

4.0 TRANSITION (L.34.2.4; M.3.6; comp_req_id 10925)

The Qwest Team has a long history of successfully implementing complex network transitions for Agencies. We will apply proven performance quality management and risk mitigation processes to ensure continuity and quality of services for a transparent Networx transition.

4.1 UNDERSTANDING THE REQUIREMENT

Transition is the process for the coordinated transfer of service from a specified GSA FTS incumbent service provider, such as FTS2001 and Crossover, to a Networx contract. The Qwest Team supports GSA's vision of a Government-wide enterprise architecture that supports the introduction of new technology while facilitating cross-Agency collaboration, transformation, and Government-wide technology improvement in a disciplined, requirements-driven long-term strategy. This proposal incorporates lessons learned throughout Qwest's long history of successfully transitioning and providing Agencies with current, cost-effective, highly reliable, and user-friendly telecommunications and information technology services. Qwest has included provisions for: (i) communications and reporting; (ii) planning and management; (iii) transition cutover; and (iv) transition inventory so that transitions can occur in a timely and efficient manner.

4.1.1 Response to General Narrative Requirements

Figure 4.1-1 summarizes our responses to general narrative requirements of the solicitation.

Figure 4.1-1. Summary Responses to General Narrative Requirements

Comp Req ID	RFP Reference	[Redacted]
10925	C.4.2.1	[Redacted]
10926	C.4.2.1	[Redacted]
10928	C.4.2.1	[Redacted]
10968	C.4.2.7	[Redacted]
10975	C.4.2.8	[Redacted]
10985	C.4.2.9	[Redacted]
10986	C.4.2.9	[Redacted]
10988	C.4.2.9	[Redacted]
10990	C.4.2.9	[Redacted]

4.1.2 Response to Service-Specific Narrative Requirements

Figure 4.1-2 provides summarized responses to specific Section C paragraphs.

Figure 4.1-2. Summary Responses to Service Specific Requirements

Comp Req ID	RFP	[Redacted]
10927	C.4.2.1	[Redacted]
10930	C.4.2.2	[Redacted]
10936	C.4.2.2	[Redacted]
10938	C.4.2.3	[Redacted]
10942	C.4.2.3	[Redacted]
10943	C.4.2.4	[Redacted]
10948	C.4.2.4	[Redacted]
10949	C.4.2.5	[Redacted]
10952	C.4.2.5	[Redacted]
10953	C.4.2.5	[Redacted]
10955	C.4.2.6	[Redacted]
10956	C.4.2.6	[Redacted]
10957	C. 4.2.6	[Redacted]
10958	C.4.2.6	[Redacted]
10960	C.4.2.6	[Redacted]

Comp Req ID	RFP	
10961	C.4.2.7	
10963	C.4.2.7	
10964	C.4.2.7	
10965	C.4.2.7	
10966	C.4.2.7	
10967	C.4.2.7	
10969	C.4.2.8	
10970	C.4.2.8	
10971	C.4.2.8	
10972	C.4.2.8	
10973	C.4.2.8	
10976	C.4.2.8	
10977	C.4.2.8	
10978	C.4.2.8	
10979	C.4.2.8	
10984	C.4.2.8	

4.2 TRANSITION APPROACH (comp_req_id 10930)

Qwest has an established, successful history of transitioning many Agencies from other Inter-Exchange Carrier (IXC) networks to Qwest telecommunications and information technology products and services. The successful transition of numerous Agencies to Qwest FTS2001 crossover services from other providers readily attests to Qwest’s proven organizational and coordination capabilities.

Qwest’s flat management structure, coordination and communication processes, and an empowered Transition Office allows our transition team to work directly with any other Qwest organization, team member, vendor or carrier, as well as GSA and Agency representatives. This effectively eliminates the “middle management” level characteristic of some other

carriers' processes. It also tightens the communications channels and allows issues to be addressed in much shorter time frames.

The Qwest Team's transition approach is designed to implement and transition Agency networks successfully, with minimum risk and minimum impact on department organizations, personnel, and the subscribing communities. Our proven methodology has been repeatedly and successfully used to transparently transition other Agencies to the Qwest Network. [REDACTED]

[REDACTED]

[REDACTED] Our methodology incorporates all the requirements set forth in RFP Section C.4, and has been structured around the following four areas as required in Section L.34.2.4: planning and management (4.3), transition cutover (4.4), transition inventory (4.5), and communication and reporting (4.6).

Qwest goes beyond the Government's requirements by providing additional tools and capabilities to aid the Government in transitioning services to the Qwest network. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Details regarding these enhancements can be found in Sections 4.5 and 4.6.

[REDACTED]

[REDACTED] This option is available to all Agencies, whether centralized or direct billed, who have Qwest service. Agencies will retain their current services and feature set, which virtually removes all risk associated with transition. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] The benefits from this approach are:

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

[REDACTED] This gives the assurance to both GSA and the Agencies that they will not be double billed for the same services.

4.2.1 Transition Goals and Objectives

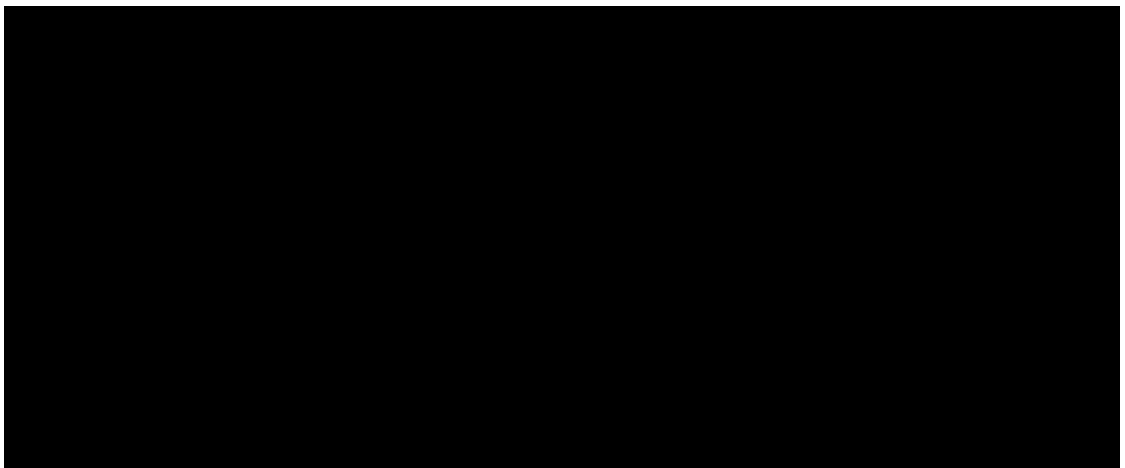
The Qwest Spirit of Service™ approach to doing business encompasses a corporate-wide culture across all employee levels which focuses on the customer's needs first. The Qwest Team will apply this principle to create a partnership with GSA and Agencies throughout the transition of services. This will ensure a seamless, timely, efficient, and transparent transition of services while minimizing risk and achieving the goals set forth in **Figure 4.2.1-1**.

Figure 4.2.1-1. Transition Goals and Objectives. *Our transition approach is focused on a partnership to achieve all GSA goals and objectives.*

Goal/Objective	[REDACTED]
Service Continuity	[REDACTED]

Goal/Objective	
High Quality Service	[Redacted]
Full-Service Vendor	[Redacted]
Transition Assistance and Support	[Redacted]

[Redacted] Qwest is ready and fully capable of supporting all of GSA's transition requirements and timelines as delineated in RFP Section C.4. Detailed transition timelines for specific services and Agencies will be developed in partnership with GSA and the Agency Project Manager in conformance with RFP Section C.4 requirements.



4.2.2 Approach to Transition in the Transition Management Plan (comp_req_id 10943, 10938)

The Qwest approach to transition in the Transition Management Plan (TMP) is to address and demonstrate compliance with all RFP requirements and achieve the GSA goals and objectives shown in Figure 4.2.1-1. This includes provisions for effective facilitation of transition coordination and support so that transitions can occur in a timely and efficient manner. The TMP will define the tasks necessary for the detailed planning and execution of the Networkx transition implementation. Qwest's transition approach in the Preliminary Transition Management Plan (PTMP) is representative of the level of detail, content, and format that will be provided in the TMP. The various transition management plans - TMP, PTMP, Transition Project Specific Plan (TPSP), Agency Level Transition Plan (ALTP) - are all designed to implement and transition Agency networks successfully, with minimum risk and minimum impact on various Agency organizations, personnel, and subscribing communities. The proven methodology captured throughout the PTMP has repeatedly and successfully been used to transition Agencies to the Qwest network.

