



9 GOVERNMENT OF THE DISTRICT OF COLUMBIA TASK ORDER/DELIVERY ORDER FOR SERVICES OFFEROR TO COMPLETE BLOCKS 18 & 29				1. REQUISITION NUMBER		PAGE 1 of 4	
2. TASK ORDER AGREEMENT NO. CW41352		3. Award/Effective Date See Block 30c.		4. CONTRACT NUMBER GS11T08BJD6001		5. SOLICITATION NUMBER Doc241051	
6. SOLICITATION ISSUE DATE 1/22/2016		7. FOR SOLICITATION INFORMATION CONTACT Email: georgette.johnson@dc.gov		A. NAME Georgette Johnson		B. TELEPHONE (No Collect Calls) 202-727-1104	
8. OFFER DUE DATE: 1/29/2016		9. ISSUED BY Office of Contracting and Procurement Information Technology Group 441 4 TH Street, N.W., Suite 700 South Washington, D.C. 20001		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE %FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> SMALL DISADV. BUS. <input checked="" type="checkbox"/> GSA Federal Supply Schedule SIC: SIZE STANDARD:		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> N/A	
12. PAYMENT DISCOUNT TERMS Net 30 days		13. RESERVED		14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFTOP <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> 2-STEP			
5. CONTRACTOR / OFFEROR Verizon Federal Inc. 13100 Columbia Pike Silver Spring, MD 20904		15A DUNS NO.		15B TAX ID NO.		16. PAYMENT WILL BE MADE BY CODE Office of the Chief Technology Officer 200 I Street, SE, 5th Floor Washington, DC 20003 United States	
17. DELIVER TO Office of the Chief Technology Officer 200 I Street, SE, 5th Floor Washington, DC 20003 United States		18. ADMINISTERED BY Office of the Chief Technology Officer 200 I Street, SE, 5th Floor Washington, DC 20003 United States		18A. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>		18B. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 16 UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM	
19 ITEM NO.	20 SCHEDULE OF SUPPLIES/SERVICES			21 QUANTITY	22 UNIT	23 UNIT PRICE	24 AMOUNT
0001	Maintenance of Telecommunication Service (See price schedule in Attachment B)			1	Year		Minimum \$100,000.00 Maximum \$5,000,000.00
25. ACCOUNTING AND APPROPRIATION DATA PURCHASE ORDER NO.				26. TOTAL AWARD (FOR GOVT. USE ONLY) Maximum \$5,000,000.00			
27. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN ONE COPY TO THE ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL PAGES SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. THIS ORDER IS ISSUED SUBJECT TO THE TERMS AND CONDITIONS OF THE GSA FEDERAL SUPPLY SCHEDULE CONTRACT IDENTIFIED IN BLOCK 4.				28. THE FOLLOWING DOCUMENTS ARE INCORPORATED BY REFERENCE INTO THIS TASK ORDER IN THE FOLLOWING PRIORITY: (1) CONTRACTOR'S Technical proposal dated December 09, 2013 and revised PRICE PROPOSAL DATED January 03, 2014. THIS TASK ORDER IS SUBJECT TO THE TERMS AND CONDITIONS OF THE GSA FEDERAL SUPPLY SCHEDULE CONTRACT IDENTIFIED IN BLOCK 4.			
29A. SIGNATURE OF OFFEROR/CONTRACTOR 				30A. DISTRICT OF COLUMBIA (SIGNATURE OF CONTRACTING OFFICER) 			
29B. NAME AND TITLE OF SIGNER (TYPE OR PRINT) William A Smith, Director, Contracts		29C. DATE SIGNED 03-24-2016		30B. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Chris Yi Contracting Officer		30C. DATE SIGNED 5-31-16	

Task Order Agreement No. CW41352

1. SERVICES REQUIRED

The Office of Contracting and Procurement, on behalf of the Office of the Chief Technology Officer (the "District"), requires a contractor to provide manage and maintain current telecommunications products and services currently offered to the District of Columbia through the Washington Interagency Telecommunications System 3 (WITS 3) by way of an existing Federal General Services Agency schedule contract. The District seeks a contractor to begin taking responsibility for the existing base of WITS-3 products and services.

2. GSA SCHEDULE NUMBER

GS11T08BJD6001

3. TASK ORDER NUMBER

CW41352

4. TERM OF CONTRACT

The base period of performance shall be from date of award through March 31, 2017.

