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G.1 Contract Administration

The administration of this contract will require maximum coordination between the Government and the contractor. The following sections describe the roles and responsibilities of individuals who will be the points of contact for the Government and the contractor on matters concerning contract administration.

G.1.1 Government Points of Contact

Prior to contract award, the Procuring Contracting Officer (PCO) will be the sole Government point of contact. During the conduct of the procurement, only the PCO will be authorized to commit the Government. After the WITS 3 contract is awarded, the PCO may delegate contract administration authority to a General Services Administration (GSA) Administrative Contracting Officer (ACO). The GSA ACO may also delegate certain technical, management, and operations authority to GSA Contracting Officer's Technical Representatives (COTRs) and to GSA Contracting Officer's Representatives (CORs).

Upon request from the agency, the GSA ACO may further delegate contract administration authority to agency ACOs. An agency ACO will have authority in accordance with G.1.1.2. The GSA ACO will inform the contractor in writing when specified authority has been delegated to an agency ACO. The agency ACOs may further delegate certain technical, management, and operations authority to agency COTRs and CORs. The agency COTR and CORs will have authority within their respective organization only.

GSA and each customer agencies will identify Designated Agency Representatives (DARs) who are authorized to order WITS 3 services and CPE under this contract. GSA and each agency will also appoint a DAR Administrator who will maintain a current list of DARs and their ordering authorities.

The sections to follow describe the functions of the various Government contract management personnel.

G.1.1.1 Procuring Contracting Officer

The PCO will designate the GSA ACO to the contractor in writing. The GSA ACO will designate the Government personnel to whom specified responsibility and authority has been delegated under the contract. The PCO is:

Robert Clark
FAS WITS 3 Contracting Officer
General Services Administration
7th and D Streets, SW
Room 6040
Washington, DC 20407
(202) 708-6416
(202) 708-6053 (fax)
robert.clark@gsa.gov

G.1.1.2 Administrative Contracting Officer

The GSA ACO is responsible for administration of the contract. The right to issue contract revisions, change the terms and conditions of the contract, terminate the contract, exercise option renewals, and approve subcontractors will be delegated in writing to the GSA ACO. No changes in or deviation from the scope of work shall be effected without a contract modification executed by the GSA ACO authorizing such changes.

The GSA ACO is:

Name: [To be designated after contract award]
Title: ACO
Address:
Telephone No:

Communication pertaining to contract administration shall be addressed to the GSA ACO. In the event the contractor makes any changes at the direction of any person other than the GSA ACO, such changes may be considered to have been made without authority, and the Government will be under no obligation to make any adjustment in the contract price to cover any increase in costs incurred. When necessary, the GSA ACO will:

1. Serve as liaison between the contractor and the customer agencies
2. Assist in expediting orders
3. Ensure compliance with contract requirements
4. Issue final decisions and handle all disputes under the Contract Dispute Act

The GSA ACO may delegate ACO authority to an agency ACO. The agency ACO will then perform the procurement functions of negotiating changes affecting that agency and issuing service orders. Acceptance or rejection of associated deliverables also may be delegated to the agency ACO under this contract. Acceptance or rejection of deliverables may be delegated, in writing, to the COTRs and CORs by the GSA and agency ACOs.

G.1.1.3 GSA Contracting Officer's Technical Representative

The GSA ACO will appoint the GSA COTR(s), who will be responsible for the technical oversight of the WITS 3 contract. The GSA COTR(s) will monitor compliance with the technical requirements of the contract, including service performance, operations and maintenance, and trouble reporting. A letter of designation will be issued to each GSA COTR with a copy supplied to the contractor stating the responsibilities and limitations of that GSA COTR.

The GSA COTR(s) is (are):

Name(s): [To be designated after contract award]
Title: GSA COTR
Address:

Telephone No:

Each GSA COTR, in accordance with the letter of delegation, shall:

1. Ensure that the contractor's performance meets the technical requirements of the contract. The GSA COTR will regularly monitor such parameters as those discussed in the monthly *Compliance Report* (G.2.1.10).
2. Maintain verbal and formal communication with the contractor concerning aspects of contract performance within the COTR's purview.
3. Perform or cause to be performed inspections and acceptance testing necessary to ensure compliance with the performance specifications of the contract.
4. Coordinate availability of Government Furnished Property (GFP).
5. Provide for site access for contractor personnel (including subcontractors) as required.
6. Ensure responsiveness to requests for Technical Engineering Assistance.
7. Oversee Number Administration in accordance with Section C.2.1.8.

