadelphia Naval Business Center - Area Code 215

6.3 The telephone service shall have the capability to place in-house calls (four-digit dialing) between telephone numbers within each exchange. The contractor shall provide and maintain the cable infrastructure delivery services to the RDP location at each campus. Lines shall be provisioned for both "Touch Tone" and "Pulse" dialing. The quantities of services specified herein are Not to Exceed (NTE) quantities. These quantities are subject to monthly review by the BCO and the contractor. Subsequently, the quantity of services will vary throughout the life of the contract. The government has the right to cancel services, at no cost, which are no longer required to support mission requirements. The government may also order new services through contract modification as needed to meet mission requirements.

6.4 Telephone Number Management and Support - The contractor shall reserve telephone number block associated with the telephone number range and exchange listed in Section 1.2, 1.3 and 1.4 exclusively for Centrex service at each of the sites. The government shall manage Centrex telephone number assignments from the blocks of numbers assigned to the Navy to support these facilities. The government shall assign new telephone numbers as telephone lines are activated. These telephone numbers from these blocks shall not have been in service on another line for approximately one year. The government shall remove numbers from service as associated telephone numbers are taken out of service.

6.5 Provide 5ESS Custom ISDN Basic Rate Interface (BRI) circuits as either Point-to-Point or Multi-Point configuration at the commercial demarcation point. BRI circuits may be configured as voice only each "B" Channel, alternating voice and data on either or each "B" Channel, or any combination thereof. The "U" Interface is located at the customer point of service, which is extended beyond the point of demarcation. NT1 units are installed at the point of service. 5ESS Custom SPID will be used to support equipment currently in service, which is Lucent Technologies model 8510, 8510T, 8520T, 8503, 8530, and Cortelco ISDN telephone sets with built-in NT1.

6-0001AA Provide analog, loop start telephone circuits at each of the respective Rate Demarcation Points.

- Acct. No. 2156972000-2-1-8 - 3,100 each
- Acct. No. 2157372000-2-0-2 - 5,000 each
- Acct. No. 2158972000-1-0-0 - 2,800 each

Required features for analog lines are listed in Appendix B.

This requirement will be CLIN 0001AA under the contract.

6-0001AB Provide optional Caller ID with number only on analog lines. This requirement will be CLIN 0001AB under the contract. Approximate current quantities are;

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- Acct. No. 2156972000-2-1-8 - 200 each
- Acct. No. 2157372000-2-0-2 - 100 each
- Acct. No. 2158972000-1-0-0 - 5 each

6-0001AC Provide optional Caller ID Deluxe (with directory name and number) on analog lines. This requirement will be CLIN 0001AC under the contract. Approximate current quantities are;

- Acct. No. 2156972000-2-1-8 - 100 each
- Acct. No. 2157372000-2-0-2 - 350 each
- Acct. No. 2158972000-1-0-0 - 75 each

6-0001AD Provide optional C.L.A.S.S. Service on analog lines. As part of the C.L.A.S.S. Service, Call Block Service, Priority Call Service, Select Forward Service will be available by dial access codes. This requirement will be CLIN 0001AD under this contract. Approximate current quantities are;

- Acct. No. 2156972000-2-1-8 - 20 each

6-0001AE Provide access to the Pennsylvania Relay Service on analog lines for the hearing impaired. Surcharge applies to analog lines. This requirement will be CLIN 0001AE under the contract. Quantities shown in 6-0001AA.

6-0001AF Provide access to the local 9-1-1 Emergency Network for analog lines. Surcharge applies to analog lines. This requirement will be CLIN 0001AF under the contract. Quantities shown in 6-0001AA.

6-0001AL Provide the Centrex Circular Hunting feature. This requirement will be CLIN 0001AL under the contract.

- Acct. No. 2158972000-1-0-0 - 1 each

6-0001AM Provide the Uniform Call Distribution feature. This requirement will be CLIN 0001AM under the contract.

- Acct. No. 2157372000-2-0-2 - 1 each

6-0001AN Provide Incoming Call Control associated with Uniform Call Distribution feature. This requirement will be CLIN 0001AN under the contract.

- Acct. No. 2157372000-2-0-2 - 1 each

6-0001AO Provide the Centrex common equipment associated with Uniform Call Distribution feature. This requirement will be CLIN 0001AO under the contract.

6-0001AQ Provide Call Transfer DID to DOD Features on all analog and ISDN lines. Quantities indicated in CLINs 0001AA and 0002AA through 0002AF. This requirement will be CLIN 0001AQ under the contract.

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6-0001AR The Federal Universal Service Fund surcharged for analog (loop start) service will be CLIN 0001AR under this requirement. Quantities shown in 6-0001AA.

6-0002 Provide 5ESS ISDN Custom Centrex Basic Rate Interface (BRI) telephone circuits in various configurations at the respective RDP locations. The contractor shall provide service utilizing the existing telephone numbers currently in service, which are listed in Sections 1.2, 1.3 and 1.4. Required ISDN features are listed in Appendix B.

6-0002AA Provide 5ESS ISDN Custom Centrex Basic Rate Interface (BRI) as Point-to-Point voice service; One B-Channel including Caller ID with incoming number only. This requirement will be CLIN 0002AA under the contract.

- Acct. No. 2156972000-2-1-8 - 175 each
- Acct. No. 2157372000-2-0-2 - 250 each
- Acct. No. 2158972000-1-0-0 - 5 each

6-0002AB Provide 5ESS ISDN Custom Centrex BRI as Multi-point voice service; Two B-Channels, including Caller ID with incoming number only. This requirement will be CLIN 0002AB under the contract.

- Acct. No. 2156972000-2-1-8 - 130 each
- Acct. No. 2157372000-2-0-2 - 130 each
- Acct. No. 2158972000-1-0-0 - 100 each

6-0002AC Provide 5ESS ISDN Custom Centrex BRI as Point-to-Point Alternating Voice and Data on two B-Channels including Caller ID with incoming number only. This requirement will be CLIN 0002AC under the contract.

- Acct. No. 2156972000-2-1-8 - 120 each
- Acct. No. 2157372000-2-0-2 - 300 each
- Acct. No. 2158972000-1-0-0 - 75 each

6-0002AD Provide 5ESS ISDN Custom Centrex BRI as Point-to-Point with Alternating Voice and Data on two B-Channels, including Caller ID with incoming number only and Circuit Switched Data Services for Video Teleconference Services (VTC). This requirement will be CLIN 0002AD under the contract. (Note: Circuit Switched Data Usage charges, if any, will be billed under CLIN 0002AM of this contract.)

- Acct. No. 2156972000-2-1-8 - 6 each
- Acct. No. 2157372000-2-0-2 - 5 each
- Acct. No. 2158972000-1-0-0 - 10 each

6-0002AE Provide 5ESS ISDN Custom Centrex BRI as Multi-point voice services with two B-Channels and associated Packet Data on the D-Channel, including Caller ID with incoming number only for support of Telocator call management systems. This requirement will be CLIN 0002AE under the contract. (Note: Circuit Switched Data Usage charges, if any, will be billed under CLIN 0002AM of this contract.)

