4.0 TRANSITION (L.34.2.4, M.3.6, comp_req_id 78)

> ***The Qwest Team has a long history of successfully implementing complex network transitions for Federal Agencies. We will apply proven performance quality management and risk mitigation processes to ensure continuity and quality of services for a transparent Networx transition. This means we comply entirely with regard to planning, notifying the Government, executing, and reporting to the Government all transition activities.***

4.1 UNDERSTANDING THE REQUIREMENT

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

4.1.1 Response to General Narrative Requirements

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

Figure 4.1-1. Summary Responses to General Narrative Requirements

Comp Req ID	RFP Reference	RFP Requirement	Proposal Paragraph
78	C.4.2.1	The contractor shall comply with the provisions of Section C.4, Transition in its entirety with regard to planning, notifying the Government, executing, and reporting to the Government all transition activities	Section 4.0
76	C.4.2.1	The contractor shall designate a person of sufficient authority and project management experience within its Contractor Program Organization (CPO) to have overall respons bility for all Networx transition project management activities	Section 4.3.1 Section 4.3.4
74	C.4.2.1	The contractor shall coordinate and exchange information on transition activities as required by this Contract with GSA and the Agencies, bearing in mind that since many Government organizations are decentralized, multiple entities within a Department or an independent Agency may perform the responsibilities of an "Agency."	Section 4.6 Section 4.4.1 Section 4.5.1
30	C.4.2.7	The contractor shall provide Notices in the media and with the contents specified for each type of notice as specified in Section C.4.3.4.1., Transition Action Notice and Section C.4.3.4.2, GO/NO GO Transition Notice.	Section 4.6 Figure 4.6.2-1
23	C.4.2.8	In those cases where a TPSP has been approved for a specific project, the contractor shall follow the approved TPSP procedures when conducting transition activities for that project.	*Section 4.6.2. Section 4.4.4*
12	C.4.2.9	The contractor shall provide the Government with reports of progress in transition execution as described in Sections C.4.3, Transition Data Requirements and C.4.4, Transition Report Requirements.	Section 4.5 Section 4.6
10	C.4.2.9	The contractor shall begin reporting on transition no later than one week following acknowledgement of its first Transition Order by providing GSA two transition reports: (a) Weekly Transition Planning Report of transition planning and preparation (b) Weekly Transition Execution Report of progress in transition execution.	Figure 4.6.2-1
8	C.4.2.9	Concurrent with the weekly reports to GSA, the contractor shall provide to each Agency the same information for only the Agency's locations and services, unless the Agency requests that transition reporting to it be discontinued or suspended.	Figure 4.6.2-1
6	C.4.2.9	Additionally, the contractor shall comply with any reporting and requirements identified in an approved TPSP.	Figure 4.6.2-1

4.1.2 Response to Service-Specific Narrative Requirements

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

Figure 4.1-2. Summary Responses to Service Specific Requirements

Comp Req ID	RFP	RFP Requirement	Proposal Paragraph
75	C.4.2.1	The contractor shall provide management, planning, and field personnel sufficient in number and qualifications to ensure that transition activities are completed as ordered.	Section 4.3.1
72	C.4.2.2	The contractor shall develop and provide a Transition Management Plan (TMP) that shall include the project management of all transition activities for all services, provisioned and non-provisioned, provided by the contractor	Section 4.2 Section 4.3
65	C.4.2.2	The contractor shall identify any special technical requirements such as those described in the narrative below this table	Section 4.4.4 Section 4.3.3 Section 4.4.2
63	C.4.2.3	When requested by an Agency, the contractor shall develop and	Section 4.4.7.5

Comp Req ID	RFP	RFP Requirement	Proposal Paragraph
		provide an Agency-Level Transition Plan (ALTP) that shall inc lude the project management of all transition activities pertinent to a particular Agency for all Transition Orders the Agency has placed with the contractor.	Figure 4.4.7-3
59	C.4.2.3	The contractor shall describe plans to meet special technical requirements such as a. direct station-to-station dialing; b. private dialing plans	Section 4.4.4
58	C.4.2.4	The contractor shall develop and provide, at no cost to the Government, a Transition Project Specific Plan (TPSP) for all transition activities that are required by an Agency to be managed as a Transition Project unless the TPSP requirement is waived or changed by the Agency in writing.	Section 4.2.2
52	C.4.2.4	The contractor shall describe plans to meet special technical requirements such as a. direct station-to-station dialing and b. private dialing plans	Section 4.4.4
51	C.4.2.5	Beginning with the information provided by the Agency, the contractor shall compile and maintain a Transition Inventory of all incumbent contractors' services by location, including those for which the contractor is also the incumbent, that are to be transitioned to the contractor's services.	Section 4.5
48	C.4.2.5	The contractor shall obtain from the order, supplemented by other Government sources, or by means of a site visit all information on incumbent telecommunications services needed to transition services whether or not that information is specified as a Transition Inventory data element in Section C.4.3.3.1, Transition Inventory Data.	Section 4.4.2
47	C.4.2.5	The contractor shall include in the Transition Inventory all information needed to complete the transition activity including, as a minimum, the elements identified in Section C.4.3.3.1, Transition Inventory Data.	Section 4.5.2
45	C.4.2.6	The contractor shall accept and maintain the transition data elements as specified in Section C.4.3.2, Agency Data provided to contractors.	Section 4.5.2
43	C.4.2.6	The contractor shall identify within seven (7) calendar days of issuing an Order Receipt Acknowledgement (see Section C.3.5.1, Direct Ordering) the specific individual who has primary and direct responsibility for the project management of the activities required to complete that order and authority to serve as a single point of contact to the Government for the completion of the order.	Section 4.6.2.1
42	C. 4.2.6	The contractor shall coordinate all information-gathering needed to complete ordered activities with Agencies, Agency components, or other Agency service providers identified by the Agency.	Section 4.6.2.1
41	C.4.2.6	The contractor shall coordinate traffic routing and management at user locations.	Section 4.5.1
40	C.4.2.6	The contractor shall coordinate all desired on-site visits to user locations needed to complete ordered activities with Agencies or Agency components, LGCs, and other Agency service providers identified by the Agency.	Figure 4.3.1-3 Section 4.5.3
39	C.4.2.6	Where switched access is used, contractor shall place PIC orders with the access service provider and report the access status in the Weekly Transition Planning Report to GSA and the Agencies as specified in Section C.4.4.1.1, Weekly Transition Planning Report	Section 4.6.2.1
38	C.4.2.7	The contractor shall ascertain the readiness of all involved parties and include that information in all Transition Notices.	Section 4.4.7.5, Figure 4.4.7-3 Section 4.6
36	C.4.2.7	For each future scheduled transition event (or project, if requested by the Agency), the contractor shall provide 60-days prior to the event a Transition Action Notice to alert GSA, the Agency, the LGC and the incumbent contractor of projected and planned future transition activities including any changes in earlier schedules, and to advise recipients of actions required to complete transition.	Figure 4.4.7-3 Section 4.4.7.5
35	C.4.2.7	If any of the information in the Transition Action Notice changes, the	*Section 4.6.3*

Comp Req ID	RFP	RFP Requirement	Proposal Paragraph
		contractor shall provide an update to GSA, the Agency, the LGC, and the incumbent contractor within a week of becoming aware of the change.	Figure 4.6.2-1
34	C.4.2.7	For each <u>imminent</u> scheduled transition event (or project, if requested by the Agency), the contractor shall provide a GO/NO GO Transition Notice to GSA, the Agency, the LGC and the incumbent contractor not less than 24 hours before each scheduled cutover or other significant transition activity indicating whether the status is "GO", that is, all is in readiness and activity will proceed as scheduled or "NO GO", that is, activity will not proceed as scheduled.	Section 4.6.2 Section 4.6.3 Figure 4.6.2-1
32	C.4.2.7	The contractor shall provide a NO GO Transition Notice to GSA, the Agency, the LGC and the incumbent contractor as soon as possible after becoming aware that the activity will not proceed as scheduled.	Section 4.6.2 Section 4.6.3 Figure 4.6.2-1
31	C.4.2.7	If any of the information in a GO/NO GO Transition Notice changes, particularly status, the contractor shall provide an update to GSA, the Agency, the LGC, and the incumbent contractor by phone or email as soon as possible.	Section 4.6.2 Section 4.6.3 Figure 4.6.2-1
29	C.4.2.8	The contractor shall coordinate and manage workflow between elements of the contractor's organization, subcontractors, and access providers as needed to complete transition activities within the required service provisioning intervals.	Section 4.6.2.1
28	C.4.2.8	The contractor shall designate a representative for each location where ordered activities are to occur and ensure that this representative be available to communicate with the Agency's LGC prior to, during, and immediately following these activities to answer any questions related to the transition activities at the location(s) for which the contractor's designated site representative is responsible.	*Section 4.6.2.1*
27	C.4.2.8	The contractor shall coordinate transition activities with the incumbent contractor to minimize any disruptions of service.	Section 4.3.3
26	C.4.2.8	The contractor shall coordinate traffic routing and management at user locations.	Section 4.5.1
25	C.4.2.8	The contractor shall coordinate with the LGC and other Agency service providers (e.g., PBX, network management, information system) as needed to complete transition activities including ordering of access.	Section 4.6.2.1
23	C.4.2.8	In those cases where a TPSP has been approved for a specific project, the contractor shall follow the approved TPSP procedures when conducting transition activities for that project	Section 4.4.4
21	C.4.2.8	The contractor shall ensure adequate management and planning staffs and the field personnel staffs are on-hand as needed to complete transition activities.	Section 4.3.4
20	C.4.2.8	When ordered by the Government, the contractor shall work with the incumbent contractor to establish gateways or other interconnections between the contractor's network and the incumbent's network so that calls (e.g., 700 numbers) may be completed across network boundaries in both directions until the last site is successfully transitioned.	Section 4.4.4
19	C.4.2.8	The contractor shall complete any number conversions that are required to complete calls in either direction through gateways	*Section 4.4 Section 4.4.4*
18	C.4.2.8	The contractor shall meet special technical requirements such as: a. Direct Station-to-Station Dialing, b. Private Dialing Plans.	Section 4.4.4
13	C.4.2.8	If the service does not pass the contractor's end-to-end verification testing as defined in Section E, Inspection and Acceptance, the contractor shall implement and follow processes and procedures to provide complete restoration to the incumbent contractor's service within 4 hours.	Section 4.4.6.1

