



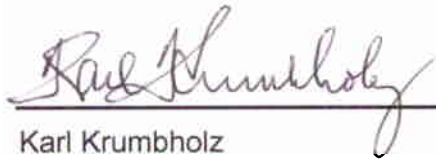
# **General Services Administration (GSA)**

## **Network Fair Opportunity and SOW Guide**

(Revision 1)

March 2008

This document is hereby authorized for limited release by the General Services Administration.



Karl Krumbholz  
Deputy Director Network Services  
Integrated Technology Services  
General Services Administration

Revision (1)

3/13/08

Date



Michael N. O'Neill  
Director of Acquisition Operations  
Integrated Technology Services  
General Services Administration

Revision (1)

12 Mar 08

Date

**TABLE OF CONTENTS**

- 1. Introduction ..... 1
  - 1.1. Purpose ..... 1
  - 1.2. Background ..... 1
- 2. Networkx Ordering Process Overview ..... 2
  - 2.1. Overview of Ordering ..... 2
  - 2.2. Networkx Service Ordering and Contract Requirements ..... 2
  - 2.3. Networkx Tools ..... 3
  - 2.4. Contract Information ..... 4
- 3. Requirements Development ..... 5
- 4. Service Competition Package Preparation and Fair Opporunity DeCision ..... 7
  - 4.1. Standard Process ..... 7
  - 4.2. SOW Process ..... 8
- 5. Order Placement Process ..... 12
- 6. Order Fulfillment Process ..... 14
- ATTACHMENT 1: Roles And Responsibilities ..... 15
- ATTACHMENT 2: Networkx Tools ..... 16
- ATTACHMENT 3: GSA Contract Information ..... 17
- ATTACHMENT 4: Statement of Work Data Elements ..... 17
- ATTACHMENT 5: Exceptions to the Fair Opportunity Process ..... 19

# 1. INTRODUCTION

## 1.1. Purpose

This Fair Opportunity and Statement of Work (SOW) guide provides information to federal Agencies on using the Networx contracts—Universal and Enterprise—to obtain telecommunications services through the General Services Administration (GSA). This guide describes the procedures that will assist federal Agencies in selecting a Networx contractor under the Fair Opportunity process and placing orders with that contractor for Networx services. It is intended for use by Agency officials involved with placing orders under the Networx contract, GSA officials responsible for administering the Networx contract, and contractor personnel involved with providing the Networx services to customer Agencies. The objective of this guide is to prescribe a set of uniform service ordering guidelines and procedures that can be used by all Agencies to obtain services under the Networx contracts.

This document provides guidance on the Networx ordering process in accordance with the procedures established in the Networx contracts (Contract Section G.1), **and is revised to reflect the Acquisition Improvement and Accountability Act of 2007**. The Networx contracts have precedence in regard to all Networx ordering policies.

## 1.2. Background

The Networx contracts provide comprehensive, best-value telecommunications and networking services and technical solutions to all federal Agencies. The Networx program serves as the primary replacement for the expiring FTS2001 and FTS2001 Crossover contracts and federal wireless contracts.

Networx introduces new technologies, new industry partners, and new ways to achieve a more efficient and effective Government. It will allow Agencies to focus resources on building a seamless and interoperable operating environment while GSA ensures Agency access to the best technologies that industry has to offer. Also, the Networx contract is designed to use the Government's buying power to obtain highly competitive prices from the Networx contractors.

The Networx program consists of two parallel acquisitions: Networx Universal and Networx Enterprise. Both Networx Universal and Enterprise are broadly scoped acquisitions that provide a comprehensive suite of services. Networx includes current services as well as those that anticipate the future needs of Agency customers. These new services are based on extensive market research and technical analysis, have been reviewed by Agency customers to ensure an adequate market exists, and have been adjusted based on industry best practices.

## 2. NETWORKX ORDERING PROCESS OVERVIEW

### 2.1. Overview of Ordering

The Networkx ordering process is designed to allow ordering Agencies to define their service requirements, select a Networkx contractor as a service provider, and place an order with the selected contractor in accordance with the terms of the Networkx contracts. The high level steps of the Networkx ordering process are:

- Requirements Development
- Service Competition Package Preparation
- Fair Opportunity Decision (Section G.4.2)
- Order Placement
- Order Fulfillment

The remaining sections of this document provide detailed procedures and guidelines for each of these ordering steps. The roles and responsibilities of organizations involved in the Networkx ordering process are found in Attachment 1.

