

3.8 SERVICE OPTIMIZATION (L.34.2.3.8; M.3.13)

The Qwest Team strategically positions GSA and Agencies toward innovation through technology while maintaining best value for services offered. Our dedicated Networkx program team provides trend analyses, ongoing network optimization, and product refreshments to continually improve service and quality performance. Our dedication to monitoring costs while supporting future growth ensures that Agencies receive best-value technology enhancements.

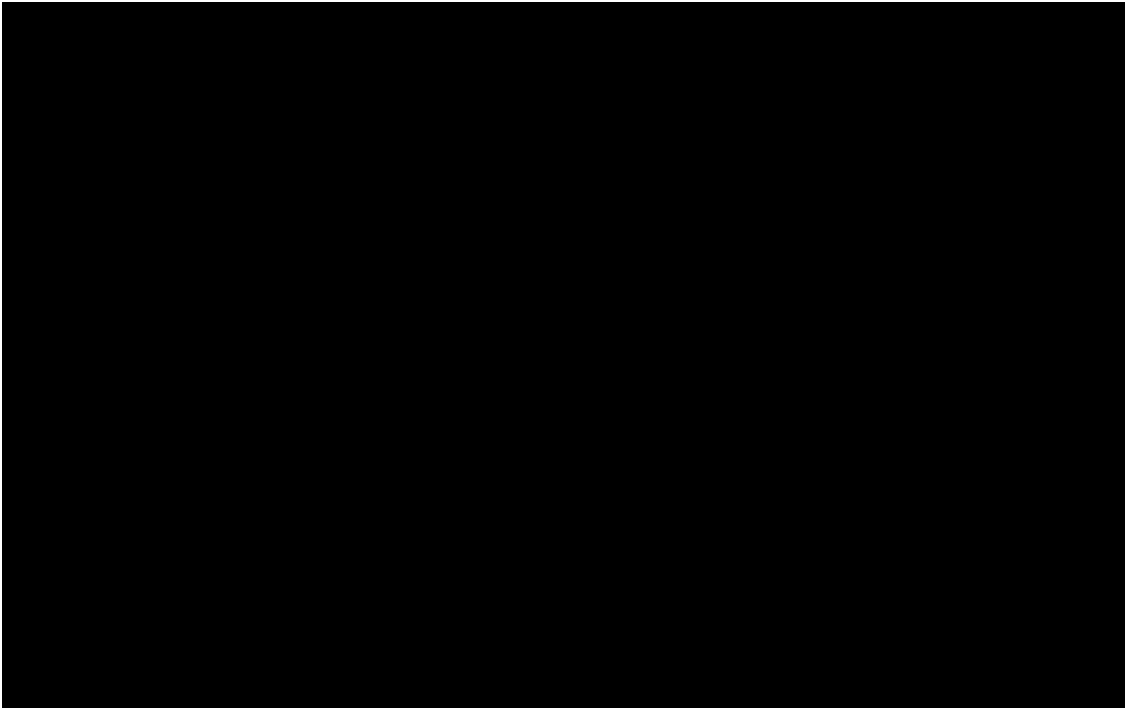
3.8.1 Understanding of the Requirements

Qwest understands that over the course of the Networkx program, the Government will encourage service optimization of Networkx services. By aggregating multiple locations or merging several lower speed services into a single higher speed service, the Government can potentially save on equipment costs and reduce the overall expense of the network.

At Qwest, we pride ourselves on providing excellent customer service and program management capabilities. Our team of Qwest professionals, along with our strategic team members, will monitor and track our services continuously to provide sound and accurate recommendations for service enhancements, cost reductions, and latest technologies. [REDACTED]

[REDACTED]

[REDACTED]



Periodic review of all of an Agency's telecommunication services will enable Qwest to search for opportunities for technology insertion or refresh and regional or site-specific access options that can reduce cost, increase efficiency, and upgrade outdated technology when appropriate. In doing so, Qwest will address the optimization scenarios and processes as required in the Request for Proposal (RFP) Section C.3.4.5. We will meet all requirements using proven processes that supply the General Services Administration (GSA) with information to be included in Agency reports. We will also address four optimization scenarios for Networx users:

- Consolidation of existing services for an Agency within a facility
- Consolidation of existing services for multiple Agencies within a facility
- Replacement of existing services with more cost-effective services



As directed by GSA, Qwest will collaborate with other Network providers to execute these optimization features. The scope of these analyses will involve all Government buildings/facilities for which Qwest provides Network services.