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4.2 TRANSITION APPROACH (comp_req_id 72)

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

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

The Qwest Team's transition approach is designed to implement and transition Agency networks successfully, with minimum risk and minimum impact on department organizations, personnel, and the subscribing communities. Our proven methodology has been repeatedly and successfully used to transparently transition other Agencies to the Qwest Network. Some of these customers include the ██████████████████████████ ██ ████████████████████████████████████ Our methodology incorporates all the requirements set forth in RFP Section C.4 and has been structured around the following four areas as required in Section L.34.2.4: planning and management (4.3), transition cutover (4.4), transition inventory (4.5), and communication and reporting (4.6).

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

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

Agencies currently served by Qwest will have the ████████████

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

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██████████████████████████████████ The benefits from this approach are:

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Additionally, ██

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██████████████████████ this gives the assurance to both GSA and the Agencies that they will not be double billed for the same services.

4.2.1 Transition Goals and Objectives

The Qwest Spirit of Service™ approach to doing business encompasses a corporate-wide culture across all employee levels which

focuses on the customer's needs first. The Qwest Team will apply this principle to create a partnership with GSA and Agencies throughout the transition of services. This will ensure a seamless, timely, efficient, and transparent transition of services while minimizing risk and achieving the goals set forth in *Figure 4.2.1-1.*

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

Goal/Objective	Qwest's Transition Approach
Service Continuity	
High Quality Service	
Full-Service Vendor	
Transition Assistance and Support	

As shown in ▮▮▮▮▮▮ Qwest is ready and fully capable of supporting all of the transition requirements and timelines delineated in RFP

Section C.4. Detailed transition timelines for specific services and Agencies will be developed in partnership with GSA and the Agency project manager in conformance with RFP Section C.4 requirements.
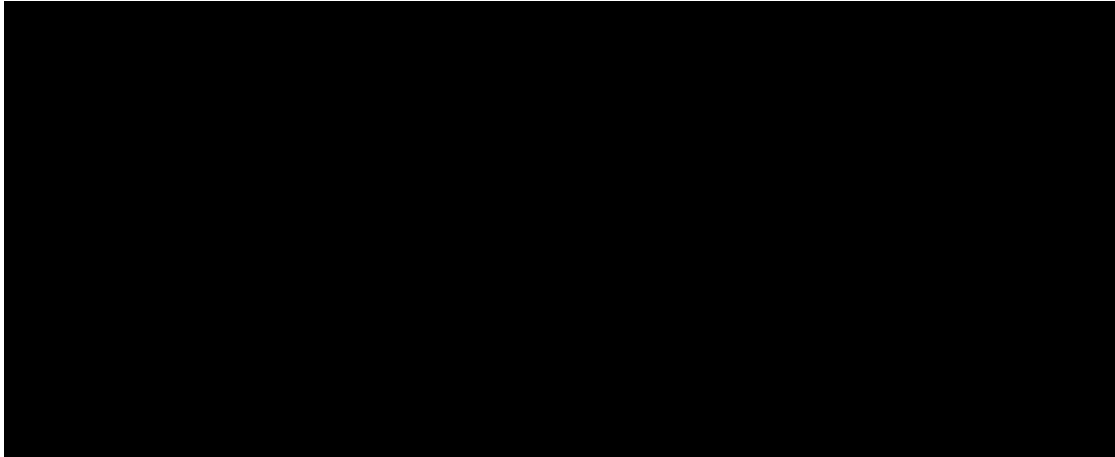
4.2.2 Approach to Transition in the Transition Management Plan (comp_req_id 58)

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

throughout the PTMP has repeatedly and successfully been used to transition Agencies to the Qwest network.

The PTMP will provide the framework for developing the final TMP, and when required, the development of ALTP and/or TPSPs. Qwest will develop and provide an ALTP that addresses the project management of all transition activities pertinent to an Agency for all transition orders the Agency has placed. ██

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4.2.3 Past Experience in Conducting Service Transitions

The Qwest Team's transition approach is based on hundreds of transition projects, both commercial and Government. ████████████ provides examples of transitions performed by the Qwest Team. In addition, Qwest has performed numerous successful transitions, of a size and complexity similar to that expected under the Networx contract, on domestic and non-domestic Agency and quasi-Government networks, such as the

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████████████████████████████ After each transition is completed, the transition team documents lessons learned that are applied during the planning phase to improve the execution phase of the next transition.

Figure 4.2.3-1. Qwest Team Representative Transition Experience.
Qwest has performed hundreds of successful project transitions for Federal, State, and local Government clients as well as commercial customers.

Quantity of Services	Type of Services	From / To	Time Required

Quantity of Services	Type of Services	From / To	Time Required

4.3 PLANNING AND MANAGEMENT (L.34.2.4.1, M.3.6 (b), comp_req_id 75)

Planning and management within transition includes identifying clear roles, responsibilities, and authority; identifying the size, scope, and

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

4.3.1 Transition Organization, Roles, Responsibilities, Authority, Relationships, and Key Personnel (L.34.2.4.1 (a), comp_req_id 75, 76, 40)

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

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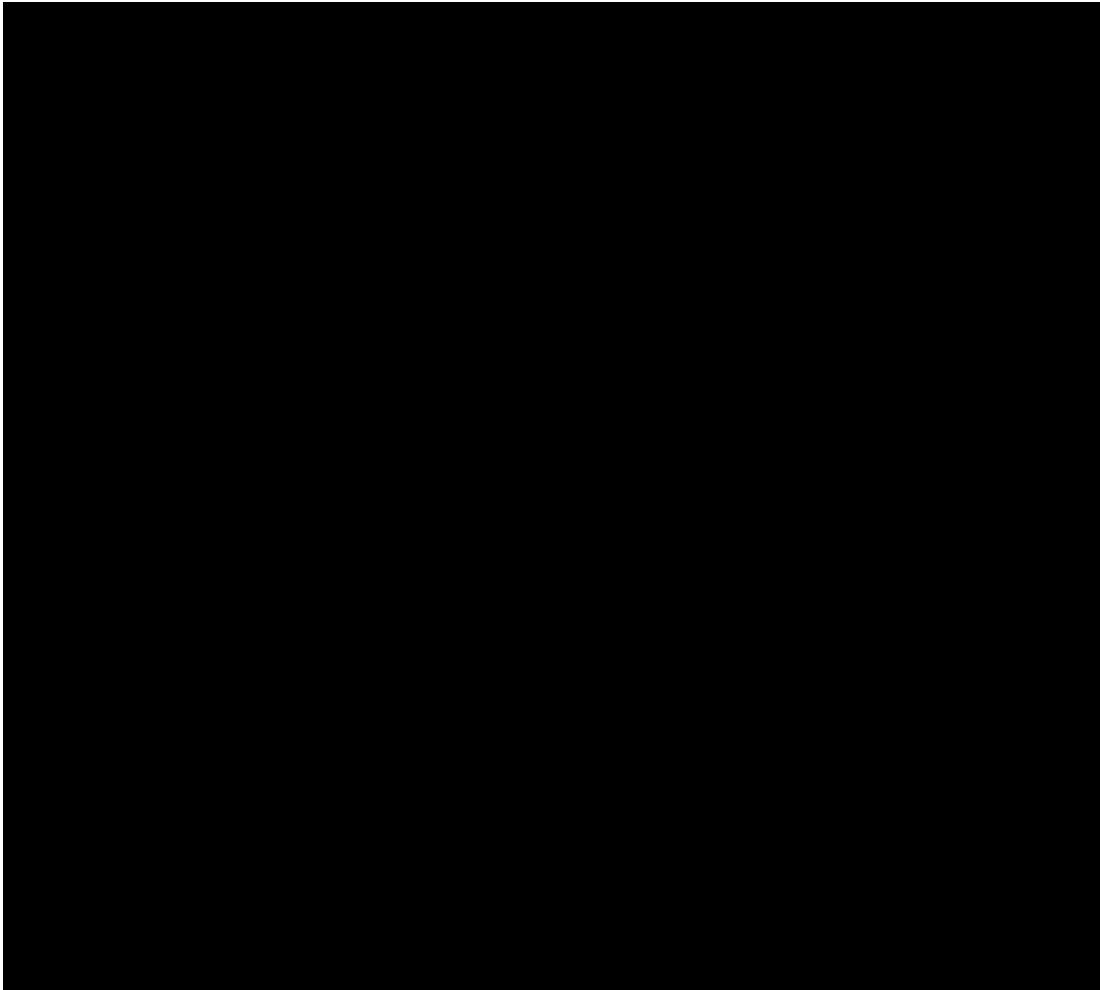
access to this extended leadership team will facilitate the timely resolution of any issues and risks escalated to her office.