### 2.2. Networkx Service Ordering and Contract Requirements

Networkx telecommunications service requirements and ordering are directly linked to the Networkx Contract Line Items Numbers (CLINs). The Networkx CLIN structure serves as a determinant of how an order will be placed under the Universal and Enterprise Networkx contracts. The Networkx ordering flow supports two types of processes—a standard process for established fixed price CLINs, described in Section 4.1 below and a second process for Statement of Work (SOW) orders, described in Section 4.2 below. These two order type processes are shown in Figures 1 and 2 respectively. Each Networkx contract contains approximately 4,500 CLINS that were competed and priced by vendors to facilitate ordering directly off the Networkx contracts. As a result, GSA expects the vast majority of orders to be placed via the standard process for fixed priced CLINs.

The Networkx contracts support two types of existing CLINs—fixed priced CLINs and unpriced Individual Case Basis (ICB) CLINs. Additional CLINs may need to be established to accommodate Agency specific requirements that fall within the scope of the Networkx contracts, but require a more complex set of service characteristics that are not covered under the existing CLIN structure. Ordering services off the fixed price CLINs can be accomplished through a standard process that will not require a SOW or a modification of the contract. Orders requiring ICB prices or Agency specific unpriced service requirements CLINs will require a SOW and subsequent modification of the contract. Contract modification is a separate process that is defined in the *Networkx Contract Modification Guide*. GSA is responsible for implementing the contract modification process.

### 2.3. Network Tools

GSA will provide a set of automated tools to customer Agencies and the Network contractors to facilitate the ordering process and to enable the effective management of market research, Fair Opportunity decisions, ordering, pricing, and contract administration. These tools will be available through the Network Hosting Center (NHC), which provides electronic access to sensitive information on Network services and contract administration through a secure internet website. The NHC tools that are most pertinent to the ordering process are the Network Pricer and the Contract database that are described in Attachment 2.

