



**Enterprise  
Infrastructure  
Solutions**

# Management & Operations Handbook

---

*Version 10*

*October 2022*



## Table of Contents

Change Log.....	iv
1 Overview.....	1
1.1 Intended Audience.....	1
1.2 Purpose.....	1
1.3 Conventions Used in this Document.....	2
2 EIS Contract Information.....	3
3 Roles & Responsibilities.....	4
3.1 Agency Role.....	4
3.2 GSA Role.....	5
4 Interactions.....	7
4.1 Program Management Functions.....	7
5 Implementation.....	8
5.1 Task Orders.....	8
5.2 Administrative Data.....	8
5.3 Discounts.....	11
5.4 Instance-Based NRC CLINs.....	12
5.5 Unique Billing Identifier (UBI).....	12
6 Operations.....	17
6.1 Service Ordering.....	17
6.2 Testing and Accepting Services.....	29
6.3 Billing Start & End Dates.....	29
6.4 Billing and Disputes.....	33
6.5 Inventory Management.....	40
6.6 Service Level Management.....	43
6.7 Trouble Management (Service Assurance).....	50
6.8 Other Operational Considerations.....	51
7 Support Resources.....	52
7.1 Vendor System.....	52
7.2 GSA Systems.....	52
7.3 GSA Conexus.....	52
Appendices.....	53
A Proration Formula.....	53
A.1 Month-Length Proration.....	53
A.2 Normalized 30-Day Month Proration.....	53
B Contractor Deliverables.....	54
B.1 Data Transfer Mechanism & Format.....	55
B.2 Data Content Types.....	56
B.3 Detailed Considerations.....	58
B.4 Alternative Deliverable Requirements.....	58
C Options Specified in the Task Order.....	58

- D Service Performance SLA References ..... 59
  - D.1 Service-Specific SLA References..... 59
  - D.2 Incident-Based Service SLA References ..... 60
- E Training..... 61
- F Additional Resources..... 62
- G Management & Operations Use Cases..... 63
  - G.1 Service Order Data Elements ..... 64
  - G.2 Use Cases ..... 65
  - G.3 New Service Install Order..... 65
  - G.4 New Install with Auto Sold..... 65
  - G.5 Move Order ..... 66
  - G.6 Feature Change Order..... 66
  - G.7 Configuration Change Order ..... 67
  - G.8 Disconnect Order ..... 67
  - G.9 Administrative..... 68
  - G.10 Rapid Provisioning..... 68
  - G.11 Update/Supplement Order: Update Customer Want Date (CWD)..... 69
  - G.12 Update/Supplement Order: Cancel Order ..... 69
  - G.13 Update/Supplement Order: Update Service Location ..... 70

**Table of Figures**

- Figure 1: EIS Functional Tasks ..... 2
- Figure 2: Implementation & Operations..... 7
- Figure 3: Example of AHC Structure..... 10
- Figure 4: Summary of Possible UBI Service States (Table)..... 16
- Figure 5: Service Order Types (Table) ..... 18
- Figure 6: Service Order Notifications & Schedule (Table)..... 19
- Figure 7: Service Order Notification Applicability (Table)..... 19
- Figure 8: Common Service Ordering Processes ..... 21
- Figure 9: Optional Service Order Data (Table) ..... 27
- Figure 10: Sources of Dispute under EIS ..... 37
- Figure 11: EIS Dispute Handling Process..... 39
- Figure 12: Standard Provisioning SLAs (Table)..... 44
- Figure 13: Services Subject to ICB Provisioning Intervals (Table) ..... 45
- Figure 14: Contractor Deliverables for Management and Operations (Table)..... 54
- Figure 15: Options Specified in the Task Order for Management and Operations (Table) ..... 59
- Figure 16: Service-Specific SLA References (Table) ..... 60
- Figure 17: Incident-Based Service SLA References (Table) ..... 60
- Figure 18: Index of Use Cases (Table) ..... 63

## Change Log

Changes since version 9

Section	Status	Changes
Front Matter	Updated	Updated Cover, Change Log, Table of Contents, Table of Figures, and Headers to reflect other changes
5.4	Edited	Clarified restrictions and implications of alternate handling
6.1.1	Edited	Clarified bullets 2 and 3
6.1.1, Fig 5	Edited	Clarified description of disconnect orders
6.1.2	Edited	Clarified second bullet
6.3	Edited	Clarified section title; added second paragraph
6.3.5	NEW	New information (including subsections)
6.5.2	Edited	Updated quote from EIS contract Section J.2.10.1.1.4.2.3
6.6	Edited	All text replaced; some content moved to other sections
6.6.1	NEW	New information
6.6.1.1	NEW	Content moved from 6.6
6.6.1.2	NEW	Content moved from 6.6
6.6.1.3	Moved (FMR 6.6.1)	Text expanded
6.6.1.3.1	Moved (FMR 6.6.1.1)	Added note on the start of the provisioning interval
6.6.1.3.2	Moved (FMR 6.6.1.2)	Added note on the start of the provisioning interval
6.6.1.3.3	NEW	New information
6.6.1.3.4	NEW	New information
6.6.1.3.5	Moved (FMR 6.6.1.3)	Heading updated; minor restructure of content
6.6.1.4	NEW	New information
6.6.2	Edited	All text replaced; some content moved to other sections
6.6.2.1	NEW	Content moved from 6.6.2
6.6.2.2	NEW	Content moved from 6.6.2
6.7	Edited	Corrected header text
Appendix B	Edited	Inserted note prior to table
Appendix B.1	Edited	Clarified how deliverables are made available to the agency
Appendix D.1	Edited	Added content of notes from Figure 16 to main text
Appendix D.2	Edited	Added content of notes from Figure 17 to main text
Appendix G	Edited	Added content of notes from Figure 18 to main text
Appendix G, Fig 18	Edited	Clarified description of Feature and Configuration changes
Appendix G.6	Edited	Updated title for consistency; clarified description
Appendix G.7	Edited	Updated title for consistency; clarified description
Multiple Figures	Edited	Tables restructured to improve accessibility in Figures 5, 6, 7, 12, 14, 15, 16, 17, & 18. Changes include removing subsection and moving content of notes into table or into main text.  These changes to tables are not otherwise noted above.
Multiple Sections	Minor Edits	Minor edits that do not alter meaning were made to all sections as necessary to address issues such as grammar/spelling issues and missing/incorrect references.  These minor edits are not otherwise noted above.

## **1 Overview**

The General Services Administration (GSA), Federal Acquisition Service (FAS), Information Technology Category (ITC), Enterprise Technology Solutions (ETS) created the Enterprise Infrastructure Solutions (EIS) program to provide an acquisition vehicle for agency customers across the Federal Government and other eligible users, to acquire simple to complex telecommunications and networking infrastructure services from one or more vendors. This guide provides an overview of all processes related to EIS Management and Operations (MOPS), such as ordering, billing, Service Level Agreement (SLA) management, disputes, and administration. For additional information on MOPS processes please see EIS contract Sections E, G, and J.2. This MOPS Handbook is not a stand-alone reference – we recommend that the reader become familiar with the EIS contract and other EIS guides, handbooks and videos that address acquisition planning, transition, pricing, services, and systems. A detailed listing of additional resources is included in Appendix F. This MOPS Handbook may be revised from time to time. Updates to this Handbook, when they occur, will be available on the GSA website at <http://www.gsa.gov/eis>.

### **1.1 Intended Audience**

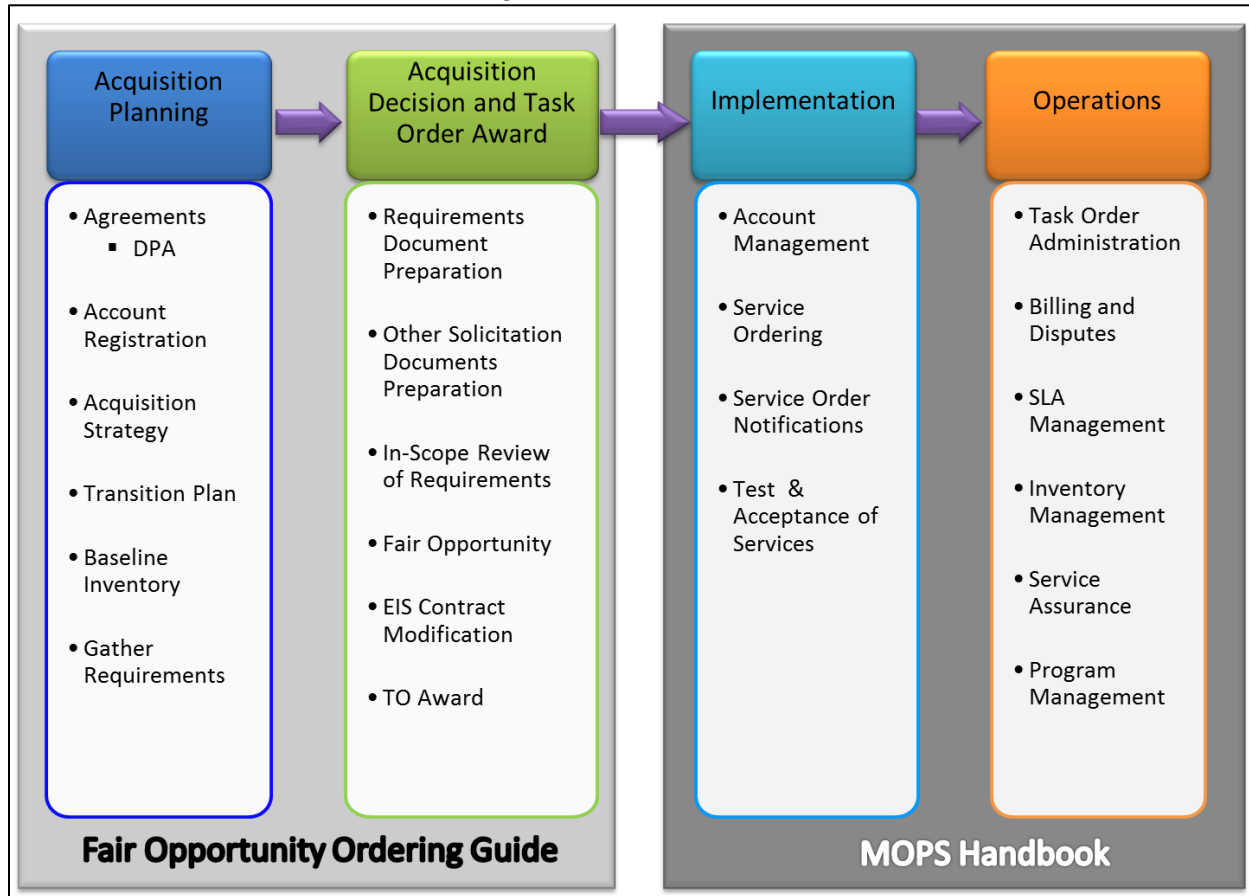
This MOPS Handbook is intended for use by agency Program Management Office (PMO) personnel, agency personnel who support the Ordering Contracting Officer (OCO) and/or Contracting Officer's Representative (COR), and other agency personnel who need to understand the EIS management and operations process.