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

transition projects, transition risks and issues report, project plans for upcoming transitions, and staffing and ongoing support requirements.

Roxane Rucker, Qwest Networx Program Director, leads the CPO and is the first point of escalation for the Transition Program Manager. Ms. Rucker has overall responsibility for the operation of the Qwest Networx Program. Ms. Rucker is the principal advocate for GSA and Government Agencies within Qwest and has access to the Qwest leadership team to effect a desired outcome for Networx. Ms. Rucker is the person with sufficient authority and project management experience within the CPO to have overall responsibility for all Networx transition project management activities.

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

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

███████████ has 20 years of practical, broad-based telecommunications network transition experience. He leads a team of

transition project managers that implement a wide range of telecommunications products and services including Frame Relay, Direct Internet Access (DIA), ATM, Private Line, Switched Voice, Toll Free service, Remote Dial Access, VPN, diversity, special construction (to include microwave and free space optics), and Multi-Protocol Label Switching (MPLS). ████████ has managed complex transitions for dozens of Government Agencies, including the ███████████████████

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████████ is a representative sample of successfully completed transitions.

Figure 4.3.1-2. Representative Sample of Recent Transitions Managed by Mr. LaFrance

Customer Name	Service Type	# of Sites	Accomplishments
████	████████	█	████████
█	████████████	█	██████████
█	████████	█	█████████
████	██████	█	█████████
█	██████	█	█████████
█	████	█	██████
████	████	█	█████
███	██████	█	██████

Each project manager on ████████ transition team will have the resources available to complete their transition projects in a quality manner. The project managers will have transition support specialists to assist them in

the necessary documentation and site-specific tasks required for a successful transition.

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

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

Roles	Responsibilities
QGSI Leadership Team	████████████████
Qwest Program Director	██████████████████████
Transition Program Manager	████████████████████████████████████
Project Managers	████████████████████████████████████
Transition Support Specialists	████████████████████████████

Additionally Qwest will use key partners to successfully transition services over to the Qwest network. Partners are selected based on a combination of factors including services provided, geographic coverage, and

capability. ██████████ shows each Qwest Team member and what role they will have in transitioning services.

Figure 4.3.1-4. Key Transition Team Member Roles and Responsibilities. Qwest has clear roles and responsibilities to ensure efficient management of each transition activity.

Team Member	Capabilities	Role	Responsibilities	Experience
Bell South	Global Telecommunications provider	Access provider	Combined Services, Metro Ethernet services, DSL	Local service provider of access arrangements for Qwest's customers
SAIC	• Global provider of systems engineering and integration solutions for complex IT networks and infrastructure • 43,000 employees in 150 cities worldwide	Security Services, CSDES	Design, engineering and technical support for Managed Security Services	Team member to Qwest on FTS 2001 Crossover
BearingPoint	• Global provider of strategic consulting, application services, technology solutions and managed services • Expertise in integration of technical infrastructure, application software, operational and business support systems, and networks	Program management office support, Application Hosting	Program management, CMMI, and ITIL expertise, Application Hosting Metropolitan Optical Ethernet and special access circuits in Bell South operating territory	Team member to Qwest on other Government proposals, such as the Treasury Communications Enterprise
Sprint/Nextel	Global provider of telecommunications services	CPCS services	Wireless PCS services	Extensive experience in Government communications
BT	A leading provider of communications solutions to business and Government customers in Europe, Latin America and Asia-Pac	International provider of voice and data services	OCONUS communication service, voice and data services	International voice and data communications in the government arena
NetStar-1	8(a) Certified Small Business Provider of consulting services and support	Security Services, CSDES, Multimode wireless LAN	Managed Security Svcs, Customer Specific Design Engineering Svcs, Multimode Wireless LAN	Provided technical services to GSA, DOE, etc
WireOne	• Global provider of video conferencing solutions to commercial and Government organizations	VTS, field support services, SEDS provider, maintenance	Design, engineering and technical support for Video Teleconferencing Services	Team member on other Qwest bids
Akamai	• Global leader in Content Delivery Services • 20,000 servers deployed in nearly 1,000 networks across 71 countries	Content delivery services	Content delivery services solution	Currently used in conjunction with Qwest Hosting products

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Team Member	Capabilities	Role	Responsibilities	Experience
Concert	Provider of infrastructure cabling installation, customer premise equipment deployment, and maintenance services	SEDS Installation and Wiring	SEDS installation and maintenance, premise based cabling and wiring	Team member on other work with Federal Government
GTI	Provider of infrastructure cabling installation, customer premise equipment deployment, and maintenance services	SEDS Installation and Wiring	SEDS installation and maintenance, premise based cabling and wiring	Team member with work under GSA for services support
Fiber Tower	Provider of mission and business critical transport solutions, including backhaul and premise access services, to major wireless carriers, enterprises and Government Agencies	Broadband wireless service	Wireless Local Loop Provisioning	Broad commercial experience
Hawaiian Telcom	Local phone service, long distance, high-speed internet, and wireless services	Access Provider	Special access circuits in Hawaiian Telcom operating territory	Provided local loops for various Qwest customers
Hughes Network Systems	Global leader in providing broadband satellite networks and services	Satellite services	Embedded Satellite services	Extensive experience in federal government communications
Lucent Technologies /Alcatel	• Provider of mobility, optical, software, data and voice networking technologies • Comprehensive network design, integration, planning and deployment capabilities	MMWLAN	Design, engineering and technical support for multimode wireless LAN	Current Qwest provider under several existing Federal contract agreements.
LCN	Experienced provider of high-speed wireless communications, specializing in end-to-end custom broadband solutions using satellite and microwave	Providing broadband wireless communication facilities/networks, including site surveys, spectrum searches and obtainment, designing equipment configurations, installation services and implementation	Wireless Local Loop Provisioning	Extensive experience in federal government communications
SES Americom	Global leader in geosynchronous communications satellites	Satellite access arrangements	Satellite Access arrangements	Well established company providing communications service to the Federal Government

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Team Member	Capabilities	Role	Responsibilities	Experience
Time Warner Telecom	CLEC	Access Provider	Local Loop Provisioning	Provided local loops for various Qwest customers

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

4.3.2 Transition Scheduling Approach (L.34.2.4.1(b), comp_req_id 27)

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

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

Throughout the transition of services, the Qwest Team will perform site visits, site preparation, installation and cutover activities. These activities will be scheduled in close coordination with the Agency and incumbent contractor points of contact to ensure there is no disruption of service. A Transition Project Manager will coordinate closely with the Agency POC to understand all Agency requirements, including the priority of locations, date completion goals, Agency black-out periods and service continuity requirements. The

Qwest Team's goal throughout the scheduling process is to ensure that services are scheduled and cutover in an efficient manner that minimizes impact on end users, including minimizing any disruptions of service.

4.3.3 Planning Process (L.34.2.4.1(c), comp_req_id 65, 27)

The Qwest Team's normal transition process is planned around ▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ These Qwest processes easily overlay into the Networx transition requirements of planning and management, transition cutover, transition inventory, and communications and reporting. As shown in *Figure 4.3.3-1* and detailed below, each phase has specific activities that are performed in partnership with the customer to ensure a smooth transition of services.