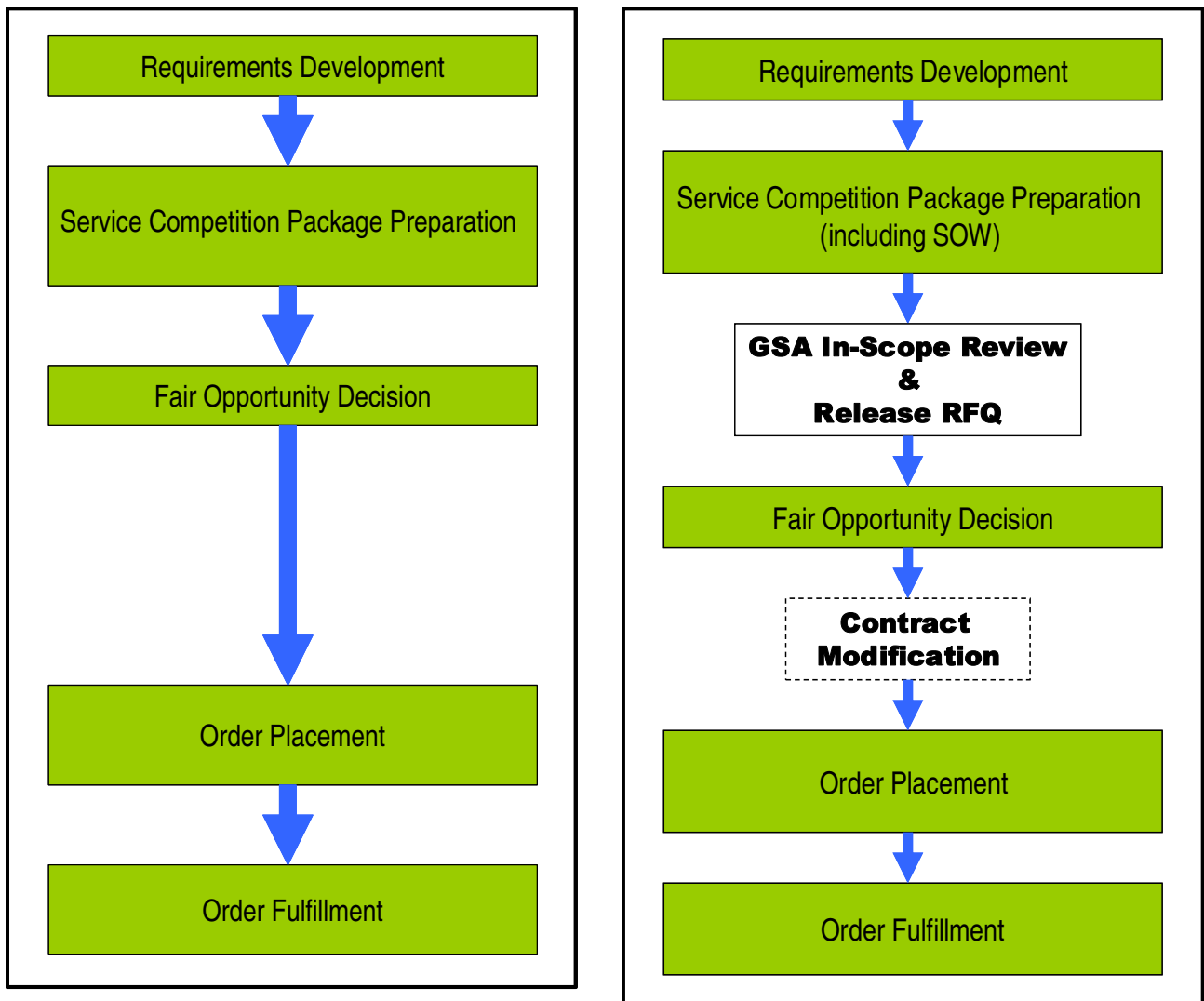


Figure 2. SOW Process

## **2.4. Contract Information**

Agencies requiring assistance on the ordering process, to include guidance on how to map FTS2001 services to Networx, may contact their GSA Technology Service Managers (TSMs). They may also request assistance directly from the GSA staff at the Help Desk who can place you in quick and direct contact with those who are best equipped to resolve your questions or issues. Help desk and TSM contact information is provided in Attachment 3. The Networx Universal and Enterprise contract numbers are given in Attachment 3 as well.

### 3. REQUIREMENTS DEVELOPMENT

An Agency's telecommunications requirements are driven by an Agency's mission needs and operational model. Requirements for Networkx ordering should be determined by conducting a complete analysis of an Agency's current inventory of telecommunications services and its future operational needs. This analysis will determine how the Networkx service offerings can best meet an Agency's needs. Requirements can then be grouped in a Statement of Requirements (SOR) package and a vendor selected through the Fair Opportunity process to meet the Agency's requirements.

The steps for Requirements Development are described below.

1. **Determine Requirements:** Agencies must determine their Networkx service requirements as the initial step in the ordering process, using their telecommunications services inventory and other requirements to define their service requirements.
2. **Document Requirements and Service Groups:** The SOR should contain a written list of best good faith estimates of the Agency's telecommunications service requirements based on their current inventory of telecommunications services and any other known requirements. The SOR will provide a basis for determining a strategy for meeting those service requirements under the Networkx contracts. The Networkx contracts provide Agencies with the flexibility to define a wide variety of groupings that meet their mission needs. These groups may range from all required Agency services for all sites to a group consisting of one service for one location. They may also be based on service clusters (internet protocol services, dedicated services), technology (voice, data), geographic location (state, region), as well as logical clusters as determined by individual Agency needs.
3. **Market Research:** Agencies may conduct market research by reviewing the offerings from the Networkx contractors, and may contact the contractors for information if desired. This market research should not be used to exclude contractors from the process or to favor one contractor over another. This process should neither be used to obtain price information not already in the contract nor to ask for detailed design solutions.
4. **Determine Acquisition:** Once the service requirements are developed and grouped, Agencies should determine which Networkx acquisition—Universal or Enterprise—best meets their needs. To do so, the SOR and requirements groups should be used at this point to determine if a SOW is required. The Agency should conduct a gap analysis to determine what requirements identified in the SOR can be met using the established CLINs in the Networkx contracts and what requirements require the creation of new CLINs to accommodate Agency specific requirements.

It is possible that an Agency could be best and most economically served by using *both* Networkx contracts. For example, an Agency requiring Call Center/Customer Contact Center Services may wish to use the Enterprise contract to meet these needs, while using the Universal contract for information transport services, such as Voice or Frame Relay Services.



5. **Determine Process Type:** Agencies are advised to determine how their SOR can be met using the established CLINs in the Networkx contracts. If all the requirements are priced in the selected Networkx contract (Universal or Enterprise) under established fixed price CLINs (standard process), Agencies may then proceed to select a contractor. If the requirements cannot be met using fixed-price CLINs, a SOW process will be needed to define the requirements and their respective CLINs (see Section 4.2).
6. **SOW Development Options:** When a SOW is needed, Agencies have two options for its development— 1) Agencies develop the SOW themselves, or 2) the Networkx contractors develop SOWs in response to an Agency's Statement of Objectives (SOO). Both of these options are discussed in Section 4.2.

## 4. SERVICE COMPETITION PACKAGE PREPARATION AND FAIR OPPORTUNITY DECISION

Once Agencies have developed their SOR requirements, they should prepare service competition packages based on their requirements, the identified services groups, and their acquisition strategy. Preparation of the Service Competition Package for the standard process and SOW process are described below. If the services can be accommodated solely by fixed price CLINs, then in most instances the Agency proceeds with the standard process as described in Section 4.1 below. If the Agency service requirements relate to ICB CLINs, Agency specific unpriced service requirements, or both, the Agency prepares an SOW as described in Section 4.2 below.