[Redacted content]

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

3.8.1.1 Responses to Narrative Requirements

The following table identifies the RFP requirement and its associated proposal response locations.

comp_req_id	RFP Reference	[Redacted]
10433	C.3.4.5.2.1	[Redacted]

3.8.2 Optimization Analysis Scope and Methodology (L.34.2.3.8; M.3.13(a); comp_req_id 10433)

Qwest currently conducts optimization analysis for our existing Government customers. Access, equipment, and other facilities are analyzed with the objective of reducing discrete service arrangements and leveraging the advantages of reliability, redundancy, survivability, and lower unit cost of higher bandwidth facilities.

[Redacted content]

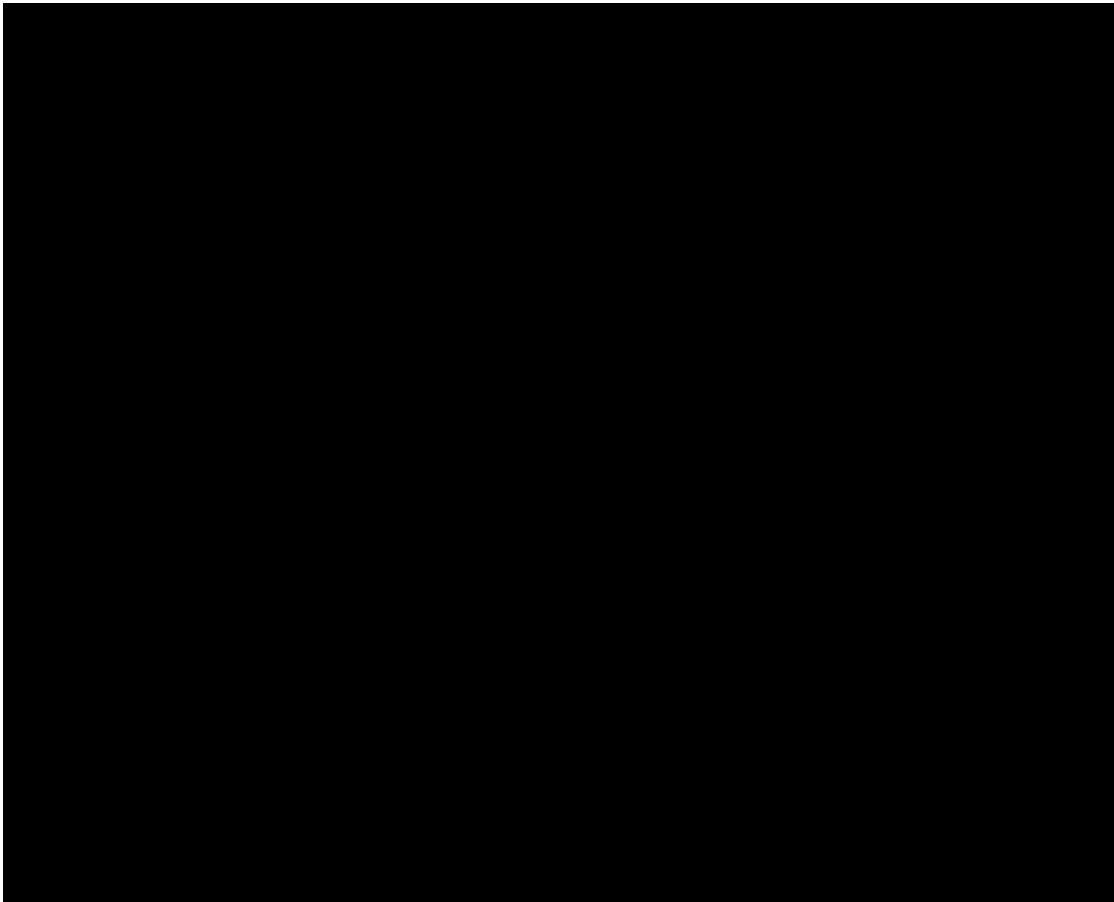
[REDACTED]