The PTMP will provide the framework for developing the final TMP, and when required, the development of ALTP and/or TPSPs. Qwest will develop and provide an ALTP that addresses the project management of all transition activities pertinent to an Agency for all transition orders the Agency has placed. Qwest will also develop and provide, at no cost to the Government, a TPSP for all transition activities that are required by an Agency to be managed as a Transition Project unless the TPSP requirement is waived or changed by the Agency in writing.. The TPSP will describe, if

applicable, the plans to meet special technical requirements such as direct station-to-station dialing and private calling plans.

4.2.3 Past Experience in Conducting Service Transitions

The Qwest Team's transition approach is based on hundreds of transition projects, for both commercial and Government clients. [REDACTED]

[REDACTED] In addition, Qwest has performed numerous successful transitions of a size and complexity similar to that expected under the Network contract, on domestic and non-domestic Agency and quasi-Government networks, [REDACTED]

[REDACTED]

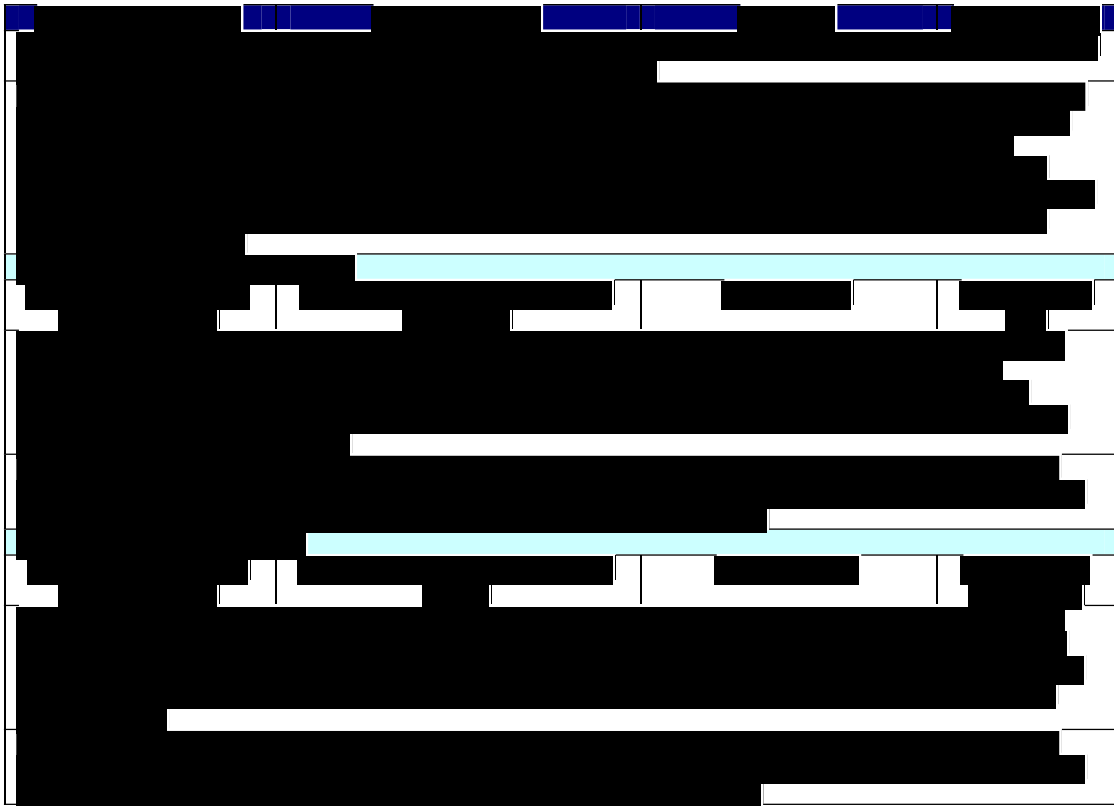
[REDACTED] After each transition is complete, the transition team documents lessons learned that are applied during the planning phase to improve the execution phase of the next transition.

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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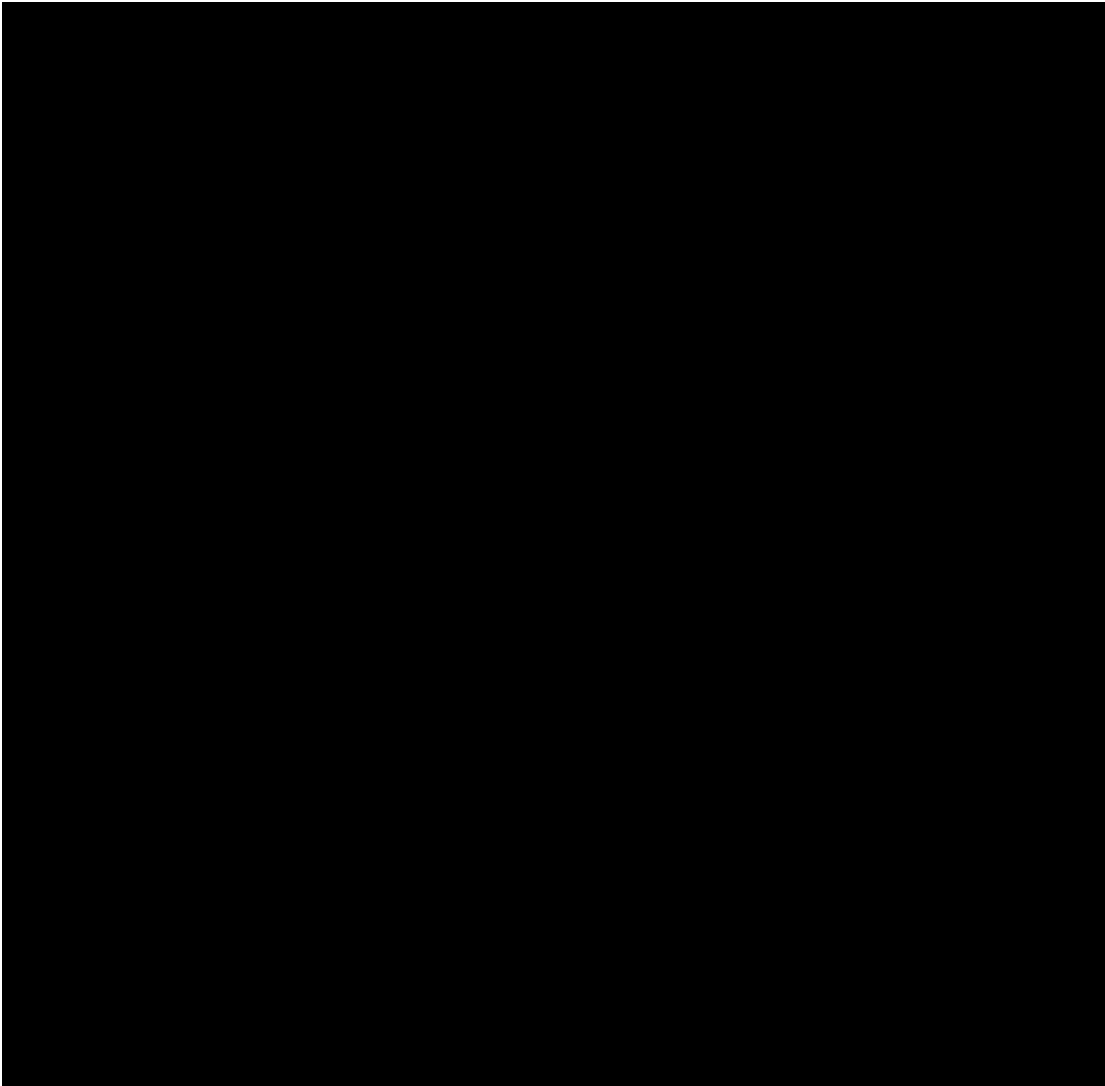
4.3 PLANNING AND MANAGEMENT (L.34.2.4.1, M.3.6 (b))

Planning and management within transition includes identifying clear roles, responsibilities, and authority; identifying the size, scope, and complexities of each transition; developing transition plans and schedules; and implementing a clear communications plan that ensures a partnership approach to achieving the transition activities. The Qwest Team's processes and procedures for planning and managing each transition have been developed based on numerous other successful transitions for state, local, and Federal Agencies, as well as commercial clients. We incorporate lessons learned from each transition; all planning and transition management activities will be documented in the Transition Management Plan developed and submitted by Qwest. Our Networx staff will use the TMP for all transition

activities for all services, provisioned and non-provisioned, provided by Qwest.

