3.0 MANAGEMENT AND OPERATIONS

3.1 PROGRAM MANAGEMENT (L.34.2.3.1; H.12; M.3.4)

> *A responsive and accessible Contractor Program Organization is essential for the GSA Networx program. The Qwest Team will provide focused and comprehensive program management support to ensure that the Government, and ultimately the taxpayers of the United States, realize the Networx program goals for high-quality service, operations support. transition assistance and support, and performance-based contracting.*

3.1.1 Understanding the Requirements

To meet the Networx program objectives, GSA requires a contractor with proven management processes and procedures demonstrated across a broad spectrum of programs similar in scope to Networx. The Qwest Team will meet this requirement by applying our proven management system that is currently being used on:

Qwest's program management philosophy is built on the belief that the service provider is most valuable when we partner with the customer, working collaboratively to reach specific goals and objectives. ▮▮▮▮▮▮▮▮ shows
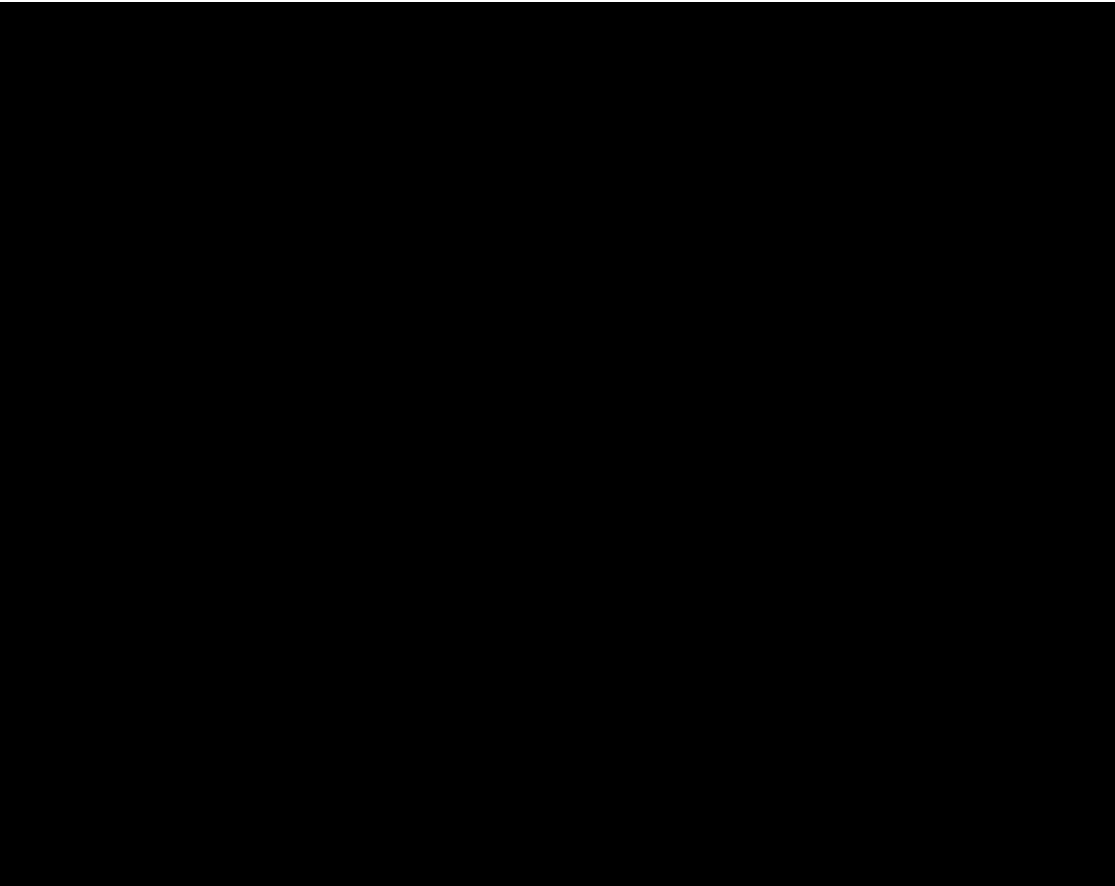
the tools, methodologies, policies, and procedures that will be applied by the Qwest Contractor Program Organization (CPO) to support our partnership and achieve Networx program goals. This partnership will be leveraged to ensure successful program outcomes for GSA, Agencies, and Qwest.

The Qwest Networx CPO maximizes the benefits GSA and Agencies will receive. The CPO will offer proven and reliable capabilities, targeted to meet or exceed GSA and Agencies' needs for program control, planning, accountability, reporting, accessibility, and senior-level communications. ▮▮▮▮▮▮▮▮ illustrates the features and benefits of our CPO.

Please refer to Appendix 1, Qwest Program Management Plan (PMP), which details Qwest's Networx program management approach.

3.1.1.1 Responses to Narrative Requirements

The following table provides the Qwest Team's responses to the Program Management Narrative requirements.

comp_req_id	RFP Section	Proposal Response
10006	C.3.2.2.1.1	Section 3.1.2
10007	C.3.2.2.1.1	Section 3.1.2.2, 3.1.2.3
10008	C.3.2.2.1.1	Sections 3.1.2.1.1, 3.1.2.1.2
10010	C.3.2.2.1.1	Section 3.1.2.3.2, Section 3.1.6.2.1, Section 3.1.6.2.2
10012	C.3.2.2.1.2	Section 3.1.8.1
10013	C.3.2.2.1.2	Section 3.1.8.1, Figure 3.1.8-1, Appendix 1 - Section 6.3.2
10014	C.3.2.2.1.2	Section 3.1.7.4.1, Appendix 1-Section 6.1
10015	C.3.2.2.1.2	Section 3.1.8.1, Figure 3.1.8-3
10016	C.3.2.2.1.2	Section 3.1.8.1, Figure 3.1.8-1
10017	C.3.2.2.1.2	Section 3.1.2
10020	C.3.2.2.1.4	Section 3.1.3, Appendix 8 Draft Policies and Procedures Plan
10021	C.3.2.2.1.4	Section 3.1.3, Appendix 8, Draft Policies and Procedures Plan
10028	C.3.2.2.1.6	Section 3.1.2
10033	C.3.2.2.2	Section 3.1.2.2.5
10034	C.3.2.2.2	Section 3.1.2.2.5, Appendix 1, Qwest Program Management Plan
10036	C.3.2.2.3	Section 3.1.2.2.5.1
10037	C.3.2.2.3	Section 3.1.2.2.5.1
10039	C.3.2.2.4	Section 3.1.8.2
10047	C.3.2.2.6	Section 3.1.2.1.2, Figure 3.1.2-3
11148	J.13.2	Section 3.1.8.1, Appendix 1 - Section 6.3

| comp_req_id	RFP Section	Proposal Response
10098	C.3.2.2.11	Section 3.1.2.3.2, Figure 3.1.2-5
11149	J.13.2	Section 3.1.8.1, Appendix 1 - Section 6.3
11150	J.13.2	Section 3.1.7.4.2, Appendix 1 - Section 6.3

3.1.2 Qwest's Contractor Program Organization (comp_req_id 10006, 10028, 10017)

Qwest's CPO, shown in ⬛⬛⬛⬛⬛⬛, is aligned within the corporate organization to ensure focused and comprehensive functional support throughout contract execution. This alignment ensures efficient use of resources so that the Government, and ultimately the taxpayers of the United States, realizes the Networx program goals.

The Qwest CPO is empowered with the capability, responsibility and authority to monitor and manage Qwest performance against all contract performance requirements, including but not limited to:

- Supporting disaster recovery planning and execution
- Resolving interoperability problems
- Responding to escalation of service concerns
- Conducting contract performance reviews
- Leading contract modification negotiations
- Performing basic network management functions in support of the Government's requirements in Section C.3.3., Service Management
- Resolving billing queries and reconciliation issues
- Supporting National Security/Emergency Preparedness (NS/EP) requirements
- Providing the Networx Program Management Office (PMO) with information on customer requirements and customer demographics

Properly aligned personnel resources are the linchpin for maintaining a successful CPO. Qwest understands this essential need. We have already established and staffed the Qwest CPO for the Networx program. The CPO is
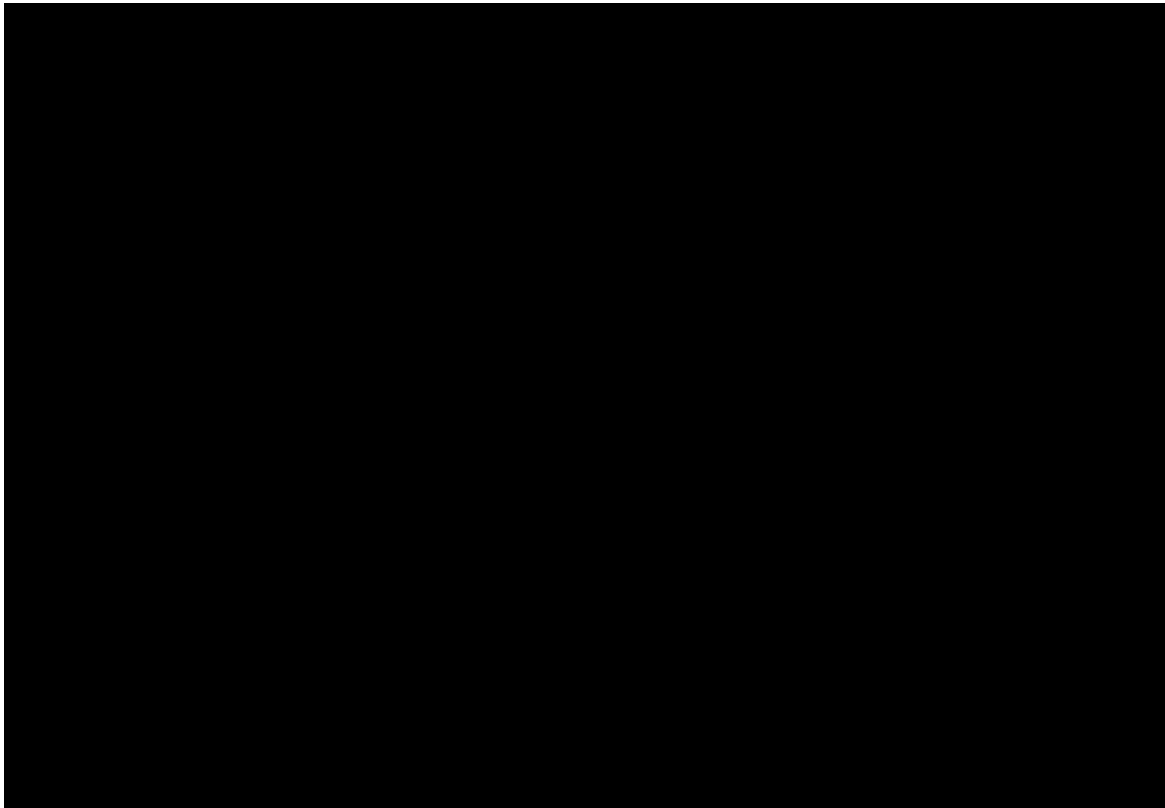
not housed in Government space.

