

3.12 INVENTORY MANAGEMENT (L.34.2.3.12; M.3.2)

To support its program management transition and quality assurance activities, the Government requires access to a secure, automated inventory system for all Network services. The Qwest Control Network Portal will provide timely, comprehensive inventory information from an existing, well established Qwest inventory management system to all Agencies. The features of this Portal are in place and operational, ensuring GSA will have a secure, Web-enabled interface that is easy to use and ready for immediate contract performance.

3.12.1 Understanding of the Requirement

The Government requires that Network providers offer comprehensive inventory management capabilities including 24x7x365 Web-enabled access to data, searchable fields and queries, report generation, and periodic downloads for audits, billing verification, and other Government program management purposes.

Qwest will provide a secure Web-based electronic interface to the Government. The Qwest Control Network Portal will allow users to access a comprehensive and precise inventory of all Network services being provided. Qwest will maintain the inventory for all Network services provided to all of GSA and the Agencies. The Qwest approach to providing and maintaining an inventory of services, including Service-Enabling Devices (SEDs), is depicted in [REDACTED]. Through the Qwest Control Network Portal, the Government will be able to take full advantage of the tools, processes and systems that Qwest successfully offers today to Federal and commercial customers for the purpose of inventory management.

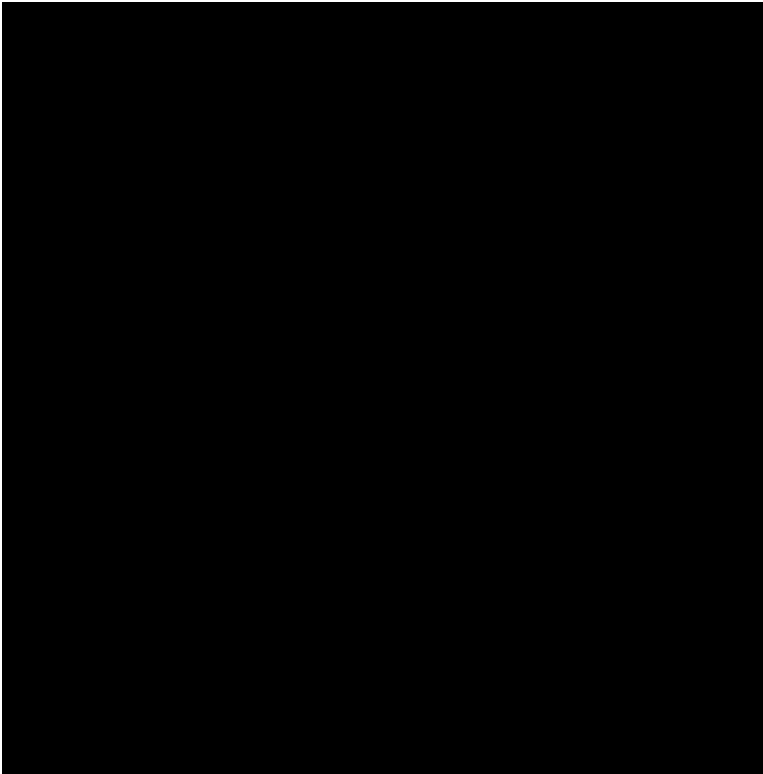



Figure 3.12.1-1 depicts a representative subset of the categories of information that will be provided through the Networkx Inventory Database. Qwest will fully populate the Networkx Inventory Database with all the elements of the Service Order Completion Notice (SOCN) as defined in Attachment J.12.2.5 of the RFP, for all CLINs in the order.

Qwest understands the Government's concerns regarding Agency user access to inventory in the database. The Qwest Control Networkx Portal was designed to allow partitioning so that Agencies can see only their data and/or functional Portal area. The Portal will be configured to limit access for authorized users to data relative to the Agency they represent.

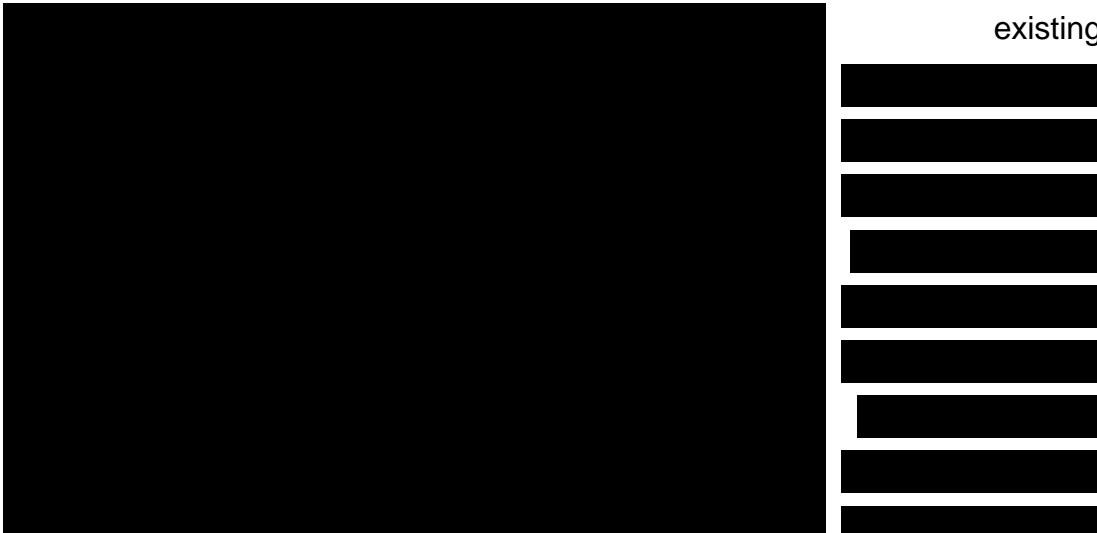
During the transition inventory process, the Qwest Team will capture and validate service data, perform capacity analysis, and create necessary Networkx transition documentation to provide and maintain an inventory of services which will be transitioned.

The Qwest Inventory Management system will manage massive amounts of inventory data in an automated fashion. The Qwest Control Networx Portal manages the report outputs for effective inventory management, meeting or exceeding the Government's Networx needs.

 depicts the flow of data elements necessary to establish transition inventory.

The Qwest Control Networx Portal will allow the Government to take advantage of Qwest's experience in inventory management. Qwest has demonstrated experience in managing Government customer services and

SEDs through our existing





 contracts.








[REDACTED]

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

Qwest will retain monthly snapshots of the Networx Inventory. This will be an automated process that will ensure snapshots of the entire Networx Inventory Database are created each month as of the date the invoices are created. These snapshots will be archived after three months.

[REDACTED]



3.12.1.1 Response to Inventory Management Narrative Requirements

The Qwest inventory management database will be accurately maintained and provide easy, secure access to all stakeholders. Through the use of a secure login, all levels of authorized Government users will have the ability to view inventory and validate the Networx Inventory Database at any time. Furthermore, as services are installed, changed and disconnected, the SOCN feed to the Networx Inventory Database will ensure that the Networx Inventory Database remains accurate.

