

3.7.7.3 Arrangements Needed To Achieve Interconnectivity Between Incumbent Provider Network And Qwest During Transition Of Service

The nature of Managed Network Services is such that there are no dependencies between a current and new provider of Managed Network Services. The network management traffic uses a separate network from the incumbent provider.

3.7.7.4 Process And Procedure For 100 Percent Fall-Back To Incumbent If Service Does Not Pass End-To-End Verification Testing

Qwest's Managed Network Services offering is designed in such a way that the implementation of Qwest's service does not impact the ongoing management of a network by the incumbent provider. Qwest's service allows for more than one entity to manage the devices in the Agency's network, and can be configured so that is not exclusive. However, Qwest would not recommend allowing more than one management operation to have access to and control of the routing schemes in an Agency network. In the event that a problem occurs and it is necessary to halt the transition of service from the incumbent provider's service to Qwest, the existing provider could continue to manage the network. As specified in [REDACTED], above, the process step that halts the incumbent's ability to manage the network does not occur until after the Agency accepts the Qwest MNS functionality.

3.7.8 Call Center/Customer Contact Center Service

The Qwest Call Center Services (CCS) Team delivers customer service to clientele across multiple contact channels by providing a single network call queue or multiple call queues and a full range of call center services. Qwest will provide all four required contact center delivery methods and the optional method as well.

For Contractor Provided and Contractor Based (CPCB) delivery methods, Qwest will provide all required hardware, software, inside wiring

and power at a Qwest facility for use by Agency-provided agents. The Contractor Provided and Agency Based (CPAB) delivery method will include Qwest-provided Call Center/Customer Contact Center Services (CCS) capabilities to support an Agency Contact Center facility, including hardware and software. Qwest is also proposing the optional Contractor Based and Agency Provided (CBAP) Call Management Service. This will include Agency-provided CCS hardware and software which Qwest will install and configure in a Qwest facility for Agency personnel use. The Qwest solution for CCS provided at an Agency Location (CPAL) will be supported by Qwest Team personnel and CPCB CCS support at an Agency provided location. CCS provided at a Contractor Location (CPCL) encompasses a fully outsourced, Qwest supported solution for the Agencies. This includes all hardware, software, personnel, and facilities.

Qwest has already developed its own call center infrastructure that includes all baseline call center technology functionality. All IT support is provided from the Qwest call center facility and includes standard data center power and redundant communications infrastructure as well as staff that are trained and available to provide 24x7x365 technical support. Technical and functional capabilities of the Qwest CCS Team infrastructure include, but are not limited to:

- Automatic Call Distributor (ACD)
- E-mail support
- Interactive Voice Response (IVR)
- Chat support
- 150 Language Translation platform
- Speech recognition
- Web-based Frequently Asked Questions (FAQs)

- Web-based reporting
- Multiple language services
- Collaborative browsing
- Text chat / Web chat
- E-mail response management
- Web call-back and call-through
- Custom application development for custom reporting
- Tier I, 2, and 3 technical support / trouble and complaint handling and reporting
- Pre-programmed e-mail and chat responses

Based on the quantities in Section J.7, for services identified in the traffic model, the Qwest Team is prepared to transition 50 percent of the following as shown in [REDACTED].

Figure A7-52. Routine and Critical CCS Delivery Methods

CCS Delivery Method	Routine	Critical
CPCB	[REDACTED]	[REDACTED]
CPAB	[REDACTED]	[REDACTED]

3.7.8.1 Site Preparation Requirements

The Qwest CCS Team understands that a significant part of launching new call center programs can involve coordination of build-out of the facility or physical space. This coordination includes equipment, wiring, and power systems installation. Each Agency and program will be unique, thus requiring a unique site preparation plan. The role of the Qwest CCS Team is to provide leadership, structure, process, and management of the process. This includes coordination of equipment ordering and delivery as needed. All tasks,

assignments, dates, and logistical support will be coordinated and managed by the Qwest CCS Team.

3.7.8.2 Activities Required to Complete Cutover of Service

The Qwest CCS Team will work with the Agency to research the following information in order to ensure a smooth transition in the following areas:

[Redacted]

Kick-off Meeting: Once all of the pertinent information has been gathered, a project kick-off meeting with all affected departments will be planned to discuss the following:

- Program specifics
- Agency background
- Purpose of the program (sales, support, service)

[Redacted]

- Training needs
- Overall customer expectations
- Project team roles and responsibilities

The Qwest Transition Project Manager will develop a detailed TPSP. This plan will be shared with all functional areas. At this time, a weekly internal status meeting will be established to review project progress for all areas.

