GSA

Federal Acquisition Service

GSA TRANSITION ORDERING ASSISTANCE

Enterprise Infrastructure Solutions (EIS)
GSA Assisted Transition (GSAAT)

Full Service Transition Plan

Version 5.0

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5.0	April 10, 2019	Update transition schedule with extensions to expiring contracts; other formatting and editorial corrections	Joseph Braxton, Debbie Hren

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1   Introduction

GSA's Office of Telecommunications Services (OTS) Full Service Program currently provides mission critical telecommunications and information technology service to government agencies through a suite of acquisition vehicles such as Networx, WITS, tariff services and Regional local service contracts. With these contracts set to expire, GSA initiated a follow-on acquisition called Enterprise Infrastructure Solutions (EIS) that merges the capabilities of the previous vehicles and meets agency needs for the next generation of telecommunications and networking solutions.

GSA's eleven geographic regions currently provide local telecommunication services through a variety of contracts and service delivery vehicles in support of federal agencies throughout the 50 states, U.S. territories, and overseas. For all regional contracts except Region 11's WITS 3 contracts, the regions operate a "full service" model that includes managing service transitions, ordering services on behalf of agencies, troubleshooting service disruptions, and resolving issues with the suppliers as the customer of record on behalf of the agency customers.

As announced at the October 3, 2017 Infrastructure Advisory Group meeting, GSA will not be offering full service support on EIS. GSA will discontinue the Full Service Program and all associated support services for Centrex and Private Branch Exchange (PBX) as agencies transition to EIS. Agencies currently using services by the GSA Regional local service contracts (administered by GSA Regions 1-10) are participating in GSA's Full Service Program; however, these participants will now need to order replacement services directly from the EIS contractors.

GSA will continue to provide a full accounting of telecommunications inventory for all GSA Programs including the Regional local services. GSA's Regional local service Inventory along with GSA-provided transition assistance will help federal agencies with EIS transition strategy planning, coordination and execution. GSA is committed to supporting agencies through transition of services from the expiring Networx, WITS 3, tariff services and GSA Regional local service contracts to EIS.

2   Purpose

The purpose of this document is to provide guidance for agencies transitioning services from GSA's Full Service Program to EIS, and to assist with the nuances of coordination with GSA as the "customer of record" for existing services. It includes processes for coordination among GSA, the agency, and the contractors for transitioning services. The target audience of this document is stakeholders assisting in the agency's Regional local service transition to EIS, including, agency Transition Managers, agency Ordering Contracting Officers (OCOs) and

Contracting Officer's Representatives (CORs), GSA Transition Coordination Center (TCC), and GSA Operations and Service Delivery personnel who perform full service order writing (including disconnects), implementation, billing, and life-cycle management. Appendix B provides a complete list of current agency-level customers in the Full Service Program.

Although detailed processes may vary from Region to Region and even location to location, this document will help guide the agency's transition of Regional local services to the EIS contracts by describing:

- Transition roles and responsibilities
- High-level transition strategies and scenarios for contractor selection, shared tenant locations, and number portability
- Preparation for transition
- Post task order and service order execution
- Service transition (new service cut-over) and/or back-office (contract) transition
- Coordination of disconnect orders.

3   Scope

The scope of this document addresses the transition of services that are on expiring GSA Regional local service contracts or tariffs and their associated long distance services on Networx contracts. Existing services are delivered within 57 states and territories representing over 3,500 cities and 15,000 street addresses. The expiring Full Service Program operates in 802 of the 927 Core Based Statistical Areas (CBSAs) that comprise the EIS geographic scope. The services consist of circuit switched, Time-division Multiplexing (TDM) based, voice and data services as well as PBXs and access services that are provided through Networx, tariff services or a Regional local service contract where GSA is the customer of record.

This document helps identify the roles and responsibilities of the various organizational components involved while outlining the key activities, key processes, timelines and constraints, as well as risks and important considerations. Transitioning expiring services is carried out in phases: ordering replacement service, implementation, acceptance testing, disconnection of expiring services, and billing/invoicing verification. The methodology includes tracking performance against target metrics to show the progress of transition off expiring contracts.

While the document details the execution of transition primarily after the selection of the replacement services and contractors, it also contains some guidance agencies may include in that selection.

4 EIS Transition Key Milestone Timeline

Figure 1 below reflects the current EIS Transition timeline.

Figure 1 – EIS Transition Timeline
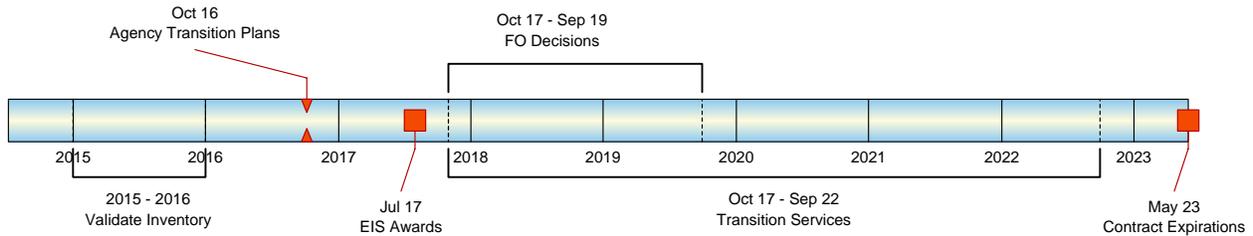
Table 1 below lists the current dates for critical Transition milestones.

Table 1 – Critical Transition Milestones

Activity	Milestone Date
Agency awards task orders on EIS for regional service replacement	September 2019
Agency begins placing service orders for EIS	September 2019
Transition 50% Complete	March 2021
Transition 100% Complete (Disconnected)	September 2022

5 Roles and Responsibilities

During the EIS solicitation process through task order (TO) award, GSA is positioned to provide solicitation assistance to agencies through the Transition Ordering Support (TOA) program. After signing an Interagency Agreement (IA), agencies receive pre-award solicitation support including inventory confirmation and assistance developing multiple solicitation deliverables. Agencies not already receiving TOA support from GSA should contact their GSA Agency Manager.

Following a fair opportunity (FO) decision and a task order award, GSA will assist agencies with transitioning from current services to EIS contract services. The GSA regional local services transition effort will be supported by TOA. GSA can offer assistance with service installation, cutover and expiring service disconnections. This assistance is comprised of contractor personnel in support of federal government personnel and operates as a component of the TCC. It interfaces with other key organizations within GSA OTS including Operations, Ordering, and Service Delivery as well as the customer agency. Specific roles and responsibilities are described in Appendix D.

Once a FO decision and task order award is made by the agency for replacements to its Regional local services, the agency OCO will inform the GSA Area Telecommunication Manager (ATM) by email (TSR@gsa.gov). This action will enable the ATM to contact the agency and begin the support activities and coordination required to successfully transition services to EIS. Level of support is based on the number and complexity of agency TOs and inventory. Key documents that the agency needs to complete for a successful transition are included in this Plan, such as the cutover checklists and the GSA policy for number portability. The template for the Letter of Agency (LOA) can be requested at TSR@gsa.gov. Please refer to Appendix D for additional details concerning Roles and Responsibilities.

6   Agency Considerations for Transition Strategy

Agencies may choose to transition to EIS as "like-for-like" replacement of services, or transformation, or some combination of the two. Like-for-like transition represents retaining existing services. Transformation, on the other hand, represents a change or upgrade in technology from existing services, such as replacing TDM based services with Voice-over-Internet Protocol (VoIP), Ethernet Access, Wireless, or Unified Communications. (Additional information on modernizing local services can be viewed at Full Service Workshop Number 5). In some cases, agencies may elect to disconnect the expiring service without a replacement service. And in other cases, agencies may select a contractual agreement other than EIS. If the agency selects a contract other than EIS, the agency is solely responsible for transfer of inventory to that non-EIS contract. In such cases GSA will still provide assistance for customers through the issuance of disconnect orders and porting of telephone numbers (TNs).

6.1   Like-for-Like

Like-for-like transitions are characterized by replacing expiring services with similar or functionally equivalent services. While like-for-like transitions may reduce the technical complexity of transitions, they do not significantly reduce the associated procurement, management and administrative workload or maximize cost savings and compliance with government objectives for modernization. Existing infrastructure, including cable and wiring, should be evaluated for re-use.