### 4.1. Standard Process

The Service Competition Package for the standard process may consist of a simple list of all CLINs that pertain to the Agency's service requirements and may be prepared using the following steps:

#### Service Competition Package Preparation

1. **Confirm CLINs Needed:** The Agency will use the SOR to confirm that all the service requirements can be met under the Networx contracts using already established fixed price CLINs (Contract Section G.4.1).

However, if Agencies require the Networx contractors to submit a design solution using only existing established fixed priced CLINs, that Agency requirement would follow the SOW process as described in Section 4.2 below. Since this process requires considerable GSA involvement and review, Agencies are encouraged to use established fixed price CLINs to define and compete their requirements directly wherever possible. GSA will assist Agencies as necessary in defining their requirements using established fixed priced CLINs. *If the solution requires ICBs or new unpriced CLINs then the SOW process (Section 4.2 below) must be followed.*

2. **Finalize Package:** Agencies will finalize the Service Competition Package by listing the Networx CLINs that are pertinent to the service requirements. Agencies should use their best good faith estimate to define the requirements. The projected requirements should not be skewed so as to exclude any contractor or to bias the Fair Opportunity decision. The amount of effort used should reflect the complexity and dollar amount of the Fair Opportunity decision to be made.
3. **Conduct Evaluation:** The selection of a contractor to provide services using established fixed price CLINs may be based on contract prices only. The comparative price analysis may be conducted as part of the evaluation process using the Networx Pricer. This tool will allow Agencies to quickly access the prices being offered under the Networx contracts—Universal and Enterprise—for the service requirements and to conduct a comparison of those prices. Agencies may then choose a contractor based on the lowest price offered for the required services. See Attachment 2 for a description of the Networx Pricer tool and how it can be used to conduct price comparisons for the Networx contractor service offerings.

While price must always be a factor in the evaluation, an Agency may also consider technical, management, and past performance factors in order to make a best value selection decision. If these factors are used, the Agency will determine the relative importance, or weights, of these factors in making the decision. Agencies may evaluate these criteria based on available information that includes, but is not limited to, information on the contractors web site, existing contractor award evaluation data, contract data, output from other Government order placement decision tools, other current contractor-provided information (e.g., marketing materials, product specifications), and post award performance information. If Agencies are not able to identify their requirements, they are encouraged to request assistance from GSA.

## Fair Opportunity Decision

4. **Select Qualified Contractor:** The Agency will select the contractor best suited to provide the required services under Networx using the Fair Opportunity decision process (or exceptions to Fair Opportunity [Contract Section G.4.3]). The Agency will document the basis for the decision. Formal evaluation plans or rating schemes are not required for this process. However, the extent of acquisition planning and evaluation should be commensurate with the estimated value and importance of the service order. The Agency shall forward the decision to the GSA Contracting Officer, and the Agency must notify the contractors of its decision for any orders in excess of five million dollars and conduct debriefings if requested by the contractors.

The Agency may then proceed to place orders to implement the Fair Opportunity decision (See Section 5).

## 4.2. SOW Process

Agencies are encouraged to use established fixed price CLINs as much as possible to define the services required by the ordering Agency. In the case of unique agency unpriced requirements, a SOW is used to address services for which priced CLINs are not established in the Networx contracts. The agency is responsible for developing the SOW for submission to GSA for review. The amount of time required by an Agency to develop a SOW will depend upon the complexity of services needed.

In cases where an agency seeks to develop a new capability or solution and believes that industry is best capable of determining how to meet agency needs, a Statement of Objectives (SOO) may be required. Contractors will prepare a SOW response to the SOO. This approach would not be appropriate in transitioning services from FTS2001 to Networx in order to define inventory requirements that are clearly defined as pre-priced CLINs on the Networx contracts. Because GSA will review the Agency's SOO as well as each of the Networx contractor's proposed SOWs response for a scope determination, the SOO approach will necessitate a much higher level of GSA involvement and will substantially increase the time required for the overall ordering process. Since this process could also lead to re-pricing of services already competed and priced on the Networx contracts, agencies are strongly encouraged to avoid this process unless clearly warranted. The step-by-step procedures for developing a SOW (Contract Section G.4.5) are as follows:

## Service Competition Package Preparation

1. **Consult with GSA:** While the Agency has the primary responsibility for developing either a SOW or a SOO, GSA can provide advisory and consulting services to the Agencies that may include performing scope determinations for the SOW requirements and working with the Agencies to define the additional CLINs required for the Agency-specific unpriced requirements.
2. **Complete Agency Developed SOW:** If the Agency elects to draft a SOW, it should include any associated enhanced performance requirements if applicable, the format for contractor submission of responses, and evaluation guidelines. Guidance on some of the SOW data elements are found in Attachment 4. The SOW should specify which Networx contract—Universal or Enterprise—is to be used. The SOW should also identify the additional CLINs needed to accommodate the Agency specific requirements. Not all the data elements listed in Attachment 4 need to be used for all SOW orders—Agencies should tailor the SOW and the information needed to meet their particular needs. The complexity of the SOW will depend upon the complexity of the Agency requirements.
3. **Submit SOW:** Once an Agency has prepared a SOW, the Agency needs to submit it to a designated GSA Contracting Officer (CO) for review.
4. **Conduct Scope Determination and Approve SOW/SOO:** For an Agency-developed SOW, the GSA CO will determine whether the SOW requirements are within scope of the Networx acquisition (Universal or Enterprise). If a SOO is needed, the CO will perform a “Quick In-Scope” determination, checking only for stated requirements that are clearly beyond the scope of the Networx contract under consideration. In either case, the GSA CO will issue a written scope determination finding to the Agency.

If the SOW is not within scope, GSA will work with the Agency to redefine the requirements to ensure that they fall within the scope of the Networx contract. While the time required for the SOW scope determination will depend upon the complexity of the SOW requirements, GSA expects that the majority of scope determinations will be completed within **twenty (20) business days**. For SOO scope determinations, the majority will be completed within **ten (10) business days**.

5. **Issue RFQ:** Once a within-scope determination is made, and the Agency has selected either the Universal or Enterprise acquisition, GSA shall issue the RFQ to the qualified contractors as requested by the Agency.
6. **Submit Proposals:** The contractors will submit proposals to the ordering Agency in response to the RFQ issued by GSA. **Any non-administrative amendments to the RFQ must be submitted to GSA for an additional within-scope determination. An amended RFQ will then be issued by GSA to the Networx Universal or Enterprise contractors as requested by the Agency.** Questions and answers conducted by the ordering Agency with the Networx contractors will be coordinated by GSA.

If the RFQ is based upon an Agency-submitted SOO, the following additional actions take place in parallel with the next step (step 7):

- Based on the SOO, contractors will prepare SOWs as part of their proposals and submit them to the Agency and GSA CO.
  - The GSA CO conducts a detailed scope determination of each contractor-submitted SOW, rejects SOWs found to be out of scope, and advises the Agency and affected contractors of the rejections.
  - For contractor-prepared SOWs determined to be within scope, the GSA CO notifies the Agency and affected contractors.
7. **Receive and Evaluate Proposals:** The Agency will evaluate the contractors' proposals using the Agency evaluation plan outlined in the RFQ.
  8. **Negotiate Specifics with Contractor:** The Agency may contact the contractor(s) to discuss the services needed and other issues that impact the service offerings.

### Fair Opportunity Decision

9. **Select Qualified Contractor:** Using the Fair Opportunity guidelines, the Agency will select the best qualified contractor proposal based on the SOW requirements and the evaluation plan. The rationale for the selection decision must be thoroughly documented by the Agency.
10. **Make Final Review and Prepare Notice of Selection Package:** The Agency will make a final review of the selected proposal and will package the proposal and selection decision in preparation for the contract modification process. This package should include the SOW, any amendments made to the original SOW, the selected contractor proposal, the recommended CLIN structure, the prices for services, any additional information on prices to support a fair and reasonable determination, and the selection decision documentation. Once assembled, the package should be forwarded to the GSA Contracting Officer.
11. **Notifications and Debriefings:** The Agency must notify the contractors of its decision for any orders in excess of five million dollars and conduct debriefings if requested by the contractors.

### Contract Modification

12. **Modify Contract:** Working with the selected contractor(s), GSA will modify the appropriate Networx contract(s) to incorporate any SOW information that is not currently in the contract(s). The CLIN structure will be modified as well to incorporate the new requirements and pricing information. GSA will make a final fair and reasonable determination for any new prices that need to be incorporated into the Networx contract(s). GSA anticipates the majority of contract modifications to be completed within **thirty (30) business days**. The *Networx Contract Modification Guide* should be consulted for the specific procedures required for the Networx contract modification process. GSA will modify contracts for the selected contractor(s) only, unless GSA deems it is beneficial to pursue adding services to the other contracts.

The Agency may place an order for any unpriced ICB CLINs or Agency-specific service only when the contract modification process is completed. Agencies will be notified when the contract modification has been awarded. See Section 5 of this document for a description of the Networkx order placement process.

## 5. ORDER PLACEMENT PROCESS

Once the Fair Opportunity process and all necessary modifications to the Networkx contracts are completed, an Agency will submit the order(s) directly to the selected Networkx contractor. The selected Networkx contractor may consult with the Agency to expedite the ordering process and to provide the tools needed to ensure that all orders are properly placed. The Networkx contractors may also provide training to individual agencies on placing orders for their services.