Each GSA COTR, on three working days' notice, shall be able to inspect any aspect of the contractor's technical compliance with the WITS 3 contract in accordance with Section G.1.5.

G.1.1.4 GSA Contracting Officer's Representative

The GSA ACO will appoint one or more GSA CORs, who will monitor compliance with the non-technical requirements of the contract, including sales and marketing, service ordering and billing, customer service, transition and implementation, and general management. A letter of designation will be issued to each COR with a copy supplied to the contractor stating the responsibilities and limitations of the COR.

The GSA ACO will identify the GSA COR(s) and their areas of focus after contract award. Each GSA COR, on three working days' notice, shall be able to inspect any aspect of the contractor's non-technical compliance with the WITS 3 contract in accordance with Section G.1.5. GSA CORs may issue service orders in emergencies and COOP events and at the discretion of the GSA ACO.

The types of actions within the purview of the GSA COR(s) include:

1. Ensure that the contractor's performance meets the non-technical requirements of the contract. The GSA CORs will regularly monitor such parameters as:
 - a) Customer satisfaction
 - 1) Overall customer satisfaction rating, based on survey research and direct interaction

- 2) Assessment of each dissatisfied customer
- 3) Responsiveness to maintenance and service requests
- b) Compliance with sales goals
 - 1) Revenue growth
 - 2) Growth in the number of working subscriber lines
 - 3) Customer growth
 - 4) Service growth
- c) Project management
 - 1) Due dates met (transitions, implementations, moves/adds/changes, Customer Premises Equipment [CPE] deliveries, reports)
 - 2) Budget met
 - 3) Site preparation quality, schedule, cost
 - 4) Training (C.3.6)
 - 5) Number administration
 - 6) Inventory management
 - 7) Reports
 - (a) Accuracy
 - (b) Completeness
 - (c) Timeliness
- d) Service ordering and implementation
 - 1) Due dates met
 - 2) Accuracy
 - 3) Completeness
 - 4) Percentage of orders that were accepted when the service is first installed
- e) Billing
 - 1) Accuracy
 - 2) Completeness
 - 3) Percentage of invoiced amounts that are in dispute (dollars, transactions)
2. Monitor service implementation.
3. Maintain verbal and formal communication with the contractor concerning aspects of contract performance within the COR's purview.

4. Reconcile invoice and authorize payment.
5. Provide for site access for contractor personnel as required.

G.1.1.5 Agency COTRs and CORs

The agency ACO will appoint the agency COTRs and CORs. A letter of delegation will be issued by the agency ACO to the agency COTRs and CORs, with a copy supplied to the contractor, stating their responsibilities and any dollar limit of each individuals ordering authority.

The agency COTR and COR monitor the contractor's technical and non-technical compliance with aspects of the contract that concern the agency. The GSA COTR or agency COTR will be authorized to be the technical point of contact under the contract; however, the contractor shall direct all inquiries of a non-technical nature through the Government ACO.

The GSA COTRs and CORs and agency COTRs and CORs may provide direction but not supervision to the contractor. As used herein, "direction" is instruction to the contractor that fills in details, suggests possible lines of inquiry, or otherwise helps the contractor complete tasks that conform to the general scope of the contract. "Direction" must be within the terms of this contract, must not change or modify the contract in any way, and must not constitute changes (as described in the clause of this contract entitled "Changes - Fixed Price" [APR 1984 (Alternate II)]) which may only be accomplished by the GSA ACO.

The GSA and agency COTR and CORs will provide contractor access to working data and will clarify technical areas as necessary. They are not empowered to make any commitments or changes which affect the contract price, terms, or delivery provisions. Any such proposed changes must be brought to the immediate attention of the GSA or agency ACO for action. The acceptance of any change by the contractor without specific approval and written consent of the GSA ACO shall be at the contractor's risk.

If, in the contractor's opinion, a GSA or agency COTR or COR requests or indicates an expectation of effort which would justify or require an adjustment to the contract, the contractor shall promptly notify the GSA ACO in writing, in accordance with the Notification of Changes clause, Federal Acquisition Regulation (FAR) 52.243-7, but take no other action on that request or effort until the GSA ACO has issued a change order or has otherwise resolved the issue.