6.2   Transformational

Transformation transitions are characterized by replacing Regional local services with alternative or advanced technology applications and services from the EIS contract. Transformations may include cloud strategies, changes to IT architecture and platform, as well as strengthened security postures. Regional local services currently delivered through GSA-owned PBXs must transform and infrastructure (cable and wiring) must be carefully surveyed to

determine if higher speed digital applications can be delivered over existing agency cable and wiring. Specifically, for TDM services, the agency may transform to VoIP or wireless solutions. Table 2 below describes a broad set of replacement options for TDM-based services as conveyed in response to a Request for Information (RFI) GSA released in January 2017. Note that the RFI was conducted prior to the award of EIS contracts, and industry respondents may or may not have been ultimately awarded an EIS contract.

Table 2 – Replacement Options for TDM-based Services

Services	Replacement Option(s)
Support for ISDN BRI and PRI	EIS will support PRI via "native" signaling or emulation; ISDN BRI may not be supported widely, with the exception of incumbent Local Exchange Carriers (LECs)
Support for UTP/Category-3 Wiring	Industry supports using PhyBridge or AdTran equipment; Shortcomings noted, particularly lack of end-to-end management
Wireless replacement for Wireline	Industry recommended push-to-talk capability with EIS Managed Wireless Service (MWS) for user groups up to 250 subscribers; Others suggested VoIP over Wi-Fi, while several do not offer any wireless solutions
Over the Top (OTT)	Not recommended by majority of industry respondents due to uncertain LAN QOS
DSL Replacement Options	Multitude of options proposed including Ethernet solutions
Bundling Access Loops and Ports	Industry indicated they would not unbundle local lines as required by EIS since they are not offering CSVS, stating "these products are being phased out"

6.3   Timing

The timing of transition can be affected by various factors. Agencies should note that the Regional local service contracts have varying expiration dates. *Please refer to the Transition Strategy and Management Plan on gsa.gov/eistransition for additional information.* Any Regional local service contracts that currently have option periods allowing for performance beyond May 2023 should be considered for inclusion in the transition program that is targeted for completion in May 2023. GSA will retain the option of not fully transitioning services from those contracts until closer to the end of their period of performance. ***Please note: The long distance (LD) service that is provided by Networx contracts, will need to be replaced no later than the expiration of the Networx contracts.***

In addition, agency components may have periods during which changes to their services must be minimized and may need to stipulate blackout dates. Furthermore, non-domestic locations

may have long lead times and time-zone issues. Requests for moves, adds, changes, and disconnects on existing contracts prior to transition may complicate and delay transition. GSA may establish an ordering freeze date, after which all new services should be ordered under the new EIS contracts. Agencies should consider using EIS well prior to this date.

7 Transition Preparation (Pre-Task Order)

This section describes the actions that GSA, agencies, and EIS contractors must accomplish in preparation for transition prior to the award of task orders on EIS.

7.1 Inventory Analysis

The agency must analyze its inventory of Regional local services. This analysis is to identify service types and quantities and enable the agency to determine the requirements for replacement services to order on EIS. It also allows the agency to determine (1) gaps in infrastructure information that may necessitate site surveys, (2) impacts to vendors providing other services at the site, (3) issues that must be addressed with property management, and (4) services that can be disconnected and not replaced. The agency should consider how this information will impact its EIS requirements.

7.2 Requirements for EIS Contractor to Coordinate with GSA

Agencies should include requirements for the EIS contractor to coordinate with GSA and the incumbent Regional local contractors and Networx contractors to ensure smooth cutover of services. This coordination can include:

- Sharing implementation schedules to coordinate with timing of disconnects
- Kickoff meetings at the appropriate level consistent with the EIS contractor's implementation plan
- Sharing task or service order detail for common understanding of services replacing existing services
- Coordinating cutovers through go/no-go decisions, cutover calls, etc.

7.3 Special Case: Cable and Wiring

Many agencies have offices in multiple states, cities and remote locations. All 339 major metropolitan areas in the U.S. and Puerto Rico have federal civilian employees. To house employees, the executive branch currently owns approximately 267,000 buildings; equal to approximately 2.8B Sq. Ft. No two office buildings are exactly alike. Cable and wiring infrastructure varies by building, and often by floor. Moreover, cabling and wiring can affect the successful transition of agency services, especially when transformation strategies and approaches are used. While agencies understand their network and telecommunications needs, the exact conditions of every agency building location is not readily available.

Agencies can award TO(s) on EIS that include site surveys and preparation in addition to the delivery of the network solution. For guidance on writing requirements for a solicitation when site details are uncertain, please refer to *Fair Opportunity Ordering Guide (FOOG) Appendix B: Fair Opportunity and Task Ordering Use Cases - Accommodating Expected Moves, Adds, Changes and Additional Quantities of Services or Additional Services in EIS Solicitations*. Additional considerations to include in requirements and planning for site surveys are as follows:

- Make arrangements for the entry of service provider technicians to the site to avoid them being turned away and having to reschedule. Contractor access to federal locations must be coordinated, usually well in advance. Access to federal buildings is strictly controlled.
- Building information is generally considered "Sensitive but Unclassified (SBU) or Controlled Unclassified Information (CUI)."
- Advise service provider of any special access requirements for the site. The agency's information technology "System Security Plans (SSPs)" may further restrict access to some areas of a building; and may also include other restrictive policies, such as prohibiting photographing, for example.
- On-site building management may charge for time spent escorting and explaining building details and conditions.
- Ensure the technician understands the plan for the site, including the type of cutover planned (see section 8.2.1) (flash, parallel operations, or phased).
- Require cabling and wiring to be completed prior to scheduled cutover date and have technician on hand for both pre-test and cutover.

An agency can award a TO to an EIS contractor that includes site preparation and the installation of needed cable and wiring, even when details of each site are uncertain. The TO can use the available CLINs in the EIS contract (see Table 3 below) combined with careful selection of the solicitation type, evaluation factors for award, and the award approach to make a single competitive award which includes site preparation in addition to the delivery of the network solution to their requirements. EIS contractors may request to conduct site surveys prior to submitting a proposal in response to the solicitation or may propose site surveys as part of the initial activity after TO award. (Additional information on infrastructure considerations can be viewed at Full Service Workshop Number 5).

Table 3 – EIS Contract Section B.2.12.2 Cable and Wiring CONUS CLINs

NRC CLIN	Description	Charging Unit	Notes
CW00001	Fixed Price Site Survey Basic CONUS	Each	A site survey that does not require a site visit; The results are provided in a summary template

NRC CLIN	Description	Charging Unit	Notes
CW00002	Fixed Price Site Survey Complex CONUS	Each	A site survey requiring a site visit; The results are provided in a written quote, with documentation photos and drawings, as required
CW00005	ICB Site Survey	ICB	A site survey that cannot be accomplished under the Fixed Price Site Survey types; Examples include, but are not limited to, remote locations and extraordinary construction
CW00101	Fixed Price Wiring Install CONUS	Each	A wiring installation that can be accomplished on the customer's premises in 3 hours or less and includes up to 150 feet of wiring; The charges for the installation apply only when it is not coincident with an SRE installation; Price includes termination, jacks, and testing
CW00103	ICB Wiring Install	ICB	Wiring installation that doesn't meet the definition of the Fixed Price CLIN

NOTE: All fixed-price CLINs include labor, travel, and material costs in the price (e.g., connectors, faceplates, cable). For each Wiring Install that is priced as ICB, the contractor <u>must</u> perform a Site Survey and provide a Site Survey Estimate with TO proposals or as specified in each TO. ICB CLINs are defined in Section B.1.2.14 of the EIS contracts and may be used to provide unique identifiers for <u>services that are yet to be fully defined</u> for a service under a specific TO.

7.3.1 Like-for-Like Transitions and Sample CLIN Solution Set for Cable and Wiring

- Specify clearly that the proposed solution shall perform in the same manner as the existing in-place technology and the <u>re-use of existing cable and wiring is required without the need for additional equipment or devices.</u>
- Agencies <u>MUST</u> stipulate the existing platform in their solicitation; such as PBX TDM platform with digital phone sets or Centrex TDM with digital phone sets, for like for like transitions.
- Clearly describe the requirement for site preparation including site surveys.

    SOLUTION SET PER LOCATION

- Service CLIN(s): Specific quantities by location.
- Site Survey CLIN: Fixed Price - One per location (Basic or Complex).

- Wire and Cable Install CLIN (installation of additional cable runs ONLY, as necessary; assumes re-use of existing wiring): Specify quantity.
- Service Related Equipment: Specify quantity.