4.1. Option to Extend the Term of the Contract

- A. The District shall not permit the terms of service to automatically renew.
- B. The District may extend the term of this contract for a period of three (3), one (1) year option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will give the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.
- C. If the District exercises this option, the extended contract shall be considered to include this option provision.
- D. The total duration of this Task Order, including the exercise of one or more options, shall not exceed four (4) years, but in no event shall the term of this Task Order extend beyond the expiration date provided in GSA Contract No. GS11T08BJD6001.

4. CONTRACTING OFFICER (CO)

Contracts may be entered into and signed on behalf of the District Government only by Contracting Officers. The name, address and telephone number of the Contracting Officer for this task order is:

*Chris Yi
Office of Contracting and Procurement
441 4th Street, NW, Suite 700S
Washington, D.C. 20001
Chris.yi@dc.gov*

5. CONTRACT ADMINISTRATOR (CA)

The CA is responsible for the technical administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the CA is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in writing by the Contracting Officer. The CA for this task order is:

Chris Bennett
Office of the Chief Technology Officer
DC-Net Technology and Investment Management
200 I Street, SE, 4th Floor
Washington, DC 20003
Office: 202.727.1025
Email: Christopher.Bennett@dc.gov

It is understood and agreed that the CA shall not have the authority to make changes in the specifications/scope of work or terms and conditions of the contract.

Contractor shall be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer, may be denied compensation or other relief for any additional work performed that is not so authorized, and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

6. ORDERING

Services to be furnished under this contract will be ordered by the Contract Administrator specified in Section 5.

7. COMPENSATION AND PAYMENT

The prices set forth in this Task Order Agreement shall be in accordance to the established WITS-3 Scheduled rates, as specified in Section(s) B.1 Pricing Overview, B.1.2 Pricing of Orders and B.1.3 Price Categories. For satisfactory performance and delivery of services and material set forth in the Statement of Work all products and or services provided in the performance of this Task Order Award shall be in accordance with Section(s) H.6. Price Management Mechanism (PMM), H.7 Price Reduction, H.14 New, Improved or Additional Services; H.6 Price Management Mechanism and all other relevant Contract Clauses referenced in contract **GS11T08BJD6001**.

8. INVOICE SUBMITTAL

- 8.1** The Contractor shall submit proper invoices upon completion of services. Invoices shall be prepared and submitted to the Office of Finance and Resource Management (OFRM) and the Office of the Chief Technology Officer (OCTO). The address of the OCTO is:

DC Office of the OCTO (Accts Payable)
200 I St. SE
Washington, DC 20003
Phone: 1(202) 727-2277

- 8.2** To constitute a proper invoice, the Contractor shall submit the following information:
- 8.2.1** Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);
 - 8.2.2** Task Order Agreement Number and Purchase Order Number. Assignment of an invoice number by the contractor is also recommended;
 - 8.2.3** Description, price, quantity, dates of work actually performed;
 - 8.2.4** Other supporting documentation or information, as required by the Contracting Officer;
 - 8.2.5** Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;

9. INVOICE PAYMENT

The District will make payments in accordance with the terms of the contract upon the submission of proper invoices or vouchers less any discounts, allowances or adjustments provided for in this contract.

The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.

10. ATTACHMENT

Attachment A – Statement of Work

Attachment B - Price Schedule

Attachment C- Vendor's Proposal

ATTACHMENT A
Statement of Work

A.1 Scope

The Office of Contracting and Procurement, on behalf of the Office of the Chief Technology Officer (the "District"), seeks a contractor to provide telecommunications products and services currently offered to the District of Columbia through the Washington Interagency Telecommunications System 3 GSA by way of an existing Federal General Services Agency schedule contract. The District seeks a contractor to begin taking responsibility for the existing base of WITS-3 products and services, on contract award.