The Qwest CPO will interface directly with GSA's Networx PMO.

The Qwest Team's highly qualified subject matter experts from throughout our corporation will be responsible for controlling, managing, and monitoring the performance of Qwest services, personnel, and processes. The Qwest CPO will be accountable for supporting GSA's PMO and subscribing Agencies for the management, technical support, and performance on the Networx contract, domestically and non-domestically. We will ensure that the Government's requirements are addressed and customer satisfaction is maintained throughout the program lifecycle.
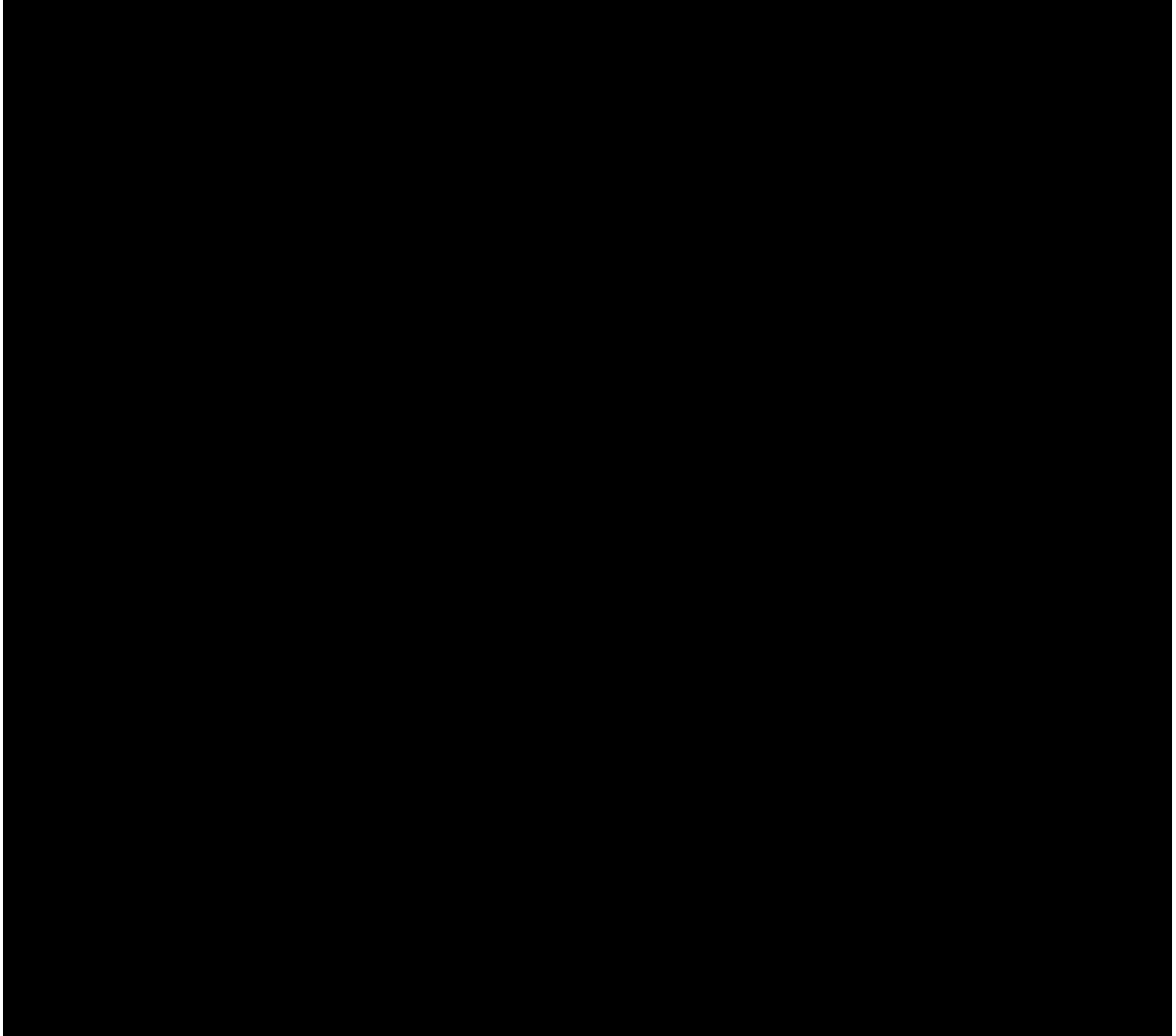
3.1.2.1 Qwest CPO Structure (comp_req_id 10028)

Qwest's CPO structure incorporates centralized control, decentralized execution, and clearly defined roles and responsibilities:

Centralized Control – ████████████ will provide the centralized control, serving as Qwest's Program Director on the Networx Enterprise contract. He will be responsible and accountable for all aspects of the Networx Enterprise program.

Decentralized Execution – Qwest's CPO includes key personnel and functional leads from each support area that have a role in executing the contract requirements.

Clearly Defined Roles and Responsibilities – Our CPO has clearly defined roles and responsibilities that will ensure proper management and execution of the Networx contract. The Program Director, key personnel, and functional leads will have the capability, authority, and accountability to commit Qwest on behalf of the Networx program.

3.1.2.1.1 Qwest CPO Program Director (comp_req_id 10008)

██████████████, as the Qwest Networx Enterprise Program Director, has full responsibility for program management, including:

- Managing all elements of the Networx program, including scope, schedule, performance, and deliverables
- Providing oversight and direction to all Qwest workgroups responsible for Networx deployment, implementation, operations, and maintenance
- Ensuring a smooth, expeditious transition and implementation process
- Managing escalations, issues, and risks
- Communicating regularly with GSA and Agencies
- Delivering status reports and results to GSA and Agencies
- Ensuring that the Qwest Team performs in the Government's best interests

██████████████ has the management control, responsibility, and accountability within Qwest to ensure the highest level of service on the Networx program. He has the full authority to act on behalf of Qwest in performing all contract requirements. With access to the Chairman and CEO of Qwest Communications International, Inc., he has regular executive contact and the full backing of the entire Qwest Corporation to support him and his team on the Networx program. ██████████████, as Program Director,

has the ability to reach back to supporting entities within the corporation as requirements arise.

3.1.2.1.2 Functional Support Areas and Responsibilities (comp_req_id 10008, 10047)

Qwest has assigned clear roles and responsibilities to each of the functional support area leads as shown in *Figure 3.1.2-3*. These clearly defined responsibilities ensure proper management and performance on the Networx program.

Figure 3.1.2-3. The Qwest CPO Functional Support Areas and Associated Responsibilities. *These functional support areas will be responsive, accountable, and responsible to the Government for ensuring comprehensive support and delivery of services.*

Functional Support Area	Responsibilities
Billing	Provide billing invoices; data validation; and dispute and adjustment handling for direct billing, centralized billing, and allocation of charges among Agencies for shared tenant arrangements.
Business Relationship Management	Ensure compliance with Networx Website requirements, including posting of Points Of Contact (POC), service and product descriptions, and access to Contract Operational and Administrative Data (COAD). Coordinates and supports Networx Launch meetings, marketing to Agencies, and periodic meetings and GSA user forums based on program needs to discuss topics of interest and answer questions. Responsible for all conference and trade show support, marketing collateral (e.g., brochures and fact sheets), promotions and campaigns, and market communications (radio, print, and Web-based advertisements). Arranges periodic meetings and focus groups based on program needs to discuss topics of interest and answer questions.
Contracts	Monitor all Networx activities to ensure contract compliance. Serve as the primary point of contact for the GSA Contracting Officer and Qwest CPO representative for contract interpretation, reference, and counsel. Review and approve all contract modifications.
Customer Support	Accept service orders, resolve Agency complaints, perform service management, research and resolve billing inquiries and billing disputes, and initiate escalation of problems within the Qwest CPO.
Design and Engineering	Provide technical expertise on all Networx services and Service Enabling Devices (SEDs). Design solution to meet Government unique requirements. Ensure interoperability with Government Furnished Equipment (GFE) and other Government networks. Assist with analyzing service arrangements for annual Service Optimization reports and recommendations.
Disaster Recovery	Develop, implement and maintain Disaster Recovery/Business Continuity (DR/BC) plans to address crisis situations and mitigate or reduce the potential adverse effects. Maintains DR/BC processes, procedures and plans and assures Agencies are integrated into Qwest's Disaster Preparedness and Recovery process. Manages the training of assigned personnel and performs routine DR/BC exercises.
Financial Management	Prepare reports, including Monthly Financial Status Reports and Revenue Forecast. Compile newly awarded Networx service business, new/prospective business information lists, new order information lists, opportunity pipelines snapshots, and expected changes impacting revenue.
Network Management	Serve as key representative to GSA on Network Management matters, including capabilities, performance, and reporting. Engage in escalation process and be responsible for root cause analysis of data in the Trouble Management Performance Summary Report.