7.3.2 Transformation Transitions and Sample CLIN Solution Set for Cable and Wiring

- Specify clearly that the proposed solution shall be transformative; and optimize the use of state of the art services and solutions in order to: a) significantly contribute to the agency's IT modernization strategy; b) significantly contribute to the reduction of operations and maintenance cost due to efficiencies gained by moving to modern architectures, platforms and services; c) significantly contribute to enhancing mission effectiveness, user as well as public benefit; and d) significantly contribute to the agency's IT risk reduction efforts.
- Clearly describe and specify any special access arrangements that are required (such as dual or redundant entrances).
- Clearly describe the requirement for site preparation including site surveys.

SOLUTION SET PER LOCATION

- Service CLIN(s): Specific quantities by location.
- Access Arrangement CLIN: Site survey automatically included, if necessary.
- Special Access Arrangement CLIN: Site survey automatically included.
- Wire and Cable Install CLIN: ICB CLIN – Site survey automatically included.
- Service Related Equipment: Specify quantity.

7.3.3 Remote Locations and Sample CLIN Solution Set for Cable and Wiring

- Remote locations are often in isolated areas and older building structures (such as strip malls) where infrastructure and access arrangements may be lacking or outdated.
- Clearly describe the requirement for site preparation, including site surveys.

SOLUTION SET PER LOCATION

- Service CLIN(s): Specific quantities by location.
- Access Arrangement CLIN: Site survey automatically included, if necessary.
- Wire and Cable Install CLIN: ICB CLIN (automatically includes site survey).
- Service Related Equipment: Specify quantity.

7.3.4 Multi-tenant Large Building and Sample CLIN Solution Set for Cable and Wiring

- Large multi-tenant buildings are often older buildings where building infrastructure is shared; stacking plans may be complex; and building infrastructure is likely outdated.

- Clearly describe the requirement for site preparation, including site surveys.
- Clearly describe any special access arrangements.

SOLUTION SET PER LOCATION

- Service CLIN(s): Specific quantities by location.
- Access Arrangement CLIN: Site survey automatically included, if necessary.
- Special Access Arrangement CLIN: ICB CLIN (site survey automatically included).
- Wire and Cable Install CLIN: ICB CLIN (site survey automatically included).

8 Transition Execution (Post Task Order Award)

Following the agency's award of TO(s) to their EIS contractor(s), many important and critical activities, grouped into identifiable and frequently overlapping phases, will follow. It is also at this point where the agency's IT modernization plans, as implemented in the TO, are executed. The TO award is also the start of the transition from expiring services to EIS replacement services. Post TO award phases are: i) agency engagement and coordination, ii) service ordering (Section 8.2) for EIS replacement services (including cutover approaches), iii) testing and acceptance, iv) disconnect of expiring service, and v) commencement of billing and invoice verification. This section describes the activities and the processes within each phase.

8.1 Agency Engagement and Coordination

8.1.1 General

After providing notification of the source selection decision to all offerors, the agencies have the further responsibility of engaging all parties involved in the EIS transition. The engagement with the EIS contractors (TO awardees), building management, LECs and LD carriers must be coordinated and phased to ensure that all facets of the transition are accomplished in the proper sequence. The EIS contractor(s) are expected to coordinate with all parties involved in the transition. The building managers, whether personnel with GSA's Public Buildings Service (PBS) or third-party representatives, are key to this enterprise. If the agencies choose to modernize their telecommunications services, building infrastructure may need to be upgraded from CAT-3 wiring to the required CAT-6 wiring. Since the existing service cannot easily be disconnected before transition, it may be necessary to build the new infrastructure wiring, closets, power, and possibly entrance facilities and main and intermediate frames. Given the transition deadline, this activity can become complex in multi-tenant buildings.

When the agency makes its decision(s) and awards TOs to one or more contractors, it is imperative that the agency transmits that information to GSA. Once TO awards are communicated, coordination efforts begin.

8.1.2 Scheduling and Coordination with GSA PBS for Federal Buildings

Under the Full Service Program, GSA FAS was responsible for all service delivery – including building infrastructure and the commissioning/de-commissioning of services. With the phase-out of the Full Service Program, it is now the direct responsibility of the agencies to coordinate these activities. Agency responsibility becomes more critically important for EIS transitions at large, multi-tenant federal office buildings.

In order to accommodate the agencies' requirements by the deadline for transition, the agencies will have to develop a schedule that is coordinated with GSA PBS and, to a lesser extent, the other co-located agencies. The schedule will have to be coordinated with their contractor(s) as well. For example, the multiple buildings at the Denver Federal Center are served by very few carrier entrance facilities; furthermore, the tie between facilities and trunking that connect buildings are also limited. Without precise coordination with the responsible parties, the work may be subject to delay and unplanned service disruptions. Careful coordination is a critical component of the planning required for each agency and each location. See the EIS Transition website, gsa.gov/eistransition, for information regarding PBS contacts.

8.2 Service Ordering for EIS Replacement Services

For EIS replacement services, agencies are responsible for preparing and issuing services orders (SOs) directly to their EIS contractor. EIS allows for the placement of SOs within the limitations of a TO and the contract; however, the decision to use an SO is optional and at the discretion of the OCO. SOs do not need to be issued if all details required to initiate service are provided in the TO. If needed, SOs can be used to authorize the start, change or discontinuation of services. If the agency intends to place SOs with EIS contractors through GSA's Conexus system, the solicitation and TO must state: "The contractor shall accept service orders from the GSA Conexus application in the Conexus data dictionary format." For additional information see the *FOOG* and *EIS Management and Operations (MOPS) Handbook*.

- FOOG; Section 5.1, *Place Service Orders Under Task Orders*
- MOPS Handbook; *Appendix D - Management and Operations - Contractor Deliverables*

The ordering of services will be guided by the transition strategy selected by the agency (like-for-like, transformational, or a combination), as well as the transition approach (flash, parallel operations, or phased—see following section). Agency decisions on strategy and approach will dictate SO priorities, sequences and timing for both EIS replacement services and disconnects of expiring services. Careful agency planning and close coordination is required to accomplish the transition ordering phase.

Transitioning agencies may frequently decide that the EIS contractor who receives the TO is in the best position to handle certain transition coordinating activities on the agency's behalf. Examples include working on the agency's behalf with expiring contractors to port numbers to

EIS replacement services. An agency requiring local number porting (that is, retaining the phone number from the expiring GSA contract to the EIS contract) must request GSA provide an LOA to the agency at TSR@gsa.gov. The agency will provide it to the EIS contractor along with the order for new EIS service. This LOA authorizes the EIS contractor to execute the porting process.

8.2.1 Cutover Approaches

8.2.1.1 Flash Cutover

The "flash cutover" (also known as "hot cut") approach is described as the immediate transition from the expiring services to the new EIS services. Legacy services on expiring contracts will be made inoperable simultaneously with the activation of new EIS replacement services. While this method may reduce cost as old and new services are not operating or being charged at the same time, there is a higher risk of disruption to agency operations in the event the new EIS services experience problems. Disconnected services from expiring contracts may be difficult to restore in a timely fashion, if at all. The risk to agency operations increases as the criticality of the impacted services rises. For example, even a temporary disruption to public facing services can cause significant harm to constituents.

Flash cutovers also require cooperation simultaneously of all parties, including GSA, the selected EIS contractor, the Regional local service contractor, the agency, and any additional vendors that the agency uses for related services (such as equipment maintenance or IT administration).

8.2.1.2 Parallel Operations

Parallel operations are cutovers where expiring services are operating at the same time as EIS replacement services. The "old" and "new" services are running simultaneously for a specified period of time. When agencies are satisfied that the new EIS replacement services are operating correctly, the expiring services are disconnected and cease to operate.

Parallel operations pose the lowest risk associated with a transition, but are not possible for certain services, such as circuit switched voice service (CSVS) being replaced like-for-like. If for any reason the EIS replacement services do not work as expected, agencies can revert to the expiring services (which have not yet been disconnected). However, parallel operations require both services to be operational, which results in higher costs. Parallel operations may also be constrained by infrastructure, cable and wire constraints, and other resource limitations, and thus requires careful advance planning.

8.2.1.3 Phased Cutovers

Phased cutovers are described as a combination of flash cutover and parallel operations. This approach is typically demonstrated by transitioning an agency in "parts" or "increments," rather than as an entire system. Specific components of the system, or of the organization, are cutover to the replacement services; while other components remain on expiring services. Phases can consist of organizational components, for example, service types or groups, and geographic areas. In phased cutovers, transition risk is limited to that part or increment being

cutover. Phased cutovers may also require temporary network gateways to connect users of the new service to users of the old service until cutover is complete for all users. Gateways may result in increased costs.