Information to assist customer agencies in using the EIS contract is available online at <http://www.gsa.gov/eis>. Subscribe to this page to be notified as new resources become available and to receive announcements as they are released. The site includes the EIS contract and contract modifications, lists of the industry partners and many other useful documents.

### **1.2 Purpose**

This MOPS Handbook focuses on implementation and operations functional tasks. It lays the foundation to assist agency staff in knowing the necessary ordering and administration processes to effectively use the EIS contract. However, agency staff, especially OCOs, should read the EIS contract to understand the scope of the contract and service offerings. The MOPS Handbook does not supplant the EIS contract. The EIS contract takes precedence over this and other MOPS guidance for contract compliance. A high-level view of EIS functional tasks is shown in Figure 1 below. Acquisition Planning and Decision/Award functional tasks are briefly covered in this guide with more detailed information provided in the Fair Opportunity and Ordering Guide (FOOG).

Figure 1: EIS Functional Tasks



### 1.3 Conventions Used in this Document

Except where otherwise specified, the following conventions are used in this document.

- Vendor: “vendor” refers to the EIS vendor
- Day: “day” and “days” refer to calendar day(s)

## **2 EIS Contract Information**

EIS is a multiple award, Indefinite Delivery Indefinite Quantity (IDIQ), task order, contract vehicle. A task order is the official contractual mechanism agencies use to order services under EIS. All task orders are subject to fair opportunity as defined in Federal Acquisition Regulation (FAR) 16.505. An agency OCO selects a vendor, awards task orders, and initiates service orders. Agencies are directly billed and manage their own services throughout the lifecycle of the task order.

The EIS contract comprehensively addresses federal agencies' requirements for telecommunications and information technology infrastructure. EIS is the follow-on acquisition vehicle for Networx, Washington Interagency Telecommunications System (WITS) 3, GSA's Regional local service contracts, and other current telecommunications contracts. The EIS contract was awarded on July 31, 2017, with a period of performance of 15 years (if all options are exercised). For a list of awarded vendors and the details of the EIS contract and services awarded see the EIS site at <http://www.gsa.gov/eis>.

## 3 Roles & Responsibilities

### 3.1 Agency Role

Agency responsibilities for management and operations are defined in EIS contract Section G.2.2.1. The following is a high-level summary of an agency's responsibilities:

1. Place Task Orders (TOs) according to FAR Subpart 16.505, and service orders in accordance with the terms and conditions of the EIS contract.
2. Accept or reject the services rendered by the vendor under task and service orders in accordance with EIS contract Section E.2.2 and coordinate corrective actions with the vendor and GSA if required.
3. Coordinate resources to facilitate scheduling and communications for implementing and maintaining service. This includes:
  - a) Identify the agency's Local Government Contacts (LGCs) for each location involved in a particular project or other activity. The vendor will capture the LGC and reflect it in the Service Order Completion Notice (SOCN), thereby enabling the agency to track the LGC from order to SOCN to inventory for more accurate historical records.
  - b) Monitor and facilitate coordination between the vendor and LGC and other agency contractors and service providers as appropriate.
  - c) Coordinate with LGCs and with other vendor(s) who are providing the location with telephone switching or other telecommunications facilities, upon notification by the vendor of changes regarding the date of scheduled activities or site requirements.
  - d) Make arrangements for the entry of service provider technicians into site to include any special access requirements for the site.
4. Review, accept or reject, and pay for services.
5. Notify the vendor of billing discrepancies and facilitate the resolution thereof.
6. Submit the Service Level Agreement Credit Request (SLACR) to the vendor and monitor the issuance of SLA credits. In the event of issues that require escalation, the agency may contact GSA for assistance <http://www.gsa.gov/eis>.
7. Fulfill any additional roles and responsibilities contained in the Delegation of Procurement Authority (DPA) issued by a GSA Contracting Officer (GSA CO) to an agency OCO in accordance with FAR 1.601. The key official representing the agency is an OCO or an authorized official (hereinafter referred to as "OCO").
8. Fulfill any additional roles and responsibilities contained in the Contracting Officer's Representative (COR) Designation Letter associated with the corresponding task order.

#### 3.1.1 Agency Ordering Contracting Officer (OCO)

The OCO duties include, but are not limited to, those specified in the DPA. For additional DPA information, go to <http://www.gsa.gov/eis>. Only the OCO has the authority to award/modify task orders and obligate funds for its agency. The OCO for each Task Order (TO) may designate COR(s) or ordering officials to initiate service orders for services already specified and money obligated for in the TO.



### 3.1.2 Agency Contracting Officer Representative (COR)

As telecommunications services and delivery options became more complex in the 1990s, GSA used the Designated Agency Representative (DAR) role to allow agencies to directly manage their own services. While the DAR role served agencies well under WITS3 and Networx, GSA determined it could not be brought forward unchanged into EIS as the FAR does not include a DAR role. To serve an equivalent function, the EIS contract uses the agency Contracting Officer Representative (COR) role (see EIS contract Sections G.2.2.1, G.3, & G.10).

Note: All CORs must be listed in the Task Order (TO) and their roles clearly defined.

Under the EIS contract, agency COR responsibilities may include but are not limited to:

1. Understand the responsibilities and limits delegated by the agency Ordering Contracting Officer (OCO)
2. Ordering of Services
  - a) Coordinate with the appropriate agency budget and finance offices and with the OCO to execute processes and internal controls to support funding availability and to comply with the Anti-deficiency Act (31. U.S.C 1341) and/or other applicable laws regarding funding
  - b) Confirm funding availability in the TO prior to issuing Service Orders (SOs)
  - c) Understand the vendor's ordering procedures and complete vendor-provided training related to the placement of orders
  - d) Place SOs under a TO using the appropriate billing codes
3. Monitor Service Delivery
  - a) Accept services ordered and verify that services meet technical requirements within three calendar days (See EIS contract Section E.2.2.5)
  - b) Verify compliance with Service Level Agreements (SLAs)
4. Execute other duties as defined by the OCO such as billing disputes and performance monitoring

In transitioning to EIS, the agency should note especially the first and last of these responsibilities. The precise responsibilities and authority of the COR can vary between TOs and different CORs on a given TO may have different responsibilities and authorities. For example, an OCO may delegate billing dispute management to a COR without giving them the authority to place SOs.

Within the constraints of the contract and the FAR, the OCO may delegate a wide range of responsibilities to one or more CORs provided all such responsibilities are clearly delineated in the TO.

## 3.2 GSA Role

GSA's primary role is contract administration. GSA is responsible for administering the EIS contract and will modify the contract, as necessary. In addition, GSA will:

1. Ensure compliance with contract requirements
2. Delegate procurement authority to agencies to authorize OCOs to place TOs
3. Place TOs on the agency's behalf, if so requested

4. Assist in resolving conflicts between the vendor and the agency, if necessary

### **3.2.1 GSA Contracting Officer (CO)**

The GSA CO has overall responsibility for administering the contract. The right to issue contract modifications, change the terms and conditions of the contract, terminate the contract, delegate procurement authority to agency OCOs, and exercise option renewals is reserved solely for the GSA CO unless otherwise delegated in writing.

### **3.2.2 GSA Program Manager**

The GSA Program Manager provides technical oversight and management of the EIS contract.

### **3.2.3 GSA Contracting Officer's Representative (COR)**

A GSA COR may be designated by the GSA CO to monitor certain technical aspects of the contract.