- Acct. No. 2157372000-2-0-2 - 35 each

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6-0002AF Provide 5ESS ISDN Custom Centrex BRI as Point-to-Point Voice Services, one B-Channel with Packet Data on the D-Channel, including Caller ID with incoming number only for support of Teloquent call management systems. This requirement will be CLIN 0002AF under the contract.

- Acct. No. 2156972000-2-1-8 - 5 each
- Acct. No. 2157372000-2-0-2 - 15 each

6-0002AG Provide Caller ID Deluxe (name and number) for all configurations of 5ESS ISDN Custom Centrex BRI. This requirement will be CLIN 0002AG under the contract.

- Acct. No. 2156972000-2-1-8 - 50 each
- Acct. No. 2157372000-2-0-2 - 100 each
- Acct. No. 2158972000-1-0-0 - 200 each

6-0002AH Provide the 5ESS ISDN Custom Centrex BRI C.L.A.S.S. service. As part of the C.L.A.S.S. Service, Call Block Service, Priority Call Service, Select Forward Service will be available by dial access codes. This requirement will be CLIN 0002AH under the contract.

- Acct. No. 2156972000-2-1-8 - 20 each
- Acct. No. 2157372000-2-0-2 - 10 each
- Acct. No. 2158972000-1-0-0 - 4 each

6-0002AI Provide two-digit Intercom Groups as an option for use on all 5ESS ISDN Custom Centrex BRI lines. This requirement will be CLIN 0002AI under the contract.

6-0002AJ Provide access to the Pennsylvania Relay Service on 5ESS ISDN Custom Centrex BRI lines for the hearing impaired. Surcharge applies to ISDN lines. This requirement will be CLIN 0002AJ under the contract.

- Acct. No. 2156972000-2-1-8 - 436 each
- Acct. No. 2157372000-2-0-2 - 735 each
- Acct. No. 2158972000-1-0-0 - 190 each

6-0002AK Provide access to the local 9-1-1 Emergency Network for 5ESS ISDN Custom BRI lines. Surcharge applies to ISDN lines. This requirement will be CLIN 0002AK under the contract.

- Acct. No. 2156972000-2-1-8 - 436 each
- Acct. No. 2157372000-2-0-2 - 735 each
- Acct. No. 2158972000-1-0-0 - 190 each

6-0002AL The Line Port Surcharge that applies to ISDN lines. This requirement will be CLIN 0002AL under the contract.

- Acct. No. 2156972000-2-1-8 - 436 each
- Acct. No. 2157372000-2-0-2 - 735 each
- Acct. No. 2158972000-1-0-0 - 190 each

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6-0002AM The Circuit Switched Data Usage charge that applies to ISDN lines configured for data usage on one or more "B" Channels.

- Acct. No. 2156972000-2-1-8 - 20,000 minutes per month
- Acct. No. 2157372000-2-0-2 - 20,000 minutes per month
- Acct. No. 2158972000-1-0-0 - 20,000 minutes per month

6-0002AN The Federal Universal Service Surcharge that applies to ISDN lines. This requirement will be CLIN 0002AN under the contract.

- Acct. No. 2156972000-2-1-8 - 436 each
- Acct. No. 2157372000-2-0-2 - 735 each
- Acct. No. 2158972000-1-0-0 - 190 each

6-0002AQ Provide 5ESS ISDN Custom Centrex BRI Secondary Directory Number. This requirement will be CLIN 0002AQ on this contract.

- Acct. No. 2156972000-2-1-8 - 10 each
- Acct. No. 2157372000-2-0-2 - 125 each
- Acct. No. 2158972000-1-0-0 - 10 each

6-0003AA Provide ground-start circuits configured in Hunt Groups for use with Automated Attendant and Voice Mail systems. The lead telephone numbers associated with this requirement are;

- Acct. No. 2156972000-2-1-8 - lead number 215-697-2000 with 48 hunting lines.

These shall include associated lines/ports. This requirement will be CLIN 0003AA under the contract.

6-0003AB The Pennsylvania Relay Surcharge applies to ground-start circuits. This requirement will be CLIN 0003AB under the contract.

- Acct. No. 2156972000-2-1-8 - 48 each

6-0003AC The 9-1-1 Emergency Surcharge applies to ground-start circuits. This requirement will be CLIN 0003AC under the contract.

- Acct. No. 2156972000-2-1-8 - 48 each

6-0003AD The Federal Universal Service Fund Surcharge applies to ground-start circuits. This requirement will be CLIN 0003AD under the contract.

- Acct. No. 2156972000-2-1-8 - 48 each

6-0003AE Provide incoming number only Caller ID on ground start circuits. This requirement will be CLIN 0003AE under the contract.

- Acct. No. 2156972000-2-1-8 - 48 each

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6-0003AF Provide incoming name and number Caller ID Deluxe on ground start circuits. This requirement will be CLIN 0003AF under the contract. All quantities are zero at this time.

6-0004AA Provide Automatic Route Selection (ARS) in conjunction with CAT codes for all analog and ISDN switched services. A CAT code should be provided for each of the following arrangements;

- Four-digit dialing within each Centrex or Exchange. Incoming calls are received.
- Four-digit dialing within each Centrex, access to local calling, FTS2001 and DSN. Incoming calls are received.
- Four-digit dialing within the Centrex, access to local calling and FTS2001. Incoming calls are received.
- Four-digit dialing within the Centrex, access to local calling and DSN. Incoming calls are received.
- Four-digit dialing within the Centrex and access to local calling.
- Four digit dialing only, and cannot receive incoming calls from outside the Centrex, but can receive "on-base" incoming calls.
- ARS updates - New area codes and/or prefixes will automatically be updated within the ARS once opened as a valid exchange.

The ARS will provide telephone connection to DSN trunks with a dial access code of 8-8 and connection to FTS2001 and local calling with a dial access code of 8-9. There is no long distance PIC, but instead all toll calls are routed to FTS2001 private facilities. The Toll Billing Exception code should be NONE, and CIDIAL is set to DENY for Carrier Access Codes (1010xxx). There will be NO OVERFLOW to commercial Public Switched Telephone Network due to busy signals on private facilities. All regional toll calls will be routed to the FTS2001 network. Neither regional toll nor intra-LATA toll changes shall be billed under the contract. This requirement will be CLIN 0004AA under the contract.