[REDACTED] This performance-based experience will benefit Agencies as we incorporate this existing analysis approach for GSA and other Agencies.

[REDACTED]

[REDACTED] Qwest will conduct, at no cost to the Government, an annual service optimization analysis that includes, at a minimum, an analysis of voice and data services. We will deliver a Candidate Locations Optimization Report to the PMO identifying Government locations that can reduce cost by consolidating or replacing existing services with more efficient ones. Qwest will produce these reports for GSA and Agencies and ensure that each report is accurate and complete.

This report's first delivery to GSA will be within 45 business days of the end of the Government fiscal year, starting in year two and continuing for the contract's duration. Any issues raised by the Government from its review will be corrected and resolved by Qwest within 30 calendar days from receipt and returned to the Government. Data clarification questions will be answered within 10 business days. This report's creation and content is described further in proposal Section 3.8.3, Optimization Analysis Capabilities.



Qwest will generate and deliver Program Management Office (PMO) annual Candidate Location Reports to GSA. Once the reports are finalized, Qwest will support GSA in electronically relaying these results to subscribing Government Agencies.

We will assist GSA in completing the report on Agency Optimization Program Performance. Assuming the subscribing Agency agrees with the optimization recommendation and orders the service, Qwest will quickly transition the Agency to the recommended solution. Qwest will follow an appropriately streamlined version of our transition approach (e.g., if the required transition only affects one facility), to assist the Agency in realizing the benefits of the optimization approach.

A key step in the service optimization process, implicitly required in RFP Section C.3.4.5, will be to define GSA expectations for cost effectiveness. Cost effectiveness involves balancing performance, service functionality (e.g., capabilities, features, and interfaces), and the cost of proposed services. Early in the service optimization process, this balance must be addressed to ensure that recommended approaches represent viable options. Cost effectiveness will be revisited throughout the service optimization process, as succeeding steps bear further benefits and lower the cost of the proposed solution. Government mission requirements will be factored into all cost-effective solutions.

Specific methodologies for each type of optimization analysis will vary according to the unique attributes of each approach. [REDACTED]

[REDACTED]

Due to the potential for highly involved analysis, [REDACTED]

[REDACTED]

[REDACTED] For example, a first pass of the inventory database will apply general market rules of service substitution to develop a candidate location list. Further analyses will be conducted to ensure that the location meets optimization guidelines.

3.8.2.1 Consolidating Existing Services for an Agency within a Facility

[REDACTED] summarizes our approach to consolidating existing services for an Agency within a facility. The Qwest Team will initiate the optimization process by searching our inventory management databases for candidate locations by Agency.

[REDACTED]