4.3.1 Transition Organization, Roles, Responsibilities, Authority, Relationships, and Key Personnel (L.34.2.4.1 (a), comp_req_id 10926, 10927)

The Qwest Team transition project management organization, [REDACTED] [REDACTED] is structured to ensure all designated services are transitioned in a transparent fashion in coordination and in partnership with GSA and the affected Agencies.



Diana Gowen, Senior Vice President and General Manager of Qwest Government Services, Inc. (QGS), is the Qwest executive directly responsible for Networx support, including the Transition Program Management Office. Ms. Gowen has the support and sponsorship of the entire Qwest senior executive team. As the Senior Executive for QGS, Ms. Gowen has immediate and direct access to the executive leadership team at Qwest, including network, operations, and other groups that directly impact Networx transition activity. Similarly, Ms. Gowen will have immediate and direct access to senior executives in our team member organizations. Her access to this extended leadership team will facilitate the timely resolution of any issues and risks escalated to her office.

Ms. Gowen brings first-hand experience on the challenges associated with Government transitions from her direct involvement in the transition of Agencies from FTS2000 to FTS2001. She will be an active advisor to the Transition Program Manager, and with her leadership team, will provide oversight to the transition team. She has been, and will remain, directly involved in the planning and execution of the Networx transition. On a weekly basis, Ms. Gowen and her leadership team will review the status of all transition projects, transition risks and issues report, project plans for upcoming transitions, and staffing and ongoing support requirements.

██████████, Networx Enterprise Program Director, leads the Qwest CPO and is the first point of escalation for the Transition Program Manager. ██████████ has overall responsibility for the operation of the Qwest Networx Enterprise Program. Mr. Gramiccioni is the principal advocate for GSA and Government Agencies within Qwest and has access to the Qwest leadership team to effect a desired outcome for Networx. Mr. Gramiccioni has the authority and project management experience within the CPO for all Networx transition project management activities.

The Qwest CPO is also staffed with key representatives from each of the functional areas supporting Networx. Each of these representatives has demonstrated capabilities and depth of practical experience to advise and assist the Transition Program Manager as needed. The Qwest Program Director works closely with the Transition Program Manager to ensure the soundness and integrity of our transition plans, the availability and assignment of resources, and the reasonableness of the schedule and budget estimates. They also identify any risks or issues that may impact the transition plan and develop risk mitigation plans.

██████████ serves as the Transition Program Manager, ██████████ ██████████ and leads the team of Project Managers who support provisioned services, non-provisioned services and special projects for the Government Agencies. ██████████ has overall control for all transition activities and is the first point of contact for transition issues. He will engage Qwest management as necessary to gain resources and resolve issues in an expedited and satisfactory fashion.

██████████ has more than 25 years of business, program management, and transition experience. He currently manages the Qwest transition team supporting ██████████ ██████████ The Government will benefit from ██████████ extensive expertise in project planning, service provisioning, and operations support. ██████████ ██████████

[Redacted]

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Each Project Manager on [Redacted] transition team will have the resources available to complete their transition projects in a quality manner. The Project Managers will have Transition Analysts to assist them in the necessary documentation and site-specific tasks required for a successful transition.

As shown in **Figure 4.3.1-3**, the Qwest Team has clearly defined roles and responsibilities at each level within the organization to ensure success throughout the transition process.

Figure 4.3.1-3. Key Transition Personnel Roles and Responsibilities.
Qwest has clear roles and responsibilities to ensure efficient management of each transition activity.

Roles	[Redacted]
QCSI Leadership Team	[Redacted]
Qwest Program Director	[Redacted]
Transition Program Manager	[Redacted]

Roles	
Project Managers	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
Transition Analysts	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>

Additionally, Qwest will use key alliances to successfully transition services over to the Qwest network. Teaming relationships are selected based on a combination of factors including services provided, geographic coverage, and capability. [Redacted]

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

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

The above data demonstrates Qwest's ability to provide experienced team members with fully qualified personnel and relevant successful experience. This ensures that transition activities will be completed as ordered. See also Section 4.3.4, which shows specific numbers of employees assigned to the transition project team.

4.3.2 Transition Scheduling Approach (L.34.2.4.1(b), comp_req_id 10971)

Transition activity scheduling is performed by the assigned Project Manager. Each approved transition plan incorporates a baseline schedule of activities that is agreed upon with the appropriate stakeholders. The schedule will be maintained in [REDACTED] and will be monitored and updated on a daily basis.

The Transition Project Managers and Transition Program Manager will develop a comprehensive Communications Plan that will be incorporated into the individual ALTP for approval. This plan will identify all points of contact within an Agency for transition-related activity, and describe information to be provided along with the frequency of updates and reports.

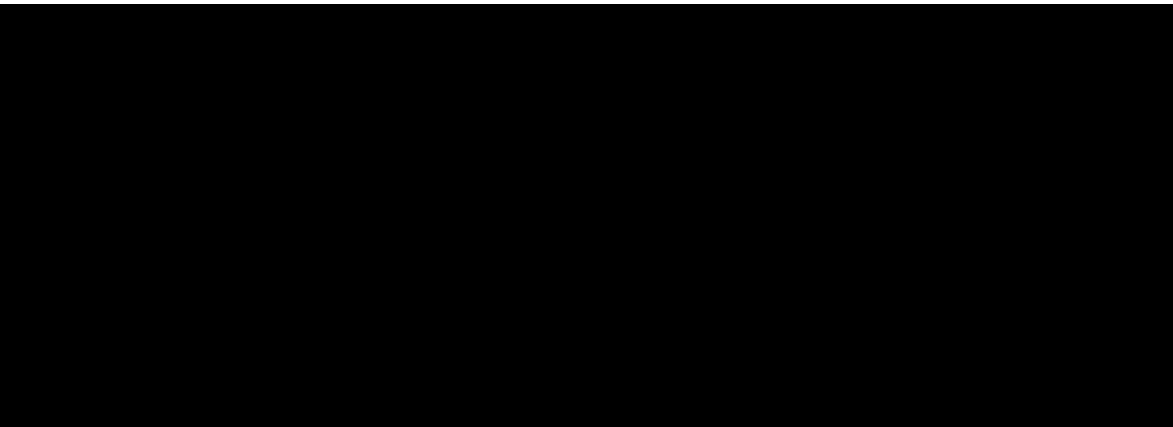
Throughout the transition of services, the Qwest Team will perform site visits, site preparation, installation and cutover activities. These activities will be scheduled in close coordination with the Agency and incumbent service provider points of contact to ensure there is no disruption of service. A Transition Project Manager will coordinate closely with the Agency Point of Contact (POC) to understand all Agency requirements, including priority of

locations, date completion goals, Agency black-out periods and continuity requirements. The Qwest Team's goal throughout the scheduling process is to ensure that services are scheduled and cutover in an efficient manner that minimizes impact on end users, including minimizing any disruptions of service.

4.3.3 Planning Process (L.34.2.4.1(c), comp_req_id 10971)

The Qwest Team's normal transition process is structured [REDACTED]. These Qwest processes easily overlay into the Networkx transition requirements of planning and management, transition cutover, transition inventory, and communications and reporting. [REDACTED] each phase has specific activities that are performed in partnership with the Agency to ensure a smooth transition of services.

The execution of the [REDACTED] phases, as well as the site visit and site preparation phases, correspond directly to the planning and management and transition inventory requirements as stated in L.34.2.4.1 of the RFP. The cutover and service acceptance steps in the [REDACTED] phase correspond to the transition cutover requirements in L.34.2.4.2. The communications and reporting requirements in L.34.2.4.4 will be met during each of the applicable phases.



As each transition is completed throughout the project lifecycle, the Qwest Team documents lessons learned to ensure they are applied to future transitions.

[Redacted content]

[Redacted content]

[REDACTED]

**4.3.4 Scope and Size of Transition Effort (L.34.2.4.1(d),
comp_req_id 10976, comp_req_id 10927)**

Qwest's approach to the transition effort is dependent upon the scope and size of the transition and a variety of sub-factors. Qwest is prepared to transition 50 percent or more of the current FTS2001 network and can effectively do so through our comprehensive staffing plan. Sub-factors to be considered when providing staffing for transition activities include:

[REDACTED]

Qwest offers GSA both depth and breadth in skills, training, and ability in our project management and customer service centers. Through [REDACTED] our project management and Customer Support Office (CSO) customer service centers are designed to respond to the needs of a dynamic business environment. When necessary, Qwest will [REDACTED] for the services [REDACTED] [REDACTED] This [REDACTED] [REDACTED] has been used in past Qwest transitions with great success.