Functional Support Area	Responsibilities
NS/EP	Ensure compliance with the 14 basic functional requirements for NS/EP telecommunications and IT services which have been identified by the NCS and the Office of Science and Technology Policy for NS/EP telecommunications services and are endorsed by ANSI T1 and ITU TSS standard bodies.
Operational Support Systems (OSS)	Ensure that Operational Support Systems (OSS) are secure and functioning at acceptable level of performance. Develop and execute OSS verification testing. Implement configuration control. Manage OSS maintenance and restoration.
Program Control Office	Manage the Master Project Plan; be accountable for overall Networx support functions, including finance, contracts, subcontracts management, and document control/change management.
Program Reporting	Manage the receipt of data elements for Networx reports including providing the Networx PMO with Agency requirements and demographics.(Typical requirements and demographics would include Geographic distribution, Access Arrangements, Types of services ordered and bandwidth, average billing/usage). Format content and prepare reports per GSA's guidance. Ensure that Networx deliverables are accurate and delivered on time to the Government.
Quality Control/ Quality Assurance	Develop CPO Quality Assurance Plan. Serve as the single point of interface for Service Level Agreement (SLA) information. Manage the monitoring and reporting process for accurately assessing performance against internal targets and SLAs. Compile SLA data from all sources, including Qwest team members, into a single SLA compliance report. Ensure that corrective action plans are prepared, implemented, and results measured.
Security	Ensure compliance with security standards, policies, and procedures. Provide updates to Networx security plan, produce security risks assessment reports, implement security risk measures and information assurance policies, and perform ongoing security refreshments.
Sales	Control overall account management; primary Qwest representative to the Agencies for all Networx services. Perform opportunity identification and coordinate design and engineering resources to develop custom designs tailored to Agency requirements.
Service Ordering	Perform the complete life cycle of service ordering from receipt of order, required acknowledgments, provisioning, acceptance, and posting of data elements into the inventory management system.
Subcontracts	Negotiate and execute teaming and subcontract agreements. Manage subcontractor relationships and contractual compliance, monitors subcontractor performance, including SLA metrics.
Training	Develop and deliver training, register students, and deliver all individually tailored training for executives, Designated Agency Representatives (DARs), and network operations throughout the life of the contract. At a minimum, training will include an overview of Networx service offerings; portal access and use; Government roles and responsibilities; Qwest OSS; Networx processes and procedures; and transition guidelines.
Transition	Provide overall transition management, including planning, staffing, executing, and controlling all aspects of transition activity to achieve contractual objectives. Be responsible for developing and executing transition plans, Agency-level transition plans, and transition project specific plans. Group is focused on transition inventory, transition orders, and transition notices.
Webmaster/ Portal	Designs and maintains Networx web site and Qwest Control Networx Portal. Provides application support and assistance. Solicits user requirements for content and executable functions, oversees Information Technology (IT) development.

3.1.2.2 Qwest's Program Management Approach (comp id 10007)

Qwest's program management approach for Networx leverages four compatible, interrelated core methodologies and industry best practices:

██

███

████████

██

██████████████████████

██

████████████████████████████████████

███

███████████████████████████████████

These combined methodologies bring extraordinary strength and discipline to the Qwest CPO, providing assurances upon which the Government may rely to meet current and future needs.

3.1.2.2.1 ██

The Qwest Team's ████ methodology provides the overall framework for how Qwest will manage, govern, and control the Networx program pertaining to transition, service delivery, special projects, and core operations. Qwest's approach is encapsulated in the ████ framework that defines the tasks and deliverables required to manage a large, complex program involving multiple stakeholders.

██

██

██

██

██

███

██████████████████████████████████████

      Qwest's ████ methodology shown in ████████████ is comprised of four phases:

██

    ███

██

    ██

    ███████████████

██

    ██

██

    ██

███
███
███
███
███
███
███
███
███
███
███
███

The ███ methodology reflects the Qwest Team's commitment to establishing a collaborative environment in which all members of the team contribute to the Networx program's success.

The ███ methodology incorporates processes and procedures to verify that quality deliverables are prepared on time and according to contract requirements, and that potential risks are mitigated. The ███ methodology incorporates an integrated team approach for conducting project management services with multiple team members.

The Qwest ███ methodology provides the overarching management framework for the Networx program. ████████████████████ ██ ██ ██ ██ ████████████████████ █████████████████████████████████ █████████████████████████████ █████████████████████████████████ ████████████████████████████████ ██████████████████████████████████ ████████████████████████

██ ██ is a framework of proven best practices based upon the collective experience of Government and commercial organizations and the lessons learned in addressing service management. ████████████████████████████████████ ██

[REDACTED]

Qwest's service management model is built upon key ▆▆ processes, as shown in **[REDACTED]** strategic context for improving tactical decision-making ensures that processes are centered on the relationship between the Qwest Team and Agencies.

[REDACTED]	[REDACTED]	[REDACTED]
▆▆▆▆▆▆	▆▆▆▆▆▆▆▆	▆▆▆▆
▆▆▆▆▆▆	▆▆▆▆▆▆▆▆	
▆▆▆▆▆▆	▆▆▆▆▆▆	
▆▆▆▆▆▆	▆▆▆▆▆▆	▆▆▆
▆▆▆▆▆▆	▆▆▆▆▆▆▆▆	
▆▆▆▆▆▆	▆▆▆▆▆▆	
▆▆▆	▆▆▆▆▆▆▆	
▆▆▆▆▆▆	▆▆▆▆▆▆	▆▆▆
▆▆▆▆▆▆	▆▆▆▆▆	
▆▆▆	▆▆▆▆▆▆	▆▆
▆▆▆▆▆▆	▆▆▆▆▆▆	▆▆▆
▆▆▆▆▆▆	▆▆▆▆▆	▆▆
▆▆▆▆▆▆	▆▆▆▆▆	▆
▆▆▆▆▆	▆▆▆▆▆▆	
▆▆▆▆▆	▆▆▆▆▆▆	▆▆▆
▆▆▆▆▆	▆▆▆▆▆▆	
▆▆▆▆	▆▆▆▆▆	

[table with redacted content]

3.1.2.2.3 ██

The ████ methodology will integrate process areas across various disciplines, enabling the Qwest Team to work together using standard and shared processes and terminology. ███████████████████████

██

██

██

██

████████████

The Qwest Team will use ████ as our process framework for special projects and developing enhanced services for the Networx program. We have successfully applied the ████ methodology on various Government system development projects. We will leverage this experience to tailor the ████ methodology to meet specific Networx objectives.

██

██

██████████████████████████████ Qwest's Spirit of Service™ culture and continuous process improvement discipline, coupled with our team members' expertise, enables the Qwest Team to realize improved productivity, eliminate down time, and reduce operational risks, all with measurable results for the Networx program. The Qwest Team will strive for total service process improvements for Agencies.

3.1.2.2.4 ███████████████████████

██

██

██

██

████████████████████████ Decisions affecting the allocation of resources and the prioritization of projects are made in the context of the overall Program objectives ████████████████████████████████████

██

██

██

The CPO Director makes decisions regarding the budget, prioritization, scheduling, and staffing for Networx projects across Qwest.

█████████████████ has been successfully incorporated into our Networx project methodologies because there is a common, fundamental baseline structure to which all work groups adhere, including:

██

████████████████████

██

██████████████████████████████████████

██████████████████████████████████████

████████████████████████████

██

████████████████████████████████████

██

██

████████████████

3.1.2.2.5 Qwest's Program Management Plan (comp_req_id 10034, 10033)

The Program Management Plan (see Appendix 1) is the cornerstone for effective program management. The Qwest PMP describes how we will use program management disciplines to manage the Networx program to ensure consistent outcomes for GSA and Agencies over the life of the contract. The PMP includes: a summary of contract requirements; a summary description of the Qwest service solution; program management schedule/Project Plan; resource, technology and communications plans; a quality assurance program; subcontractor/vendor management; carrier relations; organizational structure; risk management plan; information systems; our CPO structure; and the functional groups within the CPO. It also

includes our approach to managing the program's performance objectives related to:

- Resources
- Quality and SLA Metrics
- Technology
- Communications
- Vendor Management
- Risk
- Operational Support Systems

The Qwest PMP conforms to Section C.3.2.4 of the Networx RFP.

3.1.2.2.5.1 Project Plan (comp_req_id 10036, 10037)

Our detailed Draft Integrated Master Project Plan for Program Management activities is presented in Appendix 1, Program Management Plan. The Master Project Plan provides a roadmap to understanding Qwest's approach to managing all program-related activities across the many functional areas required to deliver upon the Networx requirements. For pre- and post-award activities, it provides a means of scheduling and directing work, defining predecessor relationships for tasks, determining required human resources, and tracking variance to a baseline and current schedule. Derived from the program scope and work breakdown structure of the Networx program management activities, the Master Project Plan shows the milestones, deliverables, work activities, dependencies, durations, and schedule related to program planning, development, execution and control, and reporting.

Qwest has taken a very broad view of the Master Project Plan, from program planning and development activities through program close-out. Because the Master Project Plan is complex and includes hundreds of