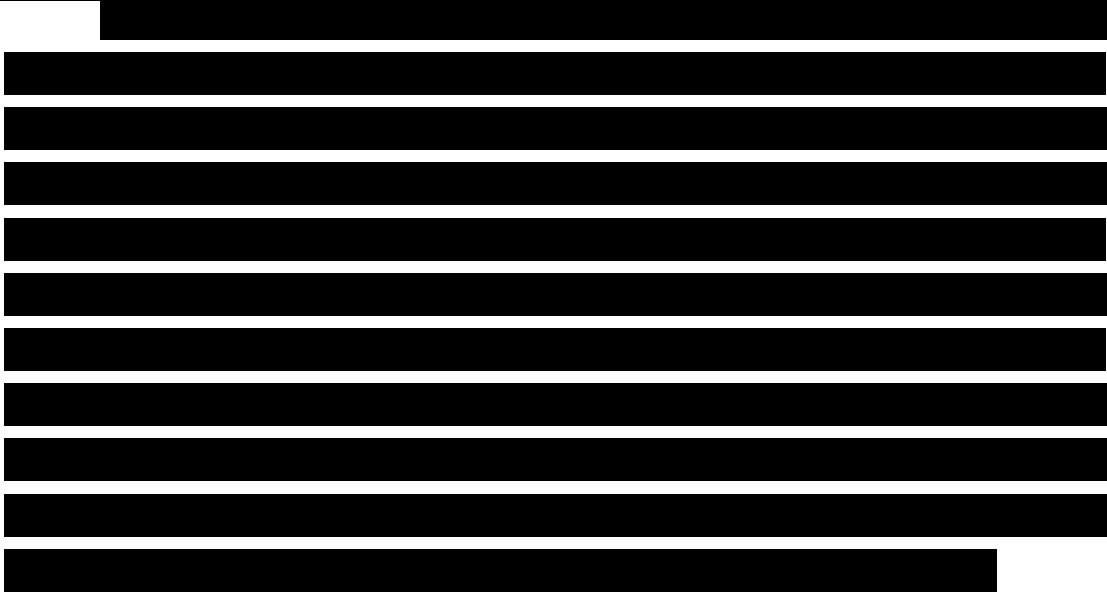
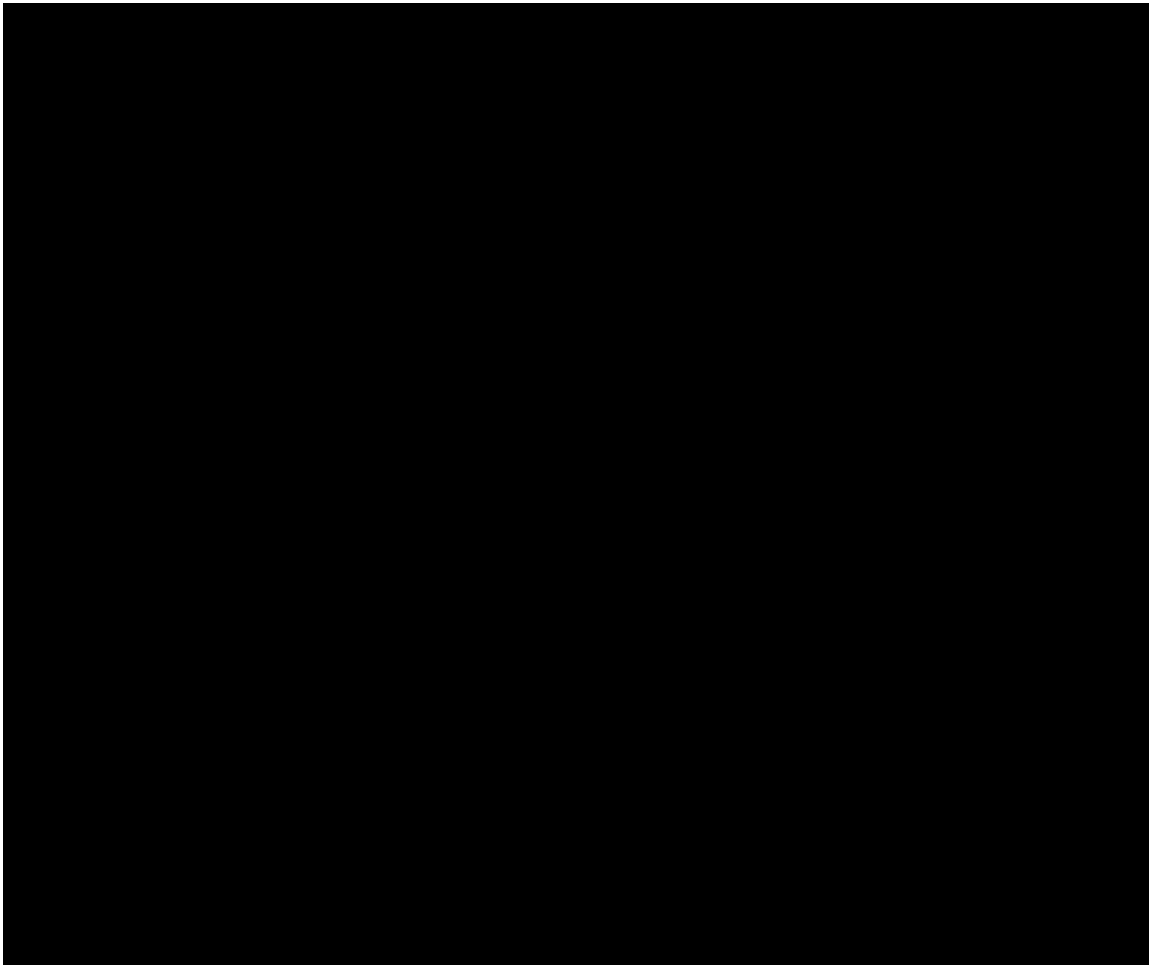
[REDACTED]