Qwest has a pool of [REDACTED] trained and experienced Project Managers for Networkx transition. Qwest Project Managers are experienced in managing transitions of all types of services offered, including legacy

transport, IP based transport, security services, applications, and equipment, both nationally and internationally. They are trained on all Networkx products and [REDACTED].

The Qwest Networkx CSO, which includes a team of [REDACTED] service ordering, billing, and customer service personnel, is the primary customer service office for the GSA and Agencies. However, the Networkx CSO is only one of many Qwest customer service offices around the country. Because our customers have a nationwide presence, Qwest has strategically located our customer service personnel in areas where they can effectively respond to customer needs. Qwest customer service offices locations [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] This depth and

breadth of experienced employees, and our top-down control management process, ensure that adequate management and planning staffs and the field personnel staffs are on-hand as needed to complete transition tasks. [REDACTED]

[REDACTED]

[REDACTED]

[Redacted] Through the expertise of our Qwest Training Team, we are equipped with the tools to quickly train additional personnel as demand dictates.

4.3.4.1 Transition Staffing Approach

Using our [Redacted] Staffing Model [Redacted] Qwest analyzed the Traffic Model presented in Attachment J.7 and derived staffing estimates to complete the physical transition of 50% of the traffic assuming an 18 month transition period. To develop our proposed staffing model, we made the following assumptions:

[Large redacted block containing the assumptions for the staffing model]

[REDACTED], developed over a [REDACTED] period, encompasses the technical aspects of specific products and associated workloads based upon years of experience in support of both highly complex, and relatively simple, high volume telecommunication services for voice data as well as many other Qwest products and services. [REDACTED]

[REDACTED]

[REDACTED] Coupled with the QGSI hiring process and management overview of personnel performance, GSA is ensured of receiving thoroughly qualified personnel with the correct skill mix for the Networkx transition efforts.

Through continual analysis of data points the Qwest [REDACTED] is continually refined as the service enters more mature phases of the product life cycle. Some of the data points analyzed are:

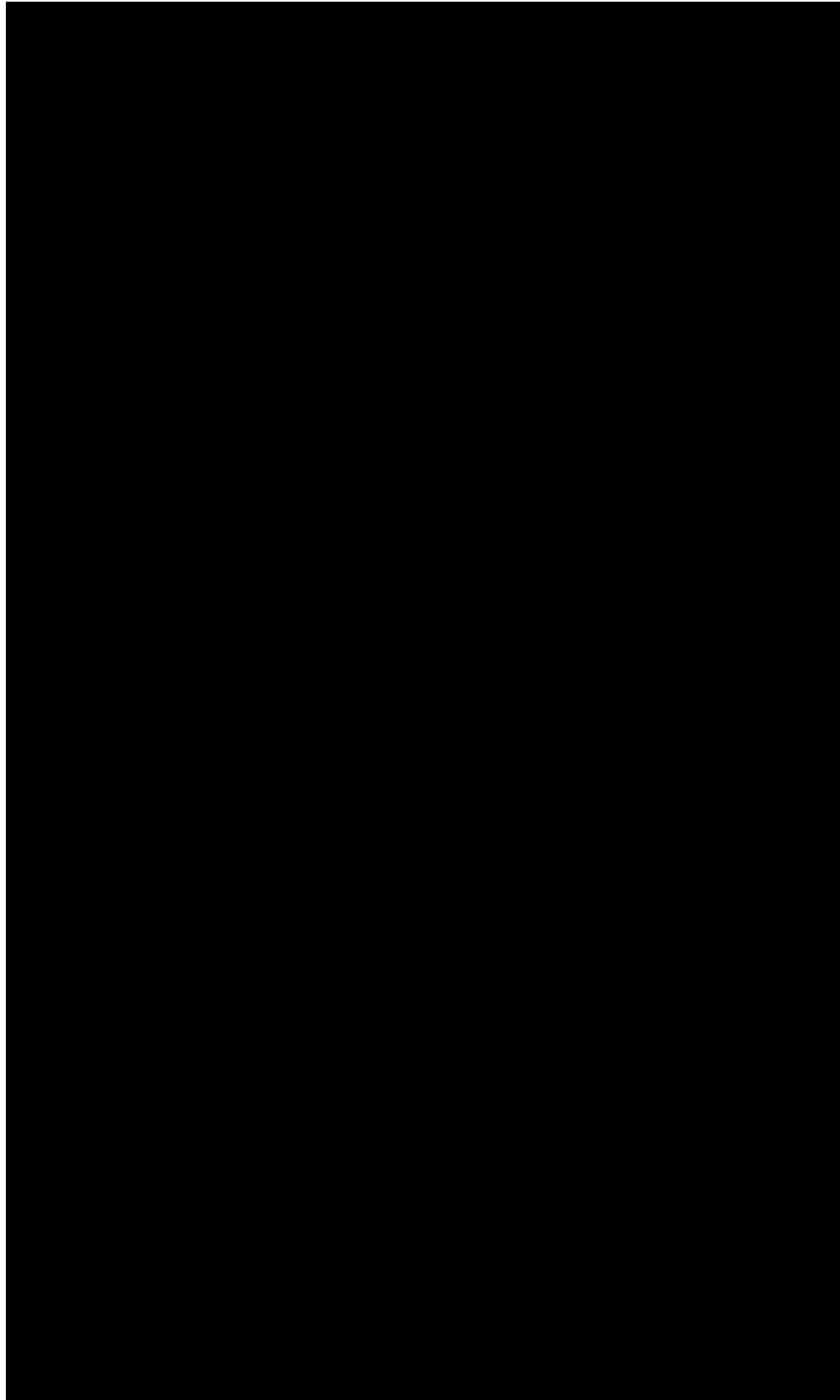
- SED requirements
- Current and anticipated order volumes by service type

[REDACTED]

[REDACTED]

[REDACTED]

Application of the [REDACTED] to Networkx requirements yields the staffing [REDACTED]



Ultimately, our transition staffing model will rely heavily on planning. Readiness and planning are integrally linked success factors. The Transition Program Manager will work closely with the Qwest Account Team, GSA, and Agencies to prepare activity forecasts based on sales opportunities, planned transitions, and feedback from the Agencies. [REDACTED]

[REDACTED]

[REDACTED] The Transition Program Manager will engage the Human Resources Manager supporting the CPO to recruit, screen, and hire additional personnel based on our pre-defined job descriptions, minimum experience requirements and necessary qualifications. The Qwest [REDACTED] is a real tool with real world practicality and results that ensure that field and management personnel will be sufficient in number and qualifications to perform the transition activities as required. It has been developed over the past [REDACTED] using lessons learned and client successes such as the [REDACTED]

4.3.5 Diversity of Government Organization and Stakeholders (L.34.2.4.1(e))

The Qwest Team recognizes the wide diversity of Government organizations throughout the Networx footprint, with differences in mission, geography, centralized versus decentralized management authority, security requirements, and size. Qwest prides itself on our ability to effectively communicate with our diverse Agency customer base. Qwest has a strong national and international service presence, enhanced national and international alliances, and an extensive staff with expert capabilities and global reach. Through the coordination of our CPO, we will use these

elements and our corporate Spirit of Service™ to establish effective communication for all transition activities.

Qwest plans to address the diverse needs of GSA and Agencies using many communications tools, including direct communications with our CPO, an accessible and geographically diverse Account Team, and a 24x7x365 CSO. Qwest will also address diverse Agency needs with Web-based tools such as the Qwest Networx Website and the Qwest Control Networx Portal. All transition documents, including all ALTPs, TPSPs, transition action notices (including Go/No-Go transition, transition order status, and transition inventory information), will be accessible through the Website or Portal. During the planning stage, we will identify those Agencies and organizations that require other forms of communications and will develop appropriate processes to fill all communications needs.