The Transition Project Manager will facilitate the weekly project meeting with all key support teams [REDACTED]

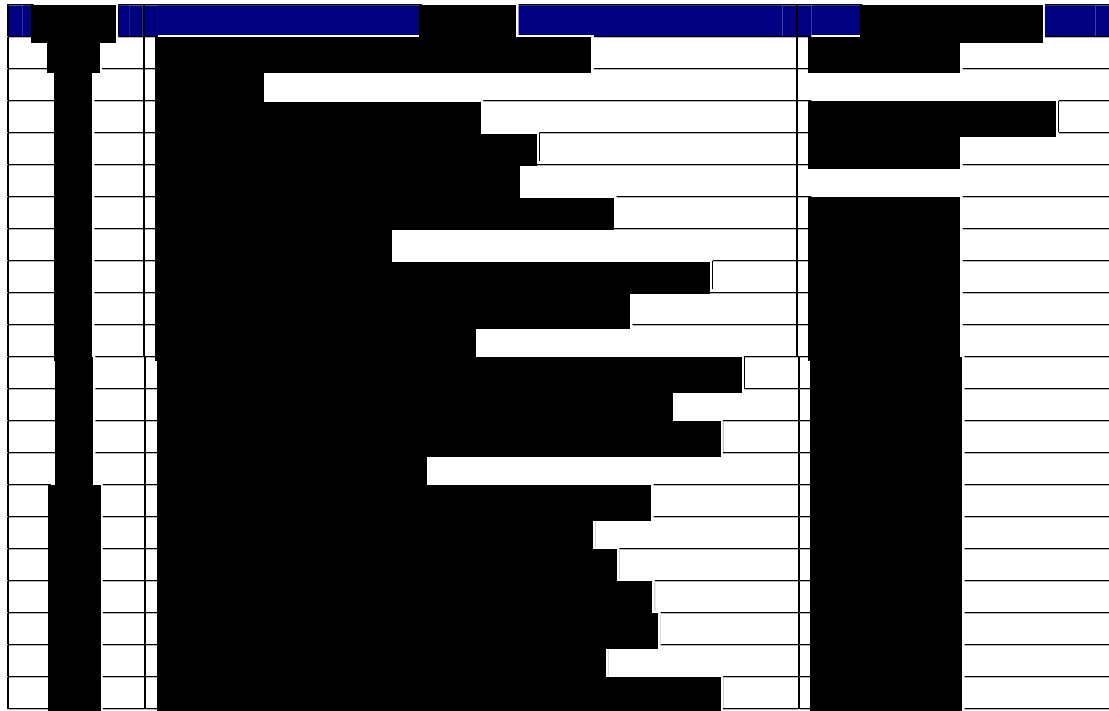
[REDACTED]

Prior to the project launch, the Transition Project Manager will begin the transition process. The campaign will be launched with the support of both the Agency personnel and the Qwest Transition Project Manager . All system support staff and service delivery management will be available to ensure a smooth transition and launch. [REDACTED]

[REDACTED]



The table is a large grid with approximately 15 columns and 25 rows. The majority of the content is obscured by thick black redaction bars. There are several horizontal bars in cyan and blue colors, likely representing specific data points or headers. The table structure is defined by thin black lines.



Test Plan: Call Center Management Plans are customized for each individual program. The Qwest CCS Team will work with each Agency to develop such plans in a format compliant with their requirements [REDACTED]

[REDACTED]

[REDACTED] The plan also includes Agency and program objectives, associated hiring profiles, and training development and delivery schedule milestones from initiation through successful launch.

The Qwest CCS Team builds its test processes and plans, that have been validated over many projects, based on [REDACTED] [REDACTED] best practices. The test approach includes building detailed plans and procedures for testing at all of the following levels:

- Unit test: this could include something as simple as confirming that each 1-8XX line is fully functional.
- System testing: an example would be validating that the desktop computers are appropriately configured and have all necessary software and tools.
- Load testing: This is sometimes required to validate that a new piece of equipment or software is capable of handling a targeted volume of transactions. This type of testing often requires simulation of the load as part of the testing process.
- Functional testing: an example would be confirming that newly built software (or a Website) is operating as designed.
- Integration testing takes a full view of the environment and ensures that once each unit or function is validated as functioning, that all components are tested together.

3.7.8.3 Arrangements Needed To Achieve Interconnectivity Between Incumbent Provider Network And Qwest During Transition Of Service

Depending upon the application, the incumbent and Qwest may or may not be required to interconnect. Should interconnectivity become a requirement, Qwest will assign a Project Manager to develop and coordinate the implementation of the necessary interconnection plan. The Project Manager will:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

3.7.8.4 Process And Procedure For 100 Percent Fall-Back To Incumbent If Service Does Not Pass End-To-End Verification Testing

The incumbent and the Qwest CCS will operate in parallel for a period of time as agreed upon with the Agency, during which all testing and inspection would occur. Iterative testing and acceptance will take place during the parallel service time frame. At the point of inspection and acceptance by the Agency, a permanent cut-off will be agreed upon. At any time prior to that a 100 percent fall-back could be accomplished.