8.2.2 Recommended Approach

The recommendation for EIS transitions is to use the appropriate approach that fits with an agency's circumstances. Agencies can decide which organizational components, and/or which services, will be phased in, and in what order. Within each phase, smaller locations that are determined to be less vulnerable to transition risk can be flash cut; while larger, more complicated locations--where the impact of risk is greatest--are candidates for parallel operations. The highest levels of planning are required. During the implementation and cutover phase agencies will release their prepared service order(s) to the selected EIS contractor, according to the strategy and cutover approach being employed.

8.2.3 Special Case: Local Telephone Numbers (ANI)

Agencies should consider the timing for cutover of local TNs (commonly called ANIs[1]). Figure 2 and Table 4 describe the actions and recommended sequence for the agencies, EIS contractors, and GSA for implementation and cutover of ANI service to reduce risk of timing errors.

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[1] According to the FCC, the term "ANI'' (automatic number identification) refers to the delivery of the calling party's billing number by a local exchange carrier to any interconnecting carrier for billing or routing purposes, and to the subsequent delivery of such number to end users.

Figure 2 – ANI Service Order Implementation and Cutover

Responsibility Color Key

Agency	
GSA	
EIS Contractor	
LEC	
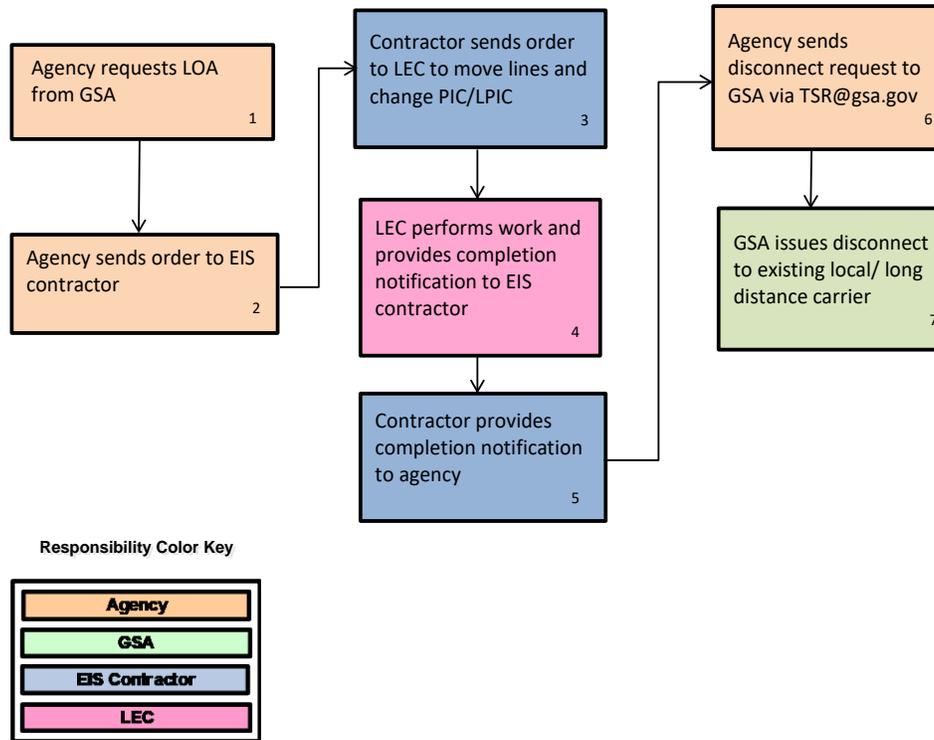
Table 4 – ANI Service Order Implementation and Cutover Actions

Action Number	Action Owner	Action Description
1	Agency	Agency requests LOA from GSA's ATM via TSR@gsa.gov
2	Agency	Agency sends order to EIS contractor along with the LOA provided by GSA
3	EIS contractor	Contractor sends order to LEC to move lines and change PIC/LPIC
4	LEC	LEC performs work and provides completion notification to EIS contractor.
5	EIS contractor	Contractor provides completion notification to agency
6	Agency	Agency accepts new service and sends disconnect request to GSA via TSR@gsa.gov

Action Number	Action Owner	Action Description
7	GSA	GSA issues disconnect order to existing LEC to remove expiring service as well as an order to the Networx contractor to remove the ANIs from the Networx LD database

8.2.4 Special Case: Back-Office Transitions (BOT)

A Back-Office Transition (BOT) may take place when existing local and LD voice services (VS) are transitioned from a Regional local service contract or the Networx contract to the EIS contract using the same service provider. The BOT involves a contract "paper only" transition in the EIS contractor's Business Support System (BSS) with no physical transition of service. A BOT may take place only when the agency is transitioning services like-for-like and the EIS contractor is the same as that providing service on a Regional contract or Networx. BOTs will not apply to transformational service transitions or transitions between contractors. A BOT will not be possible if new access arrangements or service upgrades are required.

Agencies should inquire with their EIS contractor about the contractor's BOT process as each contractor's process may be a little different. It is important to keep in mind that a BOT can potentially impact service because it involves many of the same processes involved in a physical service installation. In all cases, GSA's only involvement is to disconnect upon notification from the agency, once the new service has been installed and tested and the agency has accepted it.

8.3 Testing & Acceptance

Verification testing of the installed service is the responsibility of the contractor in accordance with the EIS contract, Section E.2, and EIS Test Plan and should also reflect the transition strategy and cutover approach being implemented by the agency. For example, in a phased cutover approach, the EIS contractor must complete testing in accordance with the scheduled phases. The EIS contractors shall perform verification testing on the services to complete fulfillment of each order. Agencies may be present during verification testing.

Acceptance of services is the ordering agency's responsibility. Once the contractor's verification testing is completed successfully, the government may complete acceptance testing based on the acceptance criteria defined in the EIS contractor's Test Plan. The contractor may not assign an effective billing date until the agency accepts the service in accordance with the agreed-upon acceptance testing procedures in the EIS Test Plan. At that time, the EIS contractor will issue the agency its final notification, the service order completion notice (SOCN). For further detail, see Section E.2 of the EIS contract.

Best practices that should be considered during the test and acceptance phase are as follows:

- The EIS contractor should pre-test services, equipment and related devices prior to cutover.

- The EIS contractor should provide a contact for trouble calls directly from end users, from the very beginning of the cutover until the end of the test and acceptance period. Particularly in VoIP transitions, where call quality is subjective, large numbers of end users are in an excellent position to evaluate call quality.

The EIS contractors must provide test numbers for agencies to confirm services have been correctly cutover to the EIS contract otherwise services may incur casual billing charges. Contact information for each contractor, as indicated below, will be provided.

Please note that during cutover planning, these TNs will be requested from the EIS contractor and shared through this plan and on the EIS Transition website.

Table 5 – EIS contractor Test Verification

EIS Contractor	Local Test #	911 Number Yes/No	LD Test #	700 Test #	International Test #
AT&T					
Verizon					
BT Federal					
Core Technologies					
Granite Communications					
Harris Corp					
CenturyLink					
MetTel					
MicroTech					

8.4 Disconnect of Expiring Service

For every EIS replacement SO, a corresponding order for the disconnection of expiring services is required. Timing is critical when issuing EIS replacement SO's, and their corresponding order for the disconnection of expiring services. The highest level of coordination among all contractors, GSA (TCC and Order Writing Function), and agency personnel is required. The process steps for placing an order for disconnection from an expiring services contract is as follows:

1) Agency identifies all expiring services that need to be disconnected.
2) Once replacement services have been successfully installed, tested, and accepted according to the EIS contract, the agency submits an email to GSA requesting that the expiring services be disconnected by emailing the request to TSR@gsa.gov.

3) The agency disconnect request must include specific details regarding the service to be disconnected including the TOPS System Number, TOPS Customer#, address, phone numbers, circuit IDs, and any other detailed information that would be appropriate and helpful to prevent any incorrect services from being disconnected.

4) GSA processes disconnect SO's and will notify the agency when the services have been disconnected. Since the agency will be submitting the disconnect request AFTER the new EIS service has been installed AND accepted, there is no need for coordination with any other parties.

8.5   Commencement of Billing and Invoice Verification

The final phase of the transition process is commencement of billing and invoice evaluation and verification. Two sets of billing invoices must be carefully reviewed following implementation and cutover. First, the agency must evaluate the EIS contractor's invoices for EIS replacement services to ensure accuracy, completeness and timeliness. The contractor shall not begin billing for services if the government rejects the services within three (3) days of receipt of the SOCN If an agency deems an invoice to be unacceptable, best practice calls for the reviewing official to notify the OCO as soon as possible, no later than five (5) days after receipt of invoice. Second, GSA and the agency will review all invoices for expiring services that have been disconnected and coordinate as needed to ensure all invoices accurately and completely reflect the disconnection of services.