4.4 TRANSITION CUTOVER (L.34.2.4.2, M.3.6(c), comp_req_id 10977)

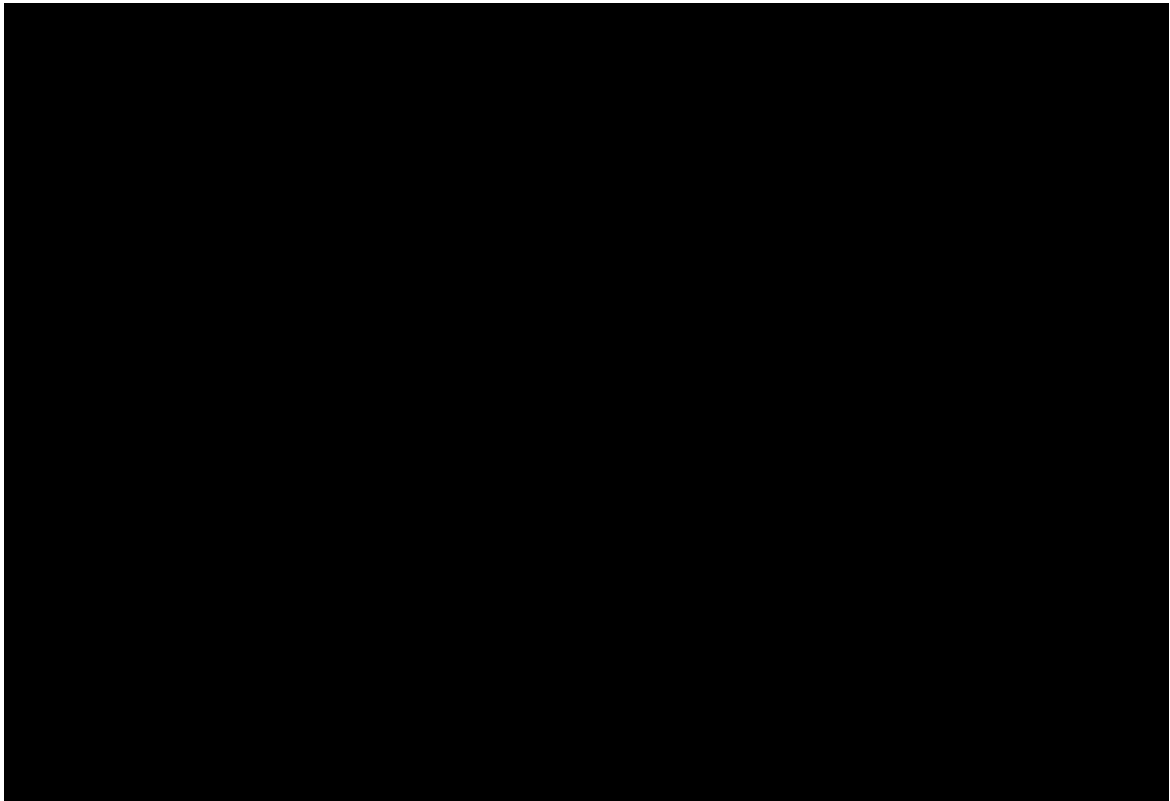
Transition cutover for services includes activities such as site notifications, site visits, cutover of services, and acceptance testing. Transition cutover requires close coordination and partnership with the Agencies, GSA, and the incumbent service providers to ensure that each transition is performed in a manner that is non-disruptive to the users. Specifically, Qwest will work with the incumbent service provider to establish gateways or other interconnections between Qwest's network and the incumbent's network so that calls (e.g., 700 numbers) may be completed across network boundaries in both directions until the last site is successfully transitioned. The Qwest cutover management approach includes multiple provisions for effective communications and facilitation with GSA, the affected Agencies, and incumbents for complete coordination and support so that

transition can occur from incumbent FTS2001 networks to the Qwest network.

4.4.1 Coordination with Other Participants (L.34.2.4.2(a), comp_req_id 10928)

The primary component of the transition organization structure is Qwest's Transition Team. The team consists of a Transition Program Manager and Transition Project Managers, who are organized by service, area of expertise and support designated Agencies. The Transition Team is also directly supported by other key positions within the CPO, such as Contracts, Security and Quality Assurance. The Transition Team will regularly exchange transition information related to transition planning, execution, monitoring and control with the Agency Transition Management Team at various levels. [REDACTED] represents the communications channels between the Qwest Transition Team and the Agency Transition Management Team. The Transition Project Managers will interface and coordinate with the regional Agency POC as well as various local Agency POCs as the transition project impacts their individual geographical areas.

The Qwest Transition Project Manager will have direct access to other service providers and subcontractors as required. When a new project or transition activity commences, the Qwest Transition Project Manager and team will bring the appropriate POCs and Agency stakeholders to the planning table to review the requirements and ensure all are prepared for the transition. In addition, the Transition Program Manager will ensure that project team representatives are in place from each appropriate activity before the transition begins. Each project team will have a predefined escalation process in place during the planning phase to ensure appropriate escalations are acted upon.



The Qwest Transition Team will also work within the Qwest CPO to coordinate the management and oversight of all subcontractors and vendors. The Qwest Team has nationwide relationships with subcontractors and vendors to lower or eliminate technical and schedule risks for Agencies.



Coordination between all participants will be detailed so that no aspect of the transition will be overlooked and all stakeholders will know the exact progress of each transition project. This coordination will be defined early in the planning process and the communication method for each Agency, department, and site will be mutually agreed upon. Qwest will coordinate the

exchange of information on transition activities as required by the RFP Section C.4.2.1 or the specific requirements of the Agencies. The Qwest Transition team will bear in mind that many Government organizations are decentralized and that multiple entities within a department or an independent Agency may perform responsibilities, identical to those of an “Agency”. The Qwest Team will communicate via:

- Face-to-face meetings
- E-mail
- Phone, fax, audio, Web and video conferencing
- Qwest Control Networx Portal

Agency-preferred communications channels will be used for the transition action notice, Go/No-Go notices, and the test and acceptance for each transitioned site.

4.4.2 Site Visit and Preparation Process (L.34.2.4.2(b), comp_req_id 10952)

Key elements of preparing for and performing service transitions include:

- Analyzing available information, such as: Agency-provided transition inventory data/databases as per the requirements of C.4.3.2 Agency Data Provided to Contractors; Agency-provided engineering, routing and configuration data; [REDACTED]
[REDACTED]
[REDACTED]
- Using results of analyses to help prepare for detailed site visits, pre-populating site-visit checklists to facilitate site data collection and verification, and required data as per RFP Section C.4.3.3.1.4 Record Elements – Transition Inventory Data to GSA

Qwest plans to use on-site visits as necessary to ensure that we have all data pertinent to effect a smooth transition. We have found that the effort invested on the front end of the process returns significant benefits on the back end. The accuracy and completeness of data collected during site visits have a direct impact on the speed and quality of the transition. It is anticipated that on-site visits will be required for all consolidated locations (locations with multiple services) and large bandwidth sites that require diversity. The determining factors for mandatory site visits include:

[REDACTED]

Consolidated sites will likely require site visits, whereas single site locations may only require a telephone review with a Local Government Contact (LGC). Data elements that are to be provided by Agency transition personnel or collected/verified during the site visit include:

- Location and site profile (e.g., LGC information, physical address, and shipping address)
- Access information
- Site locations (network end points and computer rooms, e.g., MDF and IDF)

- Facility infrastructure and topology, to include HVAC and power
- Floor plans and rack/cabinet layouts
- Circuit and demarcation inventory
- Equipment inventory

If Qwest is not satisfied that the site data collected telephonically is adequate to ensure a successful site transition, then Qwest will perform a physical site visit. If additional site requirements are discovered during the site visit, a more detailed site survey may be ordered by the Agency through the ICB Site Survey CLIN. For example, if there are discrepancies in inventory, or a campus environment, or other technical capabilities, a more detailed site survey may be necessary.

4.4.3 Logistical Support (L.34.2.4.2(c))

[Redacted content]

[REDACTED]

4.4.4 Special Technical Requirements (L.34.2.4.2(d), comp_req_id 10936, 10942, 10948, 10975, 10977, 10978, 10979)

The Qwest Team recognizes that there are unique technical requirements that require additional consideration prior to transitioning the service. A special project team will be assigned as part of the Transition Program Management Office (PMO) to manage these requirements. The team will work with the Transition Program Manager to define the specific transition process for these applications.

[REDACTED] is central to each special project team. Each special Project Manager will have primary responsibility for [REDACTED]. They will establish a [REDACTED] comprised of key project team members and other subject matter experts who will form a special project team. The team's goal is to:

[REDACTED]

[REDACTED]

At the beginning of each project, the special project team will [REDACTED]

[REDACTED]

The Qwest Team will develop comprehensive [REDACTED]

[REDACTED]

More specifically, we see the opportunity to respond to at least two types of special technical requirements: 1). direct station-to-station dialing, and 2). private dialing plans.