The execution of the ▮▮▮ and ▮▮▮ phases, as well as the site visit and site preparation phases, correspond directly to the planning and management and transition inventory requirements as stated in L.34.2.4.1 of the RFP. The cutover and service acceptance steps in the ▮▮▮ phase correspond to the transition cutover requirements in L.34.2.4.2. The communications and reporting requirements in L.34.2.4.4 will be met during each of the applicable phases.
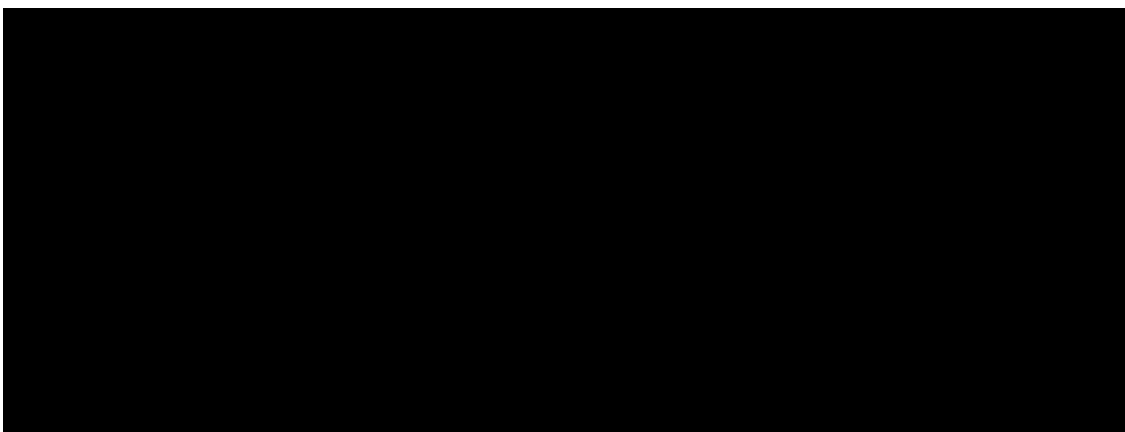
As each transition is completed throughout the project lifecycle, the Qwest Team documents lessons learned to ensure they are applied to future transitions.

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4.3.4 Scope and Size of Transition Effort (L.34.2.4.1(d), comp_req_id 21, 76)

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

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

Qwest has a pool of ████████████ trained and experienced project managers for Networx transition. The Qwest project managers are experienced in managing transitions of all types of services offered, including legacy transport, IP based transport, security services, applications, and equipment, both nationally and internationally. Qwest project managers are

trained on all Networx products and ███████████████████████████████
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The Qwest Networx Customer Support Office (CSO), which includes a team of ██ service ordering, billing, and customer service personnel, is the primary customer service office for the GSA and the Agencies. However, the Networx CSO is only one of many Qwest customer service offices around the country. Because our customers have a nationwide presence, Qwest has strategically located our customer service personnel in areas where they can effectively respond to customer needs. ████████████████████ ██████████████████████ ██████████████████████ ██████████████████████ ████████████████ ████████████████ ██████████████████████ ██████████████████████ ██████████████████████ ██████████████████████ ██████████████████████

██ This depth and breadth of experienced employees, and our top-down control management process, ensure that adequate management and planning staffs and the field personnel staffs are on-hand as needed to complete transition tasks. ███ ███ Through the expertise of our Qwest Training Team, we are equipped with the tools to quickly train additional personnel as demand dictates.

4.3.4.1 Transition Staffing Approach

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

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███████████, developed over a 20 year period, encompasses the technical aspects of specific products and associated workloads based upon years of experience in support of both highly complex, and relatively simple, high volume telecommunication services for voice data as well as many other Qwest products and services. ███████████████████████

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██████████████████████ Coupled with the QGSI hiring process and

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management overview of personnel performance, GSA is ensured of receiving thoroughly qualified personnel with the correct skill mix for the Networx transition efforts.

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

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

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Application of the ▮▮▮▮▮ to Networx requirements yields the staffing shown in ▮▮▮▮▮.

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

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▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ The Transition Program Manager will engage the Human Resources manager supporting the CPO to recruit, screen, and hire additional personnel based on our pre-defined job descriptions, minimum experience requirements and necessary qualifications.

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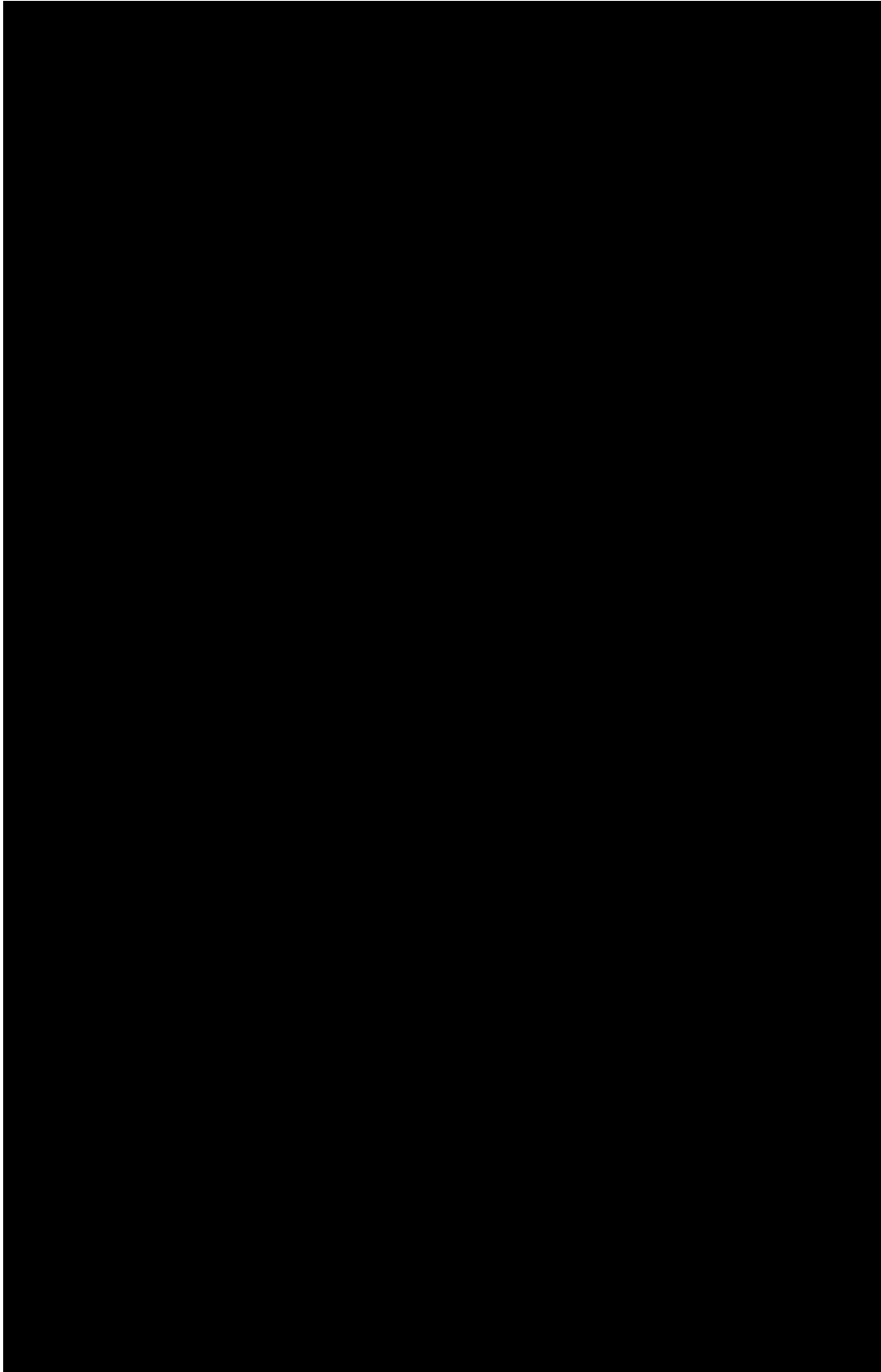
The Qwest ███████ is a real tool with real world practicality and results that ensure that field and management personnel will be sufficient in number and qualifications to perform the transition activities as required. It has been developed over the past 20 years using lessons learned and client successes such as the ████████████████████████████████████ ███████████████████████████████████

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

The Qwest Team recognizes the wide diversity of Government organizations throughout the Networx footprint, with differences in mission, geography, centralized versus decentralized management authority, security requirements, and size. Qwest prides itself on our ability to effectively communicate with our diverse Government customers. Qwest has a strong national and international service presence, enhanced national and international partnerships, and an extensive staff with expert capabilities and global reach. Through the coordination of our CPO, we will use these elements and our corporate Spirit of Service™ to establish effective communication for all transition activities.

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

Agencies and organizations that require other forms of communications and will develop appropriate processes to fill all communications needs.

## 4.4 TRANSITION CUTOVER (L.34.2.4.2, M.3.6(c), COMP_REQ_ID 19)

Transition cutover for services includes activities such as site notifications, site visits, cutover of services, and acceptance testing. Transition cutover requires close coordination and partnership with the Agencies, GSA and the incumbent contractors to ensure that each transition is performed in a manner that is non-disruptive to the users. Specifically, Qwest will work with the incumbent contractor to establish gateways or other interconnections between Qwest's network and the incumbent's network so that calls (e.g., 700 numbers) may be completed across network boundaries in both directions until the last site is successfully transitioned. The Qwest cutover management approach includes multiple provisions for effective communications and facilitation with GSA, the affected Agencies, and incumbents for complete coordination and support so that transition can occur from incumbent FTS2001 networks to the Qwest network.