overlapping and interrelated tasks, we have grouped tasks and deliverables into "phases", or summary tasks.
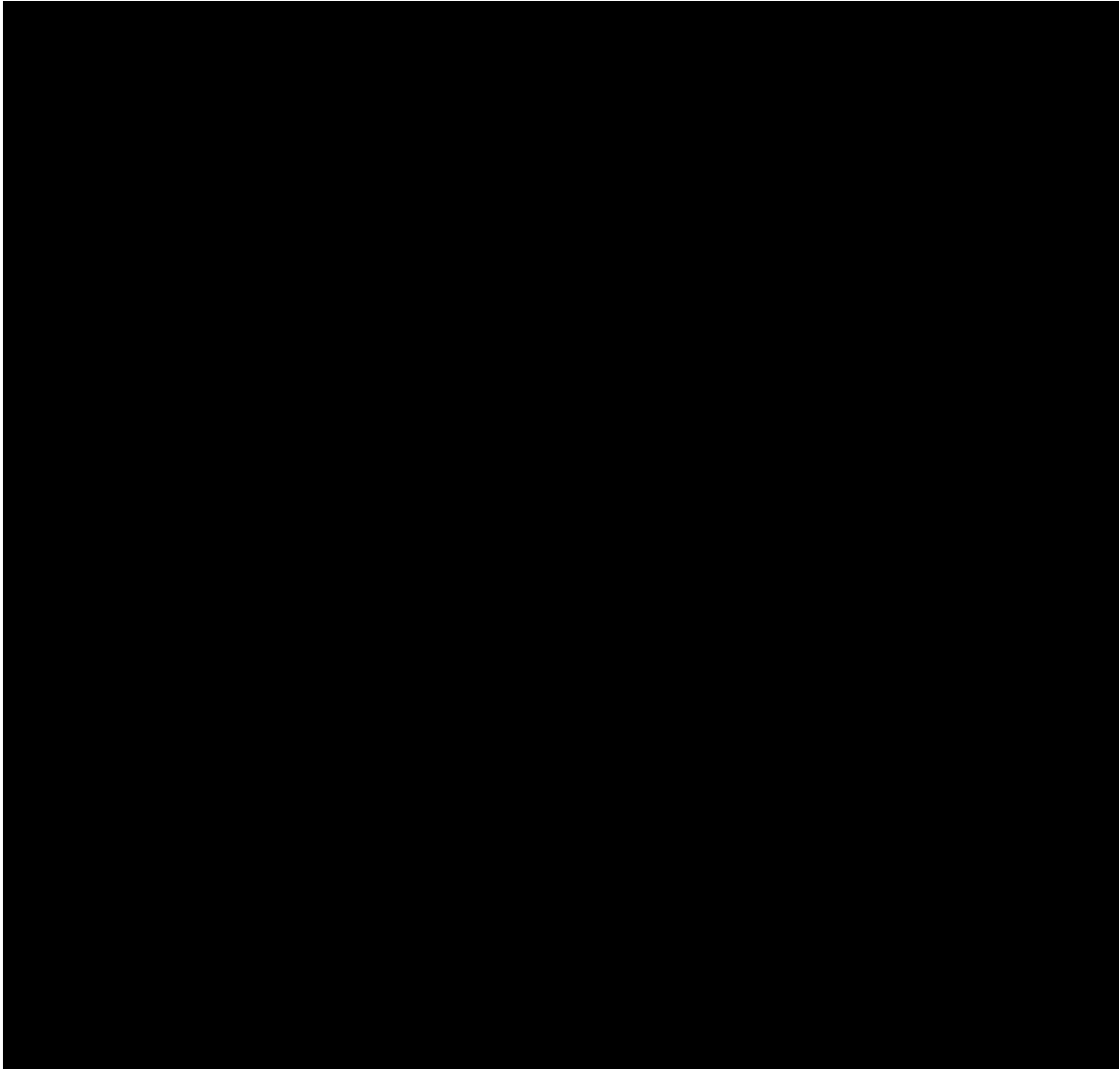
Qwest has organized the Master Project Plan to display the required deliverables in accordance with their recurring frequency. Deliverables initially triggered by a Notice to Proceed are categorized as Monthly, Quarterly, Semi-Annually, and Annually. Deliverables based on a service being delivered, specifically those related to SLA compliance, are categorized as monthly based on Section F.2 deliverables. The deliverables are represented on a recurring basis for the life of the contract. In order to comply with page count considerations within the Program Management Plan, Qwest chose to highlight and display the most important tasks within the schedule.

There are many deliverables shown in the Section F.2 that occur on an "as needed" or "upon request" basis. Qwest chose not to include these occurrences within the current schedule due to the complexity of trying to estimate the due dates of those tasks. As those deliverables occur within the term of the contract, Qwest will update the schedule to reflect the accurate deliverable dates. ▮▮▮▮▮▮ lists all deliverables that have not been included in the schedule.

[Table with content largely redacted]

The Qwest Program Director will conduct daily reviews of the Project Plan status, risks and issues with CPO key personnel and functional leads. Status of the Project Plan, including accomplishments, risks and issues, and changes will also be included in our Monthly Program Status report. ▮▮▮

3.1.2.3 Qwest's CPO Toolkit (comp_req_id 10007)

The Qwest CPO will support and guide GSA and Agencies through the application of proven support tools and industry best practices, to plan, manage, control, and report on all Networx program activities. The Qwest CPO Toolkit will be used for various program management controls, including account management; change control and management; risk and issue

management; order processing; and project planning, scheduling, tracking, and reporting. We will leverage these tools to accomplish the following: manage change within the program; identify, monitor, and manage issues and risks; effectively prioritize program initiatives; and optimize the allocation of program resources.

The Qwest CPO Toolkit will support core program management processes by applying the capabilities and features of both commercially available software and Qwest customized applications for managing and controlling the Networx program. **Figure 3.1.2-9** highlights the support tools within the CPO toolkit.

Figure 3.1.2-9. Program Management Processes Supported by the Qwest CPO Toolkit. *The Qwest CPO Toolkit will enable the Qwest CPO to execute functions efficiently and effectively.*

Toolkit Application	Toolkit Application Description	Program Management Processes
Qwest Control Networx Portal	Qwest Control Networx Portal, access ble via the Qwest Networx Website enables Qwest, GSA and Agencies to automate the execution of various service functions.	Customer Service, Quality Assurance, and Communication
████████	████████	████████
████████	████████	████████
████████	████████	████████
████████	████████	████████
████	████████	████████
████████	████████	████████

The Qwest Control Networx Portal, the primary customer-facing tool in the CPO Toolkit, incorporates applications that measure performance against SLAs and automate reporting. This greatly simplifies Government visibility and access to the reports required to manage a performance-based contract.

3.1.2.3.1 Qwest OSS

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

▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

▮▮▮▮▮▮▮▮▮▮▮▮▮▮ Qwest's embedded systems use a component-based architecture that facilitates building interfaces to subcontractor and other vendor systems▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮ All Networx 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 Agencies.
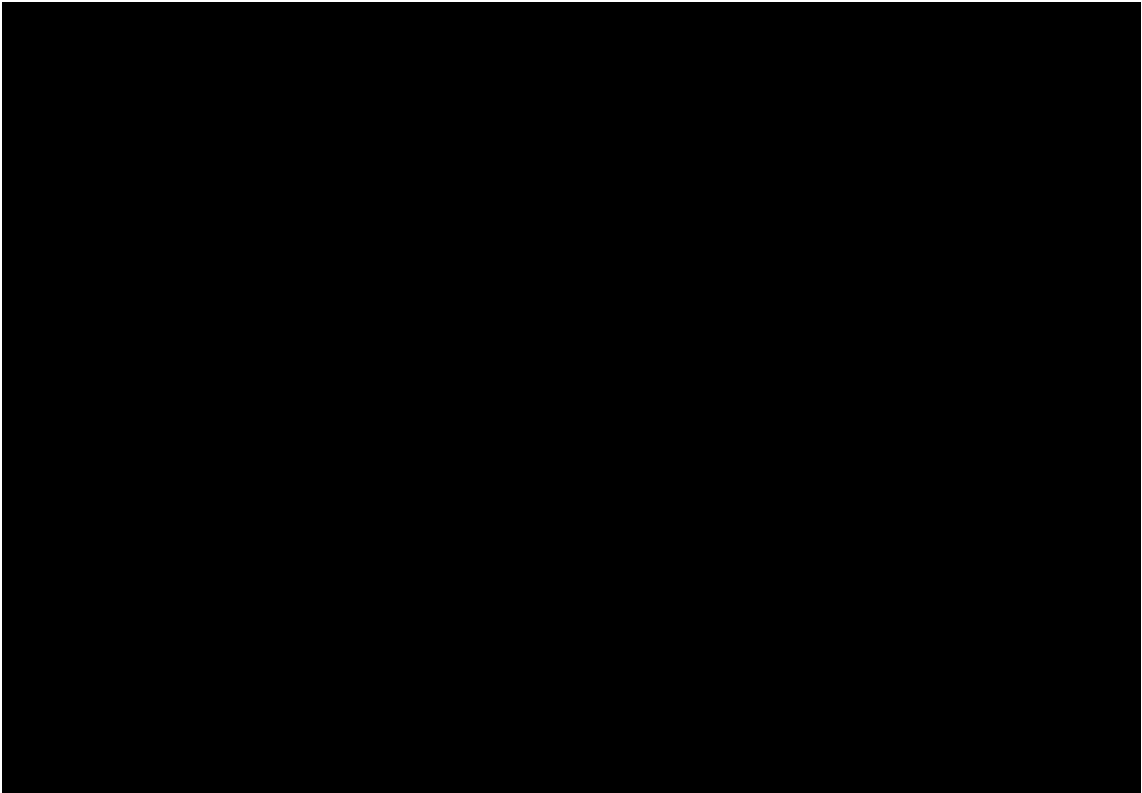
Qwest has deployed a complete set of controls including access controls that manage users' access to specific systems based on identification and authorization; managed OSS security services that protect the systems from outside attacks; software configuration and patch management that ensure system applications are protected; and a robust monitoring system for managing the infrastructure.
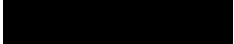
3.1.2.3.2 Qwest's GSA Web Interface (comp_req_id 10010, 10098)

On the day of contract award, Agencies will have access to Qwest's dynamic and interactive Qwest Networx home page. This public Website interface, accessible via www.gsanetworx.com, allows Agencies (including subscribing Agencies that are dispersed domestically and non-domestically) to have access to all relevant Networx information. The Qwest Networx Website is formatted logically to ensure streamlined access to contract information across all functional areas of the Networx program.

The Qwest Networx home page, shown in ▮▮▮▮▮▮▮▮▮▮, includes pull-down tabs to provide current information on Networx program information, services offered, training, Contract Operational and Administrative Data (COAD), Frequently Asked Questions (FAQs), points of contact, and other required contract information.
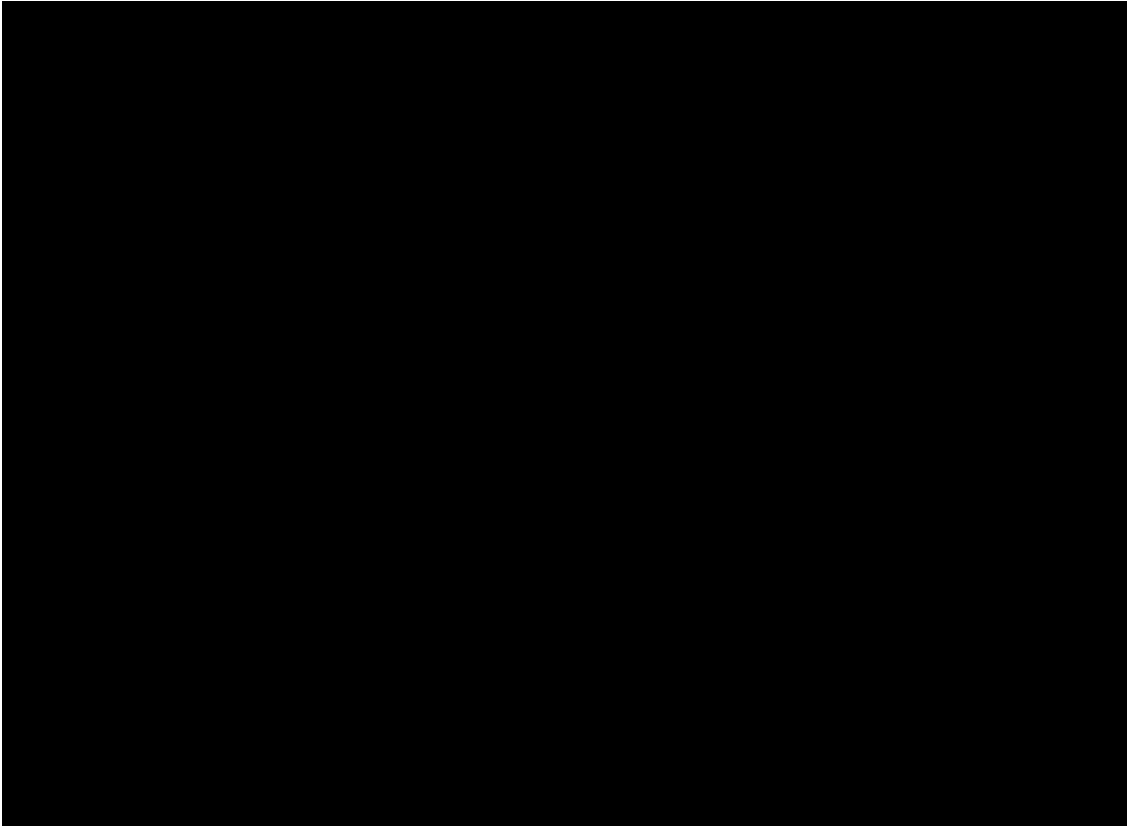
From the Qwest Networx home page, Agencies will be able to access the Qwest Control Networx Portal. The Qwest Control Networx Portal is one of the key tools that enables the CPO to support a Government PMO and subscribing Agencies that are dispersed domestically and non-domestically. The Qwest Networx Control Portal will be available for GSA and Agencies after the successful completion of OSS Verification Testing. The Portal is the gateway to Qwest Networx OSS. This Portal will serve as a conduit for daily status updates pertaining to ongoing projects and other service delivery