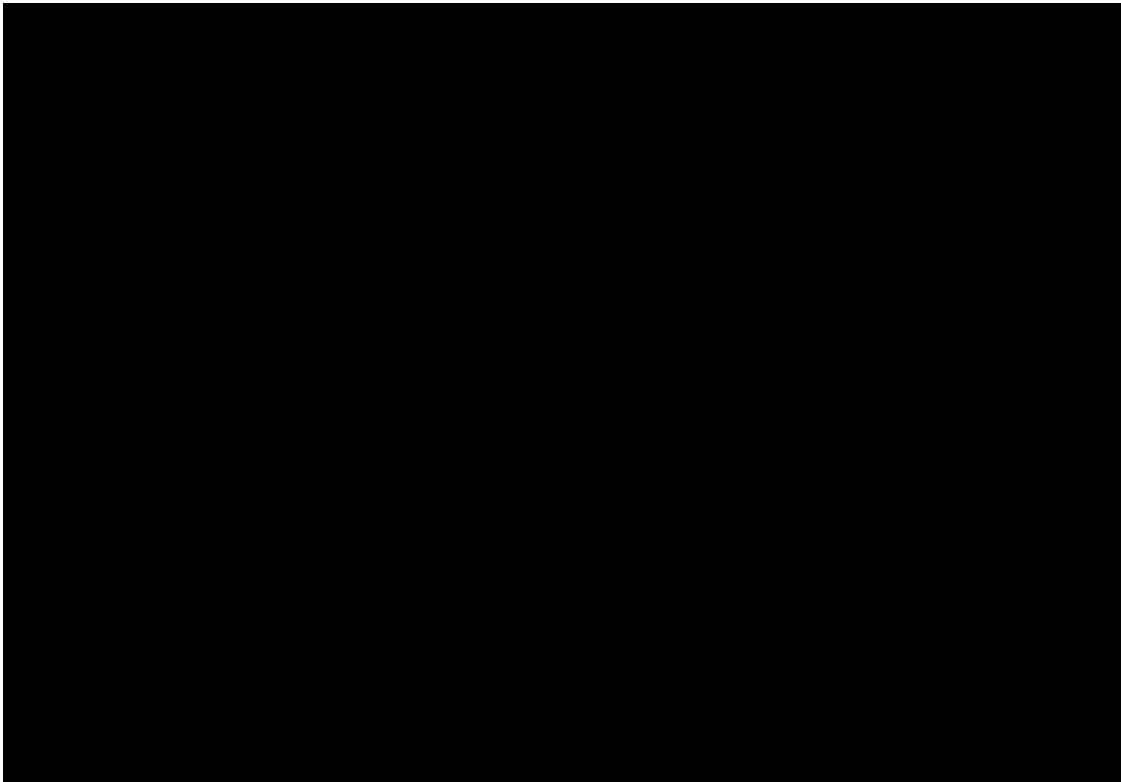
The following table identifies the RFP requirements and their associated proposal response locations.

comp_req_id	RFP Section	RFP Requirement	Proposal Response
159	C.3.8.2.1	The contractor shall use and fully populate in the Networx Inventory Database the data elements of the SOCN as defined in Attachment J.12.2.5, Service Order Completion Notice.	Sections 3.12.4.1, Figure 3.12.4-1, 3.12.7, Figure 3.12.7-1
158	C.3.8.2.4	The contractor shall limit Agency user access to data in the contractor maintained Networx Inventory to data relative to the Agency.	Section 3.12.2
157	C.3.8.2.4	For access to the contractor maintained Networx Inventory by Government users, the contractor shall support secure Web-based queries using secure browsers with a minimum of 128-bit encryption.	Section 3.12.2, 3.12.1
156	C.3.8.2.4	For data file downloading or data file delivery in response to a secure Web-based query against the contractor maintained Networx Inventory, the contractor shall, at a minimum, support file formats for Microsoft Access 2002, Microsoft Excel 2002, Comma Separated Values (CSV) with field names included, and tab delimited ASCII text file with field names included.	Section 3.12.7.3, Figure 3.12.7-5
154	C.3.8.2.4	The contractor shall provide on its Networx Web site a link for secure, Web-based query access to the contractor-maintained Networx Inventory information.	Section 3.12.5
153	C.3.8.2.5	If the Networx Inventory discrepancy is escalated to the Networx Contracting Officer (CO) for resolution, the contractor shall work with the CO to resolve the issue.	Section 3.12.7.1
152	C.3.8.2.6	The contractor shall institute internal verification and audit	Section 3.12.7.1

comp_req_id	RFP Section	RFP Requirement	Proposal Response
		procedures to ensure that the Networx Inventory is complete and correct.	
151	C.3.8.2.6	When the contractor discovers a Networx Inventory data discrepancy, agrees with a Government report of a Networx Inventory data discrepancy, or is directed by the CO, the contractor shall correct, at no additional cost to the Government, the Networx Inventory maintained by the contractor.	Section 3.12.7.1
150	C.3.8.2.7	The contractor shall provide monthly reports on Networx Inventory management to the Networx Program Management Office (PMO).	Section 3.12.7.3
129	C.3.8.2.4	The contractor shall provide the Government all user documentation needed for secure web-based query access to the Networx Inventory information	Section 3.12.7.3

3.12.2 Inventory Management Interface (comp_req_id 158, 157)

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. The full integration of all Networx OSS (see [REDACTED]) is the foundation for the development and delivery of all Networx related data; ordering, provisioning, inventory, billing, reporting, etc. which meets all Networx system requirements.



systems that support commercial and Government customers today

[Redacted]

[Redacted]

All Networkx products and services can be ordered via the Portal

[Redacted]

[Redacted]

Qwest has deployed a complete set of controls including access controls which manage users access to specific systems based on identification and authorization, managed OSS security services which protects the systems from outside attacks, software configuration and patch management which ensures system applications are protected, and a robust monitoring system for managing the infrastructure.

Included in the OSS is an up-to-date, accessible system for inventory management. Qwest offers a Web-enabled inventory database through the Qwest Control Networx Portal, accessible anytime, anywhere over the Internet. The Qwest Control Networx Portal is a user-friendly, flexible tool for all Networx stakeholders. Through this interface, the Government will be able to access inventory data to make queries, obtain reports, and perform periodic downloads as needed for audits and billing verification, as well as for other Government program management purposes.

The Qwest Control Networx Portal was designed with the ability to allow several different levels of security and access. Only those individuals with a need to access the Networx Inventory Database will be granted permission. The CSO will set up user accounts for the portal, and assign passwords and privileges. Users will have the ability to change their own passwords and contact information, but not the ability to change their access privileges. These changes will be approved by the Agency system administrator or other authorized Agency personnel. If an Agency prefers, this function can be performed by Qwest. For Qwest users, the access will be granted by the Qwest Networx Program Director.

The Qwest Control Networx Portal features multiple levels of security. First, authorized users may have access restricted to certain areas of the Portal, such as service ordering, invoicing, or inventory management. Secondly, authorized users may have access restricted to data related to their Agency or sub-Agency account, thereby limiting their access and visibility to the data of other Agencies. For additional security, a timeout feature is enabled in the Portal. The Portal will automatically time-out after 30 minutes of inactivity.

The Qwest Control Networx Portal also offers each Agency a systems administrator capability for managing user access and profiles.

Through this capability the Agency system administrator can create users, manage existing users, remove users, assign accounts to users, and assign user privileges (user groups). The system administrator assigned to each Agency can limit an individual to a single functional area (e.g., Inventory) or broaden the individual's capabilities to encompass all functional areas and Agency account data. User profiles can be changed by the Agency's system administrator within a matter of minutes if desired. Qwest will perform all systems administration functions for the Agency if desired.


The Qwest Control Networkx Portal, our secure Web-based access, supports HTTPS with 128-bit encryption and does not need GSA or the Agency to purchase a separate application software package.

Further, the Portal access rule set is replicated [REDACTED]. Qwest users are authenticated against the [REDACTED] ensuring that the corporate password rules are enforced through that system.

3.12.3 Qwest's Approach to Provide/Maintain Inventory

Qwest's approach to inventory management begins with ensuring the accuracy of data for services to be transitioned as well as data from our Service Order Completion Notices. This data serves as the initial basis for the Inventory for Networkx.

To complete the inventory and maintain an accurate database, all Networkx stakeholders, including the GSA, are responsible for various tasks and functions, including those listed in **Figure 3.12.3-1**. Qwest recognizes the criticality of establishing a precise database for transitioned services, and will work with GSA and the Agencies to ensure a thorough understanding of responsibilities.



3.12.3.1 Inventory Management Controlling Entity

The overall responsibility for the Inventory database, and the policies and procedures that govern it, resides with Qwest’s CPO. This benefits the Government by providing a single point-of-contact for all inventory-related

issues. The CPO serves as the contact point for quick resolution of any unresolved problems.