4.4.1 Coordination with Other Participants (L.34.2.4.2(a), comp_req_id 74)

The primary component of the transition organization structure is Qwest's Transition Team. The team consists of a Transition Program Manager, and Transition Project Managers who are organized by service area of expertise and support designated Agencies. The Transition Team is also directly supported by other key positions within the CPO, such as Contracts, Security and Quality Assurance. The Transition Team will regularly exchange transition information related to transition planning, execution, monitoring and control with the Agency Transition Management Team at

various levels. ███████████ represents the communications channels between the Qwest Transition Team and the Agency Transition Management Team. The Transition Project Managers will interface and coordinate with the regional Agency POC as well as the various local Agency POCs as the transition project impacts their individual geographical areas.

The Qwest Transition Project Manager will have direct access to other service providers and subcontractors as required. When a new project or transition activity commences, the Qwest Transition Project Manager and team will bring the appropriate POCs and Agency stakeholders to the planning table to review the requirements and ensure all are prepared for the transition. In addition, the Transition Program Manager will ensure that project team representatives are in place from each appropriate activity before the transition begins. Each project team will have a predefined escalation process in place during the planning phase to ensure appropriate escalations are acted upon.
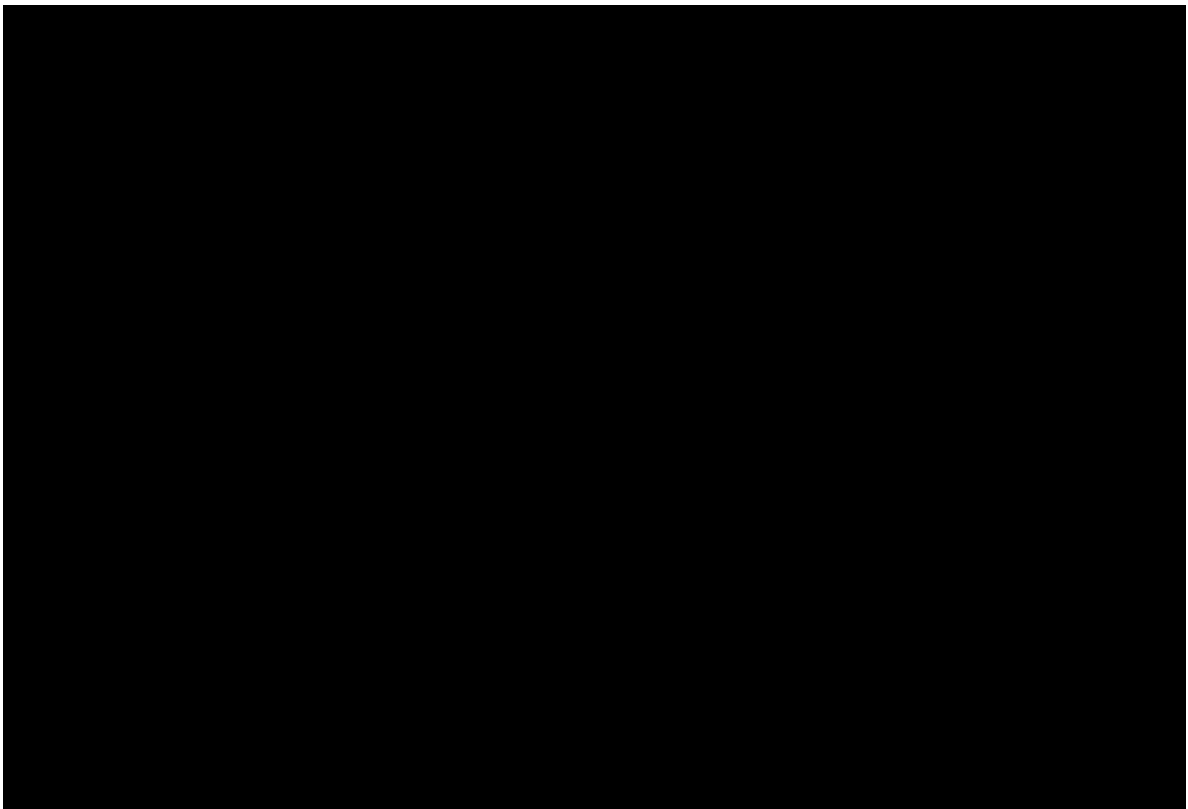
The Qwest Transition Team will also work within the Qwest CPO to coordinate the management and oversight of all subcontractors and vendors. The Qwest Team has nationwide relationships with subcontractors and vendors to lower or eliminate technical and schedule risks for Agencies.

Coordination between all participants will be detailed so that no aspect of the transition will be overlooked and all stakeholders will know the exact progress of each transition project. This coordination will be defined early in the planning process and the communication method for each Agency, department, and site will be mutually agreed upon. Qwest will coordinate the exchange of information on transition activities as required by the RFP Section C.4.2.1.

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

4.4.2 Site Visit and Preparation Process (L.34.2.4.2(b), comp_req_id 65, 48)

Key elements for preparing for and performing service transitions include:

- Analyzing available information, such as Agency provided transition inventory data/databases as per the requirements of C.4.3.2 Agency Data Provided to Contractors; Agency provided engineering, routing and

configuration data █████████████████████████████████
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- Using results of analyses to help prepare for detailed site visits, pre-populating ████████████████ to facilitate site data collection and verification, and required data as per RFP Section C.4.3.3.1.4 Record Elements – Transition Inventory Data to GSA

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

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Consolidated sites will likely require site visits, whereas single site locations may only require a telephone review with a local Government

contact (LGC). Data elements that are to be provided by Agency transition personnel or collected/verified during the site visit include:

- Location and site profile (e.g., LGC information, physical address, and shipping address)
- Access information
- Site locations (network end points and computer rooms, e.g., MDF and IDF)
- Facility infrastructure and topology, to include HVAC and power
- Floor plans and rack/cabinet layouts
- Circuit and demarcation inventory
- Equipment inventory

If Qwest is not satisfied that the site data collected telephonically is adequate to ensure a successful site transition, then Qwest will perform a physical site visit.

4.4.3 Logistical Support (L.34.2.4.2(c))

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4.4.4 Special Technical Requirements (L.34.2.4.2(d), comp_req_id 65, 59, 52, 23, 20, 18, 19)

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

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

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At the beginning of each project, the special project team will ████████

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The Qwest Team will develop comprehensive ██████████████

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

- For **direct station-to-station dialing**, during periods that transition activities are ongoing, Qwest will maintain the ability for any Networx Circuit Switched Data Service/Voice Service (CSDS/VS) user to directly dial any other CSDS/VS user who uses a 10-digit number following the North American Number Plan (NANP). Also, during periods in which transition activities are ongoing, Qwest will maintain the ability for any Networx CSDS/VS user who uses a 10-digit number following the NANP to receive calls from any other 10-digit number of a CSDS/VS NANP user.

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- For **private dialing plans**, whenever a private number dialing arrangement is ordered by an Agency, Qwest will develop and provide as part of a TPSP, a private dialing plan for stations that require contractor specific private numbers. In this case, number portability cannot be guaranteed when transitioning or migrating private number dialing arrangements. However, in numerous instances such as the 700 numbers used by the Department of Defense, private dial plans can be supported by Qwest Virtual Network Service as well as other private dial plans for stations that require contractor-specific private numbers.

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

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

4.4.5 Parallel Operations (L.34.2.4.2(e))

4.4.5.1 Operation of Services in Parallel
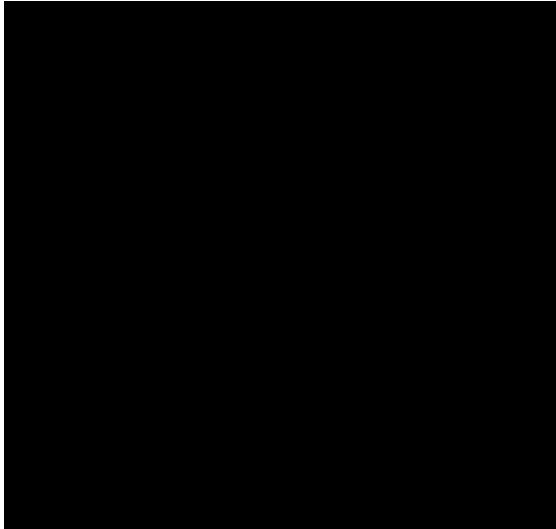
The resulting downtime

from any of these options is minimal and the original service can be restored quickly if required. ███████ ███████ shows this case.

4.4.5.2 Cutover of Services when Parallel Access is Available but the Agency Cannot Support or does not want to Operate Services in Parallel

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███████████████████ This option can also quickly fall back to the old configuration if problems arise during the transition. ████████████ depicts this scenario.