9   Transition Metrics

Transition metrics have been designed by the TCC, in collaboration with the EIS contractors and federal agencies to methodically, accurately and efficiently track EIS transition progress. The focus of measurement will be the disconnection of services from the expiring contracts and tariff accounts. Measures of progress for Regional local services are part of the existing reports that can be found at https://gsa.gov/eistransition.

10   Important Technical Consideration: Local Number Portability

Local Number Portability (LNP) is the transfer of a TN from one contractor to another for the same customer. Before a TN can be ported from the old service provider ("losing carrier") to the new one, the EIS contractor must determine which authorizations are necessary to release a number from the losing carrier and the current customer of record (GSA). The old service must continue until the EIS contractor completes the transfer. A premature disconnection will remove the customer's TN, making portability impossible and will require the issuance of a new TN. The EIS contractor must carry out the portability process with the losing carrier. There are no industry standards in effect to regulate how each EIS contractor should handle the transfer of a telephone number from one service provider to another. Each provider has its own method of handling LNP.

10.1 Factors Affecting Portability of a GSA Telephone Number

The Federal Communications Commission (FCC) has declared that the use of LNP is only for moving numbers in the same rate centers; however, there is an exception in the event of a disaster. Porting to a VoIP provider may also circumvent this restriction if VoIP has a gateway in the rate center from which the numbers are being ported. Prior to moving numbers, the agency must verify that the new EIS contractor can provide the configurations and features required and have service in the appropriate rate center.

When changing the physical location or address, the rate center of service may change and the current provider may choose to refuse to port the numbers. The rate center determines the toll rates and is based on rate map coordinates within an exchange area, and designated geographic locations that are assigned by the LEC. Exchange areas are based on geography and regulation, rather than equipment, and can have one or more central office switches servicing the defined area.

In order to port a number, it must be designated as being portable. The agency must work with the EIS contractor to verify portability. The EIS contractor can place a request to make a number portable using the "Bona Fide Request" process. This process adds the number codes to the portable database, but it can take up to nine (9) months. The process may require a minor software change, a Central Office (CO) switch upgrade or full replacement. In rare cases, intervention from a state Public Utility Commission (PUC) and/or the FCC is necessary. The agency should consider the complications and time to make a number portable when choosing to port its numbers. The agency should discuss portability options with the EIS contractor prior to making plans for the transition.

Complications may also arise when planning moves outside of the Top 100 CBSAs. If the LNP number(s) that needs to be ported is in a CO switch outside of the largest 100 CBSAs, the likelihood that a switch or code is not LNP-capable increases dramatically. This does not mean that the LNP process cannot be used to move the numbers, but it may increase the time it will take, and the "Bona Fide Request" process may be required.

10.2 The Porting Process

Porting may be necessary when an agency decides to transition its local service provided by GSA's Full Service Program to a service provided by the EIS contractor. Since GSA is the customer of record with the losing carrier, GSA must first issue a LOA, granting the authority to the EIS contractor to port the numbers; the agency must request this LOA from GSA's ATM via TSR@gsa.gov. The Billing Telephone Number (BTN) must be referenced within the LOA.

Once the LOA is generated, the responsibility for the porting of the numbers belongs to the EIS contractor. GSA is not involved in the process again until the agency notifies GSA that the new service has been successfully installed, tested and accepted. At this point, the agency submits an email to GSA requesting that the expiring services be disconnected by emailing the request to TSR@gsa.gov.

Table 6 provides a general process that applies to services that are under the regional Local Service Arrangements. It illustrates actions for the agency, EIS contractor, losing carrier, Number Portability Administration Center (NPAC) and GSA to successfully port numbers from GSA's Full Service Program to the EIS contractors. In using this table, the "losing carrier" is the local service provider that administers the TNs for the current service.

Table 6 – Local Number Portability Process

Action Number	Action Owner	Action Description	Considerations
1	Agency	**Agency reviews inventory – If the agency discovers an error or discrepancy, it should** work with GSA's TCC to reconcile its inventory for each system.	A simple inventory of numbers is not sufficient for porting. Line types need identified so that fax machines, security lines, and elevator lines are not ported in error. If ISDN lines are being ported, all secondary numbers need to be included. Also, call appearances need to be identified and listed. If an agency accidently ports one of its lines, a new port request must be initiated to recover the number. It cannot be immediately resolved. The standard time interval applies when initiating the new port request.

Action Number	Action Owner	Action Description	Considerations
2	Agency	Agency sends requests to GSA at TSR@gsa.gov to issue LOA to begin the porting process. The agency should specify the existing Regional local service contract account number, Billing Account Codes (BAC), Location Group (LG), Agency Bureau (AB) code, the gaining EIS contractor name and Point of Contact (POC) information, as well as each specific phone number requested to be ported (There can be many agencies whose service is billed on the same Regional local service contracts account, so listing the individual phone numbers to be ported is essential to avoid accidental porting of numbers for a different agency.)	The BTN is required in order to submit a port (often the account number is different). A BTN cannot be ported unless all numbers under that BTN are included on the port list (keep in mind parent/child relationships between numbers where if the parent is ported the numbers below are also ported… ranges can't be broken up). When scrubbing the listed numbers, sometimes additional numbers that need to be included are discovered that are not on the LOA. When this happens, the EIS contractor will need written documentation stating the numbers can be added to the port request. If there are any open orders against any of the TNs requested for porting, it is highly likely that the port order for ALL TNs on the order will be rejected.
3	GSA	**GSA issues LOA to the agency.** This letter shall include each specific TN permitted to be ported.	
4	Agency	**Order service and provide LOA.** The agency will provide the LOA to the EIS contractor as part of the order to the EIS contractor.	Given the complexity of LNP, it is advised to manage these activities as a project. Agencies should consider having an assigned project manager (either in-house or from an EIS contractor) administering their porting projects.

Action Number	Action Owner	Action Description	Considerations
5	EIS contractor	**EIS contractor verifies numbers to be ported.** The EIS contractor validates that the ANIs to be ported are in the NPAC LNP database. If the numbers are in the NPAC LNP database, proceed to Step 6. In rare instances, if any numbers are not in the NPAC LNP database, the EIS contractor can either A) work with the agency to resolve the issues, or B) place a request to the losing carrier to make a number portable using the "Bona Fide Request" process. This process adds the number codes to the portable database, but it can take up to nine (9) months. As an alternative, the agency can decide to obtain new TNs.	In some instances where the TN is currently on a Centrex service, the Centrex provider may deem that TN to be non-portable.
6	EIS contractor	**EIS contractor requests number portability from the losing carrier** – The EIS contractor defines this portion of the porting process.	Porting requires several steps and coordination between the EIS contractor's LNP team and the losing carrier's team. Specific steps may vary depending on product-specific processes, varying processes of losing carriers and different Service Level Agreements (SLAs). The EIS contractor can receive rejects after the order has been placed. Experience has been that rejects can be received even after the receipt of a Firm Order Commitment (FOC)

Action Number	Action Owner	Action Description	Considerations
7	Losing carrier	**Is the number portable? –** The losing carrier validates the customer's information and determines if the number is portable. If the number is portable, proceed to Step 8. If not, go back to Step 5.	
8	Losing carrier	**The losing carrier confirms the customer's information and notifies the EIS contractor.** If any numbers on the order fail the confirmation, the order is rejected by the losing carrier, and the EIS contractor is notified. Then the EIS contractor must correct the order manually and resubmit the port request to the losing carrier. The losing carrier provides the agency POC a copy of their Customer Service Record (CSR) listing all TNs associated with the port request.	The EIS contractor will need agency approval to remove number, add number or correct an issue. Note: This can restart the overall porting SLA time frame. The expectation for the scrubbing process is a maximum of30 days for non-complex configurations and 60 days for complex configurations. Non-complex scrub: • PRI's with less than 499 TNs • 99 or less point-to-point and 49 or less multi-point ISDN BRI numbers Complex scrub: • PRI's with more than 500 numbers • 100 or more point-to-point and 50 or more multi-point ISDN BRI numbers Verification of records using a physical survey may be necessary if the validity of data is questionable.