3.7.9 Managed Tiered Security Service

Our goal for the transition plan is to provide a seamless transition of service without disruption. The service required is critical to the Agency and cannot be interrupted. Therefore, a collaborative, cooperative, and

coordinated transition must occur between the Agency, any incumbent contractor, and the Qwest Team. The activities reflected in a Transition Plan are based on lessons learned in successfully transitioning similar services.

The Qwest Team understands how to respond to security threats and how to effectively provide Managed Tiered Security Service (MTSS). We work across the public and private sectors in both cyber and physical environments. The Qwest Team supports customers from policy to practice, from prevention to response, from detection to remediation, including the transition of any of these services.

Based on the information provided in Table J.7 of the solicitation, Qwest has developed a transition plan for the Managed Tiered Security Service to accommodate the cutover [REDACTED] user seats per month for an 18-month period.

3.7.9.1 Site Preparation Requirements

In general, the Qwest MTSS components require a secure wiring closet or room that provides dry, clean, well-ventilated, and air-conditioned environment that meets the criteria shown in **Figure A7-54**.

Figure A7-54. MTSS General Environmental Requirements

Item	Specification
Temperature, ambient operating	0° to 40°C (32° to 104°F)
Temperature, ambient non-operating	40° to 70°C (-40° to 158°F)
Humidity (RH), ambient (non-condensing) operating	10% to 90%
Non-operating relative humidity (non-condensing)	5% to 95%

The Qwest Team will use rack-mounted components to implement MTSS. The equipment room must be an enclosed, secure area that limits access to authorized qualified personnel and protects equipment from excessive dust and foreign conductive material. The physical space for the equipment must allow adequate ventilation and ambient air flow to prevent

high-temperature conditions and allow easy access to equipment panels for maintenance. Environmental monitoring of chassis components will provide early warning indications of possible component failures to avoid network interruptions.

The MTSS components rely on the building's installation for short-circuit (over-current) protection and use a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) for all current-carrying conductors to the MTSS. The specific power requirements for the site will be verified during the site visit before installation of MTSS. Detailed power and fuse requirements will depend on the equipment required to implement Agency MTSS requirements.

The Qwest Team will connect each MTSS equipment rack to separate wiring on a dedicated circuit that provides a branch circuit connection with sufficient over-current protection and direct grounding to the branch circuit. To guard against loss of input power, the Team will verify that the maximum load on each MTSS equipment circuit is within the rating of the installed wiring and breakers.

The following general checklist outlines the environmental and power requirements areas that will be verified during the site visit by the Qwest Team as shown [redacted]

[redacted]

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

WBS #	Activity	Responsibility	Start	End
[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]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Detailed site requirements will be prepared based on the Agency MTSS order.

3.7.9.1 Activities Required to Complete Cutover of Service

Each transition includes activities that must be accomplished by the Qwest Team, Agency, GSA, LGC, and the incumbent contractor.

[REDACTED] lists all activities required for transition of services. [REDACTED]

[REDACTED]. For each transition, the Qwest Team will customize the activities listed within this WBS in partnership with the affected stakeholders to incorporate any special requirements that may exist.

Figure A7-56. MTSS Service WBS

WBS #	Activity	Responsibility
[REDACTED]	[REDACTED]	[REDACTED]

WBS #	Activity	Responsibility
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Test Plan: The format for each security service test procedure (test case) will consist of the identification of the Agency requirement(s) and the pass/fail criteria. The security testing verification procedures will consist of the generation of “real world” security events to simulate threats and risk of the type and proportion that the Agency can reasonably expect to see when the MTSS is operational. The following methods will be used to verify the MTSS requirements:

- Analysis (A) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Demonstration (D) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Test (T) – [REDACTED]
[REDACTED]

[REDACTED]

- Exception (E) – [REDACTED]
Data Testing: To verify data exchange integrity, traffic will be passed from Service Delivery Point (SDP) to SDP across a circuit configured at the appropriate tier security level configured in accordance with Agency security requirements. [REDACTED]

[REDACTED]

Figure A7-57. Security Enhancement Services

Security Enhancement Services	Test Plan
Agency Sponsored Type 1 Encryption	[REDACTED]
Anti-virus	[REDACTED]
Firewall	[REDACTED]

Security Enhancement Services	Test Plan
	[Redacted]
Intrusion Detection/Prevention (IDS/IPS)	[Redacted]
Incident Response	[Redacted]
Network Isolation (Air Gap)	[Redacted]

Security Enhancement Services	Test Plan
Premises-based Virtual Private Network (VPN)	[REDACTED]

3.7.9.3 Arrangements Needed To Achieve Interconnectivity Between Incumbent Provider Network And Qwest During Transition Of Service

Interconnectivity between the incumbent and Qwest is not applicable for the MTSS service.