4.4.5.3 Cutover of Services when Parallel Access is not Available

The █████████████████████ ████████ is the quickest method to transfer service from the incumbent carrier to Qwest, and Qwest is experienced in managing this process closely to ensure success. This process ████████████
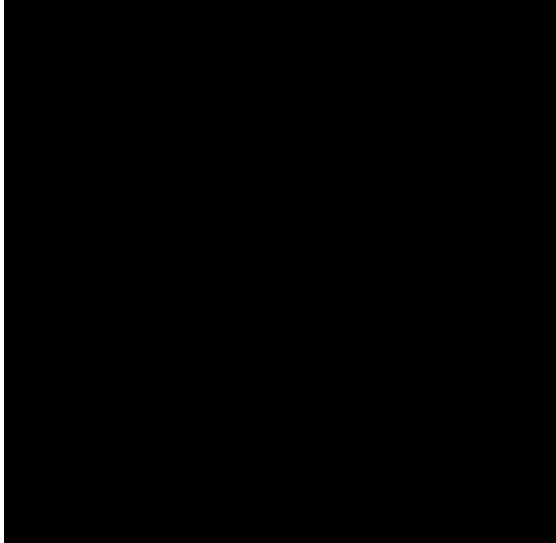
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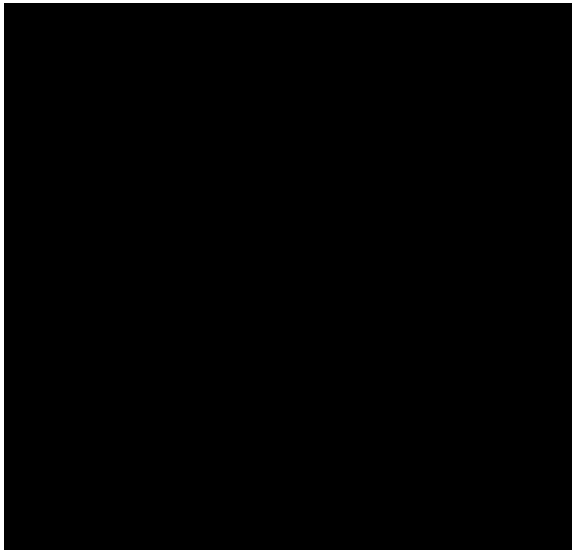
████████████████████████████ Close coordination is paramount
throughout this process. ████

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████████████████████ A fall-
back would require the LEC
technician to put the cross-connects
back in their original state. ████
████ shows this scenario.

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

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

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4.4.6.1 Defined Cutover Process (comp_req_id 13)

As described in Section 3.0 of our PTMP, each service will have a defined cutover process to include a detailed work breakdown structure (WBS). All stakeholders will review and agree upon this process during the transition planning process to ensure clear roles and responsibilities are defined. Key elements within the cutover process to ensure continuity of operations include a ███████████████████████████████████ ███ ████████████████████████████████

After transition of services, if the service does not pass Qwest end-to-end verification testing as defined in RFP Section E, Inspection and Acceptance, Qwest will notify and advise the Agency of proposed corrective actions and the estimated time to complete them. If the Agency has already experienced two or more hours of downtime, the Agency may request restoration of incumbent services. Qwest will then implement and follow processes and procedures to provide complete restoration to the incumbent contractor's service within 4 hours.

4.4.6.2 ████████████ to Ensure Sufficient Bandwidth for Failover

During the planning phase of each transition, the Qwest Team will perform a ████████████. This ████████████ is done to ███████ ██ ████████████████ For voice services, this analysis will include ████████ ██ ███████████

4.4.6.3 Use of Pilot Sites

If required, the Qwest Team will conduct a live pilot with non-production data for each Agency. This consists of one hub site (if one is available) and a field site (or many sites depending on the complexity of the

design). The pilot will demonstrate that the Qwest solution complies with Networx requirements. Every site in the pilot will have access to the full suite of services, including:

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

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

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

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

4.4.7.1 Risk Identification

Any member of the Transition Management Organization may identify issues or concerns as transition risks. GSA and Agency Transition coordinators can also identity transition risks to Qwest Transition Managers for inclusion. As risks are identified they are logged and documented by assigned Project Managers or the Transition Manager using tools in the Qwest CPO Toolkit. The Transition Manager will review all risks and either validate or reject the risk, depending upon its impact to the transition success.

4.4.7.2 Risk Analysis Prioritization and Assessment

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

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

- High – ████████████████ ████████████████
- Medium – ████████████████████████████
- Low – ████████████████████████████

Consequences are organized into three categories:

- High – ████████████████████████████████ ████████████████████████████████████

- Medium – ████████████████████████████████████

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- Low – ██

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4.4.7.3 Risk Mitigation and Management

The Transition Project Managers will develop a mitigation strategy for each risk mapping as ███████████ to reduce the likelihood and/or consequence of the risk to an acceptable level. The Qwest Transition Manager and Program Director will be briefed on the mitigation strategy and involved throughout its implementation. When necessary, the Qwest Transition Manager and Program Director can call upon the resources of

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███████████ for additional guidance in either assessing risk or in developing strategies to mitigate risk.

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

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

4.4.7.4 Risk Monitoring

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

management, collaborative work venues, risk and issue management, scheduling, resource and task management, and financial management.

[REDACTED]

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

4.4.7.5 Transition Risks and Mitigations (comp_req_id 63, 38, 36)

Using the steps shown in ██████████ above, the Qwest Team has identified several current, known risks, and has developed mitigation plans for each, as shown in ██████████

Figure 4.4.7-3. Transition Risks and Mitigation Strategies

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

4.5 TRANSITION INVENTORY (L.34.2.4.3, M.3.6(d), comp_req_id 12, 51)

The Qwest Team's transition inventory will include a complete description of the services, equipment, location data, and environmental data necessary to facilitate the transition of an Agency's services from the incumbent to Qwest. The transition inventory is also required to support transition status tracking and reporting. This transition data inventory is obtained and collected in close coordination with the Agency, GSA, and incumbent service providers to ensure an accurate listing of all data and services for the transition.

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

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

4.5.1 Transition Coordination (L.34.2.4.3(a), comp_req_id 74, 41, 26)

During the planning and management process, the Qwest Team will

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██ Each of these steps will be

accomplished in close coordination with each Agency, GSA, and the

incumbent services providers as described below:

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The Qwest Team will develop a comprehensive communications plan. This plan will be reviewed and approved by GSA with the Preliminary Transition Management Plan (PTMP). This plan will include Agency, department, and bureau briefings and reports to ensure that there is constant flow of information between the Qwest Team and all stakeholders throughout the process so that accurate data is provided and maintained.

4.5.2 Inventory Data (L.34.2.4.3(b), comp_req_id 47, 45)

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

Qwest's OSS consists of tightly integrated systems that support commercial and Government customers today. [REDACTED] 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
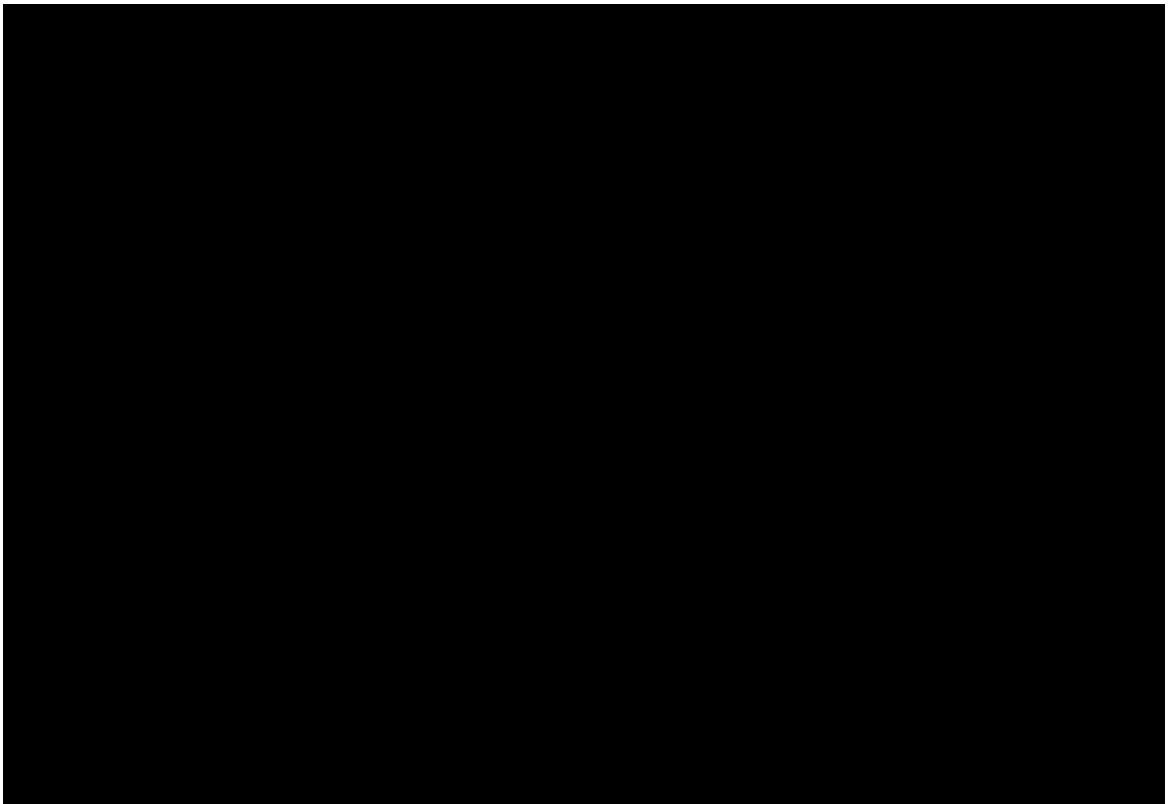
efficiencies for the customer and Qwest.