Action Number	Action Owner	Action Description	Considerations
9	EIS contractor	**The EIS contractor notifies the NPAC of the requested port.**	
10	NPAC	**The NPAC creates a pending port and sends a notification to the losing carrier.**	
11	Losing carrier	**The losing carrier notifies the NPAC that it concurs with the port.**	
12	EIS contractor	**The EIS contractor notifies the NPAC to schedule the port activation.**	
13	NPAC	**The pending port is activated in the NPAC and broadcasted to the industry.**	
14	EIS contractor	**EIS contractor accomplishes the porting of TNs, installs new services, and sends SOCN to the agency.**	
15	Agency	**Agency accepts service –** The agency has three (3) business days from the date of the SOCN to reject the service. If the service is not rejected within that time frame, the EIS contractor is contractually authorized to assume acceptance and commence billing.	

Action Number	Action Owner	Action Description	Considerations
16	Agency	**Agency requests GSA disconnect existing Local and LD services –** once the agency receives the SOCN and accepts the service, it is then the responsibility of the agency to send a disconnect request to GSA via TSR@gsa.gov. This will prompt GSA to write disconnect orders for those agency services that have been removed from GSA's full service and transitioned to EIS. The timing of this activity is crucial in that it should not occur before the agency receives the SOCN from the EIS contractor and the agency has accepted the service. Conducting activities in this specific order will avoid premature disconnects that result in denial of service or casual billing.	
17	GSA	**GSA removes ANI from TOPS and sends disconnect order to the existing Local and LD providers**.	

11 Transition Project Management Plan Risks

Transitions are complex undertakings involving critical agency assets with multiple responsible parties. Networks and telecommunications services must be fully functional for agencies to serve constituents and carry out their missions. The result of any disruption to network or telecommunications services during transition may directly impact the agencies operations and its ability to carry out its mission and meet its goals. Careful and methodical risk identification and mitigation are critical to minimizing transition risk. The following table is a sample of known transition risks. Some agencies may experience risks other than those outlined below.

The risks identified below are limited to transition implementation risks that if not properly managed may result in delays to the transition schedule. There are other transition risks, such as technical risks, security risks, and operational and program risks, which must be addressed by the agencies and their contractors.

Table 7 – EIS Full Service Risk to Transition Schedule

Risk Area 1 – TO/SO Administration by Agency

Risk Description	Risk Mitigation	Responsible Party
TO/SO submitted incorrectly; errors and/or incomplete information	Training; ensure OCO and COR have received proper training including BSS training from EIS contractors and CONEXUS training from GSA	Agency OCO/ EIS contractors
Agency needs additional guidance for submitting TO/SO	Ensure OCO and CORs have access to GSA's EIS Transition Resources: FOOG, MOPS Handbook, Transition Handbook, CONEXUS Systems Guide, Service and Pricing Guides; EIS Resources available at www.gsa.gov/eis	GSA AM and TSM
EIS Contractor's BSS is slow or not available	Ensure agency and EIS contractor have contingent manual work-around TO/SO submission process	EIS contractor
Contract modification required to add new CLIN or location	Initiate contract modification early in the process of implementation planning	EIS contractor
SO missing Auto-sold CLINs	EIS contractor immediately notifies agency of Auto-sold CLIN requirements; agency adds supplemental Auto-sold CLINs to TO/SO	EIS contractor/Agency

Risk Area 2 – Large or Complex TO Projects

Risk Description	Risk Mitigation	Responsible Party
Complexity of transitioning a large network, site or service category across multiple sites causes confusion over how orders are related	Submit bulk orders grouped in accordance with the Task Order Project Plan; i.e. submit SOs by site, project, regions, service category, or other	Agency
Complexity of transitioning a large network, site or service category across multiple sites causes confusion over prioritization of orders	Balance low and high complexity and agency mission criticality of services across the entire Transition Schedule	Agency/EIS contractor

Risk Description	Risk Mitigation	Responsible Party
Failure to create a detailed Implementation Plan required for managing large/complex programs/installations	Identify all stakeholders, communicate actions, milestone dates, and status of deliverables	Agency/EIS contractor/GSA

Risk Area 3 – Installation Delays

Risk Description	Risk Mitigation	Responsible Party
LEC misses FOC date	Escalate missed FOC date with LEC and confirm reason for missing FOC date	EIS contractor
Site POC unavailable	Identify primary and secondary local agency site contact (LGC) on TO/SO, and provide their mobile numbers; Monitor and facilitate communications between LGC and EIS contractor	Agency
Testing and verification fails	Pre-test SRE prior to shipping and maintain spares for same day or overnight shipping	EIS contractor
Testing and verification fails	Perform bit error rate and loop-back tests on LEC circuits as much in advance of Customer Want Date (CWD) as possible	EIS contractor
Incorrect H/W or S/W configuration	Review configuration "templates" for H/W and S/W configurations with agency prior to installation	EIS contractor/Agency
Restricted Site Access	Ensure the EIS contractor is aware of agency SSP and any access restrictions and only compliant technicians are dispatched to site	Agency/EIS contractor

Risk Area 4 – LNP Delays and Issues

Risk Description	Risk Mitigation	Responsible Party
TNs not able to port	Determine LNP eligibility prior to porting	EIS contractor
Port error - TN unreachable	Test valid sample of TNs prior to port, 911, toll-free, lead BTN and other test numbers	EIS contractor and Agency
Port error - TN unreachable	Have port back-out plan in place for critical numbers or submit trouble ticket to previous service provider for non-critical	EIS contractor

Risk Description	Risk Mitigation	Responsible Party
	numbers	
Transition Schedule exceeds EIS contractor's porting capacity at a given time	Determine EIS contractor's and incumbent contractor's capacity for LNP; break phone numbers into manageable blocks; Allow time in Transition Plan for unforeseen LNP issues	Agency/EIS contractor
Old service is disconnected prior to successful LNP to new service preventing restoration to replaced service	Do not disconnect access until verification that LNP is successful	Agency/EIS contractor

Risk Area 5 – Chronic Contractor Delays

Risk Description	Risk Mitigation	Responsible Party
EIS contractor misses Transition Schedule milestones on chronic basis	Escalate to EIS contractor and GSA management; develop a Transition Schedule "get well plan" and actions	Agency/EIS contractor/GSA

Risk Area 6 – Like-for-like Transition

Risk Description	Risk Mitigation	Responsible Party
Cable & Wiring (C&W) in like-for-like transition may not support agency modernization plans for convergence	Consider upgrading C&W even when transitioning like-for-like	Agency
When going to a new provider, unable to reuse Networx trunks	Ensure new trunks are ordered and installed on EIS before disconnecting Networx trunks	Agency/EIS contractor

Risk Area 7 – Transformational Transition – Remote sites

Risk Description	Risk Mitigation	Responsible Party
C&W and access arrangements may be outdated in buildings	Conduct site survey and clearly document site preparation and upgrade requirements; close coordination with GSA PBS for GSA facilities	Agency/GSA PBS

Risk Area 8 – Transformation Transition – Multi-tenant sites

Risk Description	Risk Mitigation	Responsible Party
Complexity of infrastructure upgrade due to high density and complex stacking plans with multiple tenants	Close coordination with GSA PBS; perform site surveys with clearly defined upgrade requirements.	Agency/GSA/EIS contractor or other contractor
Difficulty trouble shooting C&W after cutover	Label and inventory all C&W upgrades	EIS contractor/or other contractors

Appendix A: Acronyms

AHC	Agency Hierarchy Code
AM	Agency Manager
ANI	Automatic Number Identification
ATM	Area Telecommunication Manager
BAC	Billing Account code
BRI	Basic Rate Interface
BSS	Business Support System
BTN	Billing Telephone Number
CBSA	Core Based Statistical Area
CLIN	Contract Line Item Number
CO	Central Office
CONUS	Continental United States
COR	Contract Officer Representative
CSR	Customer Service Record
CSVS	Circuit Switched Voice Service
CWD	Customer Want Date
DAR	Designated Agency Representative
DSL	Digital Subscriber Line
EIS	Enterprise Infrastructure Solutions
FAS	Federal Acquisition Service
FCC	Federal Communications Commission
FO	Fair Opportunity
FOC	Firm Order Commitment
FOCN	Firm Order Commitment Notice
FOOG	Fair Opportunity Ordering Guide
GSA	General Services Administration
HVAC	Heating Ventilation and Air Conditioning
H/W	Hardware
IA	Interagency Agreement
ICB	Individual Case Basis
ISDN	Integrated Services Digital Network
LAN	Local Area Network
LD	Long Distance
LEC	Local Exchange Carrier