6-0005AA Provide ISDN Primary Rate Interface (PRI) trunk terminations configured as single trunk groups from each of the Central Office Switches as indicated;

- Acct. No. 2156972000-2-1-8 - 6 each
 - 1.) 215-697-2589 - 3IPZD662773.3.PA - Channels 1 to 23 (1 each)
 - 2.) 215-697-9040 - 3IPZD662773.1.PA and 3IPZD662773.2.PA - Channels 1 to 23 and 25 to 48 (2 each)
 - 3.) 215-697-9020 - 3IPZD661761.1PA - Channels 1 to 23 (1 each)
- Acct. No. 2158972000-1-0-0 - 2 each

215-897-1018 - 3IPZD664348.001 AND .002.PA - Channels 1 to 23 and 25 to 48(2 each)
- Acct. No. 2157372000-2-0-2 - 3 each

215-737-8187 - 3IPZD661761.1.PA - Channels 1 to 60

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Provide ISDN Primary Rate Interface (PRI) trunk terminations configured as single trunk groups from each of the Central Office Switches to the MCI FTS2001 long distance network. All commercial long distance calls will be routed to these FTS2001 trunks. Long distance calls are routed over the FTS2001 network using the North American numbering plan. All FTS2001 network facilities must be in place prior to commencement of this contract to insure uninterrupted long distance service, which is essential to the mission of the Department of Defense.

- Acct. No. 2156972000-2-1-8 - 3 each FTS2001 Trunk Terminations
- Acct. No. 2157372000-2-0-2 - 4 each FTS2001 Trunk Terminations
- Acct. No. 2158972000-1-0-0 - 2 each FTS2001 Trunk Terminations

This requirement will be CLIN 0005AA under the contract.

6-0005AB Primary Rate Interface (PRI) Trunk Termination for FTS2001 circuits. This requirement will be CLIN 0005AB under the contract.

- Acct. No. 2156972000-2-1-8 - 3 each
- Acct. No. 2157372000-2-0-2 - 4 each

6-0005AC The Pennsylvania Relay Surcharge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0005AC under the contract.

- Acct. No. 2156972000-2-1-8 - 9 each
- Acct. No. 2157372000-2-0-2 - 4 each
- Acct. No. 2158972000-1-0-0 - 4 each

6-0005AD The 9-1-1 Emergency Surcharge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0005AD under the contract.

- Acct. No. 2156972000-2-1-8 - 9 each
- Acct. No. 2157372000-2-0-2 - 4 each
- Acct. No. 2158972000-1-0-0 - 4 each

6-0005AF The Federal Universal Service Fund Surcharge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0005AF under the contract.

- Acct. No. 2156972000-2-1-8 - 9 each
- Acct. No. 2157372000-2-0-2 - 4 each
- Acct. No. 2158972000-1-0-0 - 4 each

6-0005AG The Federal Line Class Charge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0005AG under the contract.

- Acct. No. 2156972000-2-1-8 - 9 each
- Acct. No. 2157372000-2-0-2 - 4 each
- Acct. No. 2158972000-1-0-0 - 4 each

6-0005AH The Port Charge Surcharge applies to the ISDN PRI Trunk Terminations. This requirement will be CLIN 0005AH under the contract.

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- Acct. No. 2156972000-2-1-8 - 9 each
- Acct. No. 2157372000-2-0-2 - 4 each
- Acct. No. 2158972000-1-0-0 - 4 each

6-0006AA Provide T1 trunk terminations configured as a single trunk group from the Central Office Exchange Switches to the Defense Systems Network (DSN) private network.

- Acct. No. 2156972000-2-1-8 - 3 each (697 exchange translates to DSN 442)
- Acct. No. 2157372000-2-0-2 - 3 each (737 exchange translates to DSN 444)
- Acct. No. 2158972000-1-0-0 - 2 each (897 exchange translates to DSN 443)

All DSN network facilities must be in place prior to commencement of this contract to insure uninterrupted private network long distance service, which is essential to the mission of the Department of Defense.

This requirement will be CLIN 0006AA under the contract.

6-0006AB The Pennsylvania Relay Surcharge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0006AB under the contract.

6-0006AC The Philadelphia 9-1-1 Surcharge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0006AC under the contract.

6-0006AE The Federal Universal Services Surcharge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0006AE under the contract.

6-0006AF The Federal Line Class Surcharge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0006AF under the contract.

6-0006AG The Port Charge Surcharge applies to ISDN PRI Trunk Terminations. This requirement will be CLIN 0006AG under the contract.

6-0009 Provide Automated Message Link (AML) features and associated local channels (including modems) for control and operation of Automated Attendant and Voice Mail systems. Support four-digit voice mailboxes on the Navy Octel Overture 250 system, located at the Philadelphia Naval Business Center (Acct. No. 2158972000-1-0-0), and seven-digit voice mailboxes on the Navy Octel Overture 350 (Acct. No. 2156972000-2-1-8) and the DLA Octel Overture 350 (Acct. No. 2157372000-2-0-2). This requirement will be CLIN 0009 under the contract.

6-0010 Provide a CLIN for miscellaneous one-time charges associated with services described in this requirement. The value of annual charges is not to exceed \$2,500.00 on each of the four accounts. This requirement will be CLIN 0010 under the contract.

6-0012AB Tele-management System

- Provide an electronic integrated service management system with direct interface to the switch. The user interface can be provided using Internet web browser access, or by way of dial-up data terminal access. Provide to the government and contractor personnel alike, by way of this integration, common access for the purpose of sharing online data.
- Provide online customer service ordering capability through a main entry point. Provide direct customer account management, telephone number management, line configuration management; including telephone numbers, features and feature group management, line parameter defaults, and date due management in conjunction with the required service order time frames.
- Provide online customer automated voice service provisioning through a main entry point. Provide, by way of this integration, cable and pair facilities assignment and management, switching equipment (OE and PE) for analog and ISDN, switch translations for the appropriate 5ESS language for analog and digital services. Provide ISDN and analog to ISDN, or ISDN to analog conversions, ISDN "National" and/or "Custom" point-to-point or multi-point, and provide automatic service order close on soft changes.
- Provide the ability to control (change) Default Next Release Time for soft changes. The government requires the ability to set date and time when a soft change is released to the switch for update.
- Provide online customer access to maintenance and repair data through a main entry point. Provide trouble reporting and administration with trouble ticket entry, trouble ticket status, test result entry, and trouble ticket history to be retained with the telephone number. Provide distribution of trouble ticket and trouble repair process to customer and contractor work groups alike.
- Provide the capability for online customer inventory management through a main entry point. Provide serialized and non-serialized inventory methods, warranty and maintenance management, and utilities to update and transfer inventory information.
- Provide online work force management through a main entry point. Provide distribution of work to responsible work groups, distribution of work according to work group skill levels, and integrate work assignment capability with service order processing and maintenance and repair transactions.
- Provide online management reports through a main entry point. Provide reports showing service order activity and history, trouble management and history, line configuration, inside and outside plant configuration, recent change history, work force activity, and inventory.