The Networkx contractors will accept only authorized orders from the Agencies to ensure that correct Agency hierarchy information is provided and to provide order tracking and inquiry information to assist both the Agencies and GSA in monitoring order related activities such as billing, service inventories, and credits, among others.

Agencies have authority to appoint Designated Agency Representatives (DARs) who are authorized to place orders under the Networkx contracts. The DAR is responsible for complying with the terms and conditions of the contracts and with any rules, regulations, and conditions promulgated and enforced by their Agency. Agencies will also appoint DAR administrators who are responsible for developing and maintaining a list of DARs authorized to place orders under the Networkx contracts, the hierarchy code(s) or billing account code(s) against which the DARs can order, the type of service(s), dollar limit, and any other limits placed on the DAR ordering authority. Information on the roles and responsibilities of the DARs and DAR administrators can be found in the *DAR Guidelines for Network Services Contracts* issued by GSA through the Office of Integrated Technology Services.

The steps for placing an order with a Networkx contractor are provided below. These steps and indicated time limits are defined in the Networkx contracts.

1. **Place Order:** The Agency will place an order with the selected Networkx contractor. Only Agency DARs are authorized to place orders for Networkx services.
2. **Receive Order:** The contractor receives the order from the Agency. If a non-electronic medium is used, the contractor will enter the order into its online ordering system within **three (3) business days**.
3. **Issue Order Receipt Acknowledgement:** The contractor provides the ordering Agency with a completed **Order Receipt Acknowledgement form** within **one (1) business day** of receiving the order. An **Order Receipt Acknowledgement** will be provided by the contractor for each order received from the ordering Agency.
4. **Determine Order Validity:** The contractor reviews the order within **five (5) business days** to determine whether it is valid according to the contract requirements for service ordering. The contractor also validates each data element submitted with the order, paying particular attention to the accuracy and completeness of the Agency Hierarchy Code(s) (AHC) and the user authorizations. All orders with incorrect or incomplete AHCs will not be validated. Any order containing an AHC that the DAR is not authorized to provide (based on the DAR profile) will not be validated. When reviewing the order for validity, the contractors should pay particular attention to the service scope and funding authorization of the DAR. Any order placed by an unauthorized DAR or in which an incorrect funding source is identified will not be validated. Depending on the results of this review, one of the following two courses of action are to be taken:

- (a) **Order Valid—Contact Agency:** If an order is valid, the contractor will notify the ordering Agency within **one (1) business day** and will issue a **Service Order Confirmation** to the Agency within **five (5) business days** of receiving the order.
  - (b) **Order Not Valid:** If the order is found to be invalid, the contractor will notify the ordering Agency within **one (1) business day** and will include in the notification the specific portions of the order that are invalid, with clear indications of why they are invalid. Ordering Agencies must respond to the contractor within **five (5) business days** of being notified that the order is invalid (see step 5 below). If the Agency fails to respond to the contractor within **five (5) business days**, the contractor issues an **Order Rejection Notice** to the Agency.
5. **Issue Order Correction:** For orders found to be invalid, the ordering Agency issues an order correction within **five (5) business days** of being informed that the order is invalid. If the Agency wishes to make a correction to an order found to be valid, the Agency can issue an order correction within **five (5) business days** of being informed that the order is valid. The contractor will accept the corrected order if a) the contractor deemed the original order to be invalid, or b) the Agency determines it necessary to correct the order or change the customer want date. The Agency will submit the corrected order to the contractor in the same way that the original order was submitted. If an Agency Service Request Number (ASRN) was provided, the contractor will use the same ASRN that was used on the original order. The contractor will also use the same Contract Service Order Number on the corrected order that was used on the original order. The Contract Service Order Number is used for order tracking purposes.



## 6. ORDER FULFILLMENT PROCESS

Order fulfillment ensures that the order has been correctly placed and that service is being provided in accordance with the provisions of the Network contracts. The order fulfillment process is described below.

**Issue Service Order Confirmation:** If the contractor deems that the order is valid, the contractor issues a **Service Order Confirmation** to the Agency within **five (5) business days** of receiving the order.

1. **Issue Firm Order Commitment Notice:** In conjunction with issuing the Service Order Confirmation, the contractor will also issue a **Firm Order Commitment Notice** to the ordering Agency. The Firm Order Commitment Notice will specify an implementation interval that best meets the ordering Agency's want date in accordance with the Service Provisioning Intervals specified in the Network contracts.
2. **Implement Order:** The contractor implements the order within the service provisioning interval. The implementation interval is the number of calendar days from the Service Order Confirmation date to the completion date as specified in the Service Order Completion Notice (SOCN).
3. **Issue SOCN:** The contractor provides the ordering Agency and GSA with a SOCN within **one (1) business day** after all the components of the order are fully implemented, the contractor has completed testing, and the service is ready for customer Agency use. The contractor must provide a SOCN for each order.
4. **Receive SOCN:** The ordering Agency and GSA receive a copy of the SOCN.