Qwest has deployed a complete set of controls including ███████ ██ ██ ██ ██████████ which ensures system applications are protected, and a robust monitoring system for managing the infrastructure.

As shown in █████████, Qwest will use our innovative Qwest Control Networx Portal to provide and maintain an inventory of services. This portal provides access for all authorized Agency stakeholders to capture, share, and distribute inventory information. The Qwest transition team will work with the Agency POCs to complete a template of current services retrieved through the Qwest Control Networx Portal. The Qwest transition team will discuss the information with the incumbent contractor and update

the form in the Qwest Control Networx Portal. At a minimum, transition inventory data will contain all information record elements of RFP Section C.4.3.3.1.4 Record Elements – Transition Inventory Data.

Qwest will accept and maintain the transition data elements as specified in Section C.4.3.2 Agency Data provided to contractors.
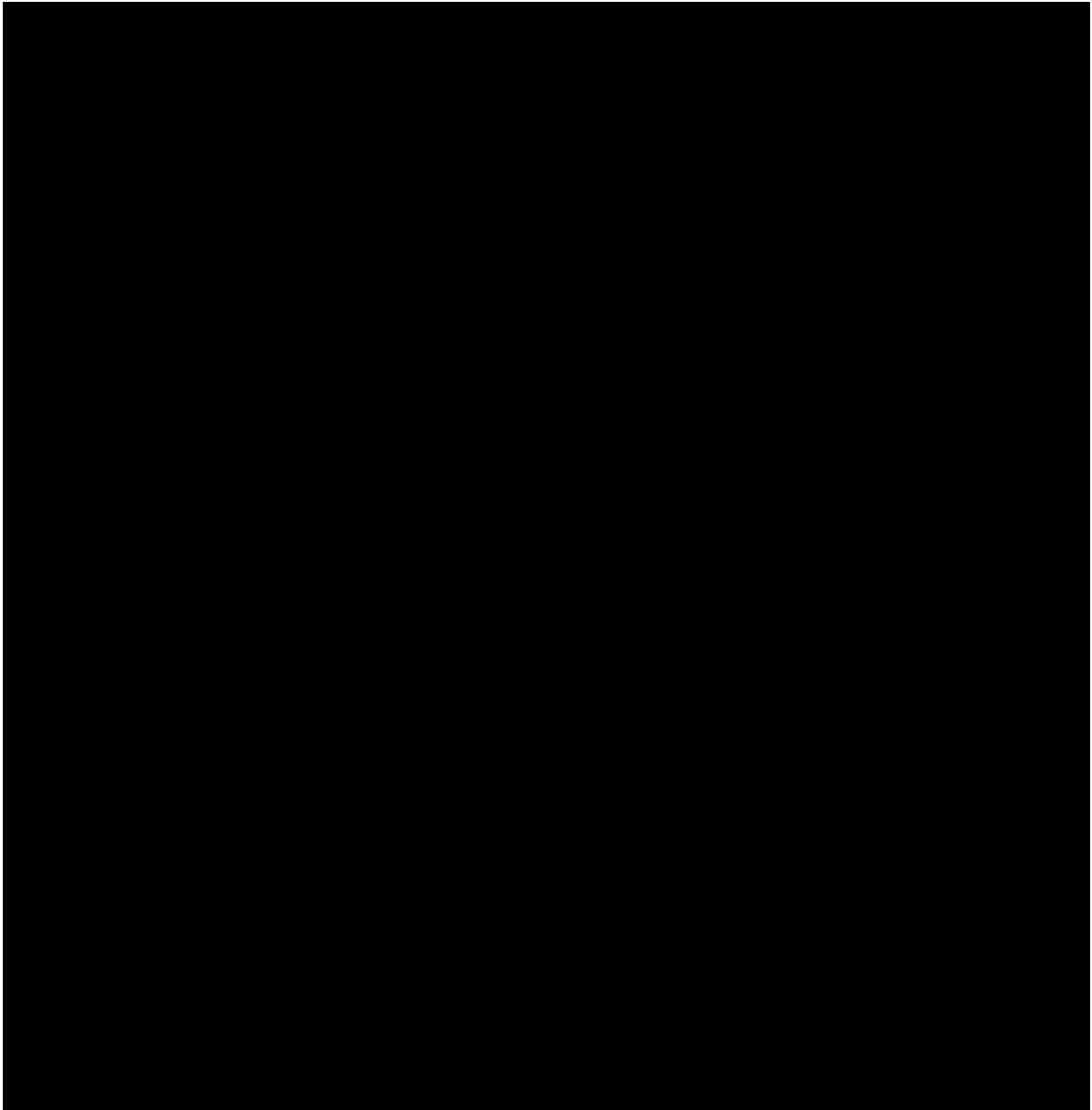
4.5.3 Information Requirements and Site Visits (L.34.2.4.3(c) comp_req_id 40)

Qwest will maintain a transition inventory that contains all incumbent's services by location. If Qwest is the incumbent, Qwest will provide the transition inventory to GSA as required. This inventory is updated and verified through site visits. Any discrepancies will be resolved prior to input in order to maintain inventory database integrity. The Qwest personnel conducting the site visit will have checklists and forms to facilitate information gathering and data accuracy. The Transition Manager, along with various assigned transition specialists, will ensure that all required data, including all required transition inventory data, is gathered during the necessary site visits. Qwest recognizes the need for complete and accurate inventory accounting as the basis for a successful transition, and has processes in place to ensure the success of these transition projects. Qwest will coordinate all required on-site visits to user locations.

4.5.4 Responsibilities (L.34.2.4.3(d))

Providing and maintaining the inventory requires all stakeholders to participate in various tasks and functions. *Figure 4.5.4-1* provides a list of stakeholder responsibilities.

Figure 4.5.4-1. Inventory Maintenance Responsibilities

Role	Responsibility
Qwest Transition Team	• Compile and maintain a Transition Inventory of all incumbent services by location, including those where Qwest is also the incumbent • In those cases where Qwest is also the incumbent, Qwest will compile and maintain the portion of the Transition Inventory pertaining to the services being provided as an incumbent at no charge to the Government. • Qwest will share the portion of the Transition Inventory pertaining to the services being provided as an incumbent with GSA and to the served Agency when requested at no charge to the Government in accordance with Section C.4.3.3.1, Transition Inventory Data • Qwest will obtain from the order, supplemented by other Government sources or by means of a site visit, all information on incumbent telecommunications services needed to transition services whether or not that information is specified as a Transition Inventory data element in Section C.4.3.3.1, Transition Inventory Data. • Qwest will include in the Transition Inventory all information needed to complete the transition including, as a minimum, the elements identified in Section C.4.3.3.1, Transition Inventory Data. • Coordinate information gathering processes and activities

Role	Responsibility
	• Qwest will manage the web interface
GSA	• Facilitate efforts between Agencies and Qwest (when required) • Assist Agencies in resolving any conflicts • Facilitate coordination with incumbent service providers
Agency	• Provide Agency-level coordination efforts • Provide LGC information • Provide strategic network infrastructure requirements* • Manage Agency/department LGCs • Provide security requirements • Decommission legacy circuits and network
Agency LGCs	• Provide one POC for each location • Provide timely responses to verbal and written queries • Provide escorts for locations as required • Interface with building owners for building site visits

*Strategic network infrastructure requirements include pertinent information for a successful transition and ongoing maintenance. When available from Agency Network Managers, this information improves efficiency of transition inventory creation and may include ███████████ ██ ███ as well as other information.

4.6 COMMUNICATION AND REPORTING (L.34.2.4.4, M.3.6(a), comp_req_id 74, 38, 30, 12)

Communications is a critical success factor in reaching the goals of an intended transition. During the transition period, Qwest will communicate with GSA, Agencies, and contractors at various Government and commercial, domestic and non-domestic locations to make sure roles and responsibilities are identified, all stakeholders understand the project plan and timeline, and open lines of communications are established. Specifically, Qwest will coordinate and exchange information on transition activities with GSA and the Agencies, bearing in mind that since many Government organizations are decentralized, multiple entities within a Department or an independent Agency may perform the responsibilities of an "Agency". With thousands of

Agency affected personnel at diverse locations, the success of the Networx program will largely depend on Qwest's ability to distribute program-related information efficiently through the Networx program communications function. Qwest makes available to all transition stakeholders and customers the reports, tools, and communications methods so the transition occurs as planned. The following sections detail Qwest's approach to mechanisms and interfaces, reports, and communications levels that will support the overall goal of providing an effective forum for ensuring the success of the transitions.