3.7.9.4 Process And Procedure For 100 Percent Fall-Back To Incumbent If Service Does Not Pass End-To-End Verification Testing

After contract award, Qwest will coordinate fall-back contingencies with the incumbent. [REDACTED]

[REDACTED]

The Qwest Help Desk and Network Operations Center (NOC) will monitor live traffic flow and trouble tickets to provide early warning of conditions that may signal problems with service. Qwest will notify the Government, incumbent service provider, and Qwest personnel of potential problems. If Qwest cannot correct detected problems, or the Government requests fall-back to the incumbent service in accordance with inspection and acceptance criteria, Qwest will execute site-specific contingencies developed as part of the transition plan. Close coordination and early notification with the incumbent will help ensure availability of resources to fall back successfully within the four hour window.

3.7.10 Cellular/PCS Service

Qwest's Cellular/Personal Communications Service (CPCS) is a portfolio of price plans, features and discounts which can be combined to uniquely meet the Networx customer's mobile communication needs. Qwest's high-performance PCS uses Code Division Multiple Access (CDMA) technology in the 1900 MHz frequency. The network is engineered to meet all Networx requirements and provide Agencies a p.02 Grade of Service (GoS).

Qwest Wireless Transition Example: In 2005, Qwest had the opportunity to prove its ability to transition services, by the thousands, without a significant impact to the wireless community it serves. After Qwest partnered with [REDACTED] to provide our customers with a nationwide wireless network, we transitioned over 700,000 customers from the Qwest network to the [REDACTED] network within 12 months. This complex project was designed and implemented in under 12 months.

Based on the information provided in Table J.7 of the solicitation, Qwest has developed a transition plan for CPCS to accommodate the cutover of [REDACTED] users per month for an 18-month period. These quantities are well within the capabilities of Qwest and the incremental work would not significantly impact current operations and installation.

3.7.10.1 Site Preparation Requirements

The only significant logistical issue for CPCS involves the shipping and receiving of the wireless phones. During the Transition Planning Process, Qwest, the Agency, and LGC will determine if the new wireless phones will be drop shipped or shipped to individuals:

- Drop ship: Upon direction to do so, Qwest will coordinate and send all new wireless phones to a single location LGC/POC or other designated locations so that the Agency can take responsibility to distribute the wireless phones.

- Ship to Individuals: Qwest will ship a wireless phone to every individual with address lists coordinated with each Agency during the transition planning.

Once the wireless phones are received, depending on the phone options available, the users will input their directory from their previous phone, or install the Subscriber Identity Module (SIM) card from the previous phone into the new (this will move the customer's directory from the old to new phones).

3.7.10.2 Activities Required to Complete Cutover of Service

Each transition includes activities that must be accomplished by the Qwest Team, Agency, GSA, LGC, and the incumbent contractor. [REDACTED]

[REDACTED] is a WBS that lists all activities required for transition of CPCS [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]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]



The cutover of service will begin in the planning process. During this process, Qwest will work with the Agency to validate the geographical area and telephone numbers that the wireless service must cover and port. Qwest will then work with our subcontractor to verify the Qwest CPCS and customer requirements are in agreement.

New coverage areas depend on the population density and demand for service. Since the demand of new coverage areas is ticket-driven (which indicates demand), Qwest will work with our subcontractor as needed or dictated by customer demand to verify demand and possible build- out areas.

Once the transition planning is complete, then the transition can begin. Numbers will be transitioned using the porting process described below.



Portability Information: Once the [redacted] is completed, Qwest must complete the portability information in the Qwest provisioning system. To do this, the information shown in [redacted] will be collected during [redacted]. This will reduce or eliminate the number of requests rejected by the incumbent service provider.

Figure A7-60. Information Collected During the Pre-Porting Process

Step	Field	Description
1	Communication Service Area	The defined calling area where the customer is located
2	Authorization Name	The authorized name on the customer's OSPs account
3	Prefix	Mr/Mrs/Miss
4	First Name	Customer's first name

Step	Field	Description
5	Middle Initial	Customer's middle initial
6	Last Name	Customer's last name
7	Business Name	Name of the business
8	Suffix	Sr, Jr, II, III
9	Street Number	Numeric Address
10	Street Name	Street Name
11	PO Box	Post Office Box Address
12	City	Insert City
13	State	Insert State
14	Zip Code	Inset Zip Code
15	Country	Insert Country
16	GSA Contract Number	Insert GSA Contract Number
17	Account Number	Account number at the OSP. If this information is available from the customer's bill, it is VERY important to populate this field.
18	PIN	This is critical, if the customer has a PIN number for their account at their OSP, it needs to be included.
19	Can Be Reached Number	The number where the customer can be reached
20	Comments	Any additional information that is needed for the port to complete

The information given during this process must be exactly what the OSP has on record. If not, the porting request will be rejected.

