3.7 BUSINESS RELATIONSHIP MANAGEMENT (L.34.2.3.7; M.3.12)

> *For the Networx program to be successful, it must be easily identifiable as the preferred, practical vehicle of choice for Government communications services. In addition to our Sales and Marketing Team, each Qwest employee involved in the Networx program will work to broadly disseminate Networx services information to Agencies. The Qwest Team is fully prepared to be the Government's Full Service Provider so Networx users have the information and support they need, when they need it.*

3.7.1 Understanding of the Requirements

Promoting Networx program benefits to all Government Agencies is an integral component of a full service provider. GSA requires a Networx contractor who will furnish Government personnel with accurate, easy-to-understand information on the Networx program, including:

- Services offered
- Organizational structure
- Contractor Program Organization (CPO) Points Of Contact (POCs)
- Contact information for ordering, billing, and trouble reporting
- Instruction manuals
- Other pertinent information that may impact the daily operation of the Government and the Qwest Team partnership

The success of the Networx program demands not only a full-service provider, it requires a team that embraces the requirements and stands ready to transition the Government to the future with the present firmly in hand. The

Qwest Team moves beyond being just a full service provider. With our state-of-the-art technology, proven program management methodologies, and approach to business management, the Qwest Team is fully prepared to deliver integrated solutions and high quality service and support to the Government community.

In partnership with the Government, Qwest will provide comprehensive service and support, as we have demonstrated daily on our existing contracts with ██ ██ ████████████████████. Qwest's Spirit of Service™ reinforces our level of commitment to the Networx program.

The Qwest CPO, the Qwest Networx Website and our Qwest Control Networx Portal are at the Government's disposal to ensure that Agencies have what they need, when they need it. Our sales and marketing groups within the Qwest CPO will work with the strength of the entire Qwest Team to ensure that Agencies have information on the latest available product technology enhancements. In addition to the CPO, the Qwest Control Networx Portal, accessible via our public Networx Website www.gsanetworx.com, will be a supplemental source for daily status pertaining to ongoing projects and service delivery activities (the primary interface will be with the CPO). In addition to the Website, subscribing Government users may call Qwest at 1-866-GSA-NETWorx (1-866-472-6389) in the U.S. and non-domestic users may contact Qwest via our Universal International Freephone Number (UIFN) or our International Toll-free Service for nonparticipating UIFN countries.

3.7.1.1 Responses to Narrative Requirements

Figure 3.7.1-1, General Narrative Requirements, identifies RFP requirements and associated proposal response locations.

Figure 3.7.1-1 General Narrative Requirements

comp req_id	RFP Reference			
10390	C.3.4.3.2.1			
10416	C.3.4.3.2.4			

3.7.2 Business Relationship Organization

3.7.2.1 Organization

Qwest is a leading provider of voice, video, and data services. ▮▮▮▮ ▮▮▮▮▮▮▮ company employees are committed to the Spirit of Service™ and to providing world-class services that exceed customers' expectations for quality, value, and reliability. Qwest's broadband network, designed with the latest advances in network technology for speed and efficiency, ▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮, enabling new products and services that benefit businesses and consumers worldwide. Qwest's industry-leading network reaches the last mile across 14 Midwestern and Western states where we operate as the ILEC. Through our acquisition of OnFiber in September, 2006, Qwest ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ is ranked #41 on the Washington Technology Top 100 Federal Prime Contractors List for 2006.

Qwest Government Services, Inc. (QGSI) specializes in migrating and managing large complex networks. QGSI combines excellence in systems engineering with outstanding program management in several large Government programs▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

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Ms. Diana Gowen, Senior Vice President and General Manager of QGSI, has more than 25 years of experience in the telecommunications industry as a senior executive ██████████████████████████ where she led programs supporting DoD and other Agencies with complex communications solutions. Under the supervision of Ms. Gowen, Qwest QGSI will provide a CPO dedicated to delivering Networx services while leveraging our commercial shared services infrastructure to reduce costs. Ms. Gowen reports directly to Mr. Thomas Richards, Executive Vice President, Business Markets Group for Qwest.