Actions within the purview of the GSA COR include:

1. Ensure that the vendor meets the technical requirements of the contract
2. Inspect contract level deliverables
3. Perform or direct inspections necessary to verify and validate contract level service delivery under the contract
4. Monitor the vendor's performance under the contract, including SLA compliance, and notify the vendor, the GSA CO, and/or the agency OCO of any deficiencies observed
5. Track contract modifications

The COR's authority does not include the ability to authorize work not already in the contract or to modify the terms and conditions of the contract.

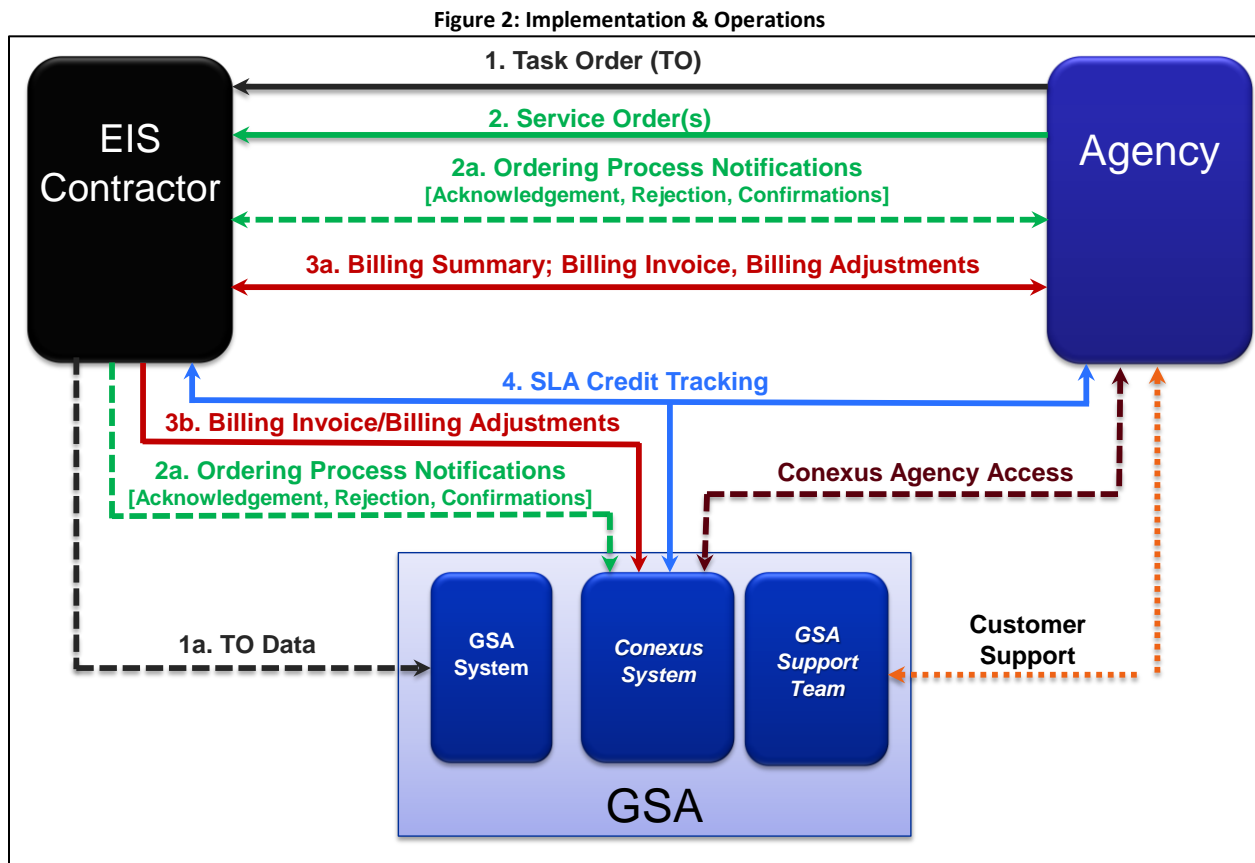
### **3.2.4 GSA Customer Support**

Enterprise Technology Solutions (ETS) is committed to providing timely and responsive customer service. The focus and priority are to be a business partner supporting federal agencies purchasing telecommunications and networking infrastructure services.

ETS also has dedicated teams of Agency Managers who have the overall responsibility for GSA's support to assist agencies with acquisition planning and execution efforts. ETS has dedicated teams of Technology Service Managers (TSM) who are prepared to assist agencies with post-acquisition operational efforts such as coordinating with vendors. For more information, please visit the website <http://www.gsa.gov/portal/category/105587>.

## 4 Interactions

There are three main entities (the agencies, the vendors and GSA) that interact during the implementation and operations activities associated with the EIS contract. Figure 2 depicts the high-level implementation and operations interactions among the entities. Brief descriptions are included in the figure. Details are provided in the remaining sections of the Handbook.



### 4.1 Program Management Functions

Vendors are required to provide the program management functions to agencies including but not limited to:

- Program Control
- Planning at the Program Level and Agency Level
- Vendor Performance
- Resource Management
- Revenue Management
- Reporting and Reviews
- Senior-level Communications

## 5 Implementation

This section describes the concepts and key functional tasks for implementation of EIS services.

### 5.1 Task Orders

Additional guidance related to issuance of Task Orders (TOs) is available in the Fair Opportunity and Ordering Guide (FOOG) at <http://www.gsa.gov/eistransition>.

#### 5.1.1 Emergency Ordering Process

If an agency has a need to place an emergency order for a service on the contract, but not on the TO, it can be accommodated two ways under EIS:

1. Modification to existing task orders
2. Exception to Fair Opportunity

The most expeditious route is to modify an existing task order. If the change is not within the scope of the task order, then the OCO must use one of the exceptions to the TO Fair Opportunity detailed in FAR 16.505.

#### 5.1.2 Task Order Modifications

TO modifications may be necessary during the TO period to address requirements or administrative changes. The OCO for each TO will administer the modifications for that TO. The OCO will review modifications that add or change existing services to ensure it is technically sufficient and proposed pricing is fair and reasonable. After determining the vendor's proposal is acceptable, the OCO and the vendor sign an SF-30, if required. For additional details on TO modifications, see EIS contract Section J.4.1.

#### 5.1.3 Task Order Close Out

When the EIS contract term expires, all task orders must be closed out. Each OCO is responsible for closing out task orders in its agency. Close-out is performed according to FAR 4.804.

## 5.2 Administrative Data

To facilitate ordering of services, agencies must provide key data about the agency and TO necessary to establish appropriate accounts within the vendor's systems.

### Data the Agency Must Provide to the Vendor:

- Services specified in the TO
- Any TO-Unique CLINs (TUCs) and Individual Case Basis (ICB) data
- Any TO-unique Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)
- Contact information for agency officials such as OCO and COR
- Role-Based Access Control (RBAC) information for agency personnel accessing the vendor's systems

All the above except for the last (RBAC information), are included in the TO document(s) or in required formal communications from the agency OCO (e.g., COR Designation Letters) to the vendor and need not be supplied separately.

The vendor is required to obtain RBAC information to allow only authorized users with appropriate permissions access to its Business Support System (BSS). These permissions include but are not limited to, the ability to place orders and research orders, billing, inventory, and performance information. The vendor will collect RBAC information from the agency and may specify the format and means in which it is provided unless restricted from doing so in the TO.

**Data the Agency Can Expect from the Vendor:**

- Account credentials
- One or more invoice account number(s) associated with a TO

### 5.2.1 Agency Hierarchy Codes

The Agency Hierarchy Code (AHC) is a 28-character internal government accounting code that is tracked for all services from order submission through disconnection. Under EIS, no SO may be processed without an AHC regardless of how the order is placed. Agencies must provide an AHC for each line item on an order, although they may simply provide one AHC for the order and instruct the vendor to apply it to all line items. Vendors are required to capture an AHC and reject orders without an AHC of exactly 28 characters, for each line item.

Following are guidelines for AHC management:

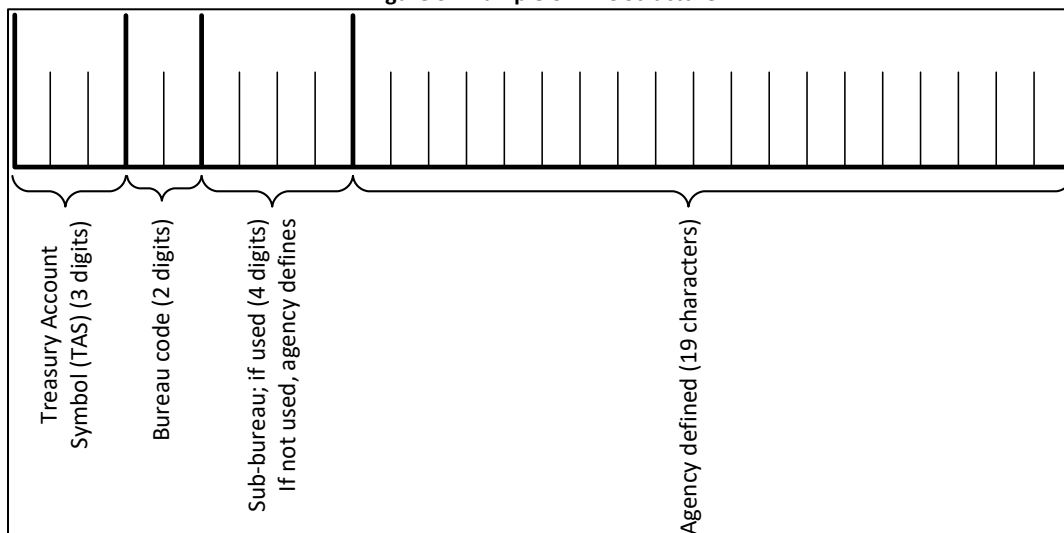
**AHC Changes:** EIS permits changing the AHC associated with a service after installation via an Administrative Change Service Order (see EIS contract Section J.2.4) provided the AHC was not specified on the TO. Although agencies may opt to include the AHC directly in their TOs, this is discouraged as it greatly complicates any future changes an agency may require. If an agency includes AHCs directly in its TOs, any changes to the AHCs require a TO modification.