When there is a conflict in ordering detail, once the corrected detail is provided by the Agency, Qwest will contact the incumbent and pass on the corrected information, so that they may be able to validate that the request actually came from the Agency. In order to send that corrected information, Qwest will send a supplemental request or Wireless Provisioning Request Version 2 (or later). The OSP will then send Qwest another response which can be a confirmation to complete the porting process.

At no time should a port-in CPCS order that is in process be canceled, unless the Agency truly does not want to port that number to Qwest at all. Porting involves network and system changes, so if there is an issue, Qwest will work to resolve it quickly. If the customer wants to make a change to their

service, it should be done after the port completes and the service is activated.

Activation Process: Once the porting activity is completed, Qwest Control Networx Portal will be updated with the Service Order Completion Notification (SOCN) and an e-mail sent to the Agency representative. The SOCN will reflect that the porting was successful and the user should now be able to use the phone.

If the phone is unusable, the Agency can contact the Qwest CSO to report the problem.

3.7.10.3 Arrangements Needed To Achieve Interconnectivity Between Incumbent Provider Network And Qwest During Transition Of Service

[Redacted content]

3.7.10.4 Process And Procedure For 100 Percent Fall-Back To Incumbent If Service Does Not Pass End-To-End Verification Testing

A. Network or system condition exists that prohibits start of migration.

Customer Impact:

- Subscribers scheduled for migration will experience terminating call failures
- Late start of migration activities may cause migration to extend beyond the maintenance window (10pm to 6am), interrupting normal network activity

Back-out Plan:

- All groups (internal, external) must be notified to stop any actions
- The porting database could be corrupted; it will take one or more days to re-sync and re-start this database
- Subscriber activity in the holding queue (requests for new service, number changes, porting) will need to be backed out of queue and re-submitted for normal processing (or held in queue for longer period of time with subsequent growth in queued activity)
- Automated processes will need to be stopped or backed out

B. M2M (mobile-to-mobile) provisioning started, but does not work.

Customer impact:

- Subscriber will experience terminating call failures

Back-out Plan:

- All stakeholders (Qwest, Agency, LGC) must be notified to stop their planned steps
- The porting database could be corrupted; it will take 1 or more days to re-sync and re-start this database
- Subscriber activity in the holding queue (requests for new service, number changes, porting) will need to be backed out of queue and re-submitted for normal processing (or held in queue for longer period of time with subsequent growth in queued activity)
- Time frame to execute back-out could extend beyond maintenance window (10pm to 6am), interrupting normal network activity

- Automated processes will need to be stopped or backed out

C. Execution of network conversion starts, but an execution step fails.

Customer Impact:

- Subscriber could experience incoming or outgoing call failures, no features, or an inability to terminate calls to land line

Back-out Plan:

- Qwest may have to revert to back-up images of all databases
- All parties (Qwest, Agency, LGC) must be notified to reverse their steps
- The porting database could be corrupted; this will take one or more days to re-sync and re-start this database
- Subscriber activity in the holding queue (requests for new service, number changes, porting) will need to be backed out of queue and re-submitted for normal processing (or held in queue for longer period of time with subsequent growth in queued activity)
- Time frame to execute back-out could extend well beyond maintenance window (10pm to 6am), interrupting normal network activity
- Automated processes will need to be stopped or backed out

D. Migration complete. Post-migration problems detected.

Customer Impact:

- Subscriber could experience difficulty in placing calls or in accuracy of bills

Back-out Plan:

- Local Exchange Routing Guide (LERG) updates would need to be reversed, and roaming partners would need to be notified
- IMPAC updates
- Qwest may have to revert to back-up images of all databases, Home Location Registers (HLRs), and holding queues

- Qwest HLR would at this point have been deleted, and would need to be restored
- All parties (Qwest, Agency, LGC) must be notified to reverse their steps
- The porting database could be corrupted; it will take one or more days to re-sync and re-start this database
- Automated processes will need to be backed out

4.0 TRANSITION INVENTORY

The Qwest Team's transition inventory will include a complete description of the services, equipment, location data and environmental data necessary to facilitate the transition of an Agency's services. The transition inventory is also required to support transition status tracking and reporting. Qwest understands that the Agency will provide an initial inventory that will be supplemented with more data provided by GSA that is in the Transition, Migration and Implementation (TMI) inventory or other databases of the incumbent FTS2001 vendors. Site visits performed by Qwest will also provide additional clarification to the Agency inventory. This inventory will be developed in close coordination with the Agency, GSA, and incumbent service providers to ensure an accurate listing of all data and services for the transition.