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

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

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

4.6.2 Types and Subjects (L.34.2.4.4(b), comp_req_id 10, 8, 6, 35, 34, 32, 31, 23)

The communications plan for the project includes both internal (Qwest project team) and external (Qwest to GSA and Agencies) communications in the following categories:

- **Planning** – Project initiation and planning activities. These include the task order, TMP, PTMP, ALTP, TPSP, network designs,site visits, inventory capture and validation, customer communications plans, and

meetings—in addition to information that will be available on the Qwest Control Networx Portal. In those cases where a TPSP is required by either GSA or the Agency, Qwest will perform all additional planning and coordination necessary with the Agency or GSA in order to meet the specific plan requirements. When the TPSP is approved, Qwest will follow the approved TPSP procedures when conducting the activities for that project.

- **Performance** – Project execution. This includes status reporting, progress measurement, and forecasting. Other examples include weekly transition execution reports, weekly transition planning reports, transition action notices, Go/No-Go transition notices, and other reports and status updates available on the Qwest Control Networx Portal, or any Agency-specific requested reports. These reports and notices will be provided in the media and with the contents specified in Sections C.4.3.4.1 and C.4.3.4.2. Qwest will provide weekly reports to GSA and each Agency (Agency specific locations and services only), unless the Agency requests transition reporting be discontinued or suspended.

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

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

Figure 4.6.2-1. Types of Transition Communications and Reports

Communication Element	Description	Timing
Transition Management Plan	The Transition Management Plan will provide the overall architecture for the transition to the Qwest Networx Contract. The plans will include all Project Management standard elements, including: project authorization, schedule and milestones, project management approach, project roles and responsibilities, financial	Initial: within 30 calendar days of Notice To Proceed Revised: GSA to review within 15 calendar days, followed by Qwest to revise from comments within 15 calendar days (Total 60 days) Updated: As transition operational experience is gained and/or operational

Communication Element	Description	Timing
	controls, communications plan, deliverables, change control, and quality and risk management.	circumstances change. Qwest will also update the TMP to address new or enhanced service types as they are introduced or as significant changes become necessary in the overall approach to transition.
Preliminary Transition Management Plan	The Preliminary Transition Management Plan will provide the specific methods and procedures for transitioning product types to the Qwest Networx Contract. The plan will include transition activity required for each product and Risks/mitigation strategies.	Provided with Qwest proposal
Agency Level Transition Plan	This plan identifies the project management process, procedures, and tools for a set of Networx transition activities in support of that Agency.	Initial: As required by the Agency within 45 days of request; the Agency provides comments within 15 days and Qwest submits a revised plan for approval within 15 days of receipt of Government comments (Total 75 days) Updated: As agreed with the Agencies
Transition Project Specific Plan	This plan identifies the project management process, procedures, and tools for a Transition Project. For a Transition Project, a TPSP is used rather than a Service Delivery Project Plan (SDPP) as cited in Section C.3.2, Program Management.	Initial: As required by the Agency, but no later than 30 calendar days prior to Customer Want Date
Weekly Transition Execution Report	Count of orders successfully transitioned each week.	Initial: No later than one week following acknowledgement of first Transition Order. Updated: Weekly no later than second Government business day following a weekly report period ending Sunday night
Weekly Transition Planning Report	Status of Agency Orders (Number of Transition Orders anticipated by type, and number actually received), TPSP preparation, contractor readiness, and the contractor's orders for access.	Initial: No later than one week following acknowledgement of first Transition Order. Updated: Weekly no later than second Government business day following a weekly report period ending Sunday night
Transition Action Notice	This notice alerts all concerned of projected and planned future transition activities including any changes in earlier schedules and advises recipients of actions required to complete transition. In addition the readiness for transition of all involved parties shall be ascertained and reported.	60 days prior to the event, and reissued/updated within 7 days of any change
GO/NO-GO	This notice alerts recipients to the status of imminent transition cutovers or other significant activities. The GO/NO-GO Transition Notice indicates whether the status of a scheduled transition activity is "GO", that is, all (including coordinated actions with the incumbent contractor and the LGC or site contacts) is in readiness and that the activity will proceed as scheduled or "NO-GO", that is, activity will not proceed as scheduled.	Not Less than 24 hours before each scheduled cutover or other significant activity or as soon as possible after becoming aware that the activity will not proceed as scheduled. If any information in a GO/NO-GO Transition Notice changes, particularly status, Qwest will provide an update to GSA, the Agency, the LGC, and the incumbent contractor by phone or email as soon as possble.
Service Order Completion Notice (SOCN)	The contractor will provide in the SOCN every CLIN it intends to bill for and all the data elements required to verify the correct CLIN	Upon service activation

Communication Element	Description	Timing
	has been used. Additionally, all CLINs must be provided in the SOCN even when the price is zero or the item is not separately priced.	
Site Visit Notification	Qwest will notify Agencies prior to site visits to provide adequate time for the Agency to coordinate and prepare for the visit.	As required by Agency
Transition Inventory Data	Qwest will collect and deliver inventory data as per C.4.3 Transition Inventory Data.	Initial: Sent to GSA within 90 calendar days of Notice to Proceed, Sent to Agency as requested

4.6.2.1 Other Communication Levels (comp_req_id 43, 42, 39, 29, 28, 25)

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

- **Notification to Site Personnel for Pending Services Cutover and Testing Activities:** Qwest will send a notification message to each site at least 60 calendar days in advance of the start date for cutover and/or testing activities. The message will include amplifying information in anticipation of possible questions or concerns on the part of site communications personnel. Following initial notification, a Qwest representative will contact the LGC to coordinate the details to ensure smooth flow of on-site activities.

- **Notification Procedures Using Services as Deployed Over the Life of the Contract:** Notifying LGCs of procedures for using new services will follow the above process whenever new service implementation involves Qwest site visits. Where implementation of a new service does not require a Qwest site visit, Qwest will post the new procedures on the Networx

Web site and broadcast a notification on the Web site posting. The broadcast message will include a point of contact for any questions. Prior to beginning the initial site cutover, Qwest will post procedures for site communications personnel on the Networx Web site. The Web page will include a special contact telephone number—available 24x7x365—to answer any additional questions. Each cutover notification message will reference the Networx Web site for description of procedures to be followed by site communications personnel. Site cutover notification messages will identify the Web site location and will also include the special contact telephone number. During the cutover, Qwest technicians will confirm that site communications personnel understand the procedures prior to departing the site following cutover.

- **Supporting Site Communications Personnel in the Resolution of End User Troubles during Transition:** Prior to beginning each site cutover, Qwest will establish site-specific mechanisms and processes for supporting site communications personnel in the resolution of end user troubles during transition. ███████████████████████████████████ ████████████████████████████████████ ██ ██

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

- **Customer Communication/Education:** The Qwest transition team will use an array of methods to communicate with site personnel, including face-to-face meetings, phone, e-mail, and the Qwest Control Networx Portal. The Qwest transition team will use Transition Project Managers to communicate with site POCs. The Transition Project Managers are

responsible for communicating the transition schedule and distributing site-briefing packages, which outline the solution for that site and the process that will be used to install the service. They also educate the site POCs on policies and procedures once the site is transitioned. The Qwest transition team will rely on the Qwest CPO training manager to educate the Agencies on the use of the Qwest portal as well as Networx transition processes and procedures.

Qwest will also communicate on the following levels:

- Qwest will coordinate with the Local Government Contacts (LGC) to complete transition activities, including the ordering of access (C.4.2.8)

- Qwest will designate a representative for each location where ordering activities will occur. As described in the transition organization, transition project managers or transition support specialists will be available to communicate with Agency LGC prior to, during, and immediately following all transition activities. They will be available to answer any associated questions related to transition activities for all locations as required. (C.4.2.8)

- Qwest will provide complete coordination and workflow management among elements of the Qwest organization, subcontractors, the incumbent contractor, and access providers as needed to successfully complete transition activities within required service provisioning intervals. (C.4.2.8)

- As a normal part of the Qwest transition process, managed by the Qwest Transition Manager and assigned Transition Project Managers, Qwest personnel will coordinate all information-gathering needed to complete service ordering activities with Agencies, Agency components, or other Agency service providers identified by the Agency. (C.4.2.6)

- Qwest will identify within seven calendar days of issuing an order receipt acknowledgement the specific individual who has primary and direct responsibility for the project management of the activities required to complete that order and the authority to serve as a single POC to the Government for the completion of the order. In most cases, this will be the specific Transition Project Manager assigned and will normally be shown in the TMP, ALTP, or TPSP. Where required, the information will be provided in the order receipt acknowledgement process as a normal part of the direct ordering process. (C.4.2.6)

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

4.6.3 Timing (L.34.2.4.4(c), comp_req_id 35, 34, 32, 31)

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

All of the above reports, plans, notices, and notifications will be made available in the restricted area of Qwest's Website, www.gsanetworx.com or the Qwest Control Networx Portal. If any of the information in the Transition Action Notice changes, Qwest will provide an update to GSA, the Agency, the

LGC, and the incumbent contractor within a week of becoming aware of the change.

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

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

[REDACTED]

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

[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.