activities for Agencies. It will allow Agencies, using their assigned personal login ID and password, to present service requests and service orders, obtain quotes and billing status, verify accurate and current inventories of services in accordance with Section C.3.8 Inventory Management, report a trouble, submit customer complaints, and initiate a status request at any time domestically and non-domestically, 24x7x365. ███████████ shows what the Agencies will see when they access the Qwest Control Networx Portal.
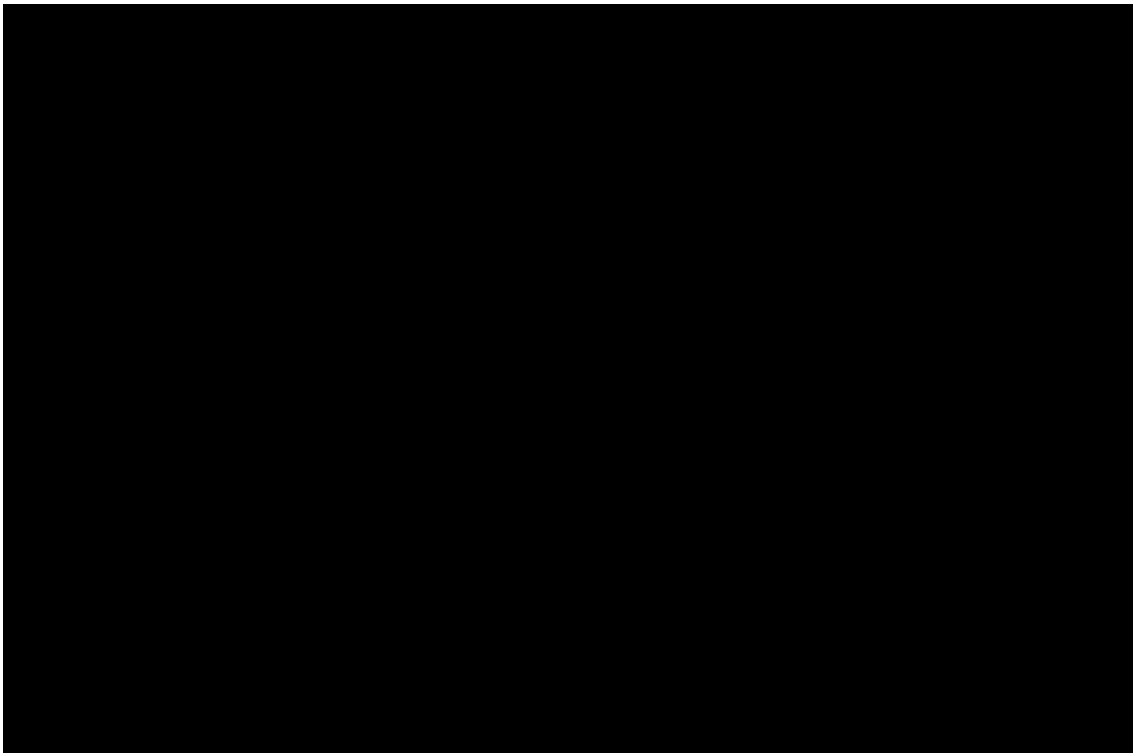
In addition, Qwest has reserved a single toll-free number for 24x7x365 access: 1-866-GSA-NETWorx. This toll-free number will provide domestic Agencies with access to our CSO, the CPO, and other useful contacts (e.g., Account Team), at no additional cost to the Government. Non-domestic Agencies will use Qwest International toll-free service to reach the CSO. Qwest customer service support will be accessible around-the-clock for all Agencies, wherever they may be located.

3.1.3 Qwest's CPO Policies and Procedures (L.34.2.3.1) comp_req_id 10021, 10020)

Qwest has developed an initial Policies and Procedures Plan (P&P Plan) for the Networx program (please refer to Appendix 8), conforming to the requirements of C.3.2.2.1.4. The P&P Plan describes how we will implement the functional organization and includes information on the methods and procedures for Qwest personnel and our team member staffs to perform their Networx responsibilities. In most cases, the policies and procedures were adapted using Qwest commercial best practices and tailored for GSA Networx. These best practices are one of the reasons why Qwest showed such strong results in customer satisfaction with local and long distance services in the 2005 J.D. Power rankings. Qwest ranked higher in customer satisfaction than both of the FTS2001 incumbent service providers.

Closely aligning the Networx policies and procedures with Qwest commercial best practices ensures that GSA and Agencies will benefit as we evolve our corporate processes to integrate new technology, service, and customer management enhancements. Qwest's initial P&P Plan provides information on:

- Network management, including security
- Inventory management (service order completion notice (SOCN) to service optimization)
- Billing
- Customer support
- Account management
- Order processing and fulfillment
- Training development and delivery
- Analysis and reporting

- Network augments for infrastructure and customer care
- Document change control
- Network configuration control
- OSS change control

The Qwest CPO will use the P&P as the roadmap for implementing the Networx program. The content within this document will be delivered during our initial internal training classes to team members supporting Qwest's Networx contract. The P&P will be refreshed semi-annually throughout the contract term in accordance with Section F – Deliverable ID 21, and submitted as required to provide direction to personnel on the best means to execute their responsibilities.

3.1.4 Communication (M.3.4(a))

Effective communication can be a differentiator between success and failure for the Networx program. Qwest's Networx communication strategy will clearly identify communication principles, audiences, communication touch points, services, and messages to support Agency users' understanding, awareness, and confidence in Qwest.

Considering the enormous size, geographic disparity, and diversity of the Government customer population, an effective communications program for Networx must leverage a multi-media communications approach. The Qwest Team will develop and implement a comprehensive suite of Networx communication methods to engage and communicate with the various Government user groups vital to the Networx program's success.

RFP: TQC-JTB-05-0002   March 5, 2007
Data contained on this page is subject to the restrictions on the title page of this proposal.

██████	████████████████████████████████████ ████████████████████████
██████	██████████████████████████████████ ███████████████████████
████	████████████████████████████████████ █████████████████████████████ ████████████████████
██████	████████████████████████████████████ ██████████████████
██████	████████████████████████████████████ █
██████	███████████████████████████ █
████	███████████████████████████████████
████	███████████████████████████████ █████████████████████████████████
████████	███████████████████████████████
████	█████████████████████████████ ██████████

The Qwest Team will conduct these activities over the life of the Networx contract to proactively manage Agency user expectations, raise program awareness, promote program understanding, involvement, and feedback, and foster broad acceptance and support for the Networx Enterprise program.

3.1.5 Key Personnel (H.12; M.3.4(b))

Qwest has selected highly qualified subject matter experts from throughout the company for Networx key personnel positions. The Qwest CPO is built on the strengths and core competencies of each key personnel member. Qwest's key personnel have the capability, authority, and accountability needed to ensure that the highest service standards are offered and delivered to all Agencies.

███	███	███████	

The following paragraphs highlight the unique individual backgrounds and capabilities each key personnel member will bring to the Networx program.

3.1.5.1 ████████████████████████████

With more than 40 years of experience in the telecommunications and Department of Defense industries, ████████████ has proven hands-on program management, operations, and administration expertise within large telecommunications programs. ████████████ has managed multimillion-dollar contracts to completion, under budget and ahead of schedule. ████

██
██
██
██
██
██
██
██
████████████████████████████

3.1.5.2 ████████████████████████████

████████ is a proven leader with more than 30 years of Government contracting experience supporting contracts with the Federal, state, and local Government Agencies as well as commercial enterprises. She has

demonstrated strength in building strategic partnerships and administering complex programs. Major recent accomplishments include directing the expansion of the Federal Contracts and Procurement organization -- including negotiating the first Disclosure Statement and managing the corporate-wide Corporate and Personal Integrity Program for ████; successfully launching GSA Schedules for three companies; and authoring strategic position papers and White Papers for public policy matters related to telecommunications in the public sector. ████████ has guided strategies on major acquisitions for telecommunications and infrastructure projects in the Middle East and West Africa.

3.1.5.3 ███████████████████████

████████ has more than 30 years of billing, accounting, and finance experience supporting commercial and Government contracts, including the unique billing requirements for Qwest's ███████████████████████ ███████ She is responsible for all billing, including centralized and direct billing, inquiries, adjustments, disputes, and collections for Qwest's ████████ ██ ███████████████████████████ This key position will benefit from her superior billing subject matter expertise.