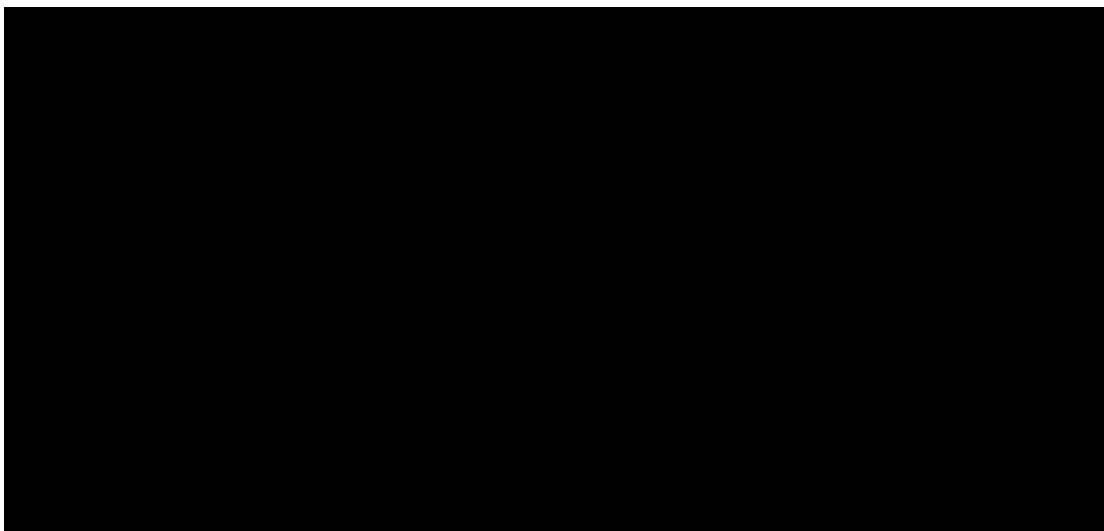
3.12.3.2 Qwest Control Networx Portal Capabilities

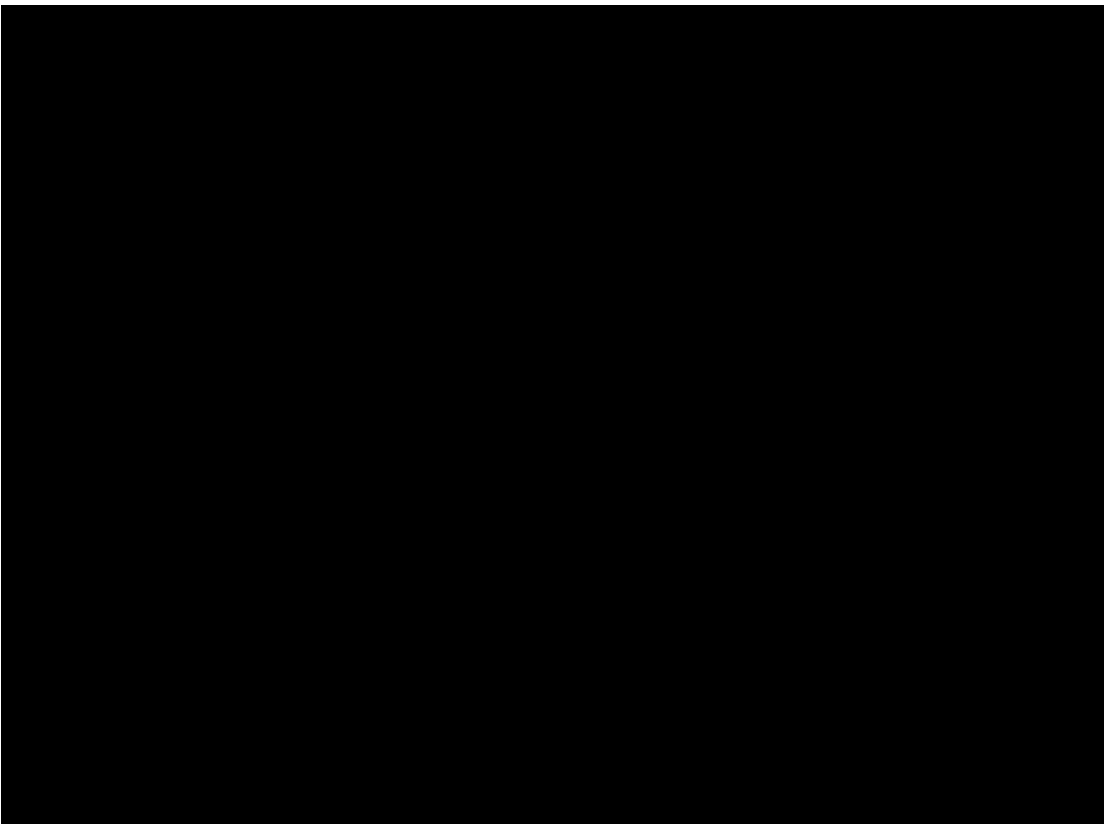
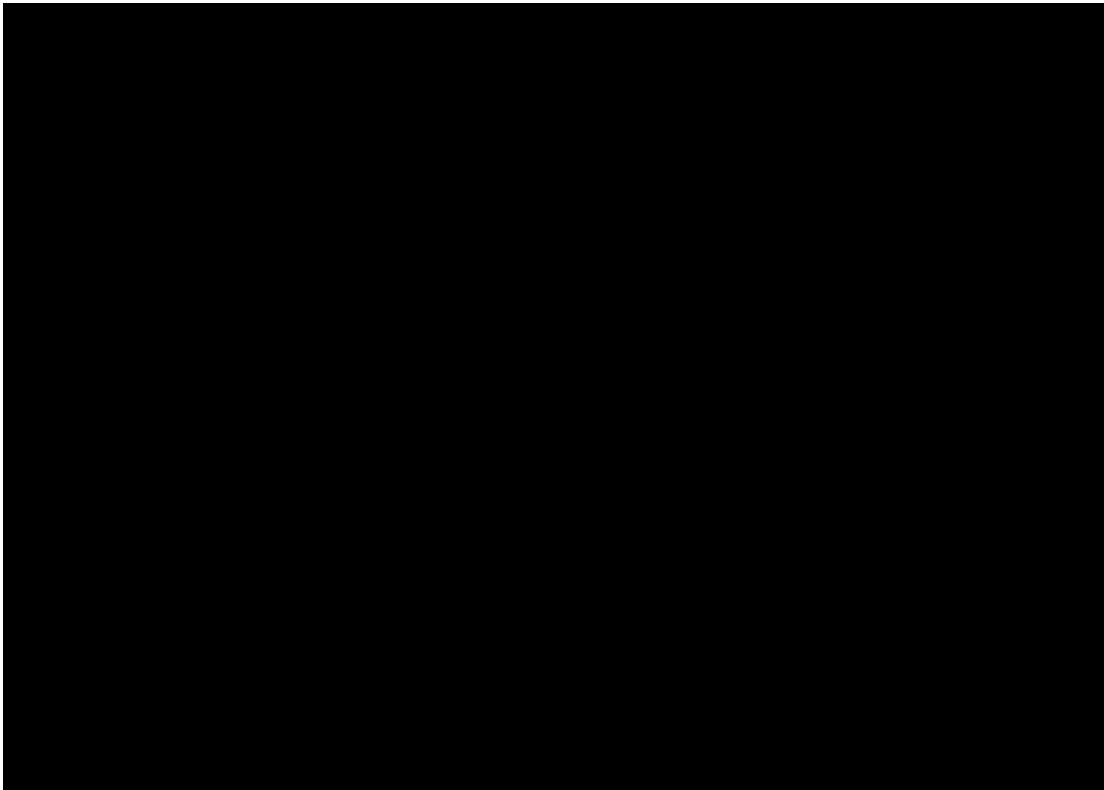
The Qwest Control Networx Portal and its linkage to inventory data is shown in [REDACTED]. An example of some of the information available through the Portal is depicted in [REDACTED]. In this example, a screen shot of switched voice long-distance service reflects the detail of the inventory item. The Qwest Control Networx Portal will have the ability to list all inventory items by service type, including but not limited to all network ports, circuit identification data (ID), and telephone numbers.