A.2 Applicable Documents

Item No.	Title	Date
001	GSA WITS-3 Contract	Current
002	Telecommunications Act of 1996 http://www.ntia.doc.gov/otiahome/top/publicationmedia/newsltr/telcom_act.htm	February, 1996

A.3 Definitions

- A.3.1 "Telecommunication Service": The term "telecommunications service" means the offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used." (Source: Federal Communications Commission, <http://transition.fcc.gov/Reports/1934new.pdf>)
- A.3.2 "Verizon equivalent" : is based on Verizon's status as the incumbent local exchange carrier (ILEC), or telephone company, for the Washington, DC area, and de facto standard, recognized in the Telecommunications Act of 1996 and in relevant and / or subsequent decisions by the United States Government, its Federal Communications Commission (FCC) and other applicable regulatory or standards setting bodies. The responding contractor may use the "Verizon equivalent" as a baseline for explaining how their offering compares to this standard (see reference link: http://www.ntia.doc.gov/otiahome/top/publicationmedia/newsltr/telcom_act.htm)
- A.3.3 Carrier Access Billing Services (CABS): A system that is used by network access providers to bill communication service providers for their customer's access to their services or network facilities.
- A.3.4 Directory Assistance Services: 47 CFR 51.217 - Nondiscriminatory access: Telephone numbers, operator services, directory assistance services, and directory listings.
- A.3.5 E-911 / Reverse E-911: Emergency call service that routes 911 calls to a Public Safety Answering Point (PSAP).

Task Order Agreement No. CW41352

- A.3.6** E-Rate: is the commonly used name for the Schools and Libraries Program of the Universal Service Fund, which is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

The program provides discounts to assist most schools and libraries in the United States (and U.S. territories) to obtain affordable telecommunications and Internet access. It is one of four support programs funded through a Universal Service fee charged to companies that provide interstate and/or international telecommunications services.

The Schools and Libraries Program supports connectivity - the conduit or pipeline for communications using telecommunications services and/or the Internet. Funding is requested under four categories of service: telecommunications services, Internet access, internal connections, and basic maintenance of internal connections. Discounts for support depend on the level of poverty and the urban/rural status of the population served and range from 20% to 90% of the costs of eligible services. Eligible schools, school districts and libraries may apply individually or as part of a consortium.

A.4 Background

In concert the District has its own metropolitan fiber optic information communications network (DC-NET) serving many locations. DC-NET was built to enhance the District's communications resiliency in the event that critical incidents arise, DC-Net Provides managed voice, data and video wire-based and wireless services to all government constituents city-wide over a secure, highly redundant and high capacity fiber optic telecommunications platform.

A.5 Requirements

- A.5.1.** Contractor shall provide a Compliance Check Business Processes with the following requirements as needed.
- A.5.1.1** Contractor shall ensure that all orders are reviewed by the Office of the Chief Technology Officer (OCTO) to ensure that the technology is in full compliance with applicable District policies, procedures and/or standards.
- A.5.1.2** Contractor shall attend monthly contract status meetings to ensure compliance, and other meetings as indicated as needed.
- A.5.2** Contractor shall provide Carrier Access Billing Services (CABS) as defined in section A.3.3.
- A.5.3** The Contractor shall provide Directory Assistance/"411" Information Services directory assistance as defined in section A.3.4.
- A.5.4** Contractor shall provide E-911 / Reverse E-911 services as defined in section A.3.5 for both basic (911) and enhanced 911 (E911) emergency service for access to emergency service providers by dialing 911. Both services offer a carrier the ability to interconnect through the Contractor provided Emergency Network for all subtending PSAPs.

Task Order Agreement No. CW41352

- A.5.4.1** Contractor shall provide Emergency Communications (EC) Solution, enabled by a database and / or information provider to help public safety agencies meet the challenges of migrating their PSAPs from legacy TDM 9-1-1 architecture to an IP-enabled solution.
- A.5.4.2** Contractor shall provide Enhanced 911, as an offering - from network, to call center, to data storage/processing offering accurate and dependable access to public safety.
- A.5.4.3** Contractor shall provide N11 services to allow callers to dial an N11 code (211, 311, 511, 711, and 811) and have their calls routed to the N11 Subscribers' Information and Referral Centers. Available nationwide, in most switches that are Advanced Intelligence Networking (AIN) capable.
- A.5.5** Contractor shall provide Electronic Billing Services: The contractor shall provide an electronic billing service which allows an electronic delivery of invoices (bills).
- A.5.5.1** The contractor's electronic billing system shall only be viewable through a secure online portal hosted by the contractor, and to which authorized District of Columbia end users shall have access to the Online Portal.
- A.5.6** The contractor shall provide an E-rate Service as defined in section A.3.6.
- A.5.6.1** Contractor's E-Rate Service system shall support connectivity, the conduit or pipeline for communications, using telecommunications services and/or the Internet.
- A.5.6.2** The Contractor shall be an approved service provider of the following four (4) funding categories in the E-Rate Program.
 - a) Telecommunications services
 - b) Internet access
 - c) Internal connections
- A.5.7** The contractor shall provide Intra LATA Calls
- A.5.8** **Service Level Agreements**