[REDACTED]

3.8.2.2 Consolidate Existing Services for Locations Where Multiple Agencies Reside within a Facility

[REDACTED] summarizes our approach to consolidate existing services for locations where multiple Agencies reside within a facility. The Qwest Team will initiate the optimization process by searching our inventory management database for candidate locations.

[REDACTED]



3.8.2.3 Replacing Existing Services with More Cost-effective Services

[Redacted text block]

[Large redacted text block]

[Redacted text block]

3.8.2.4 New Service Configurations for Improved Performance or Cost Efficiencies

[Redacted text block]



[REDACTED]

3.8.3 Optimization Analysis Capabilities (L.34.2.3.8; M.3.13 (b); comp_req_id 10433)

A cross section of Qwest experts will support the service optimization processes outlined for the Networx program. The key systems required to support the optimization process [REDACTED]

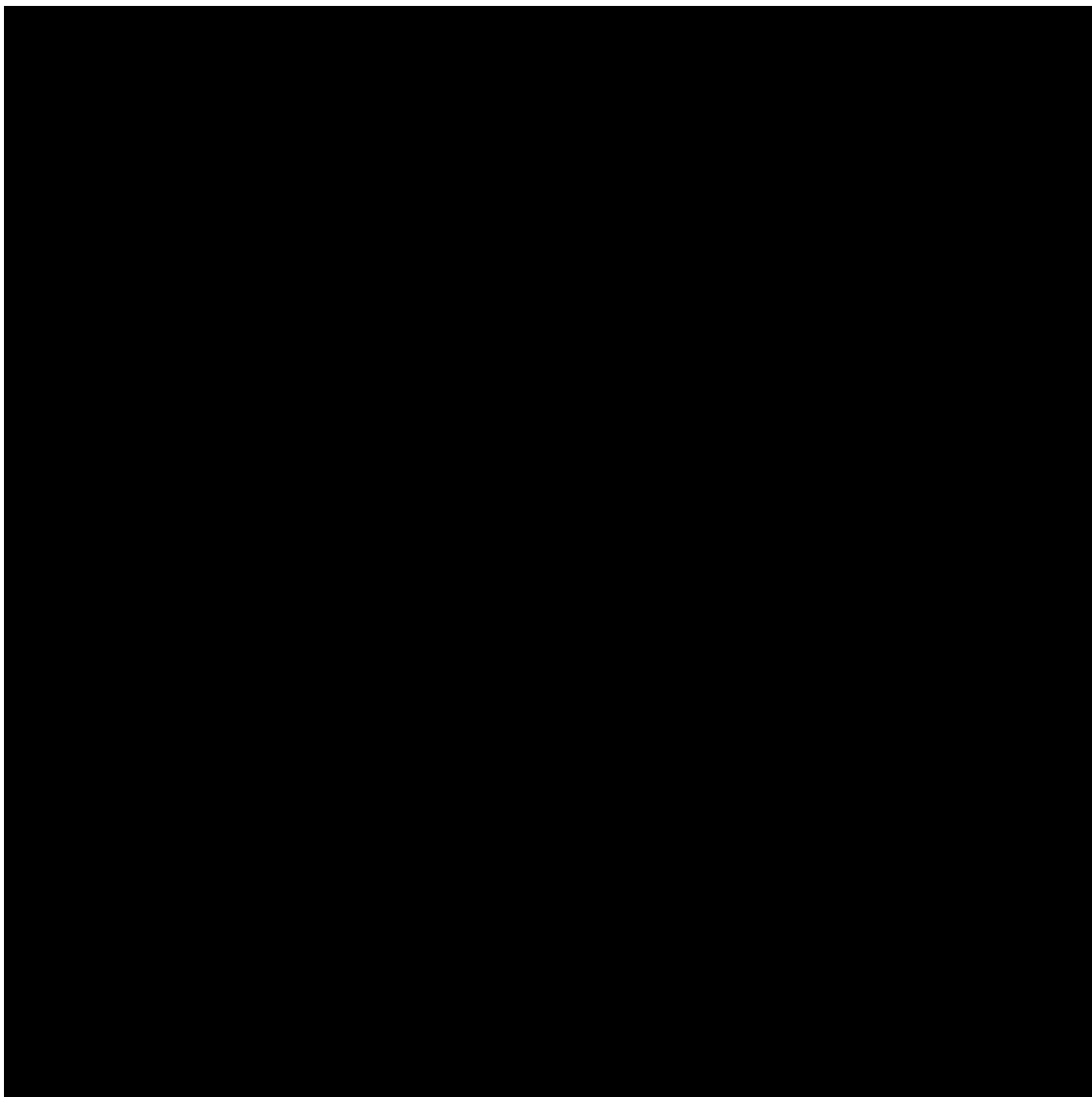
[REDACTED] The Qwest Contractor Program Organization (CPO) will support the engineering and pricing analysis necessary to provide service optimization.