3.12.3.3 Flexibility of the Qwest Control Networx Portal

The Qwest Control Networx Portal’s accessibility is flexible enough to meet all levels of user requirements. The Portal has a powerful sort and filter tool as illustrated in [REDACTED].

Any of Qwest’s query and resulting reports are completed through [REDACTED]. This tool enables the Agency to parse the data in any form desired by choosing a set of fields from which to design reports. The Qwest Control Networx Portal capabilities include selecting, sorting, and filtering. These capabilities can be leveraged against order status, service type, billing, trouble management, and many more data fields.





The Content tab is used to determine which content within the inventory database will be used in the ad hoc report. The Sorting tab is used to designate the order in which the user would like to view records. The Filtering tab is used to locate records that fall into a specific category. The results can roll into any number of report output formats such as in Adobe Acrobat Portable Document Format (.pdf) and Microsoft Excel (.xls) files.

3.12.4 Update Process (L.34.2.3.12.1; M.3.2 (d))

Following service completion, Qwest will notify the customer that service is ready for use, as required by GSA. Qwest will utilize the service order completion notice (SOCN) process as the primary input to the Inventory database. For details of this process, see Section 3.12.4.1, Process for SOCN Update.

The SOCN will confirm that the Qwest service was installed and required testing was completed. Once the SOCN is received, the Agency may connect their equipment to the service and begin using it immediately.

The process for SOCN updates and Qwest's inventory database update process are discussed below.

3.12.4.1 Process for SOCN Update (L.34.2.3.12.1 (a), comp_req_id 159)

The SOCN for all services will be generated and available through the Qwest Control Networx Portal upon service completion. The SOCN will be automatically posted in the Portal for each Agency order. An e-mail (or other supported media) copy of the SOCN will be sent to the Government POC that ordered the service. Billable changes in the service (such as adding bandwidth, new switched voice features, etc.) will generate a new SOCN. The Networx Inventory Database is populated by data points from the SOCN. Therefore, the Networx Inventory Database will be updated whenever a new SOCN is generated. Likewise, when the SOCN is accepted by the customer (or when the CSO does it on the customer's

behalf), this action automatically pushes the information to the inventory view. This can be a billable or non-billable action. In addition to an order for new service, examples of the kinds of move, add, change, or disconnect activities that will trigger a SOCN include:

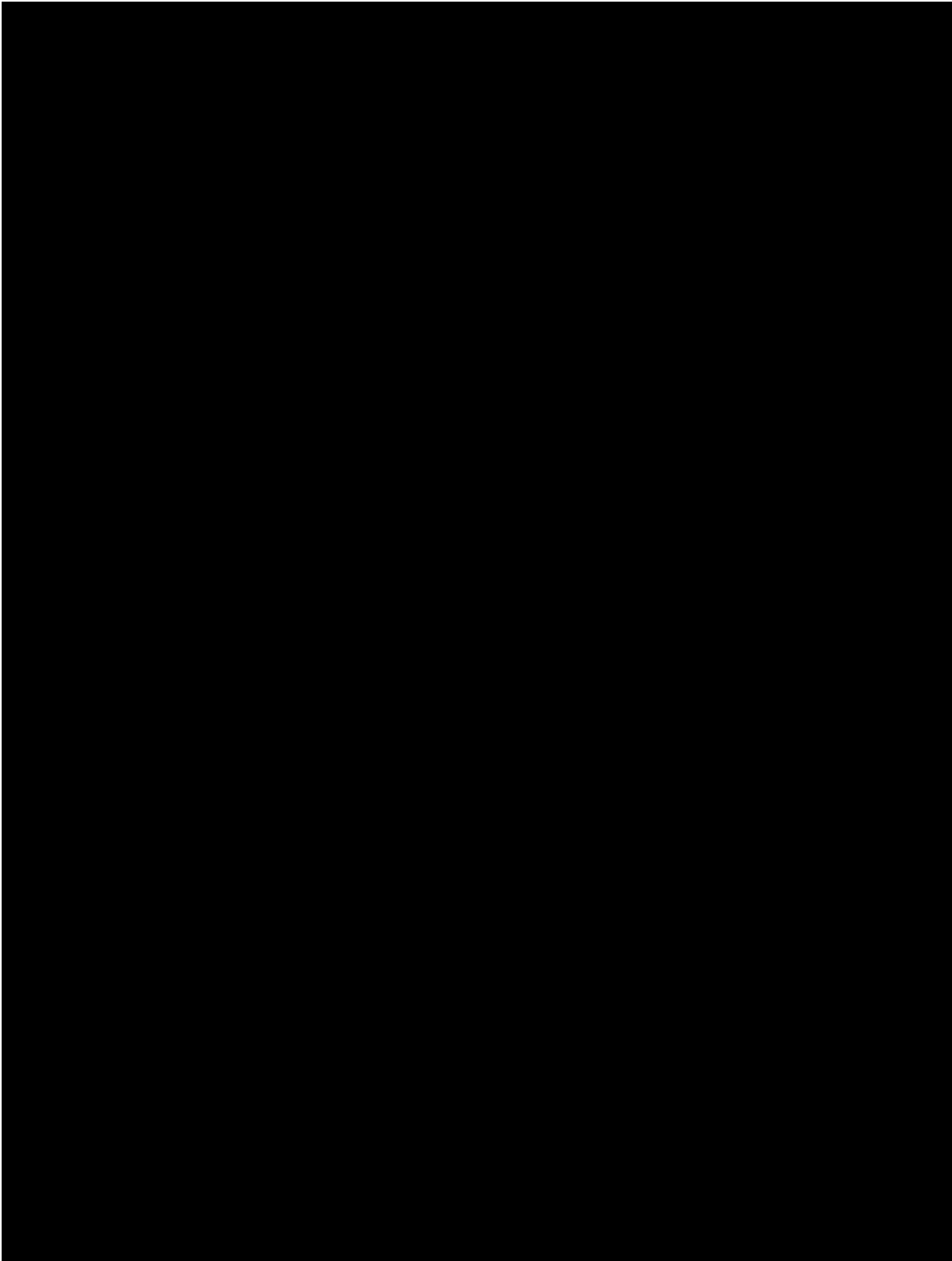
- Circuit ID change due to regrooming effort
- PVC Upgrade
- Replacement of a SED due to equipment failure
- New service order
- Disconnect

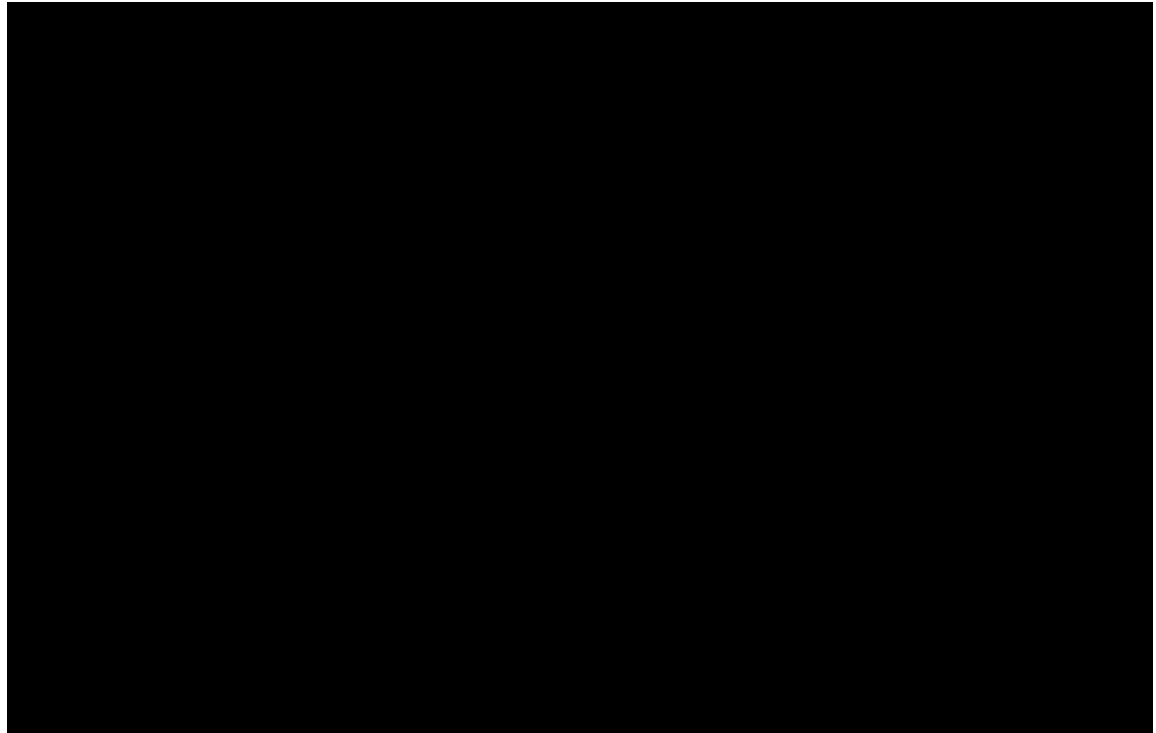
The SOCN includes data elements for all Qwest services providing the GSA and the Agencies with all the details needed to authenticate and maintain accurate inventories and validate billed services. The form in **Figure 3.12.4-1** reflects a sample SOCN.