**AHC Structure:** Unless otherwise specified in the DPA or other governing authority, the agency may use any desired structure for the AHC provided it is always included and that it is a string of exactly 28 alphanumeric characters on the EIS standard for alphanumeric data fields (see Appendix B.2).

Nonetheless, agencies should consider the following GSA recommendations:

- Use the AHC structure shown in Figure 3, below, where the first five (5) characters are composed of the Treasury Account Symbol (TAS) and Bureau code and the remaining characters are used to capture any other information the agency requires.
- Regardless of structure, use at least one non-numeric character to prevent automatic type conversion if they intend to import the data into a spreadsheet.

Figure 3: Example of AHC Structure



### 5.2.2 Agency Service Request Numbers

The Agency Service Request Number (ASRN) is an optional internal agency control number that is tracked for all services from order submission through disconnection, if it is provided.

Under the EIS contract, the agency may assign two Agency Service Request Numbers (ASRN) to each service ordered as defined in EIS contract Sections G.4.1.6 & J.2.4.1.4. As this is optional data, agencies may elect to assign zero, one or two ASRN to each line item in an order.

When provided by the agency, ASRN values will be assigned by the vendor to the two ASRN data fields:

- agency\_service\_request\_number\_1
- agency\_service\_request\_number\_2

The vendor is required to include ASRN values, if provided by the agency, on order notices, inventory, and billing deliverables. This data is maintained by the vendor and GSA throughout the lifecycle of the service, making it available for searches from the beginning of service implementation through disconnection. After SOCN, the ASRN is associated with the UBI that uniquely identifies the service. The vendor is not permitted to make any changes to these values except at the agency's direction.

#### Using ASRN Data Fields

The ASRN(s) need not be unique to a single order or line item (i.e., can be duplicated across multiple orders or line items) and may be omitted entirely if the agency so chooses. In defining the ASRN, agencies may use up to 50 characters meeting the EIS standard for alphanumeric fields (see Appendix B.2).

Agencies structure the ASRN depending on their specific needs, such as:

- Track identifiers from agency internal systems
- Sequence orders for accounting purposes
- Identify ordering offices by using standard codes for each

- Track programs, projects, locations, etc.

### Changing ASRN Values

The agency may direct the vendor to change the ASRN values associated with a given UBI using two methods:

1. **Administrative Change Order:** If the agency only needs to update the ASRN value(s) and does not need to make any service changes, an Administrative Change Order is used. This results in a simplified ordering process which is completed with the issuance of a Service Order Administrative Change (SOAC) notice as described in EIS contract Section J.2.4.2.3. See also Section 5.3.3.3.
2. **Standard Change Service Order (SO):** If the agency needs to make other changes, such as configuration changes, as well as changing ASRN value(s), they may use a standard Change SO. Using this method gives the vendor the option to split the order into an Administrative Change Order and a standard Change SO or they may process the changes together. If split, the agency will receive a SOAC, as described above, and a SOCN for the Change SO. If processed together the agency will only receive a SOCN which reflects the standard change as well as the ASRN change. See Section 5.3.3.3.2.

## 5.3 Discounts

### 5.3.1 Temporary Discounts with Timed Pricing (Standard)

Under EIS, all items in the pricing tables include a Price Start Date and Price Stop Date which, together, indicate the effective dates for a given price on a given CLIN/ICB Case. By design, these dates are intended to allow for routine price changes, but they can also be used to capture temporary discounts applied to a given Task Order.

For example, if the vendor and agency agree that the MRC CLIN SV00001 is normally priced at \$50/month but will be discounted to \$40/month for the first six months of the TO, and assuming the TO begins on 01/01/2020 and ends on 12/31/2021, for this CLIN, the pricing table would have two lines of data:

1. \$40 from 2020-01-01 to 2020-06-30
2. \$50 from 2020-07-01 to 2021-12-31

Using this approach, GSA Conexus will be able to accurately predict the expected charges for each month and more readily support agencies in reviewing, analyzing, and paying their invoices in a timely manner.

### 5.3.2 Temporary Discounts with Waived Charges

Although the standard process for creating temporary discounts is to use time-based pricing, in cases where the agreed discount is to provide the service for free for a set period of time, the vendor may also create the discount via charge waiving (see Section 6.4.2.2). While contractually allowed, this approach is not the preferred mechanism as it complicates data analysis and financial planning. The agency should

consider this when negotiating discounts. It may better serve the agencies needs to dictate the specific discounting mechanism in the TO.

#### 5.4 Instance-Based NRC CLINs

The EIS contract includes Non-Recurring Charge (NRC) CLINs that have the potential to bill (invoice, service state change, etc.) more than once without requiring a new Service Order. Examples include NRC CLINs with charging units that indicate potential for reoccurrence (per instance, application, report, etc.). A complete list of all instance-based NRC CLINs is on the GSA Conexus website (<https://conexus.gsa.gov>).

Unless otherwise specified in the TO, the vendor may implement these instance-based NRC CLINs such that the fixed NRC charge is billed repeatedly as authorized users invoke the service provided the following conditions are met:

- The vendor clearly communicates their intent to do so as part of their response to the agency solicitation. This ensures the agency is aware of the vendor's intent and can specify alternate handling if necessary.
- The vendor tracks and reports the UBI service state with the associated UBI becoming active each time the service is invoked and return to inactive when completed. This ensures the agency is fully aware of the activity associated with the service. See also Section 5.5.2.1.5.
- The vendor manages instance-based NRC inventory by ensuring the associated UBIs remain in inventory until removed via a disconnect SO. This ensures the agency has clear, consistent visibility into its inventory. See also Section 6.5.4.

Note: Unless otherwise stated in the Task Order, the vendor is not required to implement these CLINs in this manner and may instead implement them as standard NRC CLINs. Implementing these CLINs as standard NRC CLINs requires the agency to issue a separate SO each time the service is required.

#### 5.5 Unique Billing Identifier (UBI)

The Unique Billing Identifier (UBI) is critical to the maintenance of accurate inventory and to the validation of billing. EIS contract Section J.2.10.1.1.2.1 requires that "the complete UBI shall be unique across the contract and shall never be reused". However, there are a few use cases where it may not be immediately clear if a new UBI is required. Section 5.5.1 addresses these ambiguities.

It is also recommended that agencies include the following language in their solicitations to ensure clarity of the UBI requirement:

*"The contractor shall assign separate UBIs for each installed item for all types of service orders including bulk orders in accordance with EIS contract Section J.2.10.1.1.2. The contractor shall not use a single UBI for multiple instances."*



## 5.5.1 UBI Reporting

### 5.5.1.1 UBIs in Updated SOCN (re-SOCN)

In general, when the vendor submits an updated SOCN (re-SOCN) to correct errors in the original submission (EIS contract Sections G.3.3.1.4 & J.2.2.2) or to add auto-sold CLINs (EIS contract Section G.3.3.1.2), the same UBIs should be used as were provided on the original SOCN.

However, an atypical sequence of events will result in GSA Conexus rejecting a seemingly correct submission of an updated SOCN (re-SOCN). This only applies if the following sequence of SOCN submissions occurs:

1. The vendor installs one or more services and submits a SOCN
2. The vendor submits an updated SOCN for the same order and omits one or more of the services (UBIs) included in the original submission
3. The vendor submits another updated SOCN for the same order and includes a service omitted in the earlier updated SOCN and the vendor reuses the UBI previously associated with that service

Under these conditions, the updated SOCN in step 3 will be rejected due to the reuse of a UBI. Agencies should expect a new UBI for the service omitted in step 2 and included again in step 3 under these conditions.

### 5.5.1.2 UBIs for Bulk Orders

When processing bulk orders—or any order where the quantity of a single CLIN is greater than one—the vendor is required to create and assign a UBI to each installed instance of each CLIN.

For example, assuming a Service Order for 100 telephone lines with voice mail as a feature with a separate CLIN and including one auto-sold CLIN for directory assistance (and ignoring other supporting services such as access), a total of 300 UBIs would be created:

- 100 for the telephone service itself
- 100 for the auto-sold directory assistance
- 100 for the voice mail feature

This breakdown is necessary to remain compliant with EIS contract Section J.2.10.1.1.2.2, item 1, which states: “The contractor shall create and assign the UBI for each installed service instance”.