The following provides the specific capabilities necessary to generate the annual candidate locations optimization report.

The Qwest Control Networx Portal will contain a complete and accurate inventory of all Networx services provided to GSA and Agencies.

[REDACTED]

[REDACTED] Through the Qwest Control Networx Portal, the Government will benefit from the Portal's ease of use and robust reporting capabilities, reflecting Qwest's experience in successfully managing inventory.



Numerous service elements comprise the inventory database. A representative sampling of the inventory detail to be found within the inventory database includes:

- Switched Voice Usage
- Data Usage
- Circuit IDs
- SED Models

- SED Serial Number
- Site Identifiers
- Logical Address
- Port ID
- Agency Site Detail

Qwest will establish a set of queries necessary to create service profiles to initiate the optimization process. The candidate locations optimization report elements will be generated by the Qwest Network Engineering team. As previously noted, the team will conduct the optimization process to develop an initial list of candidate locations. By using this list, the team will address the specific configuration and start-up costs necessary to transition to the optimized solution.

The Qwest Network Engineering team has built a strong record of optimizing Agency telecommunication services. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

██████████. Qwest has the proven background and expertise to assist with an Agency's optimization needs. The techniques and approaches successfully employed to manage the Qwest network and reduce ongoing operating expenses will also be the basis for service optimization on Network.

Qwest uses the same approach to meeting service optimization requirements for optional services as we use for mandatory services.

3.8.4 Summary

With Qwest's extensive and established history in the telecommunications industry, we fully understand the need for service optimization. Qwest offers an extensive services portfolio that includes cutting-edge capabilities. Economies of scale will be achieved by merging multiple lower speed circuits onto higher speed circuits, aggregating multiple Agency services, and migrating existing services onto newer more efficient and cost-effective services. Agencies may save considerable expense on network and equipment costs as a result of Qwest's optimization efforts. Qwest's highly experienced sales account teams, engineers, and CPO will partner with GSA and Agencies to develop solutions that meet Agency-specific voice and data communication needs.