Qwest will trigger the release of the SOCN upon completion of specific job steps. Qwest tracks all order details, events and location information throughout the life cycle of the order.

The customer order management process includes a work flow of specific events. Each event has an owner and, as the order progresses, the owner completes his or her task and moves the order on to the next event. Most events are done in sequence, but some can be done simultaneously depending on the task.

Since the Qwest Control Networx Portal will reflect data elements prior to SOCN generation, the completion of the SOCN event will trigger an update to the inventory data.





3.12.4.2 Understanding of Update Process and Government Environment (L.34.2.3.12.1 (b))

Qwest understands the level of complexity of the update process and the environment in which the data will be used. It is important that the correct information is captured not only for a new installation order, but also when services are added, changed, or transitioned. Incorrect data can adversely impact multiple areas from the accountability of assets through visibility into network architecture and services to ensuring the accuracy of billing data. Qwest's systems and processes are designed with quality control points to ensure that data populated and maintained in our systems are accurate. Qwest has designed the following systems and processes to ensure quality:

- The Qwest Control Network Portal links to a common, dedicated database containing Qwest-maintained inventory information. All

authorized Government users will have access to that common database.

- Inventory information will be primarily fed via service order completions. Only after the Government validates and accepts services will the inventory be updated. This will reduce the opportunity for errors to be introduced into the system.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- Lastly, we have a clearly defined escalation process should the Government wish to raise any inventory issues.

3.12.5 Query Tools (L.34.2.3.12.2; M.3.2 (c), comp_req_id 154)

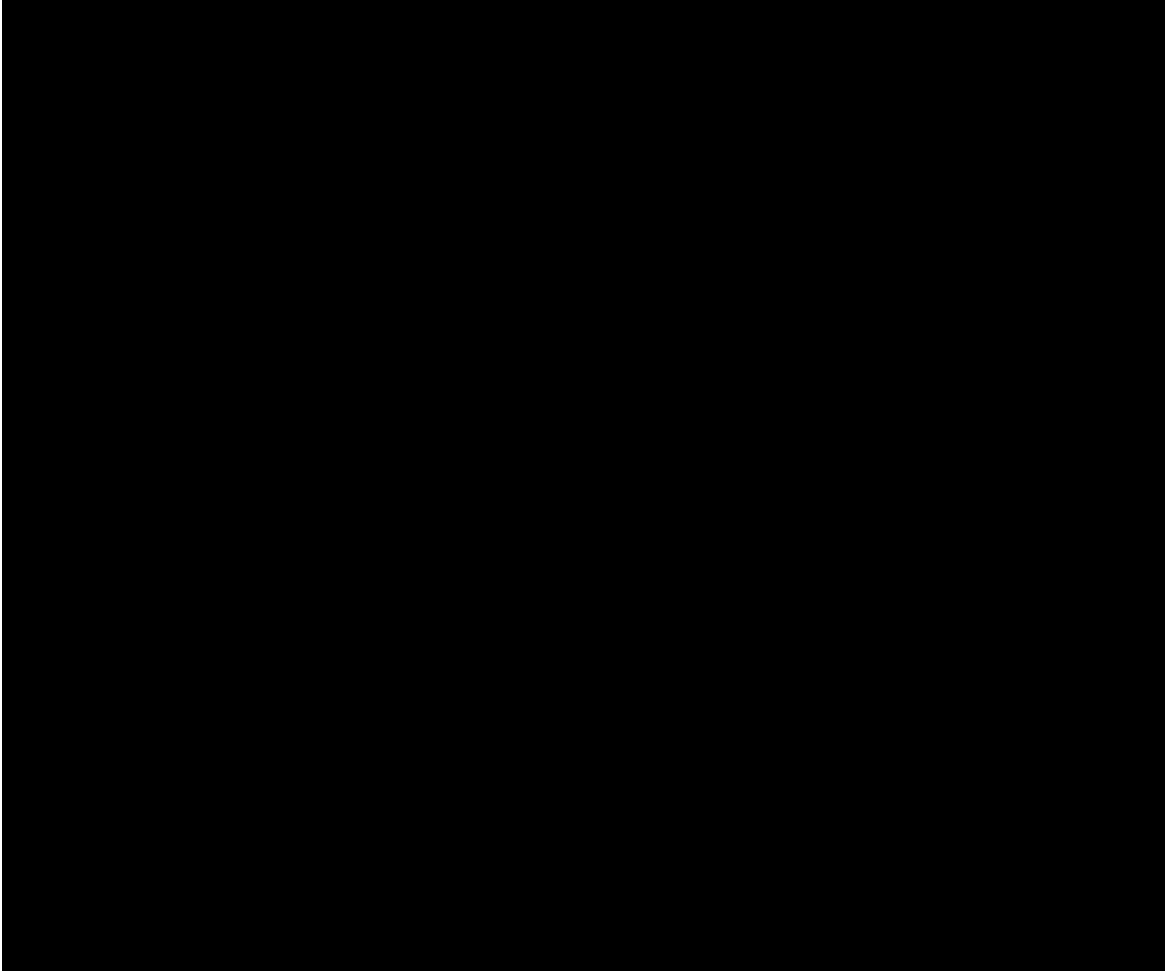
For reporting we rely on [REDACTED] has a complete set of Business Intelligence (BI) functions delivered within an Enterprise Reporting Application experience. [REDACTED] allows Qwest to assimilate critical information into our day-to-day activities, thereby improving overall corporate performance. [REDACTED] is scaleable to reach thousands of users with a single Web application. [REDACTED] has a full suite of secure, Web-based custom queries that can roll into reports, allowing users to sort and filter data elements of the Portal, linked from the Networx Website. This capability extends from the basic functional areas to specific inventory detail.

[REDACTED] integrates a full line of decision support tools accessible within a single interface, such as Web reports, dashboards, parameterized reports, analytics, spreadsheets and ad hoc queries. This provides GSA and the Agencies with secure, Web-based on-demand

information using a Portal interface. [REDACTED]-built applications ensure that users can customize the reporting and analysis of critical information into their day-to-day activities to improve overall performance. Applications are developed and deployed on a scalable and flexible reporting application platform.