Assigning an individual UBI to each instance provides several benefits to both vendors and agencies:

1. It allows for the proper capture of the telephone number and other service identifiers for each service (see Appendix B.3.1)
2. In the event of a service state changes—such as activating the auto-sold, usage priced directory assistance services—the affected instances can be unambiguously identified by the UBI
3. If a change order affects a single item provisioned as part of a bulk order, such as disconnecting a single phone line or circuit, both the vendor and agency can clearly identify the affected instance via the UBI

4. If a service item with a unique service identifier, such as a telephone number or circuit ID, is removed via change order then later added back via a second change order, it is possible to distinguish between the original installation and the later installation by reference to the different UBIs (see Section 5.5.1.3)
5. An administrative change, such as AHC or ASRN, affecting only a single line item can unambiguously identify the item changed via the UBI
6. KPI results, and credit requests, can easily distinguish those instances performing well from those failing to meet standards via the UBI

### **5.5.1.3 UBIs for Reinstalled Services**

When a service is disconnected then later reinstalled—whether at the same location or a new location—a new UBI is required. This is necessary to ensure it remains possible to unambiguously refer to both the original installation and the new installation as might be required if a dispute associated with the original installation is still open when the new installation is provisioned.

### **5.5.1.4 UBIs for Moved Services**

For the purposes of data exchange, a service move is treated as a linked pair of disconnect and install events (see EIS contract Section J.2.10.1.1.4.2.1). These two events may be reported on a single SOCN or split into two SOCNs (see EIS contract Section J.2.4.1.9). In all cases, the reinstalled service is effectively a new service and must receive a new UBI (see also Section 5.5.1.3).

## **5.5.2 UBI Service State**

The purpose of the UBI service state is to assist the agency in understanding which UBIs are accumulating charges and at what rate. At the highest level, “Active” and “Inactive” can be thought of as:

- Active = currently accumulating charges
- Inactive = not currently accumulating charges

However, the CLIN options under EIS require the introduction of secondary principles and exceptions. For example:

- Some usage CLINs would likely be activated/inactivated so frequently as to generate large amounts unnecessary data
- Band-priced CLINs are better tracked by band than simply Active/Inactive

The EIS contract defines the requirements for UBI Service State and the process for changing service state (EIS contract Sections J.2.4.1.10 & J.2.4.2.5). To facilitate application of the full set of rules, principles, and exceptions found in the contract, this section will examine use cases and possible states by CLIN type.

### 5.5.2.1 Use Cases

#### 5.5.2.1.1 MRC CLINs

By design, UBIs for Monthly Recurring Charge (MRC) CLINs accumulate charges continuously while installed. This begins upon installation through disconnection as determined by the dates within the respective SOCNs. This applies whether the CLIN is listed on the SO or included as an auto-sold CLIN as no agency action beyond the SO is required to invoke them. Applying the requirements specified in the contract, UBIs for MRC CLINs meet the definition of Active from installation to disconnection. They are not subject to state changes and can never be Inactive.

#### 5.5.2.1.2 Usage-Priced CLINs

UBIs for usage-priced CLINs are only charged when invoked by customer action such as using a service. Applying the requirements specified in the contract, these UBIs would naturally shift between Active and Inactive. However, as noted above, some usage-priced services are likely to be invoked so frequently as to generate unusable amounts of data. To prevent this situation, two additional exceptions were created:

- If the usage-priced CLIN was directly listed on the SO, not auto-sold, the customer should expect charges to likely occur regularly and the UBI can be in Active state from installation to disconnection. No state changes apply in this case.
- If the usage-priced CLIN was installed as auto-sold, the customer would benefit from some level of reminder about pending charges. Since this use case includes a wide variety of services, the associated rule was split into two sub-cases:
  - UBIs for cloud service CLINs are allowed to fully fluctuate between Active and Inactive to account for each invocation.
  - UBIs for non-cloud service CLINs are limited in their changes such that once made Active in a given month, they remain Active until the end of that billing month.

#### 5.5.2.1.3 Band-Priced CLINs

Like UBIs for MRC CLINs, UBIs for band-priced CLINs accumulate charges continuously while installed. This begins upon installation through disconnection as determined by the dates within the respective SOCNs. Applying the requirements specified in the contract, UBIs for band-priced CLINs meet the definition of Active from installation to disconnection. However, the unique feature of band-priced CLIN, banded pricing, allows for the capture of another level of detail via the service state. Instead of recording Active/Inactive, the UBI state for a band-priced CLIN records the current band it changes as the band changes. This applies whether the CLIN is listed on the SO or included as an auto-sold CLIN.

#### 5.5.2.1.4 NRC CLINs (Except Instance-Based NRC CLINs)

UBIs for standard Non-Recurring Charge (NRC) CLINs are immediately charged upon installation and are expected to appear on the BI within 90 days (EIS contract Section G.4.1.3). This applies whether the CLIN is listed on the SO or included as an auto-sold CLIN as no agency action beyond the SO is required to invoke them. Applying the requirements specified in the contract, UBIs for standard NRC CLINs meet the

definition of Active upon installation. UBIs for NRC CLINs are also billed only once (hence non-recurring). They cannot be changed to Inactive as they disappear from inventory once they are billed (EIS contract Section J.2.7.1.4, see also Section 6.5.4 below). Standard NRCs remain active the entire time they are in inventory. They are not subject to state changes and can never be Inactive.

Note: This does not apply to instance-based NRC CLINs which are addressed separately, below.

#### 5.5.2.1.5 Instance-Based NRC CLINs

UBIs for instance-based NRC CLINs (see Section 5.4) are charged each time they are invoked by customer action such as requesting or using a service. Applying the requirements specified in the contract, these UBIs become active each time the service is invoked and return to inactive when the invocation is completed (e.g., the customer stops using the service or the vendor completes the requested action). Each such activation/inactivation must be reported in the Service State Change Notice (SSCN) which may be submitted individually or cumulatively on a monthly basis as described in EIS contract Section J.2.4.2.5. This applies whether the CLIN is listed on the SO or included as an auto-sold CLIN.

Note: Although, at a practical level, instance-based NRC CLINs behave similarly to usage-priced CLINs, they are not subject to the same rules and exceptions. UBIs for instance-based NRC CLINs always freely fluctuate between Active and Inactive to account for each invocation and must be reported as such on the SSCN.

#### 5.5.2.2 Summary

Figure 4: Summary of Possible UBI Service States (Table)

CLIN Type	Listed on SO	Auto-Sold
MRC	Active	Active
Usage-Priced	Active	Active/Inactive
Band-Priced	Band Name	Band Name
NRC (except instance-based)	Active	Active
NRC (instance-based)	Active/Inactive	Active/Inactive

## 6 Operations

This section describes the concepts and key functional tasks for EIS operations.

### 6.1 Service Ordering

The SO functional requirements and ordering procedures include the submission of SOs by the agency, receipt of notifications from the vendor at required points in the process, delivery, and testing of services by the vendor and service acceptance by the agency.

Only agency OCOs or authorized officials, appointed by the OCO, are allowed to place SOs for EIS services. Agency OCOs with a DPA from GSA, may appoint CORs or other agency officials (consistent with agency rules) to place SOs under a TO and assist with the administration of SOs. The COR, if appointed, is responsible for complying with the terms and conditions of the TO and with any rules, regulations, and conditions promulgated and enforced by its agency.

The vendor will only accept service orders from authorized agency personnel and only for services included in the TO. Any other service orders submitted will result in the order being rejected by the vendor.

After the execution of a TO, by the OCO and the vendor, ordering is done one of two ways:

1. The OCO, or COR acting on behalf of the OCO, issues SOs for services that are within scope and in accordance with the terms and conditions of the TO.
2. The TO, in and of itself, acts as a SO, if it clearly articulates the full details of the delivery requirements and the vendor accepts it as such.

A Service Order (SO) flows from the requirements defined in each TO and provides the vendor with full details of the delivery requirements for the agency-specific services. Multiple SOs may be issued against a single TO.

OCOs, and CORs if authorized by the OCO, can only place SOs after the award of a funded TO. All SOs must be within scope and not exceed the obligated funding on the task order.

For additional detail see EIS contract Sections G.3 & J.2.4.

#### 6.1.1 Service Order Types

Agencies issue orders that fall into three basic categories:

- for new service installation
- for changes to existing (previously provisioned) services (post-SOCN)
- for updates or supplements to in-progress (not yet provisioned) orders (pre-SOCN)

Orders and their descriptions for each category are provided in the table below (Figure 5).

Figure 5: Service Order Types (Table)

Order Type	Description
New Service Install	Orders for new services that are not currently being provided by the vendor. New services may require a modification to a task order or require a new Fair Opportunity (FO) competition and new task order.
Change: Move	Orders that require the removal of an existing service and/or SRE from one location and the re-installation of the identical service and/or SRE at another location. This results in two line items on the SOCN (one to remove the service from the old location and one to add it to at the new location).
Change: Features	Orders that require changes to the features of an existing service but do not require a change in the CLINs for the service. (Features are defined in EIS contract Section B.)
Change: Configuration	Orders that require changes in the configuration of an existing service without adding or removing CLINs.
Change: Disconnect	Orders that require the removal of service(s) currently being provided. This results in the removal of the service from inventory and ends accumulation of charges for the service.
Change: Administrative Data	Orders that only require changes to administrative data associated with an existing service. Administrative data is limited to data provided by the government that does not impact service delivery or pricing – for example, AHCs or ASRNs. (Administrative changes are further defined in EIS contract Section G.3.3.2.2.4; see also Section 6.1.3.3 below)
Update: Cancel	Order updates that cancel the original order in whole or in part. Note: The agency may be liable for a cancellation charge depending on the precise timing of the cancel order as described in EIS contract Section G.3.3.2.3.1.
Update: Service Location	Order updates that change the specified service delivery location from that specified in the original order but do not impact Local Exchange Carrier (LEC) provisioning. Note: Location updates that do impact LEC provisioning are handled as an order cancel and a new order.
Update: Features	Order updates that change the specified features of a service from that specified in the original order but that do not require a change in the CLINs for the service. (Features are defined in EIS contract Section B.) Note: Changes that require new CLINs are handled as a cancel order and a new order.
Update: Customer Want Date	Order updates that change the Customer Want Date (CWD) from that specified in the original order. Note: There are specific limitations on changes to the CWD described in EIS contract Section G.3.3.2.3.4.
Update: Administrative Data	Order updates that only change the specified administrative data associated with a service from that specified in the original order. Administrative data is limited to data provided by the government that does not impact service delivery or pricing – for example, AHCs or ASRNs. (Administrative changes are further defined in EIS contract Section G.3.3.2.2.4.)