4.1 TRANSITION COORDINATION

During the planning and management process, the Qwest Team will capture and validate service data, perform capacity analysis, and create necessary Networx transition documentation to provide and maintain an inventory of services which will be transitioned. Each of these steps will be accomplished in close coordination with each Agency, GSA and the incumbent services providers, as described below:

Capture and Validate Data: Data items include technology infrastructure and site data. [REDACTED]

[REDACTED]

Perform Capacity Analysis: Capacity analysis includes comparing new circuit capacity requirements with the Qwest network and local access availability. [REDACTED]

[REDACTED]

- **Perform Traffic Routing.** [REDACTED]

[REDACTED]

[REDACTED] Qwest will work with local service providers and incumbent LD providers for voice and data applications, recommending changes in routing tables for either voice or data Service Enabling Devices.

- **Create Networx Transition Documentation:** Qwest will work in close coordination with the Agencies, GSA, and incumbent service providers [REDACTED]

[REDACTED]

Qwest will work with the Agencies, GSA and the incumbent service providers to create the required transition planning documents:

- Transition Management Plan (TMP)
- Agency-Level Transition Plan (ALTP)
- Transition Project Specific Plan (TPSP)

The Qwest Team will develop a comprehensive communications plan that will include POCs for each stakeholder. This plan will be reviewed and approved by GSA with the initial TMP. This plan will include Agency, Department and Bureau briefings and reports to ensure that there is constant flow of information between the Qwest Team and all stakeholders throughout the process, and to ensure that accurate data is provided and maintained.

4.2 INVENTORY DATA

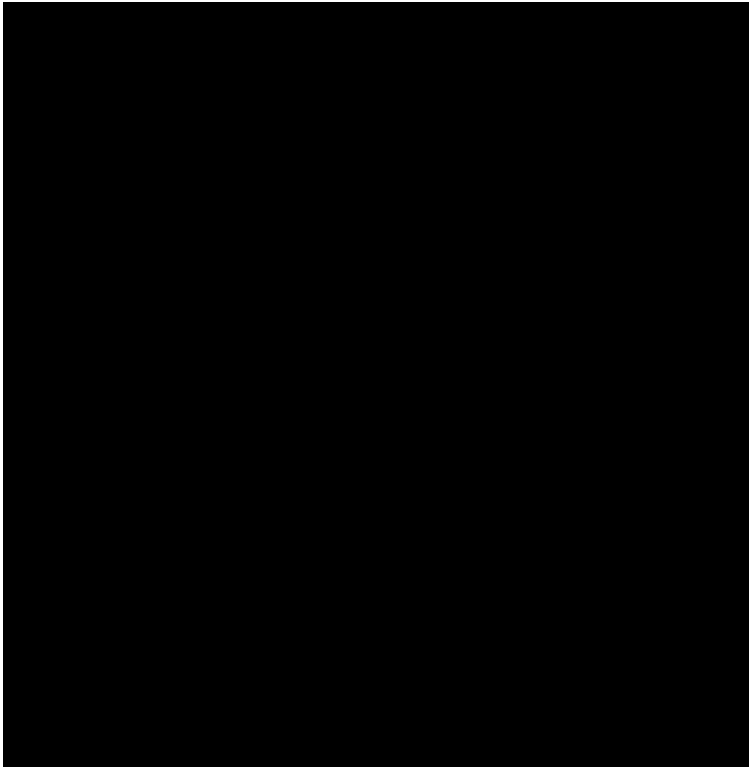
As shown in [REDACTED] the Qwest Team will use our proven, innovative Qwest Control Networx Portal to provide access to and maintain an inventory of services. This portal provides access to all stakeholders for capturing, sharing, and distributing inventory information. The Agency will provide an initial inventory that will be supplemented with FTS2001 Morris validated inventory, inventory data directly from the agency, and actual site visits. [REDACTED]

[REDACTED]

In conjunction with the site visit information, the Qwest Team also maintains all circuit and network information relevant to Agencies' services. This documentation provides the team the ability to generate the reports necessary to support each customer requirement in a timely manner as required.

4.3 INFORMATION REQUIREMENTS

Qwest will populate and maintain a transition inventory that contains all the incumbent's services by location, including Qwest's services, if Qwest is the incumbent. This inventory is updated and verified through site visits to be



conducted by field personnel. Any discrepancies will be resolved prior to input into transition inventory in order to maintain inventory integrity. The Qwest field personnel conducting the visit will have checklists and forms to facilitate information gathering and accuracy of the data. Qwest Transition working groups under the Transition Manager, along with various assigned Transition specialists will ensure that all required data, including all required Transition Inventory data, is gathered during the necessary site visits. Qwest recognizes the need for complete and accurate inventory accounting as the basis of a successful transition, and has processes in place to ensure the success of these transition projects.

4.4 RESPONSIBILITIES


Providing and maintaining the inventory requires all stakeholders to participate in various tasks and functions.  provides a list of stakeholder responsibilities.