3.12.5.1 Custom Query Creation (L.34.2.3.12.2 (a))

Agency queries and reports will be completed through [REDACTED] [REDACTED] As shown in [REDACTED] this tool enables the Agency to parse the data in any form desired by choosing a set of fields from which to design reports. Qwest Control Networx Portal capabilities include selecting, sorting, and filtering data. These capabilities can be leveraged against order

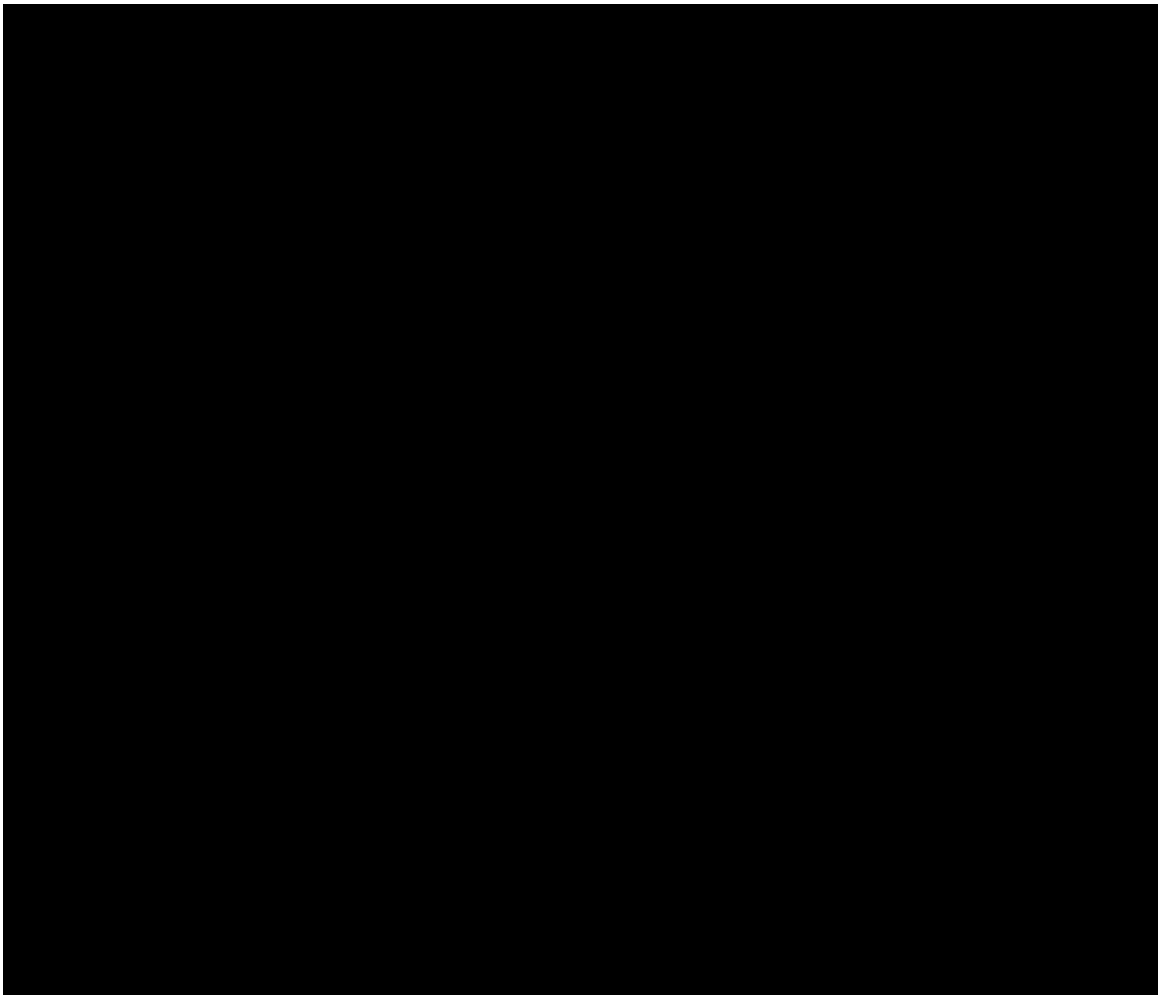


status, service type, billing, trouble management, and many more data fields.

Agencies will have maximum flexibility to create inventory management reports suited to their needs and applications. After logging into the Portal and clicking the Reporting link, Agencies can create their own customized reports by selecting from the multiple options offered under the individual tabs on the [REDACTED] homepage. The Content tab is used to determine which content within the inventory database will be used in the ad hoc report. The Sorting tab is used to designate the order in which the user would like to view records. The Filtering tab is used to locate records that fall into a specific category. The results can roll into any number of report output formats such as in Adobe Acrobat Portable Document Format (.pdf) and Microsoft Excel (.xls) files as shown in [REDACTED]. The [REDACTED] application guides users to effectively and efficiently create custom queries.

3.12.5.2 Understanding Customer Technical Sophistication (L.34.2.3.12.2 (b))

Qwest has been providing complex services to the Federal Government for years and has significant experience dealing with the customers and their various levels of technical understanding. Qwest's customers spans the range from the highly technical engineers and researchers who manage the [REDACTED]
[REDACTED]
[REDACTED] who have less technical background or experience. Relative to Networx, Qwest's CSO has the training and expertise to assist Networx customers as they navigate and use the Inventory Management features of the Portal. When needed, the CSO will engage the Qwest Business Applications Support team for customers that need a higher level of technical support.



This understanding extends to the Qwest Control Network Portal as well. The Portal is designed to be user-friendly with menu options that allow for intuitive manipulation of the Portal capabilities. Qwest is prepared to assist all Agencies that require more intensive guidance in Qwest Control Network Portal usage and capabilities.

Qwest's CSO will provide that focal point and ensure that Agencies, no matter the level of technical sophistication, can obtain meaningful data from the inventory management data elements in the Portal. Through Web-based training (taken at the user's discretion), and hands-on instructor-led training, all Agencies will be assured the necessary support in the use of the Portal. For Agencies requiring additional technical support, Qwest will


provide technical and other support necessary to ensure that customer needs are met.

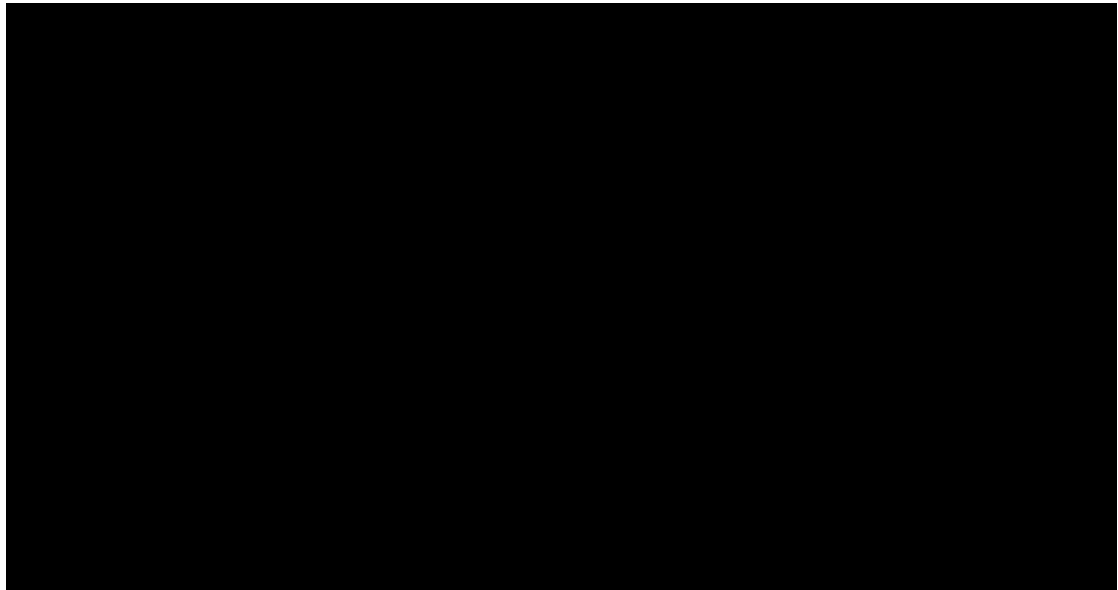
Qwest's CPO will serve as the focal point to ensure that Agencies can derive meaningful data from the inventory management data elements.

3.12.6 Interfaces (L.34.2.3.12.3; M.3.2(b))

The Qwest Control Network Portal offers Agency users a graphical user interface to our inventory management database that is intuitive and user-friendly. The Portal is the primary point of interface for users to inventory management data and reports.