G.1.1.6 Designated Agency Representative (DAR) Administrator

Each agency will appoint a Designated Agency Representative Administrator. The DAR Administrator will be responsible for the following:

1. Maintaining a list of individuals, referred to as Designated Agency Representatives, authorized to place orders on the contract and the hierarchy code, services and dollar limit of their ordering authority. The DAR Administrator will provide the contractor with the names of the DARs and update the list as necessary.

2. Providing necessary instructions or training to DARs to ensure that they are fully aware of the requirements and limitations of their ordering authority and understand the ordering procedures at FAR Subpart 16.5.
3. Provide Agency Bureau Codes and Billing Account Codes for their agency to their agency's WITS 3 contractor(s).

G.1.1.7 Designated Agency Representative

The Designated Agency Representative(s) is (are) responsible for the administration of the orders issued under this contract and for accepting WITS 3 services and CPE on behalf of the agency. The DAR(s) for each agency will be identified by the Agency's DAR Administrator and will be subject to the rules, regulations, and conditions promulgated and enforced by that agency and the terms and conditions of the contract. The specific authority granted to each DAR will be provided to the contractor in writing by the agency's DAR Administrator.

G.1.2 Contractor's Points of Contact

The contractor shall propose an organizational structure for management and administration of the WITS 3 contract in accordance with Section C.7.1, Organization Structure. The organization structure shall include personnel to serve as the point of contact to interface with the Government (GSA and agencies) on issues related to:

1. Program administration
2. Sales and marketing
3. Customer service
4. Engineering
5. Operations, administration, and maintenance
6. National Security and Emergency Preparedness (NS/EP)

The contractor shall appoint key personnel in accordance with Section H.10.1, Key Personnel, and shall define their respective roles and responsibilities. All personnel, or designated alternates, assigned by the contractor to fulfill contract management and administrative functions shall be accessible to the Government (GSA and agencies) during normal business hours. A list of all points of contact shall be provided in the Management Volume of the Proposal. The contractor shall provide the GSA ACO with an updated list of all points of contact within five calendar days after any change to this list.

G.1.3 Agent for the Government

If the Government selects the contractor to act as the Government's agent, the Contracting Officer will provide a Letter of Agency within fifteen (15) calendar days after the notice to begin transition or removal activities as appropriate.

The contractor shall act as the Government's liaison with telecommunications carriers for activities including but not limited to installation and maintenance of services, equipment, locations, and activities necessary for restoration of service caused by faulty circuitry and equipment.

Additionally, the Letter of Agency will empower the contractor to coordinate transition, migration, removal, and/or implementation activity as follows:

1. At user locations, all preparations with the contractors of the current WITS2001 services, Federal Telecommunications System 2001 (FTS2001) services, Metropolitan Area Acquisition (MAA) services or other contract services that are necessary to accomplish the transition of existing services to the contractor's services.
2. All preparations necessary to migrate or implement all other services at user locations.
3. Resolve problems with other contractors.

The Government reserves to itself the right to contract on the Government's behalf with third parties to provide any and all of the support services incidental to the provision of WITS 3 services and equipment.

G.1.4 Access to Management and Operations Data

To facilitate the administration of the contract, the contractor shall provide agency and GSA CORs access to all management and operations data specified in Sections C.3 and G.2. The GSA CORs shall have access to all information pertaining to the WITS 3 contract. The agency CORs shall only have access to information pertaining to their organizations. Data and reports shall be provided electronically for viewing and file transfer using a format that is acceptable to the Government and the contractor. All data that is required on demand in an electronic format shall be available to authorized recipients via the contractor's WITS 3 web site.

The contractor shall archive reports and supporting information for the duration of the contract. The contractor shall make the archived information available to the agency and GSA CORs within 10 business days after a request for information is made. Archived information shall be provided in electronic format on a medium to be determined by the Government and the contractor after contract award.

G.1.5 Quality Management Audits

The Government will perform management audits to compare aspects of performance to the standards established in the contractor's Quality Assurance Plan (Section C.7.6). These audits may be conducted at any time at the discretion of the Government, provided the contractor is given at least three working days' notice.

G.2 Reporting Requirements

GSA and its customers require timely status information on performance, technical, price, service ordering, billing, administrative, and contractual issues. The contractor shall describe the proposed content and format of all required reports in the Management Volume of the Proposal and subsequent proposals to modify the contract. If the contractor's proposal is accepted, these commitments will reflect the contractor's minimum obligations regarding the contractor's reporting requirements; and these obligations may be expanded based upon negotiations of the parties. The contractor shall use an appropriate indexing system to uniquely identify each report delivered under this contract.

The contractor shall propose the format and access-control procedures for all required deliverables in the Management Volume of the Proposal. For deliverables such as the *911 Database* that are not required to be operational at the time of contract award, the contractor shall propose a concept of operations including the format and content of the deliverable. Otherwise, the contractor shall provide reports regarding the working system.

G.2.1 Standard Reporting Requirements

As part of basic service, the contractor shall provide the following standard reports:

G.2.1.1 Reserved

G.2.1.2 Service Order Status Summary Report

The contractor shall describe in its Management Volume how the Government may access the status of pending, completed, and partially-completed service orders in a monthly report to the COR.

G.2.1.3 Summary Report of Billed Charges for All Customers

The contractor shall provide an appropriate *Summary Report of Billed Charges for All Customers* to the agency CORs (for his or her cost center) and to the GSA COR (for all WITS 3 customers) each month. For each customer, the *Summary Report of Billed Charges for All Customers* shall identify the charges billed and charges collected by Billing Account Code (BAC) and service. The *Summary Report of Billed Charges for All Customers* shall also include a detailed account activity report for the interest bearing escrow accounts used to distribute taxes. The Summary Report of Billed Charges for All Customers shall also include a detailed report of monies due and/or paid to GSA from Associated Government Fee(s) by service.

G.2.1.4 Billing Adjustments Summary Report

The contractor shall summarize by BAC the adjustments that appear in the invoice. The contractor also shall relate each adjustment that appears on the invoice during the reporting period to a billing dispute number, a service outage

credit, or other credit or a debit that appears in the invoice. The *Billing Adjustments Summary Report* shall be prepared monthly, shall accompany the invoice, and shall enable the Government to reconcile each adjustment in the invoice efficiently and unambiguously.

G.2.1.5 Inventory Report

The monthly *Inventory Report* shall be organized by agency BAC and shall list WITS 3 lines, features, number assignments, circuits, trunks, and contractor-provided equipment that have been installed and accepted by the Government. It shall identify changes to the WITS 3 inventory resulting from service order activity during the reporting period. The entries in the *Inventory Report* will be used by the Government to reconcile the contractor's invoice. CORs and designated agency representatives shall be able to retrieve the current version of the *Inventory Report* on demand electronically.

G.2.1.6 Billing Dispute Status Summary Report

This monthly report shall summarize by agency the number of disputes closed during the reporting period, the amount of the settlement, and the number of disputes still open. The report shall also list the dispute ID number of each dispute closed, describe each dispute closed, and list the amount of each settlement. It shall also list the disputes that are still open and analyze their status.

G.2.1.7 Service Performance Report

The contractor shall provide appropriate service performance information on a monthly basis for the WITS 3 network as a whole and for each customer. The contractor shall propose a format for the *Service Performance Report*.

G.2.1.8 Associated Government Fee(s) Summary Report

The monthly *Associated Government Fee(s) Summary Report* shall total the charges invoiced and the charges collected during the month, the charges invoiced but not collected more than 30, 60, 90, and 120 calendar days after being invoiced, and the total Associated Government Fee(s) collected, paid to, and owed to the Government.

Comment [RJM1]: Added 120

G.2.1.9 Reserved

G.2.1.10 Compliance Report

The monthly *Compliance Report* shall describe the performance of certain parameters and compare the measured results with contractual requirements. The parameters measured shall be determined by mutual consent and shall include the following, but are not limited to:

- a) Quality of Service
 - 1) Availability of Service

- 2) Grade of Service (where applicable)
- b) Trouble handling performance
- c) Billing and service ordering arrangements
- d) New service or feature roll-out time
- e) Special project performance

G.2.1.11 Marketing Plan

The semi-annual *Marketing Plan* shall report on results achieved (e.g., revenue growth, customer growth, data services growth) in the previous 6-month period and the objectives for the next period. The *Marketing Plan* shall address customer satisfaction issues in detail. For example, the specific reasons that the customer has decreased use of WITS 3 services or plans to decrease service use and the contractor's recommendations regarding how the WITS program should respond shall be addressed. Prospects who may become new WITS 3 customers during the next reporting interval, why they are now interested in becoming customers, their expectations of the WITS program, and their forecast service and location requirements shall be described. Once a year, the *Marketing Plan* shall provide a 12-month forecast of each bureau's revenue by product and type of service for the forecast period. It shall forecast growth requirements for new services by customer and location and shall assess new services and technology that have become or are about to become commercially available within the WITS 3 service area.

When requested by the COR as an *Ad Hoc Report* (G.2.2.4), forecasts of WITS 3 revenue by product and service and by designated cost centers shall be provided.

G.2.1.12 Systems Analysis Report

The monthly *Systems Analysis Report* shall summarize:

1. Major system changes during the reporting period
2. Real or potential customer service, network service, or system problems
3. Projected WITS 3 growth
 - a) Existing buildings and services
 - b) New buildings and services
 - c) Network
4. Recommended GFP system upgrades or improvements
5. Recommended measures to reduce system costs
6. Recommended provisioning rules for the next month.

G.2.1.13 Client's Guide

The quarterly *Client's Guide* (Section C.3.1) shall describe to the user how to order WITS 3 services, features, equipment, and support services. It shall also describe new WITS 3 products and services. If the Government and the contractor agree that no significant changes have occurred during the reporting interval, the preceding version of the *Client's Guide* may be retained.

G.2.1.14 Reserved

G.2.1.15 CPE Contract Line Item Numbers

The contractor shall update the list of CLINs semiannually for the voice, data, and video CPE required under this contract to account for changing Government requirements.

G.2.1.16 Technology Refreshment Plan

The semiannual *Technology Refreshment Plan* (Sections C.2.1.12 and H.14) shall describe changes in domestic and international standards that may impact the WITS 3 network and shall recommend actions to incorporate certain changes. It shall also discuss technology that is becoming commercially available in the WITS 3 service area and the contractor's plan to implement this technology.

G.2.1.17 Security Plan

The Annual *Security Plan* (Section C.3.3.7) shall identify all known risks and discuss how best to mitigate major risks. The contractor shall ensure that the security plan is compliant with requirements outlined in the Statement of Work.

G.2.1.18 Quality Assurance Plan

The annual *Quality Assurance Plan* (Section C.7.6) shall update the contractor's practices and procedures for assuring mandatory provisions of the contract will be met.

G.2.1.19 Contingency Plan

The annual *Contingency Plan* shall update how the contractor proposes to restore WITS 3 facilities and service in response to catastrophic outages and emergencies situations, such as those outlined in Section C.6.6.

G.2.1.20 Reserved

G.2.2 Special Reporting Requirements

The contractor shall provide the following reports upon request for an additional fee. The associated CLINs shall be defined in Section B.11.3, Other Charges. The COR or COTR may request the contractor to customize a standard report (e.g., to a specified BAC, service, or SDPs). The contractor shall establish

CLINs for customized versions of standard reports. The Government may also discontinue or modify reports to adjust to changing requirements. The cost of making the changes for standard and special reports shall be negotiated on an individual-case basis.

G.2.2.1 Call Detail Records Report

The contractor shall provide a *Call Detail Records Report* in an electronic format at least once a month to CORs and online customers who require Call Detail Records (CDRs). The report shall list the CDRs as specified by the agency representative; e.g., by BAC, building, and telephone number. The contractor shall describe the format of the proposed *Call Detail Record Report* in the Management Volume of the Proposal.

G.2.2.2 Custom Service Performance Report

At the request of the customer, the contractor shall report on the service performance in light of all performance metrics referenced in the contract, including those specified in Sections C.2.2 to C.2.9.

G.2.2.3 Network Usage Reporting

The contractor shall provide network usage reporting from the SDP to the Point of Presence (POP) or between SDPs on demand. User-configurable reports shall be provided in accordance with Section G.1.4 and shall be updated on a daily, weekly, or monthly basis. These capabilities shall be in addition to those provided by the contractor as part of the basic service.

The customer shall be able to view graphs of the Subscriber Network Access Line utilization over contractor-designated measurement intervals (e.g., 15 minutes, one hour). The customer shall be able to monitor such parameters as the Sustained Cell Rate, bit-error rate, dropped packet rate, Cell Delay Variation Tolerance, peak load, and traffic matrix between designated SDPs and POPs.

G.2.2.4 Ad Hoc Reports

The contractor shall, at the request of the Government, provide *Ad Hoc Reports* on an individual-case basis. *Ad Hoc Reports*, by definition, are not required on a regular basis. When the demand grows, the contractor shall propose an appropriate CLIN.