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- Provide access to database(s) across all accounts; 2156972000-2-1-8, 2157372000-2-0-2, 2158972000-1-0-0.
- Provide five-digit Billing Account Codes (BAC), and the ability of the Base Communications Office to manage these codes, including create and delete BACs, and to assign and re-assign BAC codes to customer telephone numbers.
- Provide customer capability to change telephone numbers; i.e., swap telephone numbers like for like (analog to analog), and like for different (analog to digital and digital for analog).
- Provide an interface to the monthly billing system using the BAC.
- Provide online customer access to telephone features. Provide management of telephone features including adds, moves and changes.
- Provide online pricing associated with all customer-generated service orders. Provide a threshold of \$2,500.00 per service order. Provide levels of access within the service order system to insure that only the designated government representative has authority to approve service order charges. Authority to approve zero dollar service orders will be granted to all government personnel with access to the integrated system.
- Appendix B lists required line features that must be accessible and available for change within the Tele-Management System.

This requirement will be CLIN 0012AB under the contract.

6-0013AB Billing and Invoicing

- The contractor shall bill in arrears on a monthly basis in accordance with its standard billing procedures for these four accounts. The billing period will begin on the first day of each month and end on the last day of each month. The contractor shall submit all billing invoices to the designated government point-of-contact by, and no later than, the fifteenth day of the new month. The contractor will submit one separate monthly invoice for services at the location described in Section IV. Provide summary billing data in the form of a monthly paper bill, a detailed Customer Service Record, as well as electronic media. Paper invoices, summary and detail-billing records will be submitted monthly to BCO Philadelphia, Code N236, Building 1, Room 1205, 700 Robbins Avenue, Philadelphia, PA 19111-5098. The invoice format shall be capable, at no cost to the government, of accommodating new services and features.
- Each invoice shall reflect all charges from the first to the last day of the billing cycle. The contractor shall charge for all services, features, and equipment within three billing cycles after the services were rendered. All charges not submitted within three billing cycles shall be borne by the contractor unless the contractor's formal request for billing extension has been approved by the contracting officer. Contractor bills/invoices received greater than thirty days from the end of the billing period will incur a one-

percent per calendar day reduction in the total bill up to a maximum applied reduction of twenty-five percent late penalty. If received bills/invoices have greater than a ten-percent error, the billing for that period shall be deemed late and the previously defined late penalty shall apply.

- The contractor shall exhibit, in detail, the content and format of all invoices to be used for billing the services of this contract with the submission of a proposal.
- The contractor shall ensure that each invoice contains all pricing components in sufficient detail to reconcile the charges with completed orders or actual usage. The contractor shall ensure that all charges, credits, and debits are shown on the invoice, and that no additional data are required by the government to verify the price of a service, call or feature, and to verify the amount of discounts, credits or debits. The monthly invoice will include a cover sheet showing, the contractor's company name, the contract number, the account number, the date of the invoice, the service period for which the charges apply, a payment due date, a sum total of charges for the service period, a payment mailing address. The monthly invoice will include a second page(s) listing; account number, CLIN, service description, unit cost, quantity/minutes, total price, and a summary total matching the sum total of charges for the service period of the invoice cover sheet.
- For other reimbursable charges, the contractor shall ensure that the invoices reflect the contractor's actual charges for a specific service order. The government will not pay any charges that are not agreed upon between the contractor and the government point-of-contact, and that are not specifically stated in the service order.
- The contractor should be capable of delivering invoices and billing verification data in electronic format, such as CD-ROM. It is desirable that the product be compatible with Microsoft Office products, i.e., Access and Excel. The contractor shall provide the means to assign services by telephone number across four hierarchical levels: Activity, Directorate, Division, Branch, in addition to the sum total page for each main site. The contractor will provide a means for the government to update the customer database to reflect reassignment of telephone numbers across any of the levels. The electronic billing format will include summary reports at each level, and a detail call record at the telephone number level. The electronic billing mechanism will allow the government to process its internal customer billing, and output will be a Microsoft Excel spread sheet or workbook. The format for the billing hierarchy is LPnn111222333 or LSnn111222333. "LP" (Acct. Nos. 2156972000 and 2157372000) and LS (Acct No. 2158972000) are constant within each account. "nn" is customer Activity. "111" is Directorate of the Activity. "222" is Division of the Directorate. "333" is the Branch of the Directorate.
- Within the electronic billing system the contractor will provide a means to import the data file containing toll call detail records from the FTS2001 MCI Perspective CD-ROM. (All toll calls are made over the government's private FTS2001 network provided by MCI within a file called "cdr.dat".) The call

detail records will be processed by the government using this contractor's billing system, and processed against the hierarchy table maintained therein.

- The contractor shall maintain all original paid invoices and other related records for the length of the contract plus five years after the expiration of the contract. The contractor shall make this data available to the government within ten business days of a formal request. Archived information shall be provided in a mutually acceptable electronic format.
- The contractor shall provide a mechanism for uniquely identifying service outages and allowing the government to reconcile credits with associated outages. The contractor shall credit the affected customer as specified in Section X. Within three billing cycles after resolution of the service outage, the service outage credit shall be processed through the contractor's billing system, and the credit will appear on the invoice as a billing adjustment summary.
- The contractor shall propose a mechanism for uniquely identifying each billing dispute to permit the dispute initiator to track the status of a dispute. The contractor shall attempt to resolve billing disputes to the satisfaction of the dispute initiator within 60 calendar days following official notification from the government. The contractor shall take a proactive lead in resolving disputes promptly with the initiator of the dispute by establishing and maintaining meaningful dialogue directed toward a prompt, fair, and equitable resolution. In cases where a resolution is not forthcoming, the contractor shall submit partial resolutions (less than the total amount in dispute) to the dispute initiator for acceptance or denial. The government point-of-contact or the dispute initiator will respond within five business days with a proposed resolution. If either party wants to escalate the dispute to the contracting officer at any time, it may do so. All disputes that are not resolved within 60 calendar days will be escalated to the contracting officer. Any disputes escalated to the contracting officer will be resolved in accordance with Federal Acquisition Regulation (FAR) 52.233-1 (Disputes). Once a dispute is resolved, the contractor shall process the associated credit or debit within two billing cycles. The contractor will make sure that the debit or credit and the associated billing dispute identifier are clearly documented in the invoice and assigned to the proper level of the invoice prescribed in the billing hierarchy as described earlier in this section.
- The government reserves the right to withhold a partial or entire payment of an invoice in dispute as detailed in FAR 52.232-1 (Payments).
- This requirement will be CLIN 0013 under the contract.

6-0015 Provide access to Local and Long Distance Directory Assistance service. This requirement will be CLIN 0015 under the contract.

6-0019AA Provide Analog Off-Premise Exchange (OPX) Centrex Services.

6-0019AB Provide Analog Off-Premise Exchange (OPX) Centrex Services , 5 each, on Acct. No. 2158972000-1-0-0, Philadelphia Naval Business Center to NAVSEA

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Shipbuilding Support Office, 3751 Island Avenue, Third Floor, Philadelphia, PA 19153-3297. Telephone numbers are 215-897-1991 through 1995. This requirement will be CLIN 0019AB under the contract.

6-0019AC Provide Analog Off-Premise Exchange (OPX) Centrex Services, 3 each, on Acct. No. 2158972000-1-0-0, Philadelphia Naval Business Center to US Army Audit, Robert C. Nix Federal Office Building, 9th and Market Streets, Philadelphia, PA 19107. Telephone numbers are 215-897-5201 through 5207. This requirement will be CLIN 0019AC under the contract.