3.12.6.1 Government Interface to Inventory Management Database (L.34.2.3.12.3 (a))

The Qwest Control Network Portal is the primary Government Interface to the Qwest inventory management database. The process flows supported by the Portal are shown in  The graphical interfaces and interface features within the Qwest Control Network Portal are intended to meet any level of customer ability, from those with little Web-interface experience to those who have intensive technical skills. The



intuitive design of the Portal screens will accommodate the depth and breadth of customer knowledge.

The graphical user interface features and protocols presented within the Portal allow for the same “point and click” features found within any Web-based system.

3.12.6.2 Understanding of Customer Access (L.34.2.3.12.3 (b))

The Networx Inventory Database will be available to GSA and Agencies on a 24x7x365 basis. Qwest understands that GSA and Agencies have a need to access the data using various access methods.

Access to the Qwest Control Networx Portal is available through the use of Internet Explorer 5.0 (and higher versions) via HTTPS over any public Internet connection (to include dial-up and dedicated facilities) with a supported monitor resolution of 800x600 and higher.

The Qwest Control Networx Portal will provide a single entry point into the inventory management database for the GSA and Agencies. The inventory database was designed for ease of use, automated feeds from all systems, and minimal manual input.

3.12.7 Discrepancy Resolution (L.34.2.3.12.4; M.3.2 (a), comp_req_id 159)

The following is a step-by-step process of how the information in the service order completion database flows through the Qwest Control Networx Portal into the inventory discrepancy process.

[REDACTED]



Figure 3.12.7-1. Inventory Data. *The Qwest SOCN provides all Network required data fields to provide GSA with the necessary data for service ordering and billing validations.*

SOCN-Specific Data			
Contract numbers	Shared tenant order	Identifier of service level (critical or routine)	Expedited
Contractor name	Circuit ID	Service order number	TSP designator
DAR name	Phone number range	Firm order commitment (FOC) date	Unique billing identifier
Network inventory code	Service	Additional Instructions	
Agency service request number	Access type	Unit price	
Jurisdiction ID	Access provisioning type	Description of ordered component	
Receipt date	Service enabling devices	Directed to number (for toll-free service)	
Agency hierarchy code (AHC)	Bandwidth	Originating serving wiring center	
Customer want date	Feature types	Terminating serving wiring center	
Order type	CLIN(s)	Completion date	
Transition Order	Quantities	Contractor Customer account numbers	



[REDACTED]

Inventory data will be automatically updated and reflected in the Qwest Control Network Portal [REDACTED] following acceptance of the service. Qwest will comply with the requirement to retain monthly snapshots of the Networkx Inventory. This will be an automated process that ensures that snapshots of the entire Networkx Inventory Database are created each month as of the date the invoices are created. These snapshots will be archived after three months.

The figures noted in the Clarification Request do not represent all the data elements that will be provided in the Networkx Inventory Database. The same is true for the elements that are listed in Figure 3.12.7-1 of our proposal. Qwest will fully populate the Networkx Inventory Database with all the elements of the SOCNs as defined in Attachment J.12.2.5 of the RFP, *Unit 5: Service Order Completion Notice*, for all CLINs in the order.

The inventory data elements will be fed automatically to the inventory database as a result of order activity. The SOCN will finalize that inventory. Qwest will generate a new SOCN whenever the Networkx Inventory Database requires updating. This can be a billable or non-billable action. In addition to an order for new service, examples of the kinds of move, add, change, or disconnect activities that will trigger a SOCN include:

- Circuit ID change due to re-grooming effort
- Replacement of a SED due to equipment failure
- Disconnect

- PVC upgrade

3.12.7.1 Process for Discrepancy Identification and Resolution

(L.34.2.3.12.4 (a), comp_req_id 153, 152, 151)

Qwest currently manages a significant inventory of our equipment as well as that of the Federal Government. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

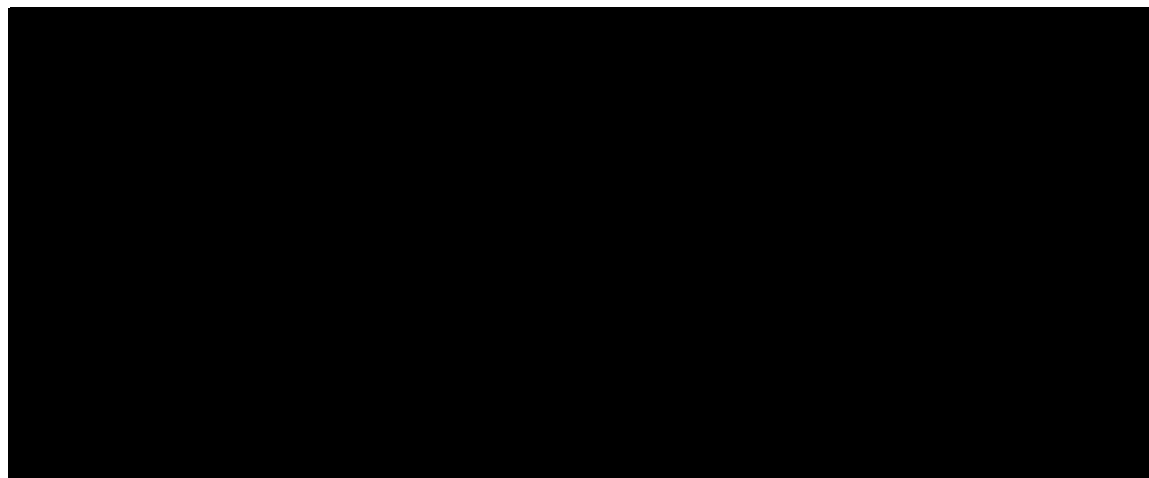
[REDACTED]

[REDACTED]

[REDACTED]

Figure 3.12.7-2.

[REDACTED]



[REDACTED]

Qwest will also utilize [REDACTED] to verify the validity of the Networx Inventory Database. These checks will be initiated and managed by the Qwest Quality Assurance and Control Team.

Qwest has a robust and efficient escalation process. This process is used for all Networx-related issues, including inventory management. Although Qwest will employ processes and procedures that will provide inventory management control, there may be instances where a discrepancy remains unresolved until the escalation process is invoked. The

[REDACTED]

appropriate time to escalate a discrepancy will vary. The following are examples of situations that will trigger an escalation:

[REDACTED]

For those discrepancies that remain unresolved, GSA, Agencies, DARs, and COs can utilize the discrepancy escalation process as identified in Section 4.4.7 Mitigation of Risk (of Section 4.0 Transition), for escalation details, as well as in Section 3.1 Program Management, and Section 3.6 Trouble and Complaint Handling. Qwest will cooperate with the CO to resolve issues escalated to that level.

In the event of a Networx inventory discrepancy, Qwest will;

[REDACTED]

Although the Networx inventory management efforts will be complex, Qwest has the capabilities and the proven discipline to complete the tasks and ensure GSA's complete satisfaction. Specifically, Qwest will institute internal verification and audit procedures to ensure that the Networx inventory is complete and correct.

Whether Qwest completes a self-initiated audit or a Government-sponsored audit, we will correct the discrepancy at no cost to the Government. The Government can validate and monitor the progress of the audit resolution. In addition, the Qwest Quality Assurance and Control Team will keep GSA and any concerned Agency fully informed of the progress of the inventory discrepancy resolution.

3.12.7.2 Content and Format of Discrepancy Reports (L.34.2.3.12.4 (b))

Discrepancy reports will be available for viewing, printing, and downloading by Government personnel at all times. Discrepancy reports can be generated at any time, however waiting until the monthly cycle ends to ensure any usage-based inventory data is complete for a prior month is suggested. Qwest's CPO will run reports on a monthly basis to ensure that the Networx Inventory Database remains accurate. The content of the discrepancy reports will include SOCN data; additional data points will vary depending on the services the report encompasses as shown in [REDACTED]

[REDACTED]

[REDACTED]

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

The inventory discrepancy reports can be viewed within the Qwest Control Networkx Portal, printed directly from the Portal, or downloaded in the following data formats: Comma separated value (CSV), American Standard Code for Information Interchange (ASCII) text tab delimited, ASCII text fixed record, eXtensible Markup Language (XML), and other formats as mutually agreed between GSA and Qwest.