Figure A7-62. Inventory Maintenance Responsibilities

Role	Responsibilities
Qwest Transition Team	[Redacted]
GSA	[Redacted]
Agency	[Redacted]
Agency POC	[Redacted]

Strategic network infrastructure requirements include pertinent information for a successful transition and ongoing maintenance. [Redacted]

[Redacted]

5.0 COMMUNICATION AND REPORTING

During the transition period, Qwest will work with Agency employees at various Government domestic and non-domestic locations. With thousands of employees at many locations, the success of the Networx program will depend on the ability of the Qwest Team to distribute program-related communications effectively and efficiently through the Networx program communications function. The Qwest CPO is responsible for providing all stakeholders and customers the information they need to understand the program's impact on their ability to accomplish their mission, assess its success, and to facilitate use of Qwest Services.

The primary goals and objectives of the Networx program communications function are to:

- Ensure the Qwest Team is maintaining high levels of customer satisfaction, especially in the areas of security, responsiveness, and overall transition of services.
- Proactively seek ways to improve the services provided before, during and after the transition through feedback gained from ongoing dialogue with all stakeholders at the GSA, Agency, Department, Bureau, and individual site level.
- Create an interpersonal environment for Networx stakeholders that builds their awareness and understanding of the Networx program and services, and encourages their active involvement with the program over its life.
- Ensure that Contracting Officer, Contracting Officer Technical Representative (COTR), and Designated Agency Representative (DARs) personnel are properly trained on the use of the Qwest Control Networx Portal and the program's policies and procedures.

- Provide notices in the media and with the contents specified for each type of notice as specified in RFP Section C.4.3.4.1., Transaction Action Notices, and Section C.4.3.4.2, GO/NO-GO Transition Notices.

5.1 MECHANISMS AND INTERFACES

Throughout the transition, the Qwest Team will use several methods to facilitate communication. These include use of the Qwest Control Networx Portal as well as meetings with stakeholders within the Agencies and GSA. Qwest recognizes the Networx reporting requirements and will fully comply with all requirements. In addition to traditional project management/project team meetings and communications, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] This governance structure ensures clear direction and prompt communications that will allow each transition to run smoothly.

5.2 TYPES, SUBJECTS, AND TIMING OF COMMUNICATION AND REPORTS

In addition to the Networx program communications function, Qwest has a highly refined communications methodology for transitions. It is critical that GSA, and Agency level personnel, as well as site personnel have all the information they need to ensure their Agency objectives are met and their mission is accomplished. Qwest's approach for communicating to site communications personnel prior, during, and after transition is described in detail below.

The communications plan for the project includes both internal (Qwest project team) and external (Qwest to GSA and Agencies) communications in the following categories:

- Planning – [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Performance – [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- Closure [REDACTED]

Figure A7-63 provides a list of the communications and reports that will be provided in each category during the transition, and **Figure A7-64** lists the timing of communications and reporting.

Figure A7-63. Types of Transition Communications and Reports

Communication Element	Description	RFP Reference
[REDACTED]	[REDACTED]	[REDACTED]
TMP	The TMP will provide the overall architecture for the transition to the Qwest Networx contract. The plans will include all Project Management standard elements, including: project authorization, schedule and milestones, project management approach, project roles and responsibilities, financial controls, communications plan, deliverables, change control, and quality and risk management for all services offered.	C.4.4.2.1
Preliminary TMP	The Preliminary TMP will provide the specific methods and procedures for transitioning product types to the Qwest Networx contract. The plan will include transition activity required for each product and risks/mitigation strategies.	L.34.2.4
Agency Level Transition Plan	This plan identifies the project management process, procedures, and tools for a set of Networx transition activities in support of that Agency.	C.4.4.3.1
TPSP	This plan identifies the project management process, procedures, and tools for a Transition Project. For a Transition Project, a TPSP is used rather than a Service Delivery Project Plan (SDPP) as cited in Section C.3.2, Program Management.	C.4.4.3.2
Weekly Transition	Count of orders successfully transitioned each week.	C.4.4.1.2 C.4.2.9

Communication Element	Description	RFP Reference
Execution Report		
Weekly Transition Planning Report	Status of Agency Orders (Number of Transition Orders anticipated by type, and number actually received), TPSP preparation, contractor readiness, and the contractor's orders for access.	C.4.4.1.1 C.4.2.9
Transition Action Notice	This notice alerts all concerned of projected and planned future transition activities, including any changes in earlier schedules, and advises recipients of actions required to complete transition.	C.4.3.4.1 C.4.2.7
GO/No-Go	This notice alerts recipients to the status of imminent transition cutovers or other significant activities. The GO/No-Go Transition Notice indicates whether the status of a scheduled transition activity is "GO", that is, all (including coordinated actions with the incumbent contractor and the LGC or site contacts) is in readiness and that the activity will proceed as scheduled or "NO-GO", that is, activity will not proceed as scheduled.	C.4.3.4.2 C.4.2.7
SOCN	The contractor will provide in the SOCN every CLIN it intends to bill for and all the data elements required to verify the correct CLIN has been used. Additionally, all CLINs must be provided in the SOCN, even when the price is zero or the item is not separately priced.	C.3.5
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Communication Element	Description	RFP Reference
Qwest Control Networx Portal	[REDACTED]	N/A
Site Design – As Built	[REDACTED]	N/A
Lessons Learned/ Recommendations	[REDACTED]	None
Transition Disconnect Tracking Report	[REDACTED]	N/A