6-0022AA Provide DSL services including Internet Service Provider accounts. Bandwidth at 640 Kbps downstream in addition to dial tone. The current quantity of these services are;

- Acct. No. 2156972000-2-1-8 - 25 each
- Acct. No. 2157372000-2-0-2 - 4 each
- Acct. No. 2158972000-1-0-0 - 4 each

This requirement will be CLIN 0022AA under the contract.

6-0022AB Provide DSL services including Internet Service Provider accounts. Bandwidth at 1.6 Mbps downstream in addition to dial tone. The current quantity of these services are;

- Acct. No. 2157372000-2-0-2 - 12 each

This requirement will be CLIN 0022AB under the contract.

6-0022AD Provide DSL services including Internet Service Provider accounts at a bandwidth of 640 Kbps downstream in addition to dial tone with Static IP Address. The current quantity of these services are;

- Acct. No. 2156972000-2-1-8 - 12 each
- Acct. No. 2157372000-2-0-2 - 15 each

This requirement will be CLIN 0022AC under the contract.

6-0022AG Provide Extra Static IP Addresses per line as required. This requirement will be CLIN 0022AG under the contract. The current quantity of these services are;

- Acct. No. 2156972000-2-1-8 - 3 each
- Acct. No. 2157372000-2-0-2 - 1 each

6-0025 **Local Calling** - Provide access to the local calling area (intra-lata) and carry all such calls. The government (Navy) has a unique requirement to bill back its own customers for costs incurred under the contract. As such it is the contractor's responsibility to provide individual call detail records as part of the electronic billing and invoicing system. Each call must be itemized and presented to the government in full detail including; originating telephone number, date and time the call was placed, telephone number dialed, telephone number called, duration of call, cost of the call. The call detail records must be

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compatible, and accessible, with the contractor provided electronic billing system and hierarchy. In the event the contractor is unable to uniquely identify each local call, and present it in detail form, the contractor will not invoice for local calls. This requirement will be CLIN 0025 under the contract.

6-0026 Provide directory listings in the Blue Pages of the Verizon Telephone Directory for the Philadelphia Metropolitan book. This requirement will be CLIN 0026 under the contract. This requirement will be CLIN 0026 under the contract.

6-0027 Provide Call Forwarding Variable, Busy and Don't Answer outside the Centrex. A dial access code (or equivalent) should be established for this feature so that internal controls can be established for authorized users. Provide concurrent access trunks to allow multiple outgoing calls simultaneously. This feature will provide capability for "follow-me" call forwarding to cell phones, etc. Features similar to the "CallMAX" product are acceptable. Quantity is zero at this time but anticipate adding 100 to 200 in the first year of the contract. This requirement will be CLIN 0027 under the contract.

6-0028 Digital Facility Termination (DFT) - The Contractor shall provide DFT monthly service associated with all Defense Systems Network (DSN) private network access for NSA Philadelphia, Philadelphia Naval Business Center. All DSN network facilities shall be in place prior to commencement of this contract to insure uninterrupted private network long distance service, which is essential to the mission of the Department of Defense. This requirement will be CLIN 0028 under the contract.

6-0029 Contractor shall provide intercepts (in the event of disconnects or number changes) to route calls to recorded announcements. This service shall be priced in one-month increments from one to twelve months. This requirement will be CLIN 0029 under the contract.

6-0030 Provide the Centrex Music on Hold feature. Quantity is zero at this time. This requirement will be CLIN 0030 under the contract.

6-0031 Provide 1FB POTS lines with unlimited calling in the local area. This service is not part of the main Centrex. Quantity is zero at this time. This requirement will be CLIN 0031 under the contract.

6-0032 Provide 1MB POTS lines with local calling allowance. This service is not part of the main Centrex. Quantity is zero at this time. This requirement will be CLIN 0032 under the contract.

6-0040 Simulated Exchange Access Trunks (SEATS) - The contractor shall provide SEAT service associated with access to the Public Switched Telephone Network. Should the Federal Communications Commission modify the Federal Subscriber Line Charge embedded in SEAT pricing, the contractor shall notify, in writing, both the Contracting/Ordering Officer and the NCTAMS LANT point-of-contact within ten (10) days of the contractor becoming aware of such a change. This requirement will be CLIN 0040 under the contract.

6-0041 Provide an audible warning on the line when a caller has dialed a ten-digit local call within the Philadelphia Metropolitan area codes to signal toll charges

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will apply to the call being made. This requirement will be CLIN 0041 under the contract.

6-0042 Telephone Number Management and Support - The contractor shall reserve telephone number block associated with the telephone number range and exchange listed in Sections 1.2, 1.3 and 1.4 exclusively for Centrex service at NSA Mechanicsburg. The government shall manage Centrex telephone number assignments for NSA Mechanicsburg from the block of numbers assigned to the Navy to support this facility. The government shall assign new telephone numbers as telephone lines are activated. These telephone numbers shall not have been in service on another line for approximately one year. The government shall remove numbers from service as associated telephone numbers are taken out of service. This requirement will be CLIN 0042 under the contract. The surcharges associated with this requirement are CLIN 0001AS for analog lines and CLIN 0002AL for ISDN lines.

6-0043 Interoperability Requirements - The switches to be used under this delivery order will be part of joint use network that is required to comply with DOD interoperability policy. This policy states that primary switching facilities for installations' long distance voice service by interconnection with Defense Switched Network (DSN) nodal facilities are considered End Offices (EO). Hardware, software and firmware used for base switches serving as primary switching facilities are required to be certified as interoperable prior to use by the Government. This requirement will be CLIN 0043 under the contract.

6-0044 Joint Interoperability Test Center (JITC) Certification Testing - The contractor shall be responsible for a full and complete JITC DSN interoperability certification for primary base switches used for this delivery order and connected to the DSN. The government will not use any hardware, software or firmware for primary switching facilities without an accompanying Joint Interoperability Certification Letter or "intent-to-certify" document. The scheduling of certification testing and the burden of funding for the testing shall be the sole responsibility of the contractor. The Joint Interoperability Certification requirements shall apply throughout the life of each delivery order and to any modifications made to the delivery order. Switch certification testing shall be done in accordance with test procedures developed by the JITC. This requirement will be CLIN 0044 under the contract.

6-0045 Provide Octel networking monthly support between a model 250 in Mechanicsburg, a model 250 at the Philadelphia Naval Business Center and a model 350 at NSA Philadelphia. This requirement will be CLIN 0045 under the contract.

6-0046 Provide labor rate in increments of one hour as required for the purposes of installing and extending new, and repair of existing, four-wire leased line services beyond the Rate Demarcation Point (RDP) to the customer on-base site. The government point-of-contact will coordinate use of these hours as required but not to exceed forty hours annually on each of accounts 2156972000-2-1-8, 2157372000-2-0-2, 2158972000-1-0-0. This requirement will be CLIN 0046 under the contract.