LGC	Local Government Contact
LNP	Local Number Portability
LOA	Letter of Agency
LPIC	Local Primary Inter-exchange Carrier
MACD	Moves, Adds, Changes, and Disconnects
MOPS	Management and Operations
MWS	Managed Wireless Service
NPAC	Number Portability Administration Center
NRC	Non-recurring Charge
OCO	Ordering Contracting Officer
OTT	Over the Top
OTS	Office of Telecommunications Services
PBS	Public Buildings Service
PBX	Private Branch Exchange
PIC	Primary Inter-exchange Carrier
POC	Points of Contact
PRI	Primary Rate Interface
PUC	Public Utility Commission
QOS	Quality of Service
SO	Service Order
SOC	Service Order Confirmation
SOCN	Service Order Completion Notice
SRE	Service Related Equipment
SSP	System Security Plan
S/W	Software
TDM	Time-division Multiplexing
TO	Task Order
TOA	Transition Ordering Assistance
TCC	Transition Coordination Center
TM	Transition Manager
TN	Telephone Number
TOPS	Telecommunications Ordering and Pricing System
TSM	Technology Service Manager
UTP	Unshielded Twisted Pair
VoIP	Voice over Internet Protocol
WITS	Washington Interagency Telecommunications System

Appendix B: Agencies in the Full Service Program

Current Full Service Support Customers [March 24, 2017]	
ARMED FORCES RETIREMENT HOME	FEDERAL MINE SAFETY AND HEALTH REVIEW COMMISSION
BROADCASTING BOARD OF GOVERNORS	FEDERAL RESERVE SYSTEM
CHEMICAL SAFETY BOARD	FEDERAL TRADE COMMISSION
COMMISSION ON CIVIL RIGHTS	GENERAL SERVICES ADMINISTRATION
CORPORATION FOR NATIONAL AND COMMUNITY SERVICE	GOVERNMENT ACCOUNTABILITY OFFICE
DENALI COMMISSION	GOVERNMENT PRINTING OFFICE
DEPARTMENT OF AGRICULTURE	HOUSE OF REPRESENTATIVES
DEPARTMENT OF COMMERCE	JUDICIARY
DEPARTMENT OF DEFENSE	MERIT SYSTEMS PROTECTION BOARD
DEPARTMENT OF EDUCATION	MISCELLANEOUS NON-GOVERNMENT ACCOUNTS
DEPARTMENT OF ENERGY	MORRIS K UDALL SCHOLARSHIP & EXCELLENCE FOUNDATION
DEPARTMENT OF HEALTH & HUMAN SERVICES	NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
DEPARTMENT OF HOMELAND SECURITY	NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT	NATIONAL LABOR RELATIONS BOARD
DEPARTMENT OF JUSTICE	NATIONAL MEDIATION BOARD
DEPARTMENT OF LABOR	NATIONAL SCIENCE FOUNDATION
DEPARTMENT OF STATE	NATIONAL TRANSPORTATION SAFETY BOARD
DEPARTMENT OF THE INTERIOR	NUCLEAR REGULATORY COMMISSION
DEPARTMENT OF THE TREASURY	OCCUPATIONAL SAFETY AND HEALTH REVIEW COMMISSION
DEPARTMENT OF TRANSPORTATION	OFFICE OF PERSONNEL MANAGEMENT
DEPARTMENT OF VETERANS AFFAIRS	PEACE CORPS
ENVIRONMENTAL PROTECTION AGENCY	RAILROAD RETIREMENT BOARD
EQUAL EMPLOYMENT OPPORTUNITY COMMISSION	SENATE
EXPORT-IMPORT BANK OF THE UNITED STATES	SMALL BUSINESS ADMINISTRATION
FEDERAL BUREAU OF INVESTIGATION	SMITHSONIAN INSTITUTION
FEDERAL COMMUNICATIONS COMMISSION	SOCIAL SECURITY ADMINISTRATION
FEDERAL ENERGY REGULATORY COMMISSION	TRIBAL ORGANIZATIONS
FEDERAL LABOR RELATIONS AUTHORITY	UNITED STATES POSTAL SERVICE
FEDERAL MARITIME COMMISSION	US OFFICE OF SPECIAL COUNSEL
FEDERAL MEDIATION AND CONCILIATION SERVICE	US TAX COURT

Appendix C: Regional Services Transition FAQ Sheet Link

Please refer to the link below to view detailed questions and answers.

https://interact.gsa.gov/document/full-service-frequently-asked-questions-faq-eis-transition

Appendix D: Roles & Responsibilities

Individual Roles	Responsibilities
Agency Ordering Contracting Officer (Agency OCO)	Attends Delegation of Procurement (DPA) training and receives a GSA DPA. Executes the FO process and awards resulting TOs, obligates funds, and administers changes as needed over the life-cycle of the TO. Accepts EIS services delivered according to the TO and pays EIS invoices for those services.
Agency's Transition Manager (TM)	Provides OCO with supporting documentation, as requested. Maintains Transition Project Plan and Schedule; collaborates on transition schedule, tracking and reporting with GSA. Single point of contact for transition issues and escalations. Interfaces with EIS contractor. Provides oversight of EIS contractor performance. Ensures proper placement of SOs to EIS contractor for the installation of EIS services. Once new services have been installed and tested, submits request to GSA authorizing the disconnect of services that are no longer required.
GSA Contracting Officer (GSA CO)	POC for escalation of contract issues.
GSA Agency Management	Assess the customer's needs and level of involvement; explain the OTS's support plan; advise on contract requirements; facilitate the resolution of issues. Notify agencies of requirement for EIS DPA training. DPA training is online, at the user's convenience. Respond to transition-related questions and issues from customers and act as a liaison between the agencies and GSA.
GSA TCC	Provides program management of the EIS transition. Coordinates with Agency Management.

Individual Roles	Responsibilities
	Monitors, reports, and facilitates the transition of telecommunications services from the Networx, Regional local service contracts and tariff services.
	Reviews agency transition plans.
	Validate and maintain inventory of services to transition.
GSA Service Delivery Branch	Responds to requests for LOAs and creates LOAs for services porting from GSA owned to agency owned.
	Responds to transition-related questions and issues from Regional local service customers.
	Act as a liaison between the agencies, contractors, and other GSA organizations, as needed.
	Forward disconnect orders from agency to GSA Service Order and Inventory Administration.
	Inform the GSA CO to initiate the contract close-out process upon notification billing has ceased.
GSA Service Order and Inventory Administration	Prepare and enter disconnect orders for expiring services.
	Validate billing has ceased and notify GSA Service Delivery Branch.
EIS contractor	Upload notices of TO award into GSA's Conexus.
	Execute all responsibilities as detailed in this document in accordance with their awarded agency TO.
Networx and Regional Local Service Contractors	Processes disconnect orders according to the requirements of the respective contract.
	Coordinate with EIS contractors as needed for successful transition.

Appendix E: Verizon WITS Process for LNP

Washington Interagency Telecommunications System 3 (WITS 3)
Local Number Portability (LNP) Engagement Process

The following instructions must be adhered to when end user agencies request to exercise Local Number Portability of telephone numbers governed by the WITS 3 contract to another CLEC or contract.

1) When a **Civilian agency** decides to port WITS 3 telephone numbers from one carrier or contract to another, the agency DAR is required to send a "request to port" to wits3.accounts@gsa.gov and include the Billing Account Code (BAC), Location Group (LG), Agency Bureau Code (ABC), the gaining carriers name and Point of Contact information. A list of the telephone numbers to be ported must be submitted using Microsoft Excel. After receipt and review of the request, the GSA (.gov) team will respond with a letter of authorization to the requesting agency DAR and copy both the gaining and losing carrier POC's (point of contact) including *witscivilian@verizon.com*.

2) When a **DoD (Department of Defense) agency** decides to port WITS 3 telephone numbers from one carrier or contract to another, the agency DAR(A) is required to send a "request to port" email to wits3.accounts@gsa.gov and copy the DoD DARA (designated agency representative administrator) *george.p.everett2.civ@mail.mil* with the same required information (BAC, LG, ABC, telephone numbers and POC's) stated in step 1 above. Upon approval by the DoD DARA, the GSA (.gov) team will respond with a letter of authorization to the requesting agency DAR(A) and copy both the gaining and losing carrier POC's (point of contact) including *witsmilitary@verizon.com*. *The email should* also request that Verizon change the current port status of the telephone numbers from "no" to "yes".

   Note 1: An auto email response containing NSPExxxxxxxxxxx in the subject line will be provided to all copied on the sender's email.

3) Upon receipt of the approval letter from the GSA team, the Verizon FSC team will commence "scrubbing" or validating the integrity of the existing record's to ensure clean

Customer Service Records are available/provided to the gaining carrier. All stakeholders should note that the expectation for the scrubbing process is a maximum of 30 days for non-complex configurations and 60 days for complex configurations.