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3.7.2.2 Resources

Qwest has the right human resources, tools, and capabilities to manage the Networx relationship.

3.7.2.2.1 Human Resources

At Qwest, our human resources and the Spirit of Service™ culture are our most defining differentiators. Qwest has a comprehensive roster of telecommunications professionals who have centuries of combined Government experience, throughout our account management, operations, billing, contracts, and engineering groups. These skilled professionals have extensive Agency-specific and FTS-specific experience. Numerous Qwest personnel are seasoned veterans of ██████████████████████████████ ██ ████████████████████████████

Our goal is 100% customer satisfaction. In our attempt to achieve this objective, we have established relationships with several companies to enhance our ability to provide full-scope problem resolutions and on-time solutions/systems support. Qwest, with our teammates, has broad service coverage and knowledge of the telecommunications needs of all Government Agencies. ████████████████████████████████ ██ ████████████████████████████████████ ████████████████████████████████████ ██ ██ ██ ██ ████████████████████████████████

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Additionally, these companies within the Qwest Team will be involved in joint planning and sales/marketing sessions and will be part of the Qwest Team's marketing strategy to the Government.

Qwest has a Networx Marketing group within our Sales and Marketing Organization that is experienced in branding and marketing programs as well as messaging to key markets and customers. As detailed in Section 3.7.3.1, Qwest also has an aggressive approach to market the Networx program This approach brings together the resources of the CPO and the Sales and Marketing Organization with engineers from different organizations to ensure that Agencies are well informed.

3.7.2.2.2 Communication

The Qwest CPO is available via a comprehensive set of communication channels including the Qwest Networx Website (www.gsanetworx.com), Qwest Control Networx Portal, and 1-866-472-6389 (1-866-GSA-NETWorx). These channels will provide accessibility and availability around-the-clock for domestic and non-domestic based agencies to the Qwest CPO and Networx related resources and information.

3.7.2.2.3 Information Resources and Tools

Qwest has a long history of providing Agencies with systems and tools to provide them access to the Qwest information resources related to their respective programs. Qwest will provide Agencies with information about Qwest as a Networx Enterprise provider including contract information, and product and service details through the Qwest public Networx Website. Additionally, Qwest will provide Agencies with access to the Qwest Control Networx Portal, a feature rich Web-based portal accessible from anywhere in the world. Authorized Agency users will have the flexibility to initiate service orders, open a trouble ticket, check repair status, receive applications support, and select many other customer service options at any time. Qwest will ensure that Government personnel have access to an overview of the contract, a list of Qwest's available services, Qwest's organizational structure, and key points of contact. Qwest will also provide various conduits for ordering, billing, and trouble reporting, as well as instruction manuals and other information important necessary for the daily functioning of the Qwest/Government relationship.

3.7.2.3 Strategies

The Qwest Team's objective is to deliver solutions to GSA and Agencies that will satisfy the GSA's Networx Program goals for:

- Service continuity
- Highly competitive prices
- High quality service
- Full service vendors
- Operations support
- Transition assistance and support
- Performance-based contracts

Qwest's Networx strategy is built around the combination of our core strengths in Program Management, Convergence, Communications Services, the Qwest Control Networx Portal, our Networx Website, and our Spirit of Service™.

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3.7.2.4 Practices

Qwest practices create a framework for all employees to understand and execute the mechanics of providing value-added services to Agencies. Qwest practices in Program Management, Account Management, Customer Service, and Operational Support Systems will directly benefit and enrich the Government's service experience. █████████████████████████ ████████████

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3.7.2.5 Policies

The Qwest Spirit of Service™ cannot be sustained without adhering to our ethics and business conduct standards. The Qwest Corporate Ethics and Compliance office has overall responsibility for the implementation, maintenance, and interpretation of the Qwest Code of Conduct and Corporate ethics policies. All employees are required to complete █████████████

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3.7.2.6 Processes and Procedures