6-0047 On-Site Technician - (2 each) (Provide 1 each On-Site Technician as described at NSA Philadelphia, and Philadelphia Naval Business Center.

- Technical Support - Provide an on-site technician to support daily operations and maintenance of: Centrex single line and multi-line analog and

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ISDN services, integrated Voice Mail system, battery supply, RDP location, wiring closets, inside plant (fiber and copper), horizontal cable, telephone jacks and mounting cords excluding telephone sets at these sites. The on-site technician shall coordinate and maintain the services described in the SOW. The contractor shall provide a single price to meet the operations and maintenance requirements including an on-site technician. The on-site technician shall have access to Tier II technical support from a remote Technical Support Center (TSC).

- Coordinate and manage installation of all wire services beyond the RDP to the on-premise point of service termination and insure the integrity of services to that point.
- Coordinate installation of new ISDN BRI service with marketing, service implementation centers and other central office personnel to test provisioning of special voice features. Test all new ISDN BRI services at the RDP in advance of service due date. Insure the integrity of all special voice features provisioned for each individual telephone number to be converted from analog to ISDN.
- Coordinate and test installation of ISDN equipment including power, network terminations (NT1) and voice terminals.
- Install wiring and terminations suitable for the type of service to be installed: i.e., ISDN, T1 T3, PRI, SMDS and Frame Relay circuits. Insure integrity of wiring and terminations.
- Support and manage installations of ISDN voice/data/video services. Test and insure integrity of these services and coordinate implementation with hardware vendors. Mediate between wire service provider and equipment vendors to resolve discrepancies relating to the source(s) of trouble.
- Coordinate and manage installation of trunk line and hunt group services that support voice mail systems, call-processing centers and Interactive Voice Response systems. Test and insure integrity of ground start circuits and verify proper hunting order. Interact with provisioning and test centers at the wire service provider to correct anomalies detected during test phase.
- Provide technical direction to other wire service provider technicians dispatched to install special services, i.e., analog and digital leased line services, T1, T3 and ISDN PRI. Assign Navy cable pairs for extension of service beyond the RDP to the service delivery point. Manage installation and testing through service provider and coordinate equipment installation with the end user.
- Maintain direct contact, through working relationships, with the following departments of the wire service provider to insure integrity of service to be delivered;
 - Central Office Wire Frame Technicians
 - Central Office Switchmen

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- Marketing and Accounting Groups
 - All levels of company management
 - Construction
 - Engineering
 - Special Services Implementation Centers
 - Special Services Test Centers
 - Special Services Installers
-
- Test and determine the nature of all service failures and anomalies and isolate the source of the trouble. Report all troubles directly to the responsible department of the wire service provider to insure service restoration within the shortest possible interval.
 - Coordinate and manage the repair process, using all available resources of the wire service provider, beginning with the initial trouble report and ending when the service user is satisfied with the repair.
 - Provide technical guidance on matters involving integrity of existing Navy owned cable plant, installation of new cable, number of spare facilities throughout NSA Mechanicsburg compound and special voice, data and video services.
 - Conduct site surveys for users requesting upgrade from analog to ISDN voice services. Determine the optimum wiring solution and multi-point configuration for the site. Survey the existing voice features; determine the desired call appearances and other feature changes.
 - Design and install modular terminations to optimize wire utilization and maintenance for users of data services. Work assignments will include local service requests to add, move and change service delivery points and local requests for repair.
 - Serve as team member with government telephone workers and mechanics. Work alongside government personnel to achieve the common goal of service delivery to the user. Provide hands-on technical training to government personnel regarding installation and troubleshooting techniques and new technologies as offered.
 - Establish and maintain contingency plans and guides for disaster recovery. Perform traffic studies and maintenance inspections.
 - Establish and maintain detailed records for approximately 9,000 Centrex lines and other circuits as specified below:
 - ISDN (voice, data and video) lines and equipment
 - House and station cable
 - Telephone numbers, trouble calls and repair logs
 - Circuits: data, security, fire alarm, paging, radio, etc.
 - T1 lines
 - Video conferencing units
 - Cable plant configurations
 - Line classes of service and other features

- Traffic studies: maintenance schedules and inspections
- Perform all tasks classified as premise work, not specifically enumerated above, and accomplish traditional work requests.
- The technician will require access to a government PC and LAN connection.
- The contractor shall furnish a qualified technician to perform the prescribed duties during a normal five-day workweek for eight hours per day (Mon through Fri 8:00 AM to 4:30 PM). The contractor shall not work on any of the ten designated Federal holidays as observed by Federal employees; New Year's Day, Martin Luther King Jr. birthday, Presidents' Day, memorial Day, Independence Day, Labor Day, Columbus Day, Veterans.
- The on-site technician shall have the necessary tools and test equipment to accomplish the work specified in this section. The Government shall provide the supplies and material needed to accomplish the work specified in this section.
- Exclusions - Work relating to the provisioning of network services on the provider side of the RDP which is traditionally performed by the service provider network operations technician, shall be excluded from the contract.
- Provide an overtime hourly rate for technician services based on 40 hours annually to be used at the discretion of the BCO Manager to perform outside normal working hours labor on customer service requests.
- This requirement will be CLIN 0047 under the contract.

VII. Navy/Marine Corps Intranet (NMCI)

7.1 Some, or all, of the services ordered under the contract that may be transitioned to NMCI during the period of performance of a Delivery Order (base period and options). Should these circumstances occur, the government shall reserve the right to reduce or modify the scope of the Delivery Order or terminate it outright without liability or penalty.

VIII. Transition Support

8.1 The contractor shall support the transition from the current contract to this contract to include implementation of new ordering, billing and other processes defined or implied in this SOW. The Navy may elect to rapidly implement all process changes at once or over a period not to exceed 90 days. The contractor shall be prepared to support either.

8.2 The desired method of service implementation is to use the existing cable facilities presently in use at the RDP location. If the contractor intends to use the existing cable, the contractor shall state this in the proposal. If the contractor does not intend to use the existing cable, the contractor shall state this in the proposal and submit a transition plan. The transition plan shall include, at a minimum, how and where any new facilities will be installed. It shall be the responsibility of the contractor, upon installing new cable

facilities, to half tap all existing services and install the necessary cross-connects to the existing cable plant at the RDP. There shall be minimum interruption of service when circuits are transitioned to the new cable facilities. If the contractor intends to install a new cable feed system, the contractor shall demonstrate that such is fully operational 30 days prior to commencement of this contract. New cross-connects required at the RDP that result from installation of new cable facilities would be the responsibility of the contractor. The government shall not incur any cost involved in cross-connecting existing circuits to the new cable facilities. The contractor shall be responsible for obtaining a record of cable pair assignments and telephone numbers to facilitate the cross-connect work. If new cable facilities are installed, the contractor shall incur all construction and material costs.

IX. Deliverable Data

9.1 Data to satisfy the requirements set forth in Section 6-0012AB (Tele-management System) and Section 6-0013AB (Billing and Invoicing) are required.