### 6.1.2 Service Order Notifications

As part of the ordering process, the vendor provides several notifications to the government. In all cases the vendor must provide these notices to GSA according to the delivery schedule in the table below (Figure 6). An agency may define a different delivery schedule in the TO (see Appendix B.4) otherwise the EIS contract schedule in Figure 6 is the default. The delivery of notices to the agency is also at the discretion of the agency and the agency must define and request notification requirements in the TO.

Note: if the agency does not define order notification requirements in the TO, the vendor will make them available via their web interface but will not otherwise deliver them to the agency (see Appendix B.1). In the absence of notification requirements in the TO, there are two options to access the information:

- The vendor’s web interface
- GSA Conexus (except those deliverables that are agency-only)

**Figure 6: Service Order Notifications & Schedule (Table)**

Notification	Purpose	Delivery Schedule
Service Order Acknowledgement (SOA)	Notifies the agency its Service Order (SO) has been received.	Within 1 business day after SO receipt date
Service Order Confirmation (SOC)	Notifies the agency that the SO information is sufficient to process and has been issued. See also Service Order Rejection Notice.	Within 5 calendar days after SO receipt
Service Order Rejection Notice (SORN)	Notifies the agency that the SO information is insufficient or otherwise invalid and that the order cannot be processed. See also Service Order Confirmation.	Within 5 calendar days after SO receipt
Firm Order Commitment Notice (FOCN)	Notifies the agency of the Firm Order Commitment (FOC) date when the vendor is committed to delivery of the ordered service.	If a local access subcontractor is required to complete provisioning: within 1 business day of receiving FOC date from LEC OR If a local access subcontractor is not required to complete provisioning: prior to the earlier of 5 days after SOC or 10 days before the FOC date
Service Order Completion Notice (SOCN)	Notifies the agency that service has been installed and/or activated (“turned up”). The SO has been completed and billing starts as of the included completion date. See Section 6.3 for additional information on the billing start date.	Within 3 days after service is installed, tested, accepted by the agency
Service Order Administrative Change (SOAC)	Notifies the agency that an administrative change has been completed and provides details of the change.	Within 7 days after Administrative Change SO
Service State Change Notice (SSCN)	Notifies the agency that an installed service (defined at the UBI) has changed state (e.g., an auto-sold CLIN has been activated). See Section 5.5.2 for more information.	Within 24 hours of state change

**Figure 7: Service Order Notification Applicability (Table)**

Order Type	Typical Notifications
Standard orders to install or change most services	<ul style="list-style-type: none"> <li>• SOA</li> <li>• SOC or SORN (order process ends if SORN)</li> <li>• FOCN</li> <li>• SOCN</li> </ul>

Order Type	Typical Notifications
Orders to install or change services subject to Rapid Provisioning	<ul style="list-style-type: none"> <li>• Possibly SOA (optional if SOCN submitted &lt; 24 hours after SO)</li> <li>• SOCN or SORN (order process ends if SORN)</li> </ul>
Updates/supplements to in-progress orders	<ul style="list-style-type: none"> <li>• SOA</li> <li>• Possibly SORN (order update process ends if SORN)</li> <li>• Any notifications submitted for the original/in-progress SO that are no longer correct based on the update are also re-submitted</li> </ul>
Administrative data change orders	<ul style="list-style-type: none"> <li>• SOAC or SORN (order process ends if SORN)</li> </ul>
Activation of an auto-sold CLIN, change in band for band-priced CLINs, or other changes in service state	<ul style="list-style-type: none"> <li>• SSCN</li> </ul>

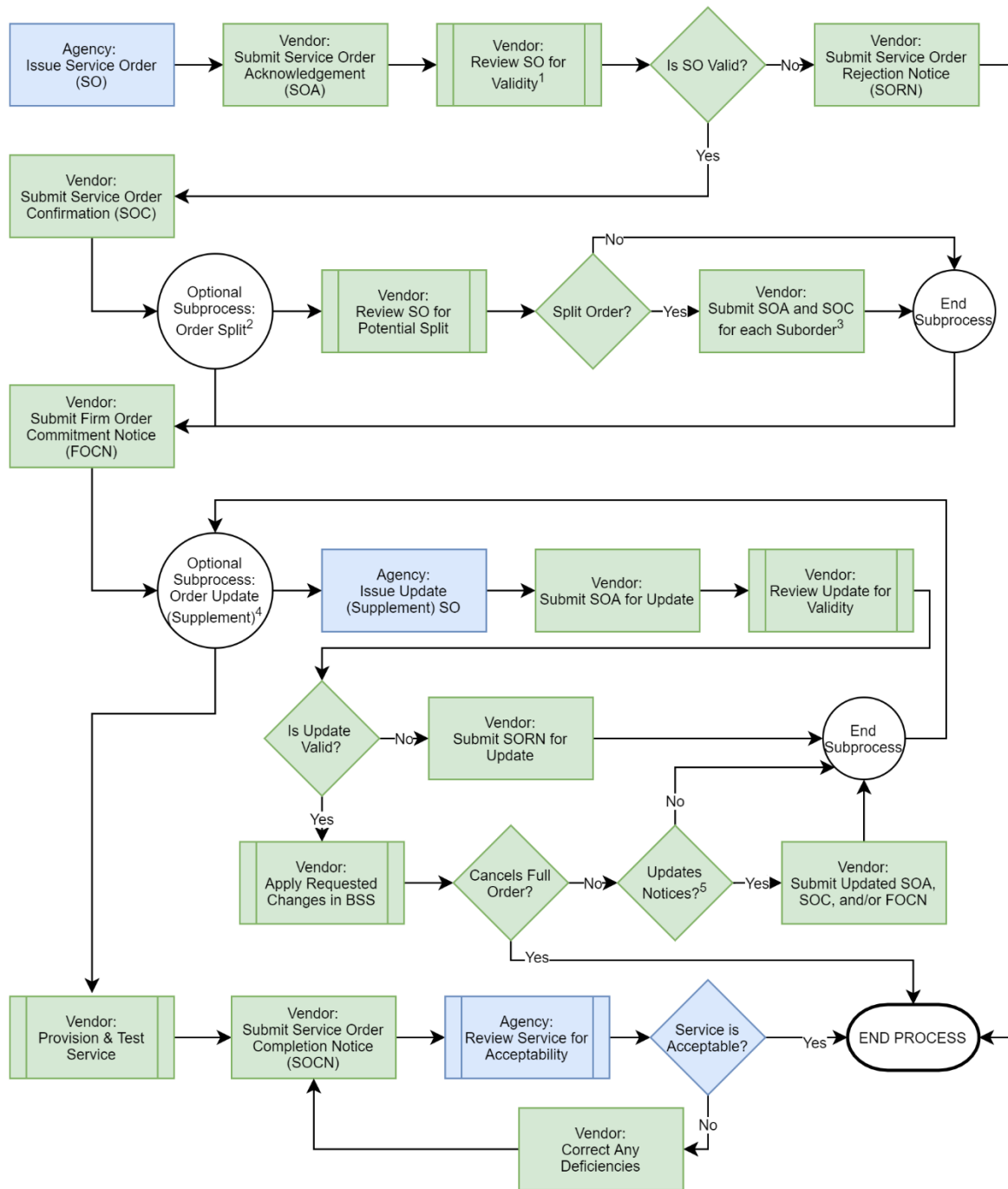
### 6.1.3 Service Ordering Processes

The most common service ordering processes are illustrated in Figure 8. Details of those processes as well as other, related, service ordering processes are found in the following subsections.

Note that although the SO details can be incorporated directly into the TO under EIS, the processes illustrated and documented below begin with the issuance of an SO. If the agency is including their SO within their TO, the issuance of the initial SO, as shown below, should be understood as the TO award.



Figure 8: Common Service Ordering Processes



1. A valid order is in-scope for EIS and the TO and is complete as defined in EIS contract Section J.2.10.2.1.15.
2. The vendor may split the order as described in Section 6.1.3.8.4. If split, all steps after this apply to each suborder.
3. The original SOA and SOC are also updated as necessary.
4. The agency may make one or more updates/supplements to the SO as described in Section 6.1.3.2.
5. Any previously submitted notices (SOA, SOC, FOCN) that are no longer valid based on the update must be resubmitted.