- For **direct station-to-station dialing**, during periods that transition activities are ongoing, Qwest will maintain the ability for any Networx Circuit Switched Data Service/Voice Service (CSDS/VS) user to directly dial any other CSDS/VS user who uses a 10-digit number following the North American Number Plan (NANP). Also, during periods in which transition activities are ongoing, Qwest will maintain the ability for any Networx CSDS/VS user who uses a 10-digit number following the NANP to receive calls from any other 10-digit number of a CSDS/VS NANP user.
- For **private dialing plans**, whenever a private number dialing arrangement is ordered by an Agency, Qwest will develop and provide, as part of a TPSP, a private dialing plan for stations that require contractor

specific private numbers. In this case, number portability cannot be guaranteed when transitioning or migrating private number dialing arrangements. However, in numerous instances such as the 700 numbers used by the Department of Defense, private dial plans can be supported by Qwest Virtual Network Service as well as other private dial plans for stations that require contractor-specific private numbers.

Other special technical requirements resulting from Agency requirements or site visits will be addressed and planned for either in the TMP, the ALTP or, if necessary, a TPSP in coordination with the affected Agency.

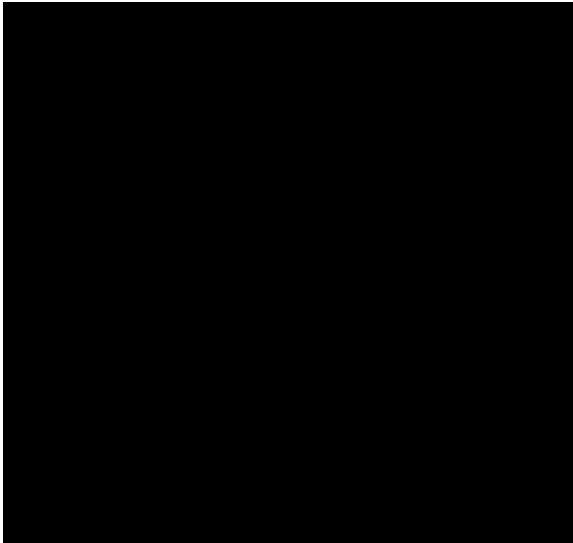
In those cases where a TPSP has been approved for a specific project, Qwest will follow the approved TPSP procedures when conducting transition activities for that project.

4.4.5 Parallel Operations (L.34.2.4.2(e))

4.4.5.1 Operation of Services in Parallel

[REDACTED]

[REDACTED] The resulting downtime from any of these options is minimal and the original service can be restored quickly if required. [REDACTED]



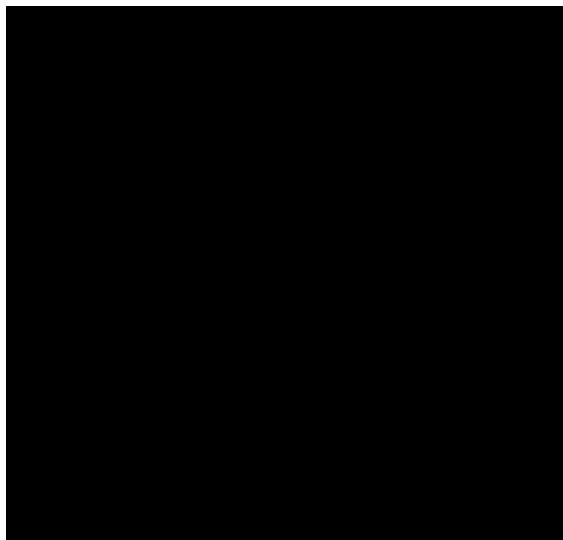
4.4.5.2 Cutover of Services when Parallel Access is Available but Agency Cannot Support or Does not Want to Operate Services in Parallel

[Redacted]

[Redacted]

[Redacted]. This option can also quickly fall back to the old configuration if problems arise during the transition. [Redacted]

[Redacted]



4.4.5.3 Cutover of Services when Parallel Access is Not Available

[Redacted] is the quickest method to transfer service from the incumbent service provider to Qwest, and Qwest is experienced in managing this process closely to ensure success.

[Redacted]

[Redacted] Close coordination is paramount throughout this process. Qwest engineering, a

[REDACTED]

[REDACTED] A fall-back would require the LEC technician to put the cross-connects back in their original state. [REDACTED]

[REDACTED]

4.4.6 Continuity of Service (L.34.2.4.2(f))

Throughout transition, our primary objective is to ensure continuity and quality of service and to make the transition as transparent as possible to the users. The Qwest Team applies our proven performance and quality management processes, as well as our risk mitigation process to ensure continuity and quality of services throughout each transition. These fundamental processes include:

[REDACTED]

4.4.6.1 Defined Cutover Process (comp_req_id 10984)

As described in Section 3.0 of our PTMP, each service will have a defined cutover process to include a detailed Work Breakdown Structure

(WBS). All stakeholders will review and agree upon this process during the transition planning process to ensure clear roles and responsibilities are defined. Key elements within the cutover process to ensure continuity of operations include a [REDACTED]

After transition of services, if the service does not pass Qwest end-to-end verification testing as defined in RFP Section E, Inspection and Acceptance, Qwest will notify and advise the Agency of proposed corrective actions and the estimated time to complete them. If the Agency has already experienced two or more hours of downtime, the Agency may request restoration of incumbent services. Qwest will then implement and follow processes and procedures to provide complete restoration to the incumbent service provider's service within four hours.

4.4.6.2 [REDACTED] to Ensure Sufficient Bandwidth for Failover

During the planning phase of each transition, the Qwest Team will perform a [REDACTED]. This [REDACTED] is done to [REDACTED]

[REDACTED] For voice services, this analysis will include a [REDACTED]

4.4.6.3 Use of Pilot Sites

If required, the Qwest Team will conduct a live pilot with non-production data for each Agency. This consists of one hub site (if one is available) and a field site (or many sites depending on the complexity of the design). The pilot will demonstrate that the Qwest solution complies with Networx requirements. Every site in the pilot will have access to the full suite of services, including:

- Qwest's customer support office for any service issues or inquiries
- Technical product and services support
- Qwest Control Network Portal for account management and service order tracking, usage statistics, and trouble reporting

All processes and outcomes will be monitored and measured for the pilot sites and lessons learned will be documented. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

4.4.7 Identification and Mitigation of Risk (L.34.2.4.2(g))

Reducing the impact of program risks to acceptable levels is the ultimate objective of risk management. [REDACTED] Qwest's approach to risk management incorporates processes for identifying, analyzing, mitigating, managing, and monitoring risks to ensure minimal impact on the program.

[REDACTED]

4.4.7.1 Risk Identification

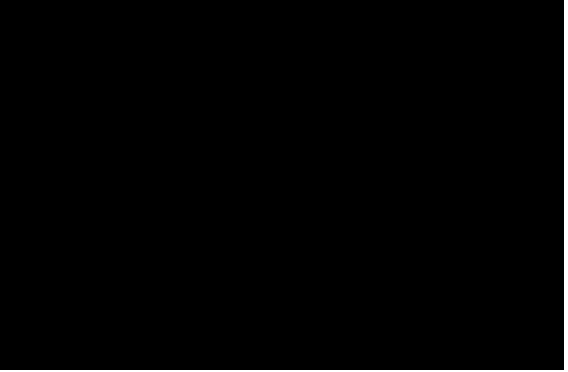
Any member of the Transition Management Organization may identify issues or concerns as transition risks. GSA and Agency Transition coordinators can also identify transition risks to Qwest Transition Project

Managers for inclusion. As risks are identified, they are logged and documented by assigned Transition Project Managers or the Transition Program Manager using tools in the Qwest CPO Toolkit. The Transition Project Manager will review all risks and either validate or reject the risk, depending upon its impact to the transition success.

4.4.7.2 Risk Analysis Prioritization and Assessment

Each risk is evaluated and categorized based upon its likelihood of occurrence and consequence to either the Agency-level transition action or the Network program as a whole. It will be assigned a color code based upon the combination of likelihood and consequence, [REDACTED]

The likelihood of a risk will be based upon a subjective assessment by the Transition Project Managers and validated by the Transition Manager or Program Director. Risks are organized into three categories:



- High – [REDACTED]
- Medium – [REDACTED]
- Low – [REDACTED]

Consequences are organized into three categories:

- High – [REDACTED]
- Medium – [REDACTED]

- Low – [REDACTED]
[REDACTED]

4.4.7.3 Risk Mitigation and Management

The Transition Project Managers will develop a mitigation strategy for each risk mapping as [REDACTED] to reduce the likelihood and/or consequence of the risk to an acceptable level. The Qwest Transition Program Manager and Program Director will be briefed on the mitigation strategy and involved throughout its implementation. When necessary, the Qwest Transition Program Manager and Program Director can call upon the resources of Qwest's [REDACTED] [REDACTED] for additional guidance in either assessing risk or in developing strategies to mitigate risk.