3.1.5.4 ███████████████████████

████████ has 30 years of telecommunications experience, of which 25 years is in network management. She will be responsible for ensuring operational readiness and the delivery of Qwest's integrated services to the Government. This will include fault, configuration, accounting, security, and performance management of Qwest's network and services provided under this contract. As the current Qwest National Networks Program Manager, she has directed change management, engineering, fault management, and Tier I, II, and III technical support of large private networks. She has directed a

broadband team responsible for data network architecture planning and service deployment planning, including standards development work for Frame Relay, Transparent Local Area Network (LAN) Service, Switched Multi-megabit Data Service (SMDS), Private Line, LAN Interconnect, Point of Sale, Customer Network Management, and video and image services. ███ █████ understands the complexity of network management and the critical role she and her team will have in the Networx program's success.

3.1.5.5 ████████████████████████████

With 12 years of security management experience, ████████ will be the Qwest Team's point of contact for all security-related issues as they pertain to the Networx program. Currently serving as Qwest's Security Manager, he oversees the Standard Operating Procedures for company personnel. As a Certified Information Security Systems Representative (CISSR), he manages Qwest's Special Security Officers (SSO) in charge of various compartmented programs for numerous Agencies. He provides physical security guidance in accordance with Government standards for the construction of new controlled areas. The Government will receive comprehensive security support under ████████ leadership.

3.1.5.6 ████████████████████████████████

With 26 years of service experience, ████████ will use her comprehensive knowledge of the telecommunications industry to manage the integrity of the process of service ordering from receipt of order, through required acknowledgments and provisioning, to acceptance and posting of data elements into the Inventory Management system. Managing a team of service order personnel, ████████ has successfully established and executed Qwest's ordering procedures and processes. She has extensive experience in processing orders across Qwest's services portfolio and coordinating orders for services from Qwest's subcontractors.

3.1.5.7 ███████████████████████

As a certified Training Manager/Director with seven years experience, ████████ has managed resources for training thousands of personnel. ██ ██ His international training experience will help ensure that end users have the tools needed to effectively use and manage the services provided throughout the life of the contract.

3.1.5.8 ███████████████████████

████████ has more than 20 years of transition management, provisioning, operations, and installation experience across data, voice, and CPE. ██ ██ ██ ██████ The Government will benefit from ████████ expertise in project planning, service provisioning, and implementation assistance and support.

3.1.5.9 ███████████████████████████

With 26 years of telecommunications experience in technical and service support, ████████ will bring his excellent knowledge of data and voice networking to the Networx program. Currently serving as a Qwest Service Manager, he is responsible for supporting all of Qwest's Government Agency data and voice networks. Working closely with all aspects of customer and network concerns, ████████ will provide innovative and proactive solutions that focus on customer service requirements. His highly productive, resourceful, and results-oriented customer service approach will provide substantial benefit to the Agencies.

3.1.6 Subcontractor Management (L.34.2.3.1 M.3.4(c))

Providing services to millions of customers around the world requires Qwest to have well-defined subcontracts, agreements, and supplier channels.

Qwest has hundreds of suppliers, including equipment distributors and original equipment manufacturers, access and international service providers, and IT service companies. Qwest has selected key subcontractors for Networx based upon their demonstrated commitment to Qwest's Spirit of Service™, as well as their ability to provide high quality service support and continuity, performance-based contract expertise, market leadership, and a unique complement to the Qwest Team structure. █████████████████

██

This Qwest Team will satisfy the Government's worldwide telecommunications and networking requirements with our currently available and emerging telecommunications service offerings. ████████████████

██

████████████

3.1.6.1 Approach to Managing Subcontractors (L.34.2.3.1)

The Qwest model for managing subcontractor relationships is built around these fundamental elements:

Subcontractors, vendors, and other service providers will be managed by the Qwest CPO Subcontracts Manager. The Qwest Subcontracts Manager has the primary responsibility for administering the agreement between Qwest and our subcontractors. The Subcontracts Manager will monitor the subcontractors' progress and performance, negotiate changes to work scope, ensure that goods and services provided conform to the subcontract requirements, and seek immediate remedies when a subcontractor's performance is deficient.

3.1.6.1.1 Procedures for Subcontractor Selection

Qwest analyzed our capabilities and those of other major companies and well-regarded technology niche providers in the Federal marketplace.

Qwest ultimately selected vendors whose services, capabilities, technology plans, innovation, and corporate culture most complemented our own. This approach enabled Qwest to assemble a team of market and industry leaders, along with innovative and energetic small businesses. Qwest will draw upon the capabilities of these companies to provide innovative approaches to deliver specialized services to GSA and Agencies.

Given the time and complexity involved with assembling a team, Qwest began our subcontractor selection well before the release of the final Networx RFP. Upon release of the draft RFP, Qwest followed our standard subcontracting processes to begin the selection of our subcontractors. ███ ██ ██ ██ ██ ██████████████████████████ All of these steps, and others as needed, were followed during our subcontractor selection process.

In addition to these selection criteria, numerous other factors were considered in evaluating subcontractors and vendors, including:

██

██████████████████████████████████████

████████████████████████████

████████████████████

3.1.6.1.2 Determination of Performance Status

The Qwest CPO Program Control Office will manage all subcontractor and supplier performance for the Networx program. In accordance with our practice, all subcontractors' Statements of Work (SOWs) and agreements include specific Key Performance Indicators (KPIs) and Acceptable Quality Levels (AQLs) for the services and equipment they will provide. The Program

Control Office will actively monitor and have access to all subcontractor performance data, such as service delivery intervals, network availability, and network performance data. ██████████████████████████

██

██

██

██

██

██

██████████████████████████████

███

██

██

██████ This will ensure senior level visibility and participation in resolving issues and overall compliance with Qwest procurement policies and the subcontract agreement.

Our subcontracting practices mitigate the inherent scheduling risks associated with implementing a project such as Networx because efforts are apportioned among multiple subcontractors, thereby improving schedule performance. A complex implementation requires close attention to subcontractor performance. Subcontractors used for Networx task orders will be closely monitored and controlled in the performance of their assigned tasks. The Qwest CPO Program Director will ensure strict compliance to Networx requirements.

3.1.6.2 Working Relationship with Other Vendors

The procurement of supplies, equipment, and services is a vitally important activity for the Networx program. In addition to Qwest's subcontractors, we will use other vendors to ensure optimal sourcing of

supplies, equipment, and services. Qwest's Government-approved procurement practices ██████████████████████████████████ ████████████████ detail the method of acquiring goods and services in support of Government contracts such as Networx.

3.1.6.2.1 Domestic (comp_req_id 10010)

Qwest maintains relationships with hundreds of domestic vendors to operate and maintain our network equipment, facilities, buildings and customer premise based equipment. These vendors provide Qwest design, engineering, maintenance and repair expertise on a 24x7x365 basis nationwide. ████████████████████████████████████ Qwest is able to exchange real-time information regarding trouble tickets, diagnostics and trouble isolation, and repair status.

██
██
██
██████████████████████████████ With Qwest's ability to leverage our various different business units and our large spending base, we have the ability to negotiate very aggressive pricing that will subsequently benefit both Qwest and the Government. ████████████████
██
████████████ Qwest vendor agreements are diverse and include hundreds of vendors██████████████████████████████████████
████████████████████.

3.1.6.2.2 Non-domestic (comp_req_id_10010)

Qwest will provide Networx services to all non-domestic countries included in the Networx Traffic Model, Tables J.2.2-1 thru J.2.2-9 (which include Voice, Toll-Free Service, Frame Relay, IP Service, Private Line and Network Based IP Virtual Private Network Service. Additionally, for Frame

Relay, IP Service, Private Line and Network Based IP Virtual Private Network

Service ██

██

████████████████████████████████ Qwest will be able to deliver service to

Agencies located in each of the required countries upon award.

██

██

██

██

██

██
██
██
██
██
██
██
██
██
██

All Qwest international service will be provided to Agencies in the context of a consistent service delivery and assurance environment. Qwest will be responsible for all service delivery, including service ordering, notifications, acknowledgements, and service assurance functions like repair, configuration management, and trouble handling.