➢ Non-complex scrub
- PRI's with less than 499 telephone numbers
- 99 or less point-to-point and 49 or less multi-point ISDN BRI numbers

➢ Complex scrub
- PRI's with more than 500 numbers
- 100 or more point-to-point and 50 or more multi-point ISDN BRI numbers

Note 2: If a PM is not assigned to manage porting activities related to the project, the agency POC will be expected to manage all LNP related activities. Therefore, it is <u>strongly</u> and <u>highly</u> recommended that a Verizon PM be assigned to all large or complex port requests. (The Verizon account team will assist with requesting a PM quote to support the project)

4) Upon completion of the FSC pre-port scrubbing activities, the assigned FSC representative will provide the agency POC a copy of their Customer Service Record (CSR) listing all telephone numbers associated with the port request. (An email will be sent to the agency POC listed on the original approved request)

5) Once the gaining carrier receives their Local Service Request (LSR) <u>Firm Order Commitment</u> (FOC) date(s) from the Verizon National Wholesale Center (NMC), the agency POC or if assigned, the Verizon PM is required to send the FOC date to *witscivilian@verizon.com* or *witsmilitary@verizon.com* (using the same NSPE number from the original request) in order to meet the **required** disconnect date.

6) The final step in this process is to remove the WITS 3 telephone numbers (and associated circuits) from Service@once (post port) which will cease WITS 3 billing and minimize potential dialing discrepancies. To accomplish this, 2-3 days prior to the port FOC date the agency WITS 3 DAR is required to submit a request to witscivilian@verizon.com or witsmilitary@verizon.com requesting the ported telephone

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numbers be disconnected from Service@once. The FSC representative will use the actual FOC disconnect date for Service@once disconnects

Important Notes

- If the gaining carrier (CLEC) requires after hours or weekend porting support, the CLEC (*not the agency*) must engage and negotiate (overtime and costs) with the Verizon LNP team via the following instructional link: https://www22.verizon.com/wholesale/systemsmeasures/local/systems/lsi/Local-Service-Interface.html, click "Doing Business", then "Provisioning". Once there, detailed instructions will assist CLECs on what is required to meet their business need regarding LNP requests. Also note that once telephone numbers port to the gaining carrier, Verizon is no longer responsible for the service, meaning the gaining CLEC must address all inquiries regarding service issues.

- Agency gaining carrier note: It would be prudent for the agency DAR to assure that the gaining CLEC has access to Verizon's Local Service Interface (LSI) tool specifically designed for checking the status of Pre-Order, Order, Order Status and Trouble Administration transactions to minimize delays. This tool will help address any pre-order challenges with CLEC LSRs and Purchase Order Number (PONs) provided by the Incumbent Local Exchange Carrier (ILEC). The agency gaining carrier should access the following link: *http://www22.verizon.com/wholesale/systemsmeasures/local/systems/lsi/Local-Service-Interface.html*, sign up for their user name and password prior to submitting requests. If telephone calling is the preferred method, Verizon Representatives can be reached on 800-888-8100 (the CLEC must provide the r Customer Carrier Name Abbreviation (CCNA) in order to access to the menu-tree and select options).

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Appendix F: Level 3 WITS Process for LNP

Level 3 Communications, L.L.C.
WITS 3
TN Porting Process

1.1 Level 3 Porting Process

The following procedures should be adhered to when porting telephone numbers from Level 3 (now CenturyLink) and belonging to a WITS contract customer to another contract/carrier.

When an agency decides to port TN's, the agency WITS DAR is required to send a "request to port" to wits3.accounts@gsa.gov and include the Billing Account Code (BAC), Location Group (LG), Agency Bureau (AB) Code, the gaining carrier's name and POC information. A list of the telephone numbers (TNs) to be ported must be submitted via Excel. After receipt and review of the request, the GSA (.gov) team will respond and send back a Letter of Authorization (LOA) to the agency DAR and copy the Level 3 WITS PMO. It is the requesting carrier's responsibility to have a valid LOA on file for every TN that they request to port away from Level 3.

1.2 TN Requirements

In order to process your port-out request, the TN must be active and in service on one of our Level 3 networks. A disconnected TN cannot be ported.

1. The GSA account team should work with their customer to make sure the following criteria gets incorporated into the customer's **_porting plan_** in order to determine the appropriate level of project management support:
   - PROJECTS requesting LESS THAN 100 Point-to-Point or 49 Multi-Point TN's
     - The End User is required to provide the Level 3 WITS account team 30 calendar day notification of porting activities.
     - Route project requests to the Level 3 account team.
   - PROJECTS requesting MORE THAN 100 Point-to-Point or 50 + Multi-Point TN's
     - These projects should be sent to the appropriate Level 3 account team for project coordination. The account team with then work with the assigned Level 3 customer care or customer service manager, who will then engage their specialized porting team as necessary.
     - In most cases, the agency/customer will go to the new carrier for the port(s), and then that carrier's porting team will work directly with Level 3's porting team, which can be reached per the following email address: L3POProjects@level3.com
2. The agency WITS DAR should then send in a disconnect service order and "request to port" to their Level 3 account manager and include the BAC and list of TN's to be

ported. If the agency does not know who their account manager is or does not know how to enter the disconnect order into the Level 3 WITS 3 Customer Portal, the DAR should send an email DL- FedPortal@level3.com to request assistance.

3. The assigned Level 3 client support or customer care manager will then process the disconnect order in the GSA WITS Portal. The completion date (bill stop date) will be the date provided by the agency/customer.

4. Level 3 will provide a copy of the end-user agency CSR(s) listing all TN's associated with the requested port. Note: Level 3's Local Number Portability (LNP) Team may work directly with the new carrier's porting group (LNP Team) on any required documentation, to include CSRs.

5. The agency WITS DAR will need to work with the gaining carrier to receive firm order commitment (FOC) date(s) from the porting group. It is imperative that once received these dates must be shared with the assigned Level 3 client support or customer care manager in order to meet required coordination steps and provide support to address potential issues that may arise. Typically, there's a required "hot cut" or similar activity where the outgoing carrier releases the numbers and the incoming carrier takes control of them and adds them in their system.

6. The final step in this process is to remove WITS TN's from the Level 3 TN Database. The agency WITS DAR is required to send another request to their Level 3 account manager requesting that the TN's be removed from the TN Database to coincide with the disconnect of any related circuits or the billing of the specific TNs.

NOTE regarding Step #2 above: It is a requirement for the agency WITS DAR to send a separate disconnect order to the Level 3 federal team when they are ready for Level 3 to disconnect the circuit and stop billing. The timing for that disconnect order is up to the agency, and there could be an overlap in billing between the new service/new carrier and the outgoing service/losing carrier, especially if the agency would like to run the new and old services in parallel for a certain amount of time.

Level 3 will not automatically disconnect a circuit and stop billing just because a port request has been received by our LNP team. Porting requests usually come from the gaining carrier, and the discussions are often between just the two LNP teams (gaining and losing carriers). The Level 3 federal team would have no knowledge of the port and intended disconnect without the separate WITS 3 disconnect order from the agency.

Appendix G: Summary of Level 3 and Verizon LNP Process

Activity	Level 3	Verizon (Civilian only)*
Step 1	Agency sends port request to GSA with BAC, LG, and AB code info.	Agency sends "request to port" to GSA with BAC, LG, and AB code info.
Step 2	GSA sends LOA to agency and copies Level 3	GSA sends LOA to agency and winning and losing carriers
Step 3	GSA, agency and Level 3 establish if complex or non-complex port for project management support resources	Upon receipt of LOA Verizon scrubs CSR and determines complexity of project for project management support resources
Step 4	Agency sends disconnect request to Level 3	Verizon sends CSR to gaining carrier and agency
Step 5	Level 3 processes the disconnect order in GSA WITS portal	Gaining carrier receives FOC date from Verizon NMC
Step 6	Level 3 provides CSR to agency and may provide CSR directly to the gaining carrier	Agency or Verizon PM (if assigned) sends FOC date to witscivilian@verizon.com
Step 7	Agency works with the gaining carrier to receive FOC date and then shares with Level 3	2-3 days prior to FOC date agency sends request to witscivilian@verizon.com to have ported numbers disconnected.
Step 8	Agency sends final disconnect request to remove TNs from Level 3 TN database. Note: Billing will not stop based on port request. Level 3 must obtain a disconnect order with requested disconnect date.	

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