The contractor shall provide service levels for District consideration and review:
- A.5.8.1** Contractor's Service Level Agreements (SLA) shall include Business Process and Operations Support as well as Project Management support which shall either be included, at no additional cost, or shall be included in the overall pricing of the SLA
- A.5.8.2** Contractor's SLA shall apply to, but not be limited to, the following network elements:
 - a) Voice, Data and Video networking;
 - b) Transport (Circuits), Hardware, Software and People;
 - c) Wide Area, Local Area and Internetworking. (source: IBM)

Task Order Agreement No. CW41352

A.5.8.2 The contractor shall provide Service Level Agreement (SLA) Management consistent with the standards set-forth in ITIL v.3, as previously mentioned.

- a) Manage credit request creation and research for Contractor provided (or Verizon equivalent)
- b) Request/Deliver root cause analysis on credit issues
- c) Manage transactional escalation support
- d) Educate Client on on-line Billing capabilities and Billing reports availability
- e) Ensure all billing and payments are closed within each fiscal year – consistent with District of Columbia Government budgeting and procurements law / policies / procedures

A.5.9 Customer Support

The contractor shall provide customer support as defined below

- A.5.9.1** Contractor provides superior customer service through the expert handling of the implementation process. For the purposes of this requirement superior is defined as having equal to or better service level commitments listed in publicly available Verizon general subscriber tariffs of or for each service detailed in the custom contract.
- A.5.9.2** Contractor provides implementation input (project timelines, dependencies, milestones, and resources) during pre-sales process as needed.
- A.5.9.3** Contractor prepares and delivers customer implementation plans and provides customer and account team with frequent updates and status reports.
- A.5.9.4** Contractor Functions as the lead party in the coordination of activities related to the installation of all services for the customer. Ensures that all organizations touching the order accurately complete their respective tasks.
- A.5.9.5** Contractor Escalates incidents as required to ensure customer due dates are met.
- A.5.9.6** Contractor Ensures performance to meet operational metrics (*e.g.*, on-time performance) and contractual obligations (*e.g.*, SLA delivery).
- A.5.9.7** Contractor coordinates with Provisioning, Service Delivery, Operations, Project Management, and other related groups as required in the activation of services and/or installation of equipment.
- A.5.9.8** Contractor receives and works on all order types from customers as defined and agreed upon.
- A.5.9.9** Contractor contacts customer to verify critical order information.
- A.5.9.10** Contractor reviews all service requests for accuracy and completeness by working with the customer and/or account team prior to order entry/submitting for processing.

Task Order Agreement No. CW41352

- A.5.9.11** Contractor ensures accurate submission of completed and verified service request for processing.
- A.5.9.12** Contractor ensures company-provided and customer-provided equipment is installed on time.
- A.5.9.13** Contractor tracks all service requests/milestones via the latest implementation tracking tools through to close to bill.
- A.5.9.14** Contractor coordinates and hosts meetings with customers, equipment vendors, and account team personnel as needed.
- A.5.9.15** Contractor schedules cutovers with customers and equipment vendors. Ensures the customer is provided with appropriate written and/or verbal confirmation of critical dates within the service delivery timeframe.
- A.5.9.16** Contractor attends cutovers via conference call or at customer location, including after-hour support, as required by the customer to ensure a superior installation.
- A.5.9.17** Contractor ensures service request is installed and ready for first bill review using current Methods and Procedures.
- A.5.9.18** Contractor confers with Contractor provided (or Verizon equivalent) Service Program Manager (SPM) to ensure billing IDs utilized in orders are correct: by either requesting creation of new IDs through OrderPro (where appropriate) or by utilizing existing IDs.
- A.5.10** Service Level Agreement Reports
Reports can include but are not limited to:
 - a) Average MTTR per ticket
 - b) Service Availability Performance
 - c) Number of sites failing SLA
 - d) Reactive/Proactive Tickets
 - e) Trouble Tickets, Outage Times, Resolution Times
- A.5.11** The contractor shall provide Network Diversity and Optimization Reviews which includes, but is not limited to analyzing design requests, interacting with users to gather additional application requirements, ensuring diversity and redundancy objectives are met. Documenting and presenting alternate network design solutions would be included. Participate in ongoing network management requests, to include development and testing of disaster recovery plans. Proactive optimization of existing network resources and planning for node site upgrades re-homes or decommission. Proactively reviews & analyzes customer's network for improvements, i.e. upgrades, diversity planning, disaster recovery & other network improvements.
- A.5.12** The contractor shall maintain a comprehensive Circuit Inventory and large scale network design documentation on an on-going basis. The Contractor shall be