A completed risk mitigation strategy is similar to a contingency plan, protecting the transition from the negative consequences of risk realization. Action items will be identified to mitigate the risk. Once the action items are completed, the risk owner will evaluate whether the risk has been mitigated. The risk may be closed if it no longer poses a high level of threat to transition. If the risk still poses a high level of threat to the program, then revised mitigation strategies are developed in an iterative process.

The Qwest Team will develop contingency plans if the mitigation plan is not effective. The implementation of a contingency plan will include a defined trigger that will be used to determine when to implement the plan.

4.4.7.4 Risk Monitoring

The risk and issue management process will use tools in the Qwest CPO toolkit to define, assign, track, and close program issues, risks, and action items. The toolkit provides functionality to support program and project management, collaborative work venues, risk and issue management, scheduling, resource and task management, and financial management.

All risk reports will be formatted into distinct sections, including:

[REDACTED]

Due to the nature of risks, some risks may never be recommended for closure. However, many will be successfully mitigated and will be closed if the risk is deemed no longer a major threat to the transition. When a risk actually occurs, the risk should be closed and a corresponding issue opened. Risks that are no longer deemed a major threat to the transition will not be closed without the concurrence of the CPO Director.

4.4.7.5 Transition Risks and Mitigations (comp_req_id 10938, 10963)

Using the steps [REDACTED], the Qwest Team has identified several current, known risks, and has developed mitigation plans for each, [REDACTED]

Figure 4.4.7-3. Transition Risks and Mitigation Strategies

Risk Area	Risk Mitigation Strategy
Schedule and Delivery Risks	
<p>Risk: Failure to develop a realistic schedule that reflects Agency priorities, seasonal/cyclical activities, and resource constraints.</p>	<p>[Redacted]</p>
<p>Risk: Failure to adequately staff the Transition management team</p>	<p>[Redacted]</p>
<p>Risk: Failure to receive accurate information from the Government (e.g. location, inventory, local Government contacts)</p>	<p>[Redacted]</p>
Service Interruption Risks	
<p>Risk: Transition sites with disruptive impact to business operations</p>	<p>[Redacted]</p>
<p>Risk: Transition sites with no fallback plan in case of a significant outage services during installation</p>	<p>[Redacted]</p>
Scope Change Risks	
<p>Risk: Agency changes in transition requirements.</p>	<p>[Redacted]</p>
Agency Readiness Risks	
<p>Risk: Agency site not prepared for transition.</p>	<p>[Redacted]</p>

4.5 TRANSITION INVENTORY (L.34.2.4.3, M.3.6(d), comp_req_id 10949)

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 from the incumbent service provider to Qwest. The transition inventory is also required to support transition status tracking and reporting. This transition data inventory is obtained and collected in close coordination with the Agency, GSA, and incumbent service providers to ensure an accurate listing of all data and services for the transition.

As referenced in Section C.4.2.5, Qwest expects Agencies to compile their own transition inventory of the incumbent service provider's provided services. Additionally Qwest expects GSA, if necessary, to share with the Agency any available information it has on the incumbent service provider's services being provided to the Agency. Qwest expects GSA, if necessary, to assist the Agency in obtaining information on the incumbent service provider's services being provided to the Agency from the incumbent service provider.

Qwest will request that the Agency share all available information on the incumbent service provider's services being provided to the Agency and that are to be transitioned to Qwest services, including any service location changes. Qwest will obtain from the transition order information on the incumbent telecommunications services needed to transition services, whether or not that information is specified as a transition inventory data element in RFP Section C.4.3.3.1. As needed, Qwest will supplement the transition order information with data from other Agency or Government

sources, or information gathered during site visits and/or Agency coordination meetings.

4.5.1 Transition Coordination (L.34.2.4.3(a), comp_req_id 10928, 10958, 10972)

During the planning and management process, the Qwest Team will

[REDACTED]

Each of these steps will be accomplished in close coordination with each Agency, GSA, and the incumbent services providers as described below:

[REDACTED]

[REDACTED]

The Qwest Team will develop a comprehensive communications plan. This plan will be reviewed and approved by GSA with the Preliminary Transition Management Plan. 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 so that accurate data is provided and maintained.

4.5.2 Inventory Data (L.34.2.4.3(b), comp_req_id 10953, 10955)

Qwest will support the Networx program with a comprehensive and secure Operational Support System (OSS) that performs a wide range of integrated functions including billing, service ordering, customer support, network management, trouble management, inventory management, and

program management. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Qwest's OSS features tightly integrated systems that support commercial and Agencies today. [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] All Networkx products and services can be ordered via the Portal through a series of Web forms and flow-through interfaces. Qwest continues to design process flows that will generate efficiencies for the Agency and Qwest.

Qwest has deployed a complete set of controls, including: [REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] which ensures system applications are protected; and a robust monitoring system for managing the infrastructure.

Qwest will accept and maintain the transition data elements as specified in Section C.4.3.2 Agency Data provided to contractors.

[REDACTED] Qwest will use our innovative Qwest Control Network Portal to provide and maintain an inventory of services. This

[REDACTED]

Portal provides access for all stakeholders to capture, share, and distribute inventory information. POCs will complete an online template of current services. The Qwest transition team will discuss the information with the incumbent provider and update the form in the Portal. The Agency and GSA will receive an auto generated email to let them know the information is available for review and approval. At a minimum, transition inventory data will contain all information record elements of RFP Section C.4.3.3.1.4 Record Elements – Transition Inventory Data.

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

4.5.3 Information Requirements and Site Visits (L.34.2.4.3(c), comp_req_id 10949)

Qwest will maintain a transition inventory that contains all incumbent's services by location. If Qwest is the incumbent service provider, Qwest will provide the transition inventory to GSA as required. This inventory will be updated and verified through site visits. Any discrepancies will be resolved prior to input into our transition inventory database in order to maintain inventory database integrity. The Qwest personnel conducting the site visit will have checklists and forms to facilitate information-gathering and data accuracy. Examples of information gathered during a site visit include such data as building information, existing circuit ids, site specific requirements, maintenance window, and inside wiring. The Transition Project Manager, along with various assigned transition analysts, 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 for a successful transition, and has processes in place to ensure the success of these transition projects. Qwest will coordinate all required on-site visits to user locations.

4.5.4 Responsibilities (L.34.2.4.3(d), comp req 10949, 10952)

Providing and maintaining inventory requires all stakeholders to participate in various tasks and functions. Qwest will maintain a transition inventory that contains all incumbent’s services by location. If Qwest is the incumbent, Qwest will provide the transition inventory to GSA as required.

Figure 4.5.4-1 provides a list of stakeholder responsibilities.

Figure 4.5.4-1. Inventory Maintenance Responsibilities

Role	
Qwest Transition Team	[Redacted]
GSA	[Redacted]
Agency	[Redacted]
Agency LGC	[Redacted]
[Redacted]	

4.6 COMMUNICATION AND REPORTING (L.34.2.4.4, M.3.6(a))

Communications is a critical success factor in reaching the goals of an intended transition. During the transition period, Qwest will communicate with GSA, Agencies, and contractors at various Government and commercial, domestic and non-domestic locations to make sure roles and responsibilities are identified, all stakeholders understand the project plan and timeline, and open lines of communications are established. Specifically, Qwest will coordinate and exchange information on transition activities with GSA and relevant Agency personnel, recognizing that Agency organizations may be decentralized. With thousands of Agency-affected personnel at diverse locations, the success of the Networx program will largely depend on Qwest's ability to distribute program-related information efficiently through the Networx program communications function. Qwest makes available to all transition stakeholders and Agencies, the reports, tools, and communications methods so the transition occurs as planned. The following sections detail Qwest's approach to mechanisms and interfaces, reports, and communications levels that will support the overall goal of providing an effective forum for ensuring the success of the transitions.

4.6.1 Mechanisms and Interfaces (L.34.2.4.4(a))

Throughout transition, Qwest will use several methods to facilitate communication. These include use of the Qwest Control Networx Portal, as well as reports and meetings with stakeholders within the Agencies and GSA. Qwest recognizes Networx reporting requirements, and will fully comply with all requirements. [REDACTED]

[REDACTED]

Together these entities will immediately work through issues with the appropriate transition group.