### 6.1.3.1 Standard Ordering Process

Standard orders, including installs, moves, changes (excluding administrative change/update orders), and disconnect orders, should follow the process below:

1. The agency initiates a SO with its vendor. Orders are initiated in accordance with the EIS contract and TO requirements. For more information on TOs see the Fair Opportunity and Ordering Guide (FOOG) at <http://www.gsa.gov/eistransition>.
2. The vendor makes available a Service Order Acknowledgement (SOA) within one business day of receiving the SO.
3. If the vendor determines that the SO is invalid, it will make available a Service Order Rejection Notice (SORN) within five calendar days of the SO:
  - a) A SORN submitted by the vendor applies to the entire order (i.e., the vendor may only reject entire orders, not individual line items)
  - b) In the event of order rejection, the agency may issue a new SO with the corrected information and restart this process
4. If the vendor determines that the SO is valid, it will make available a Service Order Confirmation (SOC) within five calendar days of SO receipt date.
  - Note: The vendor may choose to split a complex SO into suborders at this point to facilitate efficient order processing. See section 6.1.3.8.4 for more information.
5. The vendor will make available a Firm Order Commitment Notice (FOCN) indicating its Firm Order Commitment (FOC) date based on the following schedule:
  - If the vendor must obtain local access services, within one business day of receiving the FOC date from the local provider
  - If the vendor does not need to obtain local access service, not later than the earlier of 5 days after SOC, or 10 days before the FOC date
  - Note: There are atypical circumstances when the FOCN is required but there is no applicable FOC date—for example, the application of a late order cancellation CLIN as described in EIS contract Section G.3.3.2.3.1. In such cases, the FOC date will be blank in the FOCN.
6. Upon completion of the order, the vendor will make available a Service Order Completion Notice (SOCN) within three calendar days of installation and testing.
  - Note: The TO can change this timeline to be shorter or longer as defined in EIS contract Section J.2.4.1.6.

### 6.1.3.2 Updates/Supplements to In-Progress Orders

If it is necessary to supplement or update an in-progress service order, the EIS contract provides specific means of doing so.

**Note:** Changing data explicitly included in a TO requires a TO modification and cannot be done via this process (see Section 5.1.2).

#### 6.1.3.2.1 Update/Supplement Process

To supplement/update an in-progress service order, the following process is used:

1. The agency places an update/supplement SO with the vendor
2. The vendor provides an SOA in response to the update/supplement SO within one business day unless the applicable order process requires a faster response (e.g., TSP or Rapid Provisioning)
3. If the vendor determines that the update/supplement SO is invalid, the vendor will provide a SORN in response to the supplement/update SO within three calendar days of the update/supplement SO unless the applicable order process requires a faster response (e.g., TSP or Rapid Provisioning)
4. Otherwise, the vendor will update the original order with the new data
5. If any changes are required to notices already provided in response to the original order (e.g., SOC, FOCN), the vendor will provide updated versions of those notices
6. The remainder of the provisioning process will follow the process and timeline associated with the original order (e.g., Standard, TSP, etc.)

#### 6.1.3.2.2 Limitations of Update/Supplement Orders

Update/supplement SOs:

- Do not replace the original order
- Can change any part of an SO
- Are subject to varying limits based on the point of change and the timing
- Cannot add a CLIN to the SO
- Cannot change the service delivery location such that it impacts Local Exchange Carrier (LEC) provisioning
- Receive their own SOA and may, if rejected, receive their own SORN but no other order notifications are required for the supplement itself
- Require the resubmission of previously submitted deliverables (SOA, SOC, FOCN) if and only if the changes made by the supplement make the data previously submitted inaccurate

#### 6.1.3.3 Administrative Change Order Process

According to FAR Part 43:

*'Administrative change' means a unilateral (see FAR 43.103(b)) contract change, in writing, that does not affect the substantive rights of the parties.*

If the agency finds it necessary to change administrative data associated with a provisioned service that has completed the provisioning process, the EIS contract provides specific means of doing so with minimum effort by the agency and the vendor.

#### **6.1.3.3.1 Limitations on Administrative Change Orders**

This process applies only to administrative data, which is defined as data points provided by the agency that have no impact on service delivery or pricing. The following are considered administrative data points provided by the agency:

- Agency Hierarchy Code
- Agency Service Request Number 1
- Agency Service Request Number 2

If the agency places an SO to make an administrative change, the vendor makes the changes requested and provides a Service Order Administrative Change (SOAC) notice within seven (7) calendar days of the SO receipt date. The vendor will not provide any of the other common notices associated with an SO.

#### **6.1.3.3.2 Inclusion of Administrative Changes in Service Change Orders**

If a Service Order contains both service changes and administrative updates, the EIS vendor may, in the absence of specific requirements in the TO, process the order in either of two ways:

1. Split the order, in accordance with EIS contract Section J.2.4.1.9, issuing a SOCN for the service change and a SOAC for the administrative change
2. Simply include the administrative changes in the service change SOCN

#### **6.1.3.4 Auto-Sold Process**

Some EIS services include other related CLINs that the vendor automatically bundles with those services. These automatically included CLINs are defined in EIS contract Sections B.1.2.11 & G.3.3.1.2.

Auto-sold CLINs are included in the SOCN for the associated service. Depending on the specific CLIN, they may not be active and accumulating charges until the agency takes some action (e.g., using the feature). In these cases, the activation of the auto-sold CLIN is not considered a separate order and thus is not subject to the order processes. Instead, the activation or deactivation of an auto-sold CLIN requires the vendor to notify the agency by submitting a Service State Change Notice (SSCN) as described in EIS contract Sections J.2.4.1.10 & J.2.4.2.5 (see also Section 5.5.2).

#### **6.1.3.5 Rapid Provisioning Process**

Certain services, including self-provisioned services, lend themselves to rapid provisioning, which streamlines the provisioning process and reduces the number of order notifications the vendor must provide (see EIS contract Section G.3.3.3.2). The vendor designates the services that it will offer under the rapid provisioning process. No service may be offered under rapid provisioning unless the vendor commits to provisioning the service within 48 hours of order placement.

The EIS contract also defines the following restrictions the agency should consider in placing its order for these services:

- The order cannot include TSP handling (see Section 6.1.3.7) or administrative changes (see Section 6.1.3.3 above)
- A Customer Want Date (CWD) is not required, and early installation is always allowed

Under rapid provisioning, the vendor only provides the SOA and the SOCN for the order and may omit the SOA as well if the SOCN is submitted within 24 hours of the order.

In addition to designating the services that it will offer under rapid provisioning; the vendor establishes provisioning Key Performance Indicators (KPIs) and SLAs. The vendor may choose to include only a baseline SLA for these services at the contract-level (e.g., 48 hours). The agency should consider specifying minimally acceptable SLAs for these services in the TO solicitation as provided for in EIS contract Section G.8.2. This allows the agency to require SLAs more consistent with commercial practice (e.g., 30 minutes, 4 hours, etc.).

Although the vendor chooses the services it offers under rapid provisioning, the agency may specify in its TO solicitation that a service must be offered under rapid provisioning. This may, however, limit the pool of potential offerors that can respond to the agency's solicitation.

If offered by the vendor as independently orderable CLINs, cloud services and Ethernet Transport Service (ETS) bandwidth-on-demand, must be included under rapid provisioning as further defined below.

#### **6.1.3.5.1 Cloud Services Process**

NIST SP 800-145 defines cloud services as Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS). These services, if offered by the vendor, typically require an initial setup of umbrella services at the start of the TO which creates the ability for the agency to quickly activate, deactivate, or modify the exact services provided (e.g., increasing the number of virtual machines in use). The initial setup is under ICB provisioning SLA rules (see EIS contract Section G.8.2.2.2). Within the criteria of rapid and elastic provisioning for cloud services as defined by NIST, the activation, deactivation, and modification of specific services under the umbrella service are subject to the rapid provisioning process if offered as separately orderable CLINs. See also EIS contract Sections G.8.2.2.2 & G.8.2.2.4.1.

#### **6.1.3.5.2 Ethernet Transport Services Bandwidth-on-Demand Process**

Ethernet transport service is described in EIS contract Section C.2.1.2. The vendor is required to support bandwidth increments and decrements on demand, as agreed between the agency and its vendor. Unless otherwise agreed by the agency and its vendor, on a case-by-case basis, the provisioning time for this feature will meet the EIS contractual SLA of not to exceed 24 hours, measured from the service order to the SOCN.

### **6.1.3.6 Emergency Ordering**

- For emergency orders for services not on the TO, see Section 5.1.1
- For Telecommunications Service Priority, see Section 6.1.3.7
- For expedited service installation, see Section 6.1.3.8.1

### **6.1.3.7 DHS OEC Priority Telecommunications Services**

#### **6.1.3.7.1 DHS Program Overview**

The agency's vendor is required to fully comply and interoperate with all Department of Homeland Security (DHS) Office of Emergency Communications (OEC) Priority Telecommunications Services including Telecommunications Service Priority (TSP), Government Emergency Telecommunications Service (GETS), Wireless Priority Service (WPS), and, when released, Next Generation Network Priority Services (NGN-PS). OEC's Communications Portfolio Management (CPM) Branch collaborates with the public and private sectors to ensure the National Security Emergency Preparedness (NS/EP) communications community has access to priority telecommunications and restoration services to communicate under all circumstances. For more information on these DHS programs, please visit <http://www.dhs.gov>.