## ATTACHMENT 1: ROLES AND RESPONSIBILITIES

Roles and responsibilities for selecting a Networkx contractor and placing orders under the Networkx contracts will be shared by the Agency placing the order, GSA, and the Networkx contractor providing the services. Agencies will appoint Designated Agency Representatives (DARs) who are authorized, in accordance with agency regulations and policies, to place orders for telecommunications services under the Networkx contracts. The table below describes the specific roles and responsibilities for the organizations involved in the Networkx ordering process.

<b>GSA</b>	<ul style="list-style-type: none"> <li>▪ Provides general guidance on selecting a Networkx contractor and ordering Networkx services</li> <li>▪ Communicates policy and regulatory requirements to Agencies</li> <li>▪ Consults with Agencies on SOW development process</li> </ul>
<b>GSA Contracting Officer</b>	<ul style="list-style-type: none"> <li>▪ Makes scope determination for requirements</li> <li>▪ Issues RFQs, SOWs, &amp; SOOs</li> <li>▪ Executes contract modifications</li> </ul>
<b>Networkx Contractor</b>	<ul style="list-style-type: none"> <li>▪ Submits SOW(s) in response to a SOO</li> <li>▪ Submits proposals in response to a RFQ</li> <li>▪ Provides all information needed to keep Networkx tools, databases, and processes up-to-date</li> <li>▪ Fulfills Networkx orders</li> </ul>
<b>Agency</b>	<ul style="list-style-type: none"> <li>▪ Defines requirements</li> <li>▪ Appoints DARs and DAR Administrators</li> <li>▪ Conducts Market Research, as necessary</li> <li>▪ Develops SOW, RFQ, SOO</li> <li>▪ Conducts Fair Opportunity process</li> </ul>
<b>Agency Contracting Officer</b>	<ul style="list-style-type: none"> <li>▪ Negotiates directly with the Networkx contractors</li> <li>▪ Documents Fair Opportunity process</li> </ul>
<b>Agency DAR</b>	<ul style="list-style-type: none"> <li>▪ Places Orders</li> <li>▪ Manages Orders</li> </ul>

## ATTACHMENT 2: NETWORKX TOOLS

**Networkx Pricer**—provides access to the contract prices for available Networkx services. The Networkx Pricer provides the capability to compare unit prices at the CLIN level for the contractors supporting the Networkx Universal, Networkx Enterprise, and, where available, the FTS 2001 contracts. Subject to access controls, users may view, edit, update, and download price data to support a number of functions. The capabilities of the Networkx Pricer include:

Pricing for all Networkx CLINs—domestic and international rates

Summing of multiple price queries

Viewing and pricing CLINs associated with a particular service

The Networkx Pricer is available in two versions. A private version will be available to Agencies that will provide access to sensitive Networkx contractor price data for current prices plus a 10 year projection of prices. This version will allow Agencies to evaluate the cost of Networkx contractor services in support of the Fair Opportunity process. A public version of the Networkx Pricer will allow contractor to have access to current year and previous year prices, but not future prices provided by other Networkx contractors. Processes will be in place to ensure that the Networkx Pricer contains the most current information on the prices of Networkx services. The public version of the Networkx Pricer can be found at <http://releasedprices.networkx.gov>.

Since the Agency or private version of Networkx Pricer contains sensitive data on the Networkx contractor price structures, security measures are in place to ensure that only authorized users have access to that information. Access to the private Networkx Pricer requires Agency Users to obtain RSA SecurID® Tokens from the Networkx PMO. These procedures and required forms are provided at the Networkx Document Library called "Procedures for Access to 10-Year Pricer" accessible through the GSA Networkx web site at <http://www.gsa.gov/Networkx>. The private Networkx Pricer can be accessed at <https://pricer.networkx.gov>.

**Contract Database**—stores information on the Networkx contracts. GSA and Agency customers will have read-only access to the Networkx contract documents for reference purposes. GSA will have both read and write access to the database to make approved modifications to the contracts. The Networkx contractors will not have access to the contract database since it contains proprietary information on pricing provided by the other contractors.

## ATTACHMENT 3: GSA CONTRACT INFORMATION

### Contract Numbers

Network Contract	Contract Number
AT&T--Enterprise	GS00T07NSD0041
AT&T--Universal	GS00T07NSD0007
Level 3 Communications--Enterprise	GS00T07NSD0037
MCI /Verizon--Enterprise	GS00T07NSD0038
MCI/Verizon --Universal	GS00T07NSD0008
Qwest--Enterprise	GS00T07NSD0040
Qwest--Universal	GS00T07NSD0002
Sprint--Enterprise	GS00T07NSD0039

### Network Points of Contact

The table below lists contact information for obtaining assistance with service ordering or usage. For the most expeditious and accurate assistance, you are encouraged to contact the Help Desk first. The GSA staff at the Help Desk can place you in quick and direct contact with those who are best equipped to resolve your questions or issues.