RFP: TQC-JTB-05-0002   March 5, 2007
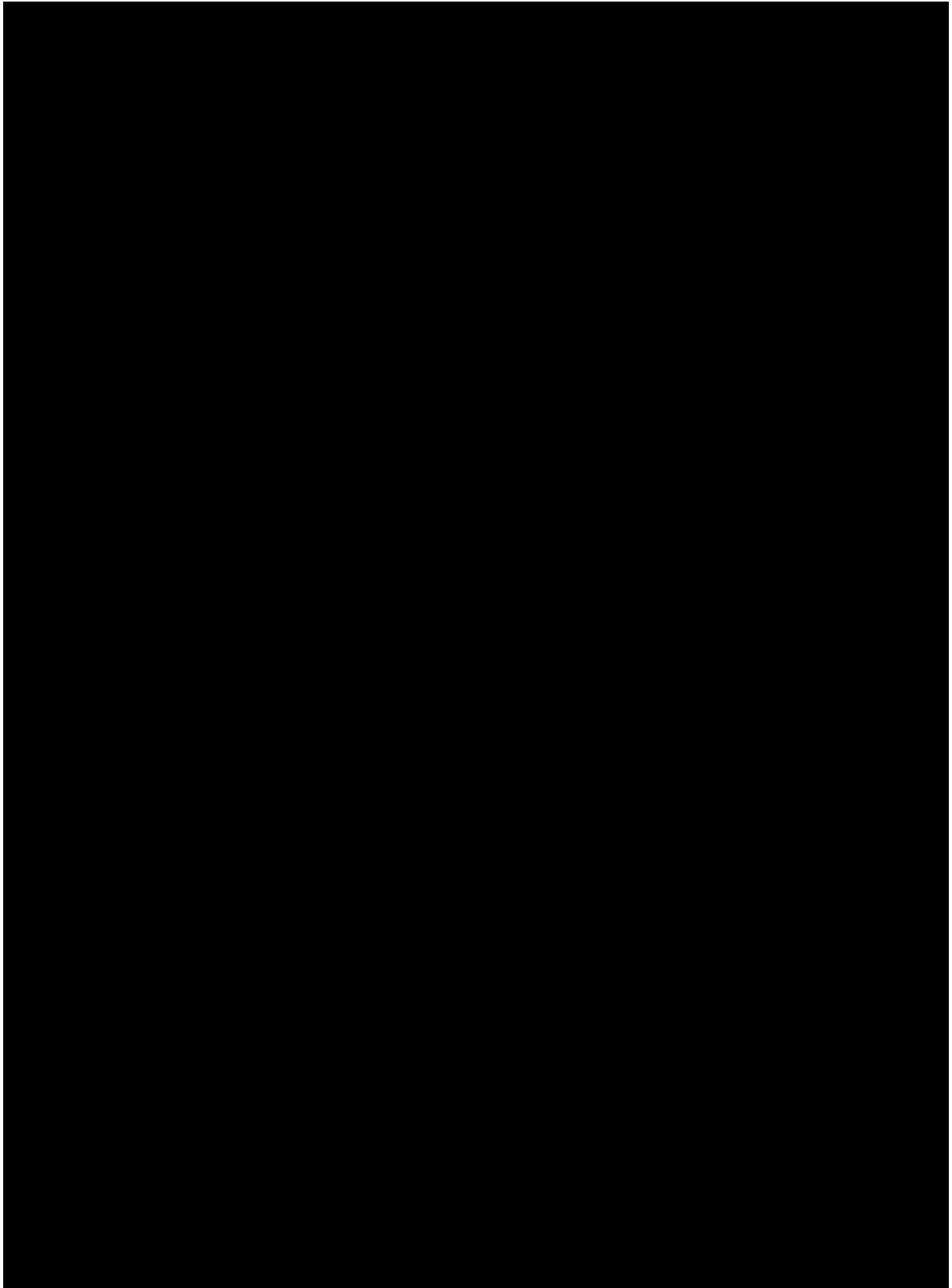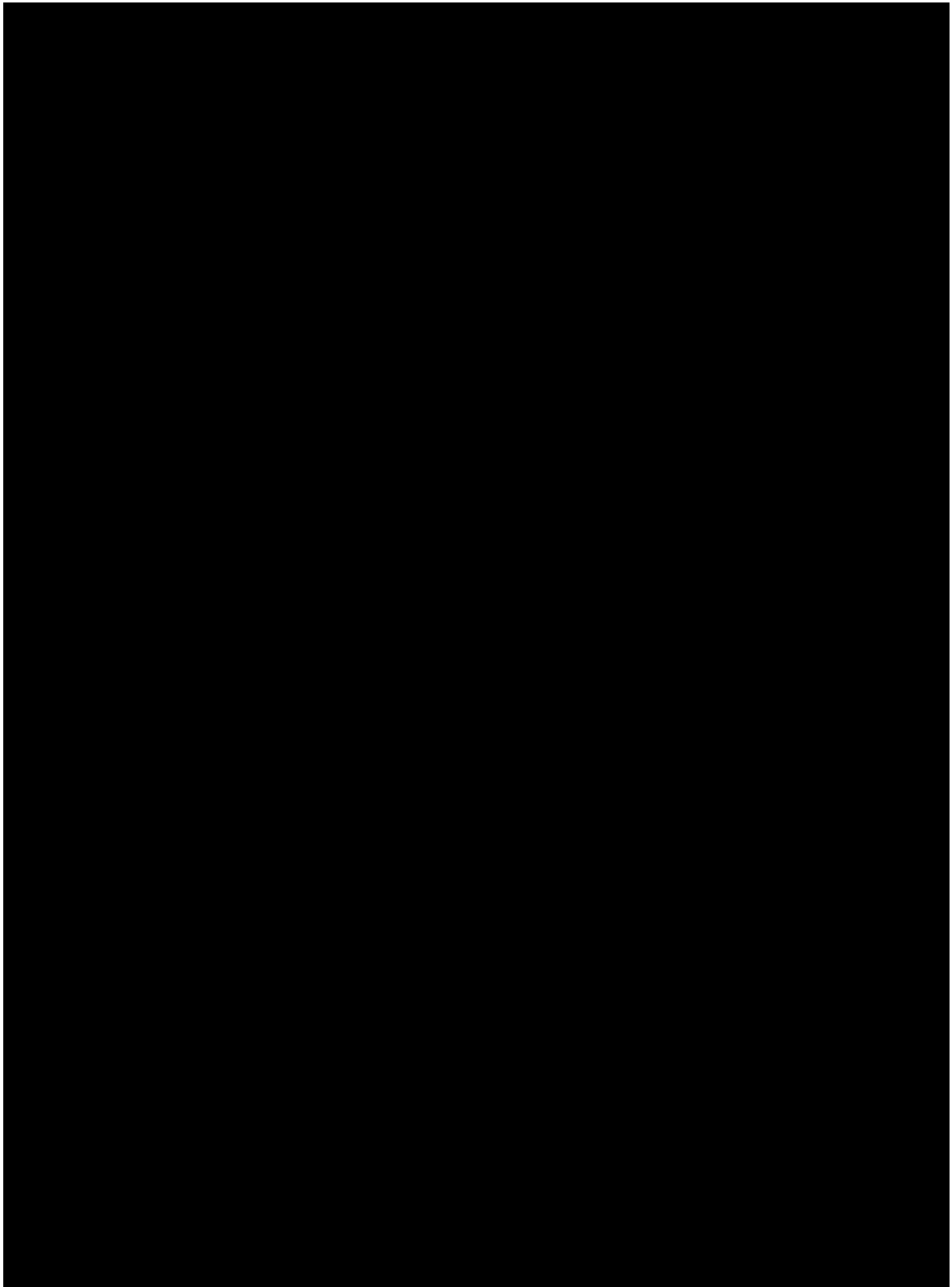
Qwest's vendors will supply services, maintenance, and customer support during the term of this effort. ███████████████████████████████████ ███ ██ Only best-of-breed network team members are selected to service our non-domestic customers. Future Qwest-selected carriers will undergo this same evaluation process.

3.1.7 Quality Assurance (M.3.4 (d))

Every professional on the Qwest Team is responsible for providing superior service to the program. Qwest will rely upon our Quality Assurance Program (QAP) as the formal, standardized method to evaluate, track, measure, and monitor performance to effectively integrate professional experience with proven quality control techniques. We will use our detailed process for monitoring, measuring, and reporting on the Quality of Service (QoS) relative to all Service Level Agreements (SLAs) for contract deliverables, performance management, service delivery, and customer support services (see Appendix 1, Section 6).

The Qwest quality assurance model ████████████████████████ is designed to minimize risk and ensures best value for Agencies.
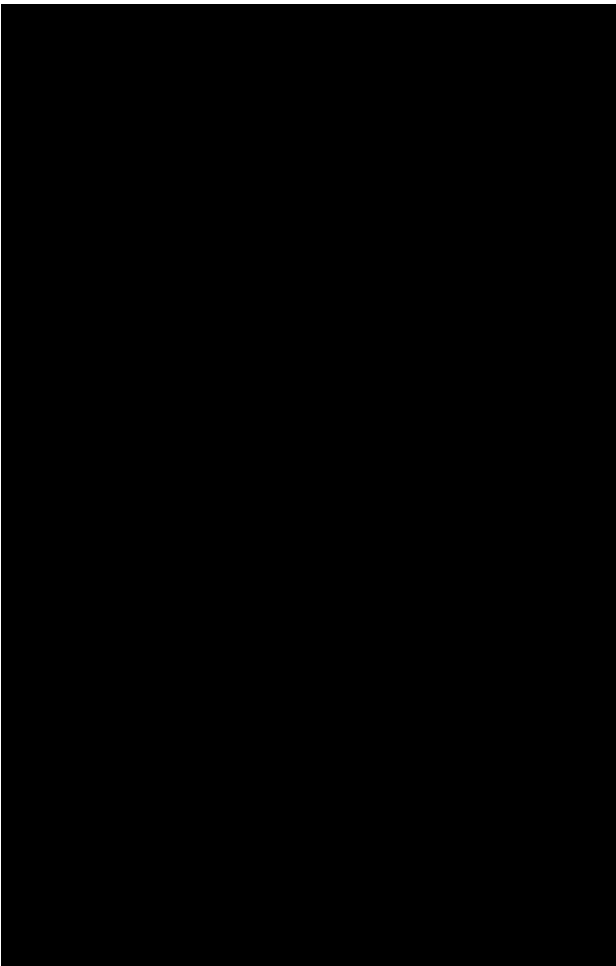
3.1.7.1 Purpose

Our Networx QAP functions as a guide to facilitate the establishment of Quality Assurance (QA) activities used to deliver Networx's products and services. ██

██

██

██████

3.1.7.2 Goals and Objectives

Qwest will use its quality management disciplines to monitor and validate the quality of the service that we will provide and our approach to meeting or exceeding the performance metrics and customer expectations defined in Sections F and J of the RFP. Our Quality Management approach will also support the Government's goals for high quality services and performance-based contracting objectives as outlined in RFP Section C.1.1

Data contained on this page is subject to the restrictions on the title page of this proposal.

███

██████████

██

███████████████████████████

██

███████████████████████████████

3.1.7.3 Networx Quality Assurance Program Approach

The success of any Quality Assurance program is evaluated by its ability to deliver failure-free operation and meet the needs of users as defined by standards and requirements. ███████████████████████████

███

███

███

███

███

██

To ensure adherence to performance standards, the same iterative process is applied across the various functional areas where performance

██
██
██
██
██
██

Data contained on this page is subject to the restrictions on the title page of this proposal.

and Quality of Service are to be addressed. ████████████████████████

██

████████████████████████ Process, product, and service metrics are critical to providing quantitative information necessary to support informed management decisions throughout the program. The Quality Management process is iterative, engages staff in the data gathering and analysis, and provides a mechanism for the capture and dissemination of lessons learned.

3.1.7.4 Service Level Agreements (L.34.3.2.1)

Managing compliance with SLAs is an integral component of the Qwest CPO. With our experienced personnel and proven, in-place processes and tools, Qwest stands ready to provide data that will support our commitment to the high quality service the Government requires under the Networx program. Please refer to Appendix 1, Program Management Plan, Section 6.1 Management Approach to Formulating and Enforcing Work and Quality Standards, for further details.

3.1.7.4.1 Managing Compliance (comp_req_id 10014)

Qwest will ensure SLA compliance (including by our subcontractors) and resolve all issues concerning SLAs through our Qwest CPO. Along with our Quality Assurance, Program Control and Support, Network, Customer Support and Subcontracts Managers, our Program Director will receive and review all reports, root cause analyses, and action plans. This data will be provided to the Qwest CPO via established processes for detailed monitoring and reporting to enable an accurate assessment of performance against SLAs. Please refer to Appendix 1, Program Management Plan, Section 6.1, Management Approach to Formulating and Enforcing Work and Quality Standards, for further details.