#### **6.1.3.7.2 Telecommunications Service Priority (TSP) Ordering Process**

Agencies should follow the Telecommunications Service Priority (TSP) process found in EIS contract Section G.11. When an agency submits a TSP order, the standard order process applies except that the vendor follows the prioritizations applicable to TSP orders and defined in EIS contract Section G.11.3.3. For TSP restoration, the service vendor typically charges a one-time setup fee and a monthly service charge. However, these fees are separate from any charges related to installing or repairing the circuits following an emergency. The TSP pricing structure is detailed in EIS contract Section B.3; please contact your service provider to learn more about charges.

It is the agency's responsibility to acquire the TSP codes from the Department of Homeland Security (DHS) Office of Emergency Communications (OEC). TSP Authorization Codes are active for three (3) years, at which point the agency will need to revalidate them. Agencies must request TSP restoration priority before a service outage occurs.

#### **6.1.3.8 Important Ordering Considerations**

This section contains general considerations the agency should understand prior placing an SO with their vendor.

NOTE: The intended configuration of the service should be determined prior to preparing the service order.

##### **6.1.3.8.1 Special Order Processes**

Some special order processes found in legacy telecommunications contracts are handled differently under EIS. The agency should be aware of the following.

**Bulk Orders:** Under EIS, “bulk orders” are treated identically to any other order for the same services unless specifically included in the TO as a TO Project.

**Project Orders:** Under EIS, projects are specifically defined in the TO. TO Projects have schedules and details fully defined in the TO and cannot be adjusted without a TO modification (see Section 5.1.2). No order, regardless of size or complexity, can be handled as a project unless it is defined as such in the TO.

**Expedited Orders:** Under EIS there are no general provisions for expedited orders. The agency may use the TSP process (Section 6.1.3.7) for urgent issues if the circumstances are appropriate. EIS contract Section B also includes expedited provisioning CLINs for some services (e.g., VPNS, E-LAN, and Ethernet Access). In addition, the agency may elect to include other expedited ordering processes in the TO if it so desires. The vendor may impose additional charges for expedited orders.

### 6.1.3.8.2 Order Data

The agency should determine the necessary data elements required for a service prior to placing an order for that service. EIS contract Section J.2.10.2.1.15 provides an overview of the Service Order (SO) as submitted by the agency and includes a list of SO data elements that the vendor must collect from the agency. This list contains both necessary order data, such as TO number, and data that is defined as optional in other parts of the EIS contract. This optional data includes:

Figure 9: Optional Service Order Data (Table)

Data Specified	Associated Data Element Name(s)	EIS Contract Section Reference(s)
Customer Want Date (CWD)	customer_want_date	G.3.3.1.3
Agency Project Code	agency_project_code	J.2.10.3.1.2
ASRNs	agency_service_request_number_1 & agency_service_request_number_2	G.4.1.6, J.2.4.1.4

To meet the requirement of collecting this optional data, the vendor only needs to provide the agency with an opportunity to include it in the SO. It is the agency’s responsibility to provide this information if applicable. See also Appendix G.1.

**Order Data Validation:** The vendor is required to validate the data submitted by the agency; however, in the interest of reducing the burden to the vendor and thereby reducing cost, this validation is limited. The vendor performs validation that is common for commercial customers – e.g., location data. The vendor also ensures the presence of critical agency data but not necessarily the accuracy of such data – e.g., the vendor validates that each line on an order has an associated Agency Hierarchy Code (AHC) of the correct length but does not check that the provided AHC is valid.

### 6.1.3.8.3 Customer Want Date (CWD)

The Customer Want Date (CWD) is an optional data element that an agency may include in their Service Order (SO) to indicate the desired install date. If an agency specifies a CWD in an SO, the vendor must:

- Make a reasonable effort to provision the service by the CWD
- Not issue a SOCN or begin billing prior to the CWD unless explicitly authorized by the agency (early installation)

The agency should consider the following before including a CWD in their SO:

**The CWD is optional.** Although useful in certain circumstances, the CWD is not required and in many circumstances the agency would be better served by omitting it.

**The CWD is not an SLA.** The CWD indicates when an agency would like a service installed but the vendor is not required to meet that date, only to make a “reasonable effort” to do so.

**The CWD can control early installation.** The CWD function includes an early installation flag. How this flag is used can greatly impact the provisioning process. Set to “no” it indicates that the CWD is not only the desired install date it is also the earliest date the agency will accept the service. Set to “yes” it indicates that the CWD is the desired install date but that the agency would accept the service prior to that date.

**The CWD may waive an SLA.** If the CWD is beyond the date necessary to meet the contractual provisioning SLA for a given service, the SLA is waived. Note: the SLA is not extended to the CWD but is simply waived. The provisioning time becomes “best effort” only. However, the TO may specify that the CWD in the SO extends the provisioning interval beyond the normal SLA provisioning interval. In this case, the SLA for that service in the SO cannot be later than the specified CWD.

#### **Updating the CWD via Order Supplements**

CWD updates are order updates that change the customer want date from that specified in the original order. If the agency delays the CWD prior to receiving the Firm Order Commitment Notice (FOCN), the vendor will not issue the SOCN and begin billing prior to the new CWD, unless the change requested is less than 14 days before the CWD of the initial order. See also, Section 6.1.3.2.

#### **6.1.3.8.4 Order Splitting by the Vendor**

EIS contract Section J.2.4.1.9 allows the vendor, at its discretion, to split an SO as received into multiple suborders. This allows the vendor to utilize more efficient provisioning processes in some cases such as where the SO contains unrelated services, services at multiple, etc. There are, however, several restrictions on such splitting:

- The TO or SO may prohibit some or all order splitting
- If the vendor uses separate suborders for services that are logically related (sharing a Service Grouping ID as defined in EIS contract Section J.2.10.1.1.2), each such suborder must have the same service order completion date recorded in the SOCN
- Each suborder must be fully processed as a separate order as required by EIS contract Section J.2.4.2.1 including the submission of all order notifications
- The vendor may not reject a suborder unless it is rejecting the entire SO

#### **6.1.3.8.5 SRE Early Termination**

An agency may choose to use a monthly payment plan for Service Related Equipment (SRE) via the use of an SRE MRC (EIS contract Section B.2.10.4.1). If an agency is using such a plan but later chooses to



terminate the plan prematurely either to switch to an NRC payment mechanism or to have the SRE removed, EIS contract Section B.2.10.4.3 provides CLINs to allow for an early termination fee.

However, the vendor cannot process the removal of the UBI representing the SRE MRC and the addition of the early termination CLIN as a single order as the disconnect order type does not permit the addition of a new CLIN, i.e., the only valid line item order type permitted under a disconnect order is "remove" (EIS contract Section J.2.10.1.1.4.2.4).

In cases where the agency wishes to exercise an early termination option for SRE MRC, the agency must ensure their SO(s) include both the disconnect instruction and a new install order (EIS contract J.2.10.1.1.4.1) for the appropriate early termination CLIN from the table in EIS contract Section B.2.10.4.3.

## 6.2 Testing and Accepting Services

Prior to accepting a service, the agency's designated contact will receive an EIS Services Verification Testing Report (EIS Testing Report) from the vendor that shows successful completion of testing as defined in the EIS Services Verification Test Plan, as described in EIS contract Section E.2.2. The vendor provides the EIS Testing Report within 3 days of service installation and testing and shows that each service provisioned works properly according to the KPIs defined in EIS contract Section C.2, the acceptance criteria defined in the EIS Test Plan and any additional testing defined in the TO. Agencies may have their own additional test and acceptance period and criteria defined in a TO that requires successful completion before accepting services from the vendor.

When the vendor provides the EIS Testing Report then agencies may complete acceptance testing based on the acceptance criteria defined in the EIS Test Plan or as required by the agency in the TO. The acceptance test verifies satisfactory end-to-end service performance and proper operation of all ordered features and functions, as specified in the EIS contract and TO.

For additional detail on verifying and accepting service please see EIS contract Section E.2.2.

## 6.3 Billing Start & End Dates

The standard provisioning process under EIS states that once a new service is installed and EIS service testing is successful, the service order is complete, and the Service Order Completion Notice (SOCN) is submitted. The date of service order completion is captured in the SOCN and is the date that billing will start for the new service (EIS contract Section G.4.1.2) unless the agency rejects the service within three calendar days. If the agency does not specify otherwise in the TO, these standards will apply.

Similarly, the service order completion date in the SOCN for a disconnect marks the billing end date (i.e., the final day for which services can be billed). Note that the EIS contract does not allow the agency to modify the billing end date definition at the TO level.

### 6.3.1 Agency Changes to the Order Completion & Billing Start Process

The agency may change this process, including adjusting the billing start date, but there are contractual limits on how those changes can be applied.

The agency may:

- Use the Service Order (SO) to specify a Customer Want Date (CWD) that is later than the typical or contractual installation time for the service
- Use the Task Order (TO) to specify a fixed, defined delay (e.g., 10 days) between service order completion and billing start
- Use the TO to increase the time the agency has to reject a service after SOCN

The agency may not:

- Require the vendor to install a service prior to the CWD
- Arbitrarily reject a service to delay the start of billing
- Insert an additional billing authorization step that introduces an indefinite delay to the start of billing
- Insert any other requirements that prevent the vendor from knowing, in advance, when they will be able to start billing (in the absence of service rejection)

### 6.3.2 EIS Services Installation & Testing Timeline

The outline below illustrates the standard EIS provisioning process from SO to BI. Except where noted, all timelines and processes are specified in EIS contract Sections J.2.4.2 & J