Figure A7-64. Timing of Communications and Reporting

Communication Element	Timing
TMP	Initial: within 30 calendar days of Notice To Proceed Revised: GSA to review within 15 calendar days, followed by Qwest to revise from comments within 15 calendar days (total 60 days) Updated: As transition operational experience is gained and/or operational circumstances change. Qwest will also update the TMP to address new or enhanced service types as they are introduced or as significant changes become necessary in the overall approach to transition.
Preliminary TMP	Provided with the Qwest proposal
Agency Level Transition Plan	Initial: As required by Agency within 45 days of request, Agency provides comments with 15 days and Qwest to submit revised for approval within 15 days of receipt of Government comments (total 75 days) Updated: As agreed with the Agencies
TPSP	Initial: As/when required by Agency no later than 30 calendar days prior to Customer Want Date
Weekly Transition Execution Report	Initial: No later than one week following acknowledgement of first Transition Order. Updated: Weekly no later than second Government business day following a weekly report period ending Sunday night
Weekly Transition	Initial: No later than one week following acknowledgement of first

Communication Element	Timing
Planning Report	Transition Order. Updated: Weekly no later than second Government business day following a weekly report period ending Sunday night
Transition Action Notice	60 days prior to the event, and reissued/updated within seven days of any change
GO/No Go Transition Notice	Not less than 24 hours before each scheduled cutover or other significant activity or as soon as possible after becoming aware that the activity will not proceed as scheduled. If any information in a GO/No Go Transition Notice changes, particularly status, Qwest will provide an update to GSA, the Agency, the LGC, and the incumbent contractor by phone or e-mail as soon as possible.
Service Order Completion Notification (SOCN)	Upon service activation
Site Visit Notification	30 calendar days in advance, followed up by a phone call both one week and one day in advance of the on-site survey
Transition Inventory Data	Initial: Sent to GSA within 90 calendar days of Notice to Proceed; Sent to Agency as requested
[REDACTED]	[REDACTED]

5.3 PROGRAM-LEVEL COMMUNICATION

The Qwest Team has a parallel internal communications plan for coordinating the various project tasks for the project team. [REDACTED]

[REDACTED] The detail in these items supports and is consistent with the Program-Level communications plan.

Notification To Site Personnel For Pending Services Cutover And Testing Activities: Qwest will send a notification message to each site [REDACTED]

[REDACTED]

Following initial notification, a Qwest representative will contact the site

representative to coordinate the details to ensure smooth flow of on-site activities.

The TAN will identify the site location and will also include the LGC telephone number. Prior to departing the site, Qwest technicians will confirm that site communications personnel understand the operations and maintenance procedures to be followed post-cutover.

Notification Procedures Using Services As Deployed Over The Life Of The Contract: Notification of site communications personnel of procedures for using new services will follow the above process whenever new service implementation involves contractor site visits. Where implementation of a new service does not require a contractor site visit, Qwest will post the procedures on the Networx Web site, which will include a point of contact for any questions. Prior to beginning the initial site cutover, Qwest will post procedures for site communications personnel on the Networx Web site. The Web site will include a special contact telephone number, available 24x7x365, to answer any questions. Prior to departing the site, Qwest technicians will confirm that site communications personnel understand the operations and maintenance procedures to be followed post-cutover.

Supporting Site Communications Personnel In The Resolution Of End User Troubles During Transition: Prior to beginning each site cutover, Qwest will establish site-specific mechanisms and processes for supporting site communications personnel in the resolution of end user troubles during transition. With each site cutover for provisioned services, at least one Qwest Team technician will be on site to support resolution of end user troubles. Following cutover, a Qwest Team technician will remain on the site or on call for one or two days (longer if needed) to resolve any end-user troubles.

Thereafter, technical assistance will be available for immediate telephonic support for trouble resolution, with on-site availability as needed.

Customer Communication/Education: The Qwest Transition Team will use an array of methods to communicate with sites including phone, e-mail, the Qwest Control Networx Portal and face-to-face meetings. The Qwest Transition Team will use Transition Project Managers to communicate with site POCs. The Transition Project Managers are responsible for communicating the transition schedule, distributing site briefing packages (which outline the solution for that site and the process that will be used to install the solution) in addition to educating the site POCs on policies and procedures once the site is transitioned. The Qwest Transition Team will rely on the Qwest CPO Training Manager to educate Networx stakeholders on the use of the Qwest Control Networx Portal as well as Networx transition processes and procedures.