The Qwest Team is committed to providing superior service to the Government. A key component of providing this superior service is establishing repeatable processes and procedures that will ensure nothing is left to chance. We have established and staffed the Qwest CPO for the Networx program, which will oversee all processes and procedures for the program from presales to billing and maintenance. The Qwest CPO began active preparations for the Networx program award in early 2006. Qwest, along with our team members, has selected highly qualified individuals with substantial subject matter expertise to fill key Networx functional support areas. ████████████████████████ the Qwest CPO will provide focused management, monitoring, and oversight for resources within each functional support area. Appendix 8 of Qwest's proposal details key policies and procedures relevant to the Networx program. Additional detail is provided about the key functions of the Qwest CPO in Figure 3.1.2-3 of Section 3.1, Program Management within this Qwest proposal.
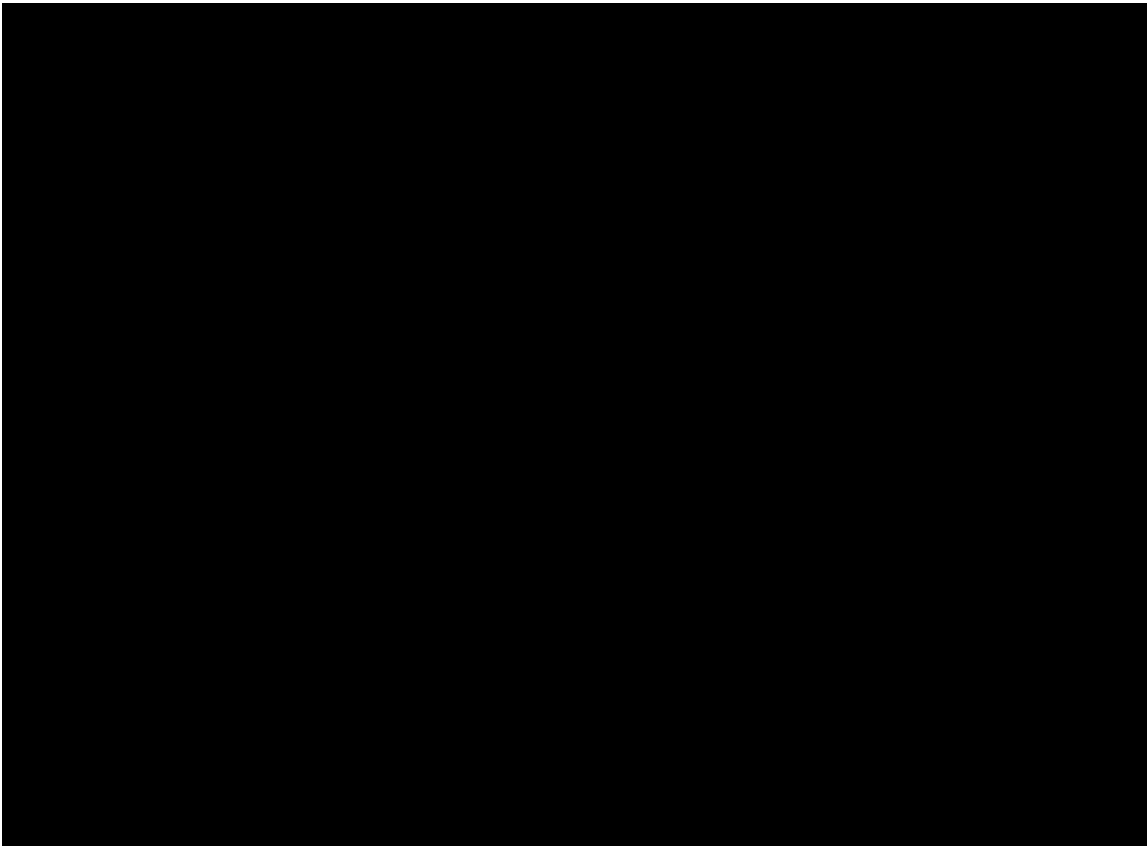
To meet our commitment, we have developed specific training on the processes and procedures for each of the functional areas identified in Figure 3.7.2-3. This training will define requirements and provide personnel with clear direction on how to perform their Networx responsibilities. Qwest recognizes that it is not sufficient to merely train our staff on procedures. Policies and procedures must be integrated into daily operations and be easily accessible by our staff for maximum effectiveness. To achieve these goals, Qwest has automated access to our policies and procedures. Qwest maintains an Intranet repository that is widely used by all employees both for job performance and for all employee actions.