X. PERFORMANCE

10.1 Performance Period - The contractor shall have in place at the beginning of the contractor performance period all facilities as described in the Requirements section. This shall include connections to government switched networks, which are FTS and DSN.

10.2 The contractor shall describe its trouble reporting and escalation procedure, including telephone numbers to be used in reporting troubles and a single point-of-contact to serve as the trouble management coordinator. The contractor shall provide to the government a list of management personnel contacts to be used by the government point-of-contact in an escalation process in situations where troubles are not likely to be corrected within an acceptable time frame. The contractor shall be prepared to provide, in the execution of this contract, response to trouble notification within a time frame that is appropriate to the nature of the malfunction and be prepared to provide on-site support as necessary.

10.3 The contractor shall provide a center to receive trouble calls for all service failures. The trouble center shall be equipped with online testing capabilities, and the contractor's representative at the center shall perform these tests immediately upon receipt of the trouble report from a designated government point-of-contact.

10.4 The government requires trouble resolution of services as follows:

- Trouble with analog lines and services shall be resolved within four hours for outages designated as emergency/critical, eight hours for priority resolution and by the next business day for routine resolution.
- Trouble with Class of Service operation shall be resolved within three hours of the initial trouble report.
- Trouble connecting to GETS, Relay Network services and/or to directory assistance lines shall be resolved within three hours of the initial trouble report.
- Trouble with ISDN BRI voice, data and video circuits shall be resolved within five and one-half hours for outages designated as emergency/critical, eight

hours for priority resolution and by the next business day for routine resolution.

- Trouble with FTS and DSN trunk shall be resolved within three hours when the cause of the trouble is known to be isolated to the local service provider. The contractor shall be required to interact with other government contractors providing these private switched network facilities, and to coordinate trouble-shooting and resolution procedures with these contractors. Trouble reports shall be initiated under the contract by either the local government point-of-contact, or by other government contractors providing the long distance services.
- Troubles causing the inability to place local telephone calls shall be resolved within three hours.
- Troubles causing the inability to route Intra-LATA toll calls or long distance calls to the FTS long distance network shall be resolved within three hours when it is determined the source of the trouble is within the control of the local service provider under the contract

10.5 At such time the contractor determines that trouble resolution is not possible within the specified time period, the escalation procedure shall be invoked, and the contractor's trouble management coordinator shall notify the government point-of-contact that the service outage will likely exceed the expected duration. The contractor's trouble management coordinator shall take the necessary action within its organization to ensure the earliest possible resolution that is acceptable to the government. The contractor shall provide the services of a qualified telephone technician to be dispatched to the station at the request of the government point-of-contact

10.6 The contractor shall not allow service interruptions to occur on the emergency 9-1-1 system without a satisfactory alternative means of connecting with this service. This requirement applies to facilities that are under the control of this contractor only, and not external problems caused with the 9-1-1 system itself.

10.7 The government requires that the contractor perform the installation and change of services in accordance with due-dates communicated by BCO manager. Following are typical turnaround times requested.

- Analog telephone lines shall be installed, tested and operational at the RDP within but no later than three (10) business days following receipt of the government's telephone service request.
- Changes and/or additions to the Class of Service operation shall be effected within but no later than thirty (30) calendar days following receipt of the government's telephone service request.
- ISDN BRI services, including voice, data and video, shall be installed, tested and operational at the RDP within but no later than fourteen (14) business days following receipt of the governments telephone service request.

10.8 Changes to the arrangement/configuration of access and terminations to the government's private networks (DSN/FTS) shall be installed in conjunction with MCI and/or other long distance carriers providing these networks. The contractor shall coordinate DSN and FTS facilities changes with the long distance carrier. Service implementation dates shall be agreed upon by all parties to include the government, the local service provider and the long distance carrier.

10.9 The service provider under the contract recognizes that MCI/FTS is the sole and exclusive commercial long distance carrier for other than regional toll requirements. By design, all toll calls will be routed to the FTS private network. The service provider of this contract will serve as billing agent for carriers submitting charges for official inbound collect calls. Telephone users at NSA Mechanicsburg will not be permitted access to selective long distance or regional carriers on a call-by-call basis to include 1-0-1-0-XXX. All regional toll traffic will be routed to the service provider under the contract. All long distance toll traffic will be routed to FTS only. The practices of long distance carriers known as SLAMMING or CRAMING will not be permitted to occur under the contract. As such, any charges appearing on the monthly invoice under the contract from toll carriers, other than collect inbound calls billed by miscellaneous carriers, will not be paid under the contract. (It should be noted that, individuals wishing to place personal calling card toll calls from telephone numbers supplied under the contract will access their personal carriers by using a toll free numbers.)

10.10 When and if the contractor is unable to effect repair or trouble resolution within the time limits specified in paragraph 8.1.3, or when total failures of these services exceeds the duration specified, the contractor will rebate to the government the equivalent monthly charge for the service in question. When and if the contractor is unable to deliver requested new services within the time frames specified, the contractor will waive the one time nonrecurring charge for installation or purchase of the new service(s), and will forfeit the first month service charge.

10.11 Contractor performance will be monitored, measured and evaluated by the BCO Mechanicsburg technical point-of-contact, who will be the government point-of-contact and the Contracting Officer's Representative (COR). Periodic reviews will be conducted by the COR who will meet with the contractor's representative as needed but not less than twice annually. All performance issues will be discussed at these meetings, and the contractor will offer proposed solutions to rectify problems relating to performance issues. Performance measuring, evaluation and reviews will be used to determine the contractor's overall ability to perform under the contract, and these data will be used as required to measure the contractor's ability or inability to perform under the contract.

XI. Government Responsibility

11.1 Furnished Information – None

11.2 Government Furnished Material –

11.3 The Government shall provide the supplies and materials to accomplish the work specified in Section 6.15.

11.4 Government Furnished Facilities – The on-site technicians shall have access to a government PC and LAN connection to reference and update the automated telecommunications service request workload and tracking system and other databases used for communication between the contractor and government personnel.

11.5 Government Points-of-Contact

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11.6 NCTAMS LANT Regional Plans and Requirements project management point-of-contact is Liz Tabor, (757) 443-9062, e-mail taborl@nctamslant.navy.mil

11.7 BCO Manager (technical point-of-contact), and COR is William Davis, Tel: 215 697-4000, E-mail: william.davis1@navy.mil. The alternate NCTAMS LANT BCO technical point of contact is Greg Radziewicz, Tel: 215 897-6823, E-mail: greg.radziewicz@navy.mil.