When downloading the data, a window will open to help guide users through the process. Users can download one page or all of the pages in Adobe Acrobat (.pdf) or they can download one page or all the pages as a report or table in Microsoft Excel (.xls). All documents will have the same consistent title page, including the title, date of report run, discrepancy report type, and date when the documents apply.

3.12.7.3 Monthly Inventory Management System Reports (comp_req_id 156, 150, 129)

Qwest will provide monthly reports on Networkx inventory management to the GSA Networkx Program Management Office (PMO). These reports will reflect the overall management of inventory management and control. Qwest will include:

- A report on the security of the Networkx inventory system
- A report on the performance of the Networkx inventory system
- A report on the status of the Networkx inventory system

At the time of Networx contract award Qwest will provide the Government all user documentation (see Appendix 14) needed for secure web-based query access to the Networx inventory information via the Qwest Control Networx Portal. This documentation will be updated as needed to address changes to the database interface, but not more than once every two calendar months, unless with the express consent of the GSA PMO, as noted in Section F, ID 81 and [REDACTED] [REDACTED] rather than the GSA COR as designated in Section C.3.8.4.1.1.1. Recognizing that there is a discrepancy in the current requirements, Qwest will obtain such consent from GSA's authorized representative as directed by the Contracting Officer. Documentation will be delivered to the Networx subscriber Web site using the media, transport, and format identified in **Figure 3.12.7-5**.

Figure 3.12.7-5. Media/Transport/Format for GSA Inventory System Reports

Data		
Media	Transport	Data Format
Paper	<ul style="list-style-type: none"> • Fax • Courier • Postal Service 	Not applicable
CD ROM	<ul style="list-style-type: none"> • Courier • Postal Service 	<ul style="list-style-type: none"> • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Microsoft Access 2002 • Microsoft Excel 2002 • Other formats as mutually agreed between GSA and contractor
DVD ROM	<ul style="list-style-type: none"> • Courier • Postal 	
Magnetic Tape	<ul style="list-style-type: none"> • Courier • Postal Service 	
File Server	<ul style="list-style-type: none"> • Internet File Transfer Protocol (FTP) • Secure Internet File Transfer Protocol (FTPS) • Internet Hypertext Transfer Protocol (HTTP) • Internet Secure Socket Layer (SSL, HTTPS) • Other secured or unsecured transport methods as mutually agreed between GSA and contractor 	
E-mail Server	<ul style="list-style-type: none"> • Internet e-mail – Simple Mail Transfer Protocol (SMTP) • Encrypted Internet e-mail • Other secured or unsecured transport methods as mutually agreed between GSA and contractor 	<ul style="list-style-type: none"> • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Microsoft Access 2002 • Microsoft Excel 2002 • Other formats as mutually agreed

Qwest will deliver the initial reports to GSA within 10 business days of the calendar month in which the first SOCN is delivered. Updates will be provided monthly within 10 business days of the end of the calendar month. These reports will be consistent with RFP Sections C.3.3.3.2 Security Management and C.3.9 Operational Support Systems, and delivered to the appointed GSA COR. Qwest's monthly reports will contain:

- Security information
- OSS performance information
- Record counts
- Changes in record counts from the last month's report
- Number of GSA and Agency queries
- Number of GSA and Agency copy requests

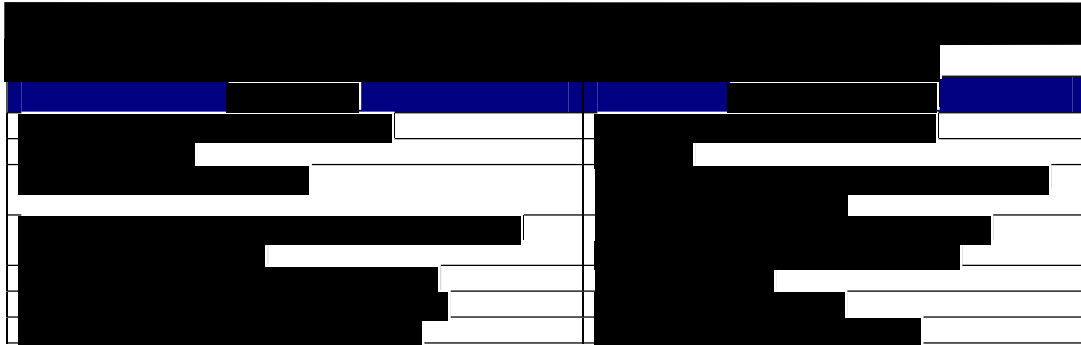
All documents will have the same consistent title page to include the title, date of submission, version of query interface for which documentation applies and the date of the report.

3.12.7.4 Potential Complexity (L.34.2.3.12.4 (c))

Qwest understands the potential complexity of interfacing with GSA and Agencies when resolving discrepancies. Qwest believes the most critical aspect of any network deployment and ongoing management lies in effective communications between all stakeholders.

The Qwest Quality Assurance and Control Team, with oversight by the CPO, will have the responsibility to resolve all discrepancies.

Qwest is prepared to manage the complexity of the customer/Qwest relationship by interfacing with Agencies and GSA when resolving discrepancies as indicated in [REDACTED]



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

Qwest will track comments while completing the analysis of discrepancies. Qwest’s CPO will manage disputes and ensure that status notifications are sent to the Agency via the Portal or other preferred method of communications. Inventory disputes will be treated in the Portal as “other inquiries” to differentiate it from repair tickets.

To limit any issues surrounding inventory discrepancy resolution, Qwest will perform the following tasks:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

3.12.7.5 Effective Communications (L.34.2.3.12.4 (d))

With careful planning and rigorous attention to detail, discrepancies in the Networx Inventory Database should be minimal. Qwest has designed systems and processes specifically for Networx to ensure inventory integrity. However, in the event of a discrepancy, the process to effectively communicate to bring about an agreed upon solution involves two stages. Stage 1 begins with the recognition of a discrepancy. This will be the result of discrepancy reports run by either Qwest or GSA/Agency. Once the discrepancy is identified, a "ticket" will be opened through the Qwest Control Networx Portal, and Qwest's CPO will commence the necessary analysis. Updates of the analysis and ultimate resolution will be noted by our CPO in the Portal for review by the Agency. Stage 2 will include the interaction of Qwest's CPO staff with the system, process and operations groups to address the issue and changes that may be required. Again, the resolution of the issues by Qwest's CPO will be posted on the Web Portal so that all stakeholders can be kept abreast of the resolution.

Qwest will use the Qwest Control Networx Portal to its fullest potential to open and track discrepancy tickets. If, at any point, the resolution does not seem imminent, Qwest's CPO will facilitate the necessary meetings and reviews to bring about a timely resolution. During these meetings, the agenda will be set, issues reviewed, and meeting minutes completed and distributed to all participants.

Embedded in the meeting minutes will be resulting action points assigned. Once the meeting minutes have been published and distributed, the Qwest Quality Assurance and Control Team will be responsible to schedule follow-on meetings and track all action items.

3.12.8 Summary

The Qwest Team recognizes the importance of a secure, easy-to-use inventory management capability to support GSA/Agency program management objectives. The Qwest Control Networx Portal provides the visibility and flexibility required to provide accurate inventory data in a timely manner.

Qwest's approach to providing and maintaining the inventory data is focused, controlled, and methodical. All data will reside in a secure inventory database. The inventory information can be accessed through the Qwest Control Networx Portal. The Qwest Control Networx Portal provides the visibility and flexibility required to provide accurate inventory data in a timely manner. This approach allows for straightforward management of all resources and focuses all data points in one system.

Our CPO serves as the focal point for all inventory management issues, reports, and discrepancy resolutions. Qwest recognizes the criticality of establishing an inventory database for all services. To ensure the integrity of that data, Qwest will identify specific, detailed tasks for inventory in all project for transitioning and provisioning services. In addition, Qwest will provide quality assurance oversight on all transitioned inventory data.