3.7.2.7 Reports (L.34.2.3.7)

Qwest will provide a Networx Products and Services Report at contract award, in accordance with reporting requirements in section F of the RFP that will be made available on the Qwest public Website, www.gsanetworx.com. This initial report will be revised by Qwest within 15 business days of GSA comments. We will also update this report semi-annually and within 30 calendar days of any contract modification.

Through the Qwest Control Networx Portal, Government users will also be able to generate their own ad hoc reports using Qwest's standard portal reporting feature. Qwest will continue to foster our robust Government business relationship through our strong corporate commitment to accurate reporting and information management.

3.7.3 Business Relationship Capabilities (L.34.2.3.7)

3.7.3.1 Methodology for Contract Advertising, Service Selection Support, and Other Supporting Tools (M.3.12(a))

The Networx contract is the Qwest Sales and Marketing Team's #1 priority. Qwest understands GSA's mission for the program and will be an active partner in the promotion of its value to Government Agencies. ▮▮▮

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3.7.3.1.1 Promoting the Networx Contract (L.34.2.3.7(a))

The Qwest Team will employ several promotional strategies to advertise the benefits of the Networx program, ████████████████████
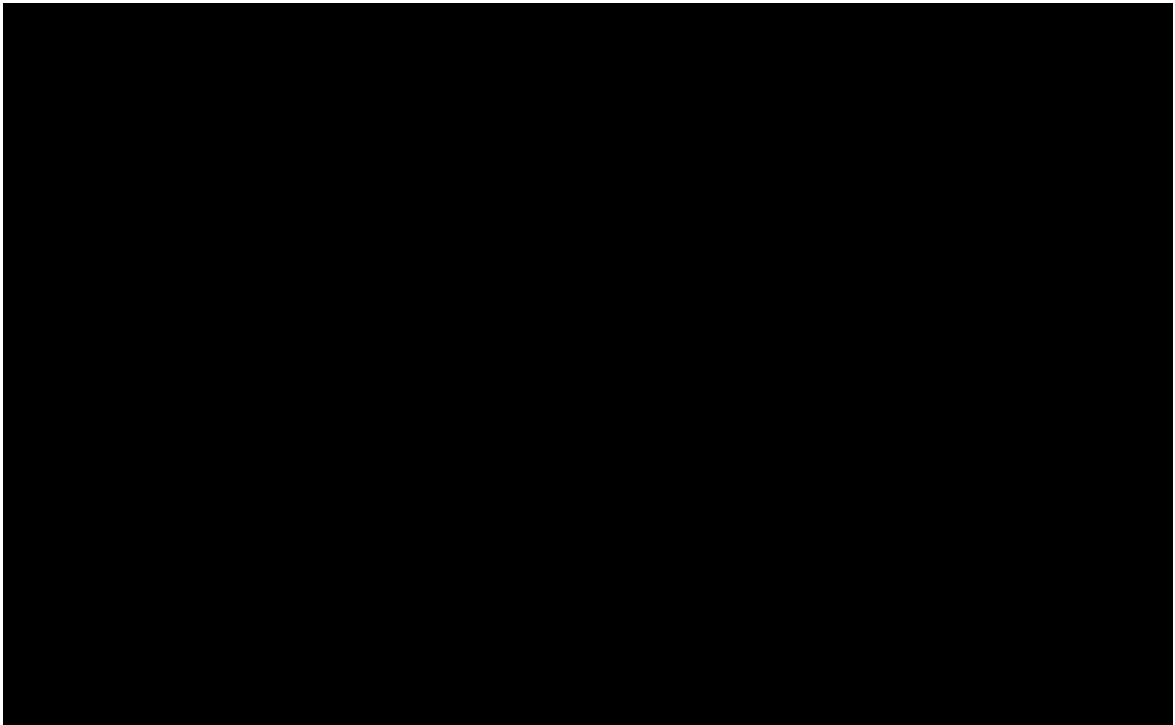
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[Table content redacted]

3.7.3.1.2 Selecting Optimal Networx Service (L.34.2.3.7(b))

The Qwest CPO will leverage our proven Government contract and account team/customer relationship expertise to ensure that Agencies receive individualized attention. ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ the Qwest CPO,

Account Teams, and Engineers will work together to provide optimal services to each Agency.