11.8 BCO point-of-contact for certification of invoices is NCTAMS LANT Code N73, (757) 445-9704.

11.9 The NCTAMS LANT BCO Philadelphia mailing address for invoices is:
BCO Philadelphia, Code N236
700 Robbins Avenue, Bldg 1, Room 1205
Philadelphia, PA 19111

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APPENDIX (A) - DEPARTMENT BILLING SUMMARY EXAMPLES

ACTIVITY - NAVICP

TELEPHONE COST SUMMARY BY ACTIVITY FOR DEC 1999

DIRECT ORATE	BASIC SERVICE	ISDN BRI	MSG UNITS	COMM TOLLS	FTS TOLLS	ISVS TOLLS	ISDN PRI	SPECIAL SERVICE
0B	2970.00	175.70	21.35	6.19	400.00	40.00		
0A	75.60	25.10	1.05	3.49	33.00	3.00		
P02A	2408.40	125.50	48.65	6.18	1900.00	190.00		
00	885.60	251.00	3.85	6.85	330.00	33.00		
P01A	2624.40	200.80	30.45	.23	2090.00	209.00		
02	10.80	12.55	0	3.77	20.00	2.00		
P04	4190.40	276.10	14.00	4.73	2060.00	206.00		
P062	464.40	0	0	9.65	20.00	2.00		
07	1576.80	100.40	12.25	5.67	740.00	74.00		
P08	2138.40	313.75	16.45	5.13	3320.00	332.00		
09	43.20	37.65	.70	7.86	30.00	3.00		
03	10368.00	602.40	122.50	6.18	5530.00	553.00		
75	1144.80	50.20	14.35	5.63	600.00	60.00		
TOTAL	28900.80	2171.15	285.60	71.59	17073.00	1707.00	1137.60	2545.00

ACTIVITY - NAVICP

STATEMENT OF REQUIREMENTS
FOR LOCAL TELEPHONE SERVICE AT
NAVAL SUPPORT ACTIVITY PHILADELPHIA
THE PHILADELPHIA NAVAL BUSINESS CENTER

DIRECTORATE - P04 - INFORMATION SYSTEMS

TELEPHONE COST SUMMARY BY DIRECTORATE

DIVISION	BASIC SERVICE	ISDN BRI	MSG UNITS	COMM TOLLS	FTS TOLLS	ISVS TOLLS	ISDN PRI	SPECIAL SERVICE
P041	1620.00		4.00	1.73	510.00	51.00		
P042	810.00	176.10	5.00	1.00	615.00	61.00		
P043	540.00		3.00	1.00	775.00	78.00		
P045	1220.40	100.00	2.00	1.00	160.00	16.00		
TOTAL	4190.40	276.10	14.00	4.73	2060.00	206.00		

ACTIVITY - NAVICP

DIRECTORATE - P04

DIVISION - P045 - CUSTOMER SERVICE INFORMATION SYSTEMS

TELEPHONE COST SUMMARY BY DIVISION

BRANCH	BASIC SERVICE	ISDN BRI	MSG UNITS	COMM TOLLS	FTS TOLLS	ISVS TOLLS	ISDN PRI	SPECIAL SERVICE
P0451	710.30	75.00	1.75	.83	95.00	9.75		
P0452	510.10	25.00	.25	.17	65.00	6.25		
TOTAL	1220.40	100.00	2.00	1.00	160.00	16.00		

ACTIVITY - NAVICP

DIRECTORATE - P04

DIVISION - P045

BRANCH - P0451 - HELP DESK

T N	BASIC SERVICE	ISDN BRI	MSG UNITS	COMM TOLLS	FTS TOLLS	ISVS TOLLS	ISDN PRI	SPECIAL SERVICE
697-4357	10.80	12.55	.17	.11	15.15	0		
697-1111	10.80		.33	.07	7.36	0		
TOTAL								

USER DETAIL REPORT

STATEMENT OF REQUIREMENTS
 FOR LOCAL TELEPHONE SERVICE AT
 NAVAL SUPPORT ACTIVITY PHILADELPHIA
 THE PHILADELPHIA NAVAL BUSINESS CENTER

ACTIVITY - NAVICP
 DIRECTORATE - P04
 DIVISION - P045
 BRANCE - P0451
 TELEPHONE NUMBER - 697-4357

DATE	DAY	TIME	NO. CALLED	CITY	ST	MIN S	TRNK GRP	TYPE	COST
DEC 17	FRI	02:5 1 P	2152694036	LEVITTOWN	PA	1.0	CO	LD	.12
DEC 20	MON	04:2 1 P	2154431799	HATBORO	PA	1.0	CO	LD	.09
DEC16	THR	09:3 6 A	6106663926	VALLEY FORGE	PA	1.0	CO	LD	.15
JAN 25	TUE	09:1 5 A	8563031448	RIVERTON	NJ	.1	FTS		.01
JAN 30	THU	02:2 0 P	2023925924	WASHINGTON	DC	1.0	WTS	LOCL	.06
JAN 20	MON	08:3 4 A	8566638795	MERCHANTVIL LE	NJ	6.8	FTS		.48

STATEMENT OF REQUIREMENTS
FOR LOCAL TELEPHONE SERVICE AT
NAVAL SUPPORT ACTIVITY PHILADELPHIA
THE PHILADELPHIA NAVAL BUSINESS CENTER

APPENDIX B - LINE FEATURE REQUIREMENTS

FEATURE NAME	RQD FOR ANALOG	RQD FOR ISDN	ACCESS IN TELE-MGT
Series Hunting	√	√	√
Call Waiting	√		√
Three-Way Call Conference	√	√	√
Six-Way Call Conference		√	√
Call Forward Variable with Activation Confirm	√	√	√
Call Forward Variable Feature Button with Activation Confirm		√	√
Automatic Callback Calling	√	√	√
Centrex Call Hold	√		√
Call Forward Busy Line All Calls	√	√	√
Call Forward Don't Answer All Calls	√	√	√
Distinctive Ring Tone	√	√	√
Call Pickup Originate	√	√	√
Call Pickup Terminate	√	√	√
Suspend Originate	√	√	√
Suspend Terminate	√	√	√
Suspend Line	√	√	√
Call Transfer	√	√	√
Uniform Call Distribution	√	√	√
Automatic Route Selection	√	√	√
Malicious Call Trace	√	√	
Music On-Hold	√	√	√
Custom Configuration Groups		√	√
Line Feature Packages	√	√	√
Block Outgoing Caller ID	√	√	√
Call Appearances		√	√
Call Appearance Preference		√	√
Audible Message Waiting Ind.	√		√
Audible and Visible Msg. Wtg.	√		√

STATEMENT OF REQUIREMENTS
FOR LOCAL TELEPHONE SERVICE AT
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Visible Message Waiting Ind.		√	√
One Touch		√	√
Controlled Ringing		√	√
Sub-address Reservation Originating		√	√
Sub-address Reservation Terminating		√	√
Toll Billing Exception	√	√	√
Class of Service	√	√	√
Primary Inter-exchange Carrier	√	√	√
B1 Channel Service		√	√
B2 Channel Service		√	√
D Channel Service		√	√
NT1 Type		√	√
Term Type		√	√
Privacy		√	√
Auto Hold		√	√
Call Exclusion		√	√
Executive Ringer Cutoff		√	√
Inspect Feature		√	√