4.6.2 Types and Subjects (L.34.2.4.4(b), comp_req_id 10961, 10964, 10965, 10966, 10967, 10968, 10975, 10985, 10986, 10988, 10990)

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** – Project initiation and planning activities. These include the task order, TMP, PTMP, ALTP, TPSP, network designs, and site visits, inventory capture and validation, Agency communications plans, and meetings—in addition to information that will be available on the Qwest Control Network Portal. In those cases where a TPSP is required by either GSA or the Agency, Qwest will perform all additional planning and coordination necessary with the Agency or GSA in order to meet the specific plan requirements. When the TPSP is approved, Qwest will follow the approved TPSP procedures when conducting the activities for that project
- **Performance** – Project execution. This includes status reporting, progress measurement, and forecasting. Other examples include weekly transition execution reports, weekly transition planning reports, transition action notices, Go/No-Go transition notices, and other reports and status updates available on the Portal, or any Agency-specific requested reports. These reports and notices will be provided in the media, and with the contents, specified in Sections C.4.3.4.1 and C.4.3.4.2. Qwest will provide weekly reports to GSA and each Agency (specific locations and services only), unless the Agency requests transition reporting be discontinued or suspended.

- **Closure** – Project or phase completion. Troubleshooting and lessons learned, service order completion notices and network as-built documentation are examples of actions completed in this phase.

Figure 4.6.2-1 provides a list of the communications and reports that will be provided in each category during the transition.

Figure 4.6.2-1. Types of Transition Communications and Reports

Communication Element	Description	Timing
Transition Management Plan	The Transition Management Plan will provide the overall architecture for the transition to the Qwest Networkx 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.	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 Transition Management Plan	The Preliminary Transition Management Plan will provide the specific methods and procedures for transitioning product types to the Qwest Networkx Contract. The plan will include transition activity required for each product and Risks/mitigation strategies.	Provided with Qwest proposal
Agency Level Transition Plan	This plan identifies the project management process, procedures, and tools for a set of Networkx transition activities in support of that Agency.	Initial: As required by the Agency within 45 days of request; the Agency provides comments within 15 days and Qwest submits revised plans for approval within 15 days of receipt of Government comments (Total 75 days) Updated: As agreed with the Agencies
Transition Project Specific Plan	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.	Initial: As required by the Agency but no later than 30 calendar days prior to Agency Want Date
Weekly Transition Execution Report	Count of orders successfully transitioned each week.	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

Communication Element	Description	Timing
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.	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
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. In addition, the readiness for transition of all involved parties shall be ascertained and reported.	60 days prior to the event, and reissued/updated within seven days of any change
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 service provider 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.	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 service provider by phone or email as soon as possible.
Service Order Completion Notice (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.	Upon service activation
Site Visit Notification	Qwest will notify Agencies prior to site visits to provide adequate time for the Agency to coordinate and prepare for the visit.	As required by Agency
Transition Inventory Data	Qwest will collect and deliver inventory data as per C.4.3 Transition Inventory Data.	Initial: Sent to GSA within 90 calendar days of Notice to Proceed, Sent to Agency as requested

4.6.3 Timing (L.34.2.4.4(c))

The Qwest Transition Team will prepare reports and meet with the Agencies, GSA and incumbent service providers as shown in Figure 4.6.2-1 above. Additionally, as described within our escalation processes, Qwest management is available to meet with GSA and Agency stakeholders upon request.

All of the above reports, plans, notices, and notifications will be made available in the restricted area of Qwest's Website, www.gsanetworx.com, or the Qwest Control Networx Portal. If any of the information in the Transition

Action Notice changes, Qwest will provide an update to GSA, the Agency, the LGC, and the incumbent service provider within a week of becoming aware of the change.

4.6.4 Program-Level Communication (L.34.2.4.4(d))

Qwest's CPO will be the central point for communicating transition activities at the program level. This interaction between the CPO and GSA's Networx PMO will involve face-to-face review meetings, briefing on current projects, and detailed discussions on relevant findings and lessons learned. Qwest will also provide the GSA PMO with reports providing a program-level view of transitions. These reports include the weekly transition execution report and the weekly transition planning report. These meetings and reports will provide the GSA with a global view needed to manage the Networx program in its entirety.

[Redacted content]

[REDACTED]

Using Qwest's reporting capability, Qwest will help GSA and Agencies validate and reconcile the inventory [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Using the inherent reporting capabilities of Qwest, GSA and Agencies will be able to easily compare data from these sources, ensuring an accurate accounting of changes to both the FTS and Networx inventory.

4.6.5 Other Communication Levels (comp_req_id 10956, 10957, 10960, 10969, 10970, 10973)

The Qwest Team has a parallel internal communications plan for coordinating the various project tasks for the project team. Elements of that plan include detailed project plans, resource analysis, and other items that will ensure timely project completion, including all reports required by RFP Section C.4. The detail in these items support and are consistent with the external communications plan:

- **Notification to Site Personnel for Pending Services Cutover and Testing Activities:** Qwest will send a notification message to each site at least 60 calendar days in advance of the start date for cutover and/or testing activities. The message will include amplifying information in anticipation of possible questions or concerns on the part of site communications personnel. Following initial notification, a Qwest representative will contact the LGC to coordinate the details to ensure smooth flow of on-site activities.
- **Notification Procedures Using Services as Deployed Over the Life of the Contract:** Notifying LGCs of procedures for using new services will follow the above process whenever new service implementation involves Qwest site visits. Where implementation of a new service does not require a Qwest site visit, Qwest will post the new procedures on the Networx Website and broadcast a notification on the Website posting. The broadcast message 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 Website. The Web page will include a special contact telephone number—available 24x7x365—to answer any additional questions. Each cutover notification message will

reference the Networx Website for description of procedures to be followed by site communications personnel. Site cutover notification messages will identify the Website location and will also include the special contact telephone number. During the cutover, Qwest technicians will confirm that site communications personnel understand the procedures prior to departing the site following 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. [REDACTED]

[REDACTED]

Thereafter, technical assistance will be available to provide immediate phone support for trouble resolution, and to provide next-day, on-site support as needed throughout the transition period.

- **Agency Communication/Education:** The Qwest transition team will use an array of methods to communicate with site personnel including face-to-face meetings, phone, email, and the Qwest Control Networx Portal. 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 and distributing site briefing packages, which outline the solution for that site and the process that will be used to install the service. They also educate 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 Agencies

on the use of the Qwest Portal as well as Networx transition processes and procedures.

Qwest will also communicate on the following levels:

- Qwest will coordinate with the LGC to complete transition activities, including the ordering of access (RFP Section C.4.2.8)
- Qwest will designate a representative for each location where ordering activities will occur. As described in the transition organization, transition Project Managers or Transition Analysts will be available to communicate with Agency LGC prior to, during, and immediately following all transition activities. They will be available to answer any associated questions related to transition activities for all locations as required. (C.4.2.8)
- Qwest will provide complete coordination and workflow management among elements of the Qwest organization, subcontractors, the incumbent service provider, and access providers as needed to successfully complete transition activities within required service provisioning intervals. (C.4.2.8)
- As a normal part of the Qwest transition process, managed by the Qwest Transition Program Manager and assigned Transition Project Managers, Qwest personnel will coordinate all information-gathering needed to complete service ordering activities with Agencies, Agency components, or other Agency service providers (e.g. PBX, network management, and information system providers) identified by the Agency. (C.4.2.6)
- Qwest will identify, within seven calendar days of issuing an order receipt acknowledgement, the specific individual who has primary and direct responsibility for the project management of the activities required to complete that order and the authority to serve as a single POC to the Government for the completion of the order. In most cases, this will be the

specific Transition Project Manager assigned, and will normally be shown in the TMP, ALTP, or TPSP. Where required, the information will be provided in the order receipt acknowledgement process as a normal part of the direct ordering process. (C.4.2.6)

- When the cutover uses switched access services, Qwest will place PIC orders with the access service provider, and report the status of all PIC orders in the weekly transition planning report to GSA and the Agencies, as specified in RFP Section C.4.4.1.1 for weekly Transition Planning Report. As per step six of RFP Section C.4.2.6 Process Transition Orders, Qwest expects the Agencies to provide authorization as needed to allow access providers to accept the PIC orders from Qwest.

4.7 TRANSITION SUMMARY

Qwest has an established, successful history of transitioning many Agencies from other Carrier networks to Qwest telecommunications and information technology products and services. The successful transition of numerous Agencies to Qwest FTS2001 crossover services from other providers readily attests to Qwest's proven organizational and coordination capabilities.

Qwest's flat management structure, coordination and communication processes, and an empowered Transition Office allows our transition team to work directly with any other Qwest organization, team member, vendor or carrier, as well as GSA and Agency representatives. This effectively eliminates the "middle management" level so characteristic of some other carriers' processes. It also tightens the communications channels and allows issues to be addressed in much shorter time frames.