In addition to the support provided by the CPO, the engineers in our Service Optimization Group will manage network access and backbone capacity. This group will use proven tools and methodologies to address the challenges of managing, deploying, and maintaining a large telecommunications network. Qwest's capacity planning tools and methodology will optimize bandwidth allocation and usage, while improving overall service performance for Agencies.

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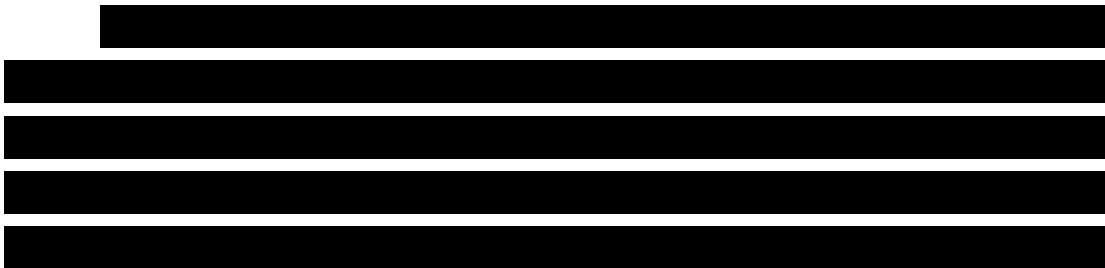
[REDACTED]

3.7.3.2 WebSite Hosting and Operations (L.34.2.3.7(c); M.3.12(b))

Qwest has a long history of developing, hosting and managing websites both internally and for customers, including the Government. For more than five years, Qwest has provided [REDACTED] with a multitude of services, ranging from Web hosting and design to professional consulting and custom engineering support. [REDACTED]

3.7.3.2.1 Website Access (comp_req_id 10390)

At contract award, Agencies will have access to Qwest's dynamic and interactive Qwest Networx Website. This public access Website will be accessible via the World Wide Web (at www.gsanetworx.com) from any computer with an Internet connection and browser. Through this online public Website, GSA and Agencies will have access to all relevant Networx information. The Qwest Networx Website is formatted logically to ensure ease of use for access to contact information across all functional areas of the Networx program.

The Qwest Networx homepage includes pull-down tabs that provide current information on Networx program information, services offered, operation and support systems, training, Contract Operational and Administrative Data (COAD), Frequently Asked Questions (FAQs), points of

contact, and other required contract information.

Also at contract award, the Qwest Control Networx Portal will be available to Agencies.

[REDACTED]

[REDACTED]

[REDACTED]

3.7.3.2.2 Confidentiality of Data (comp_req_id 10416)

As described in detail above, Qwest will provide industry-leading security for the confidentiality and integrity of Agencies' telecommunications services information. We will implement Qwest security best practices that include specific personnel, systems, and facility security controls. [REDACTED]

[REDACTED]

Qwest will partition data so that an Agency has access to only its specific data. Access to this data may be further segmented so that users view only product information for which they are authorized. The Government data and information will be accessible, protected, and secured. [REDACTED]

[REDACTED]

3.7.4 Summary

GSA and Agencies come first. This Qwest commitment will be sustained as the Networx program evolves. We will listen and respond to the needs of GSA and Agencies, and consider these requests as opportunities for us to deliver what they need when they need it. By demonstrating quality through performance, the Qwest Team will move beyond being just a full-service provider. We will deliver the right resources at the right time, to

develop the right business relationships that add substantial value for Agencies.