Agencies for which a GSA Technology Service Manager (TSM) has been assigned can also obtain assistance by using the procedures in the table below for contacting their TSMs.

GSA Contact	Contact Instructions
Networkx Help Desk	Call 866-472-0274 or e-mail <a href="mailto:networkx.support@gsa.gov">networkx.support@gsa.gov</a>
GSA Technology Service Manager	<ol style="list-style-type: none"> <li>1. Find your agency in the listing at <a href="http://www.gsa.gov/gams">www.gsa.gov/gams</a>.</li> <li>2. Contact the TSM assigned to your agency using the listed contact information.</li> </ol>

## ATTACHMENT 4: STATEMENT OF WORK DATA ELEMENTS

The table below describes the suggested data elements for developing a SOW. In developing a SOW Agencies should tailor these elements to suit their particular needs and choose the data fields that are most pertinent to their circumstances and requirements.

Field Name	Description
PROJECT TITLE	Provide a short, descriptive title of the work to be performed
BACKGROUND	Provide a brief description/summary of the services sought Describe the services provided by the current network and/or contractors  Describe strategic direction and objectives for the solution sought by the Agency (i.e., what is the main objective for the migration of services, what emerging services are envisioned to be supported by the solution sought,)
ACQUISITION SELECTED	Universal, or Enterprise
FAIR OPPORTUNITY EXCEPTION	State whether exceptions to Fair Opportunity apply to the services defined in the SOW  Document rationale for Fair Opportunity exception
SPECIFIC TASKS AND/OR SERVICES	Provide a Statement of Requirements (SOR)
AGENCY SPECIFIED SERVICES	Indicate whether Agency specific services are needed Provide scope of services needed
SERVICE REQUIREMENTS (Mapped to Networkx Service)	<b>Requirements Category by Target Networkx Service:</b>  On contract and priced (fixed price) On contract and not priced (ICB) Agency Specific Requirements
PERFORMANCE MEASURES (Mapped to Networkx Service)	Identify metrics to be used to assess quality of service delivery based on Networkx contract specified performance measures or others as needed
GOVERNMENT-FURNISHED EQUIPMENT AND INFORMATION (Mapped to Networkx Service)	Identify the Government-furnished equipment and information, if any, to be provided to the contractor and identify any limitations on use. Be as specific as possible.  Indicate interoperability requirements
PLACE OF PERFORMANCE	Specify the services that will be provided at the contractor's site Specify the services that will be provided at a Government site
PERIOD OF PERFORMANCE:	State the period of performance in terms of total calendar days after award for services requested
EVALUATION PLAN	Present high level plan for selecting a contractor to provide the specified services  Specify the factors—technical, management, past performance, price—that will be used to evaluate contractor proposals.

## ATTACHMENT 5: EXCEPTIONS TO THE FAIR OPPORTUNITY PROCESS

The Government may issue orders without the Fair Opportunity process whenever circumstances warrant the exercise of any exception set forth in 41 USC §253j. In the event that any of the Exceptions to Fair Opportunity are employed, the rationale must be thoroughly documented. If the logical follow-on exception is used, the rationale shall describe why the relationship between the initial order and the follow-on is logical (e.g., in terms of scope, period of performance, or value). In accordance with 41 USC §253j, Fair Opportunity does not apply to orders that are under \$3,000, although to the extent practicable, such micro-purchases shall be distributed equitably among qualified suppliers. Fair Opportunity also does not apply to service orders above \$3,000 where the Contracting Officer determines that:

### Examples of Fair Opportunity Exceptions

Exception Provided for by 41 USC §253j [abbreviated description]	Examples of Delivery or Task Order Types that Qualify As Exceptions
Unusual urgency that would lead to unacceptable delays	Natural disaster or other emergency needs Military/mobilization needs Immediate short-term need arising on short notice
Only one capable contractor	Only one contractor offers the equipment/service Only one contractor offers the equipment/service to the locations where the equipment/service is needed Only one contractor can demonstrate that it is capable of providing equipment/service in the manner required by the user or to the required locations
Economy, efficiency and logical follow-on to an order already issued under Fair Opportunity	Orders associated with any moves, additions, changes, or similar needs Incremental orders for the same or a new equipment/service to locations where equipment/service already exists or has been ordered Orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training network management, or other support systems Orders placed to maintain the engineering and operational integrity of, or to augment an established telecommunications capability within an organization
Meet a minimum revenue guarantee	No examples provided. Self-explanatory.