3.1.7.4.2 Sampling and Measuring Service Level Agreements Performance (comp_req_id 11150)

Service-Specific SLAs

Qwest uses existing functionality that resides within Qwest's Network Management Systems (NMS) to meet the Government's requirements for managing compliance with contracted service levels. Qwest's NMS ▉

▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉

▉▉▉▉▉▉ enable the Qwest CPO to quickly verify the actual service levels of a given network service against the SLAs. Service level compliance verification will be made available to Agencies via the Qwest Control Networx Portal. This functionality will provide Government authorized users with a means of verifying service level compliance on-demand. The Qwest CPO will have access to the same service level verification data.

▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉

▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉

▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉

▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉

▉▉▉▉▉▉▉▉▉ Network events are identified by Qwest's NMS and are processed and calculated, resulting in the network availability statistics for Networx services. The Qwest Control Networx Portal will convey Agency requests for availability data into a request to the Qwest NMS. The Qwest NMS will provide the data to the Qwest Control Network Portal for GSA and Agency review.

To measure aggregate-based Key Performance Indicators (KPIs), Qwest uses performance management tools that capture performance management data by the Networx Agency Hierarchy Code (AHC). ▉▉

▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉

▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉

███

███

███

███

███

███

████████████████████████████

Qwest uses several performance management and surveillance tools across our network to capture performance data ████████████████

███

███

█████████████████████████████████ In addition, voice switches are configured with traps to capture traffic data throughout the day and save it onto a file server. ███████████████████████████████████

███

█████████

The performance-monitoring and surveillance systems are configured to retain the data for a finite period of time ████████████████████

███

███

███

███

██████████████████████ This way, raw data continues to be available for reference, if needed. The surveillance and performance measuring systems retains the data ███████████████ as a further backup.

Procedures are in place to ensure that the data is captured by validating the data after the load and comparing record counts. If these automated checks identify a problem with the load, █████ automatically alerts

database administrators of the problem with the load to resolve. If a re-load is necessary, it is started immediately.

Within ████, data is consolidated at the lowest level needed for reporting, and then stored in data marts. For trouble tickets, ████ keeps the trouble ticket information by ticket and includes UBI, AHC, circuit ID, time to restore, product, customer information, audit dates, reason for trouble codes, and logs. For orders, ████ keeps all of the customer and product information, dates of completed job steps, jeopardy codes, and logs. For performance data like latency, jitter, availability, grade of service, the data is summarized by circuit, product, Agency (by AHC), and day. Although the data is summarized, it is captured so that consolidation is possible. For example, to combine availability across different date ranges, the Reporting Interval (RI) and Customer Outage Time (COT) is stored by day/product/AHC. Since it would be mathematically incorrect to average availability, the RI and COT is captured so they can be summed before calculating the availability.

The ████ data marts are the root source for all reporting (both internally via Web scorecards and externally through the Qwest Control Networx Portal), to ensure consistency. With data captured in a consolidated data warehouse, reports can be generated across product, AHCs, different date ranges, or other custom parameters, with consistent, repeatable results.

Qwest's systems will measure and report results for actual end-to-end availability for the Networx program. ████████████████████████ ██ ████████████████████████████ Qwest has the ability to factor in or exclude network outages attributable to events outside of Qwest's control, ████████████████████████ or planned maintenance at a customer premises.

Service-independent SLAs

Service Outage, Time to Restore, On-Time Provisioning, and Billing Accuracy apply to all services. For these service-independent SLAs, Qwest will measure and sample ███████████████████. With the exception of Billing Accuracy measurement, which is performed ███████████████ ████████████████ sampling and reporting for all service-independent SLAs is accomplished through automated processes using the tools identified in Figure 3.1.7-3. The Qwest CPO will provide SLA performance results to GSA and Agencies in the Monthly SLA Compliance Report, as well as through the Portal.

███████████████████████████████████████

███████████████████████████████████████

███████████████████████████████████████

███████████████████████████████ These capabilities are part of Qwest's Managed Network Services (MNS) solution and will only be deployed when the Government's requirements specify the need for MNS.

Figure 3.1.7-3 Service-Independent SLAs. *Qwest will utilize proven tools to gather data, assess performance and generate reports specific to the Networx Service Independent SLAs*

Performance Standards/ Requirements	██	████	Measurement / Report
Service Outage	████	████	**Measurement:** Interval from the time service became unavailable to Agency, to the time when service is restored (Incident-based) ████████████████████████████████
Time to Restore (TTR)	██	████	**Measurement:** Elapsed time between recording of a service outage in the trouble management system, and the time the service is restored, minus any scheduled downtime or any time due to Government-caused delays (Incident-based) ████████████████████████████

Performance Standards/ Requirements	███	██████	Measurement / Report
On-time Provisioning	████████	████████	**Measurement:** For routine and Class B expedited orders, the time between the Service Order Confirmation (SOC) date and the Service Order Completion Notification (SOCN) date in calendar days. For Expedite and non-standard intervals, the measurement will be defined by the Firm Order Commitment Notification (FOCN) date. Timeliness is defined by SOCNs delivered within prescribed intervals, divided by total orders completed during the reporting interval (Incident-based) ████████████████████████████████
Billing Accuracy	████████	████████	**Measurement:** 100% of invoices compared against Service Order Completion Notice during pre-bill audit (Aggregate-based) ████████████████████████

3.1.8 Reporting (M.3.4(e))

Qwest understands the Government's need for data and reporting requirements to ensure compliance and to monitor the health of the Networx program. We are committed to satisfying these requirements. The Qwest CPO will provide timely and accurate SLA data and reports to the GSA Networx PMO and Agencies, as outlined in RFP Sections C and F.

3.1.8.1 Monthly Status Report (L.34.3.2.1, comp_req_id 10016, 10015, 10012, 10013, 11149, 11148)

Qwest will provide a Networx Program Monthly Status Report with all the required information elements (see Appendix 9). The Qwest Networx Monthly Status Report will be provided in a MS Word, MS Excel, or other mutually agreed upon format, and will include:

- **Status of Program Management Project Plan**: Summary of completed milestones and accomplishments, Project Plan schedule changes, missed/delayed milestones, risks and issues, and Project Plan projections for the upcoming month.

[REDACTED]

- **Orders Entered and Completed**: A complete service order listing that includes Qwest sales order ID, expedite code, service type code, order received and entered date, and customer requested due date.

- **Backlog, Aging and Pipeline of Orders**: A complete listing that includes orders outstanding, Qwest sales order ID, action code (install, move, disconnect), service type, order received and entered dates, customer requested due date, circuit ready date and customer delayed days.

- **Summary of Trouble Reports**: A summary report that includes the severity of the trouble ticket, number of trouble tickets opened and resolved, and average answer time, response time and resolution time for all tickets.

- **SLA Compliance and Corrective Actions**: An individual, Agency-specific SLA Monthly Compliance Report will contain only SLA performance data for that Agency. This report will be provided to the DAR or alternate Agency recipient. The report includes service type, KPI, AQL, actual performance results, and one-month trend. For any measures not meeting

the SLA targets, Qwest will provide an SLA corrective actions report. Corrective actions reports will include graphical trend, quarterly performance results, top five reasons contributing to failed performance, issues, improvement actions and status (see Appendix 11). Data from all sources, including subcontractors, will be compiled in a "scorecard" format to allow quick review of all SLAs. ████████, SLA Compliance Report Template, shows Qwest's format for SLA reporting. Qwest will also submit a compliance report to the Government Networx PMO, in accordance with the Networx contract, in a "scorecard" format. This SLA Compliance Report will provide Qwest performance results against the Government's specific AQLs and SLAs. SLA data from our subcontractors, access providers, and other vendors will be tabulated with Qwest data to present a single "scorecard" metric.

- **Technical Accomplishments and Plans**: A summary report of all technical projects, including project name, project type (Access, Network, Optimization), estimated completion date and percent complete, scope of work, impact of project to Networx, current status, and significant risks and dependencies.

- **Sales and Marketing Call**: A summary report of all Qwest sales calls reported by Agency, including number of initial appointments, number of appointment follow ups, number of calls/emails, number of proposals submitted, anticipated revenue, and any comments.

   In addition to the required information elements, Qwest can also provide other information elements that may assist GSA management reporting and assessment of Qwest performance. Qwest will work with the GSA to ensure that the Monthly Status Report addresses all of GSA's information requirements. The preliminary Program Monthly Status Report is included in Appendix 9. Based upon GSA's review, Qwest will revise the

report and return to GSA, within 15 business days, or if GSA has no comments, within 15 business days of Notice to Proceed. The report will be updated five business days after the end of each calendar month.

[table content redacted]

3.1.8.2 Monthly Financial Status Report (L.34.3.2.1) (comp_req_id 10039)

Qwest's financial management function will provide financial control and tracking of all projects within the Networx program. Using Qwest sales reporting and tracking systems, and the Qwest Control Networx Portal, the Qwest Networx Financial Manager will maintain financial control of the Networx program and prepare a Monthly Financial Status Report (see Appendix 10). This report follows the requirements of C.3.2.4.1.5.

Qwest will furnish the Networx PMO and the GSA Contracting Officer (CO) with a Networx Program Monthly Financial Status Report with all of the required data elements. The Qwest Networx Monthly Financial Status Report will be provided in .pdf format to the Networx PMO and GSA CO, and will include:

- Total Billed Charges: A total of current monthly charges for each service type for all of the Agencies
- Remaining Obligation under the Minimum Revenue Guarantee (MRG)
- Remaining Unspent Dollars under the Maximum Contract Dollar Limitation: Calculation showing the Maximum Contract Limitation less the Total Billed Charges
- Total Cumulative Billed Charges Reconciled with the Minimum Revenue Guarantee

In addition to the required information elements, Qwest can also provide other information elements, such as total billed charges by Agency, that may assist GSA management in the assessment and reporting of Qwest's performance. Qwest is willing to work with the GSA to ensure that the Monthly Financial Status Report addresses all of your information requirements. A sample of this Monthly Financial Status Report is provided as Appendix 10 of the Qwest Management Volume.

3.1.9 Summary

In partnership with GSA, the Qwest Team will provide superior Networx telecommunications services and solutions to the Government. We will provide focused and comprehensive program management support to ensure that the Government, and ultimately the U.S. taxpayer, realizes the most efficient, effective, and enhanced services for the Networx program.