Task Order Agreement No. CW41352

responsible for maintaining and updating various databases supporting trouble ticket history, circuit and network design activities.

- A.5.13** The contractor shall proactively provide Post Mortem/Incident Reporting – (i.e., tickets might be designated as “priority one”, “PI” for most important, etc.) The reporting shall be available for service repair issues and / or tickets that the District in writing, designates as being an "escalation". This shall also apply to service repairs for which the final resolution occurs outside of SLA for (MTTR) that is provided by contractor. Details in the RFO report include section like Incident Summary Description, Timeline of Events, Reason for Incident /Root Cause, and basic information such as outage duration, ticket and customer information.
- A.5.14** The contractor shall provide Change Management/Planned Maintenance business processes, at no cost additional and / or at reasonable published rates. The business process should meet the specifications of the Information Technology Infrastructure Library (ITIL v.3) standards
- A.5.15** The contractor shall publish electronically, and maintain, a published Escalation (Fault/Delivery/Complaint) process for any and for all service complaints made by authorized District personnel.
- A.5.16** The contractor shall offer an ordering process which allows the District of Columbia to limit procurements, under the contract, to authorized personnel only. The initial authorization list shall be provided by the District. Both the District and the contractor shall develop a business process for managing / updating the list
- A.5.17** The contractor shall conduct a bi-weekly business process improvement review meeting with the District to proactively identify and to resolve actual and / or emerging issues.
- A.5.17.1** The contractor shall document the proceedings of each meeting and shall distribute meeting summary notes and next steps (action items, deliverables, due dates, owners/responsible person(s)) within twenty-four business hours after the end of each meeting

ATTACHMENT B
Price Schedule

- B.1** The Office of Contracting and Procurement, on behalf of the Office of the Chief Technology Officer (the "District"), seeks a contractor to provide telecommunications products and services currently offered to the District of Columbia through the Washington Interagency Telecommunications System 3 by way of an existing Federal General Services Agency schedule contract.
- B.2** The District contemplates award of Indefinite Delivery Indefinite Quantity (IDIQ) contract.

B.3 INDEFINITE DELIVERY- INDEFINITE QUANTITY (IDIQ) CONTRACT

This is an IDIQ contract for the supplies or services specified, and effective for the period stated.

- a) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering Clause, Section 5. The Contractor shall furnish to the District, when and if ordered, the supplies or services specified in the Schedule up to and including the maximum amount of \$5,000,000.00. The District will order at least the minimum amount of \$100,000.00.
- b) There is no limit on the number of orders that may be issued. The District may issue orders requiring delivery to multiple destinations or performance at multiple locations.
- c) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and District's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided that the contractor shall not be required to make any deliveries under this contract after contract expire.

B.4 Price Schedule - IDIQ

B.4.1 Base Year (Date of Award thru March 31, 2017)

CLIN	Product	Price Minimum	Price Maximum
0001	Maintenance of Telecommunication Service	\$100,000.00	\$5,000,000.00

B.4.2 Option Year 1 (April 1, 2017 thru March 31, 2018)

CLIN	Product	Price Minimum	Price Maximum
1001	Maintenance of Telecommunication Service	\$100,000.00	\$5,000,000.00

Task Order Agreement No. CW41352

B.4.3 Option Year 2 (April 1, 2018 thru March 31, 2019)

CLIN	Product	Price Minimum	Price Maximum
2001	Maintenance of Telecommunication Service	\$100,000.00	\$5,000,000.00

B.4.4 Option Year 3 (April 1, 2019 thru March 31, 2020)

CLIN	Product	Price Minimum	Price Maximum
3001	Maintenance of Telecommunication Service	\$100,000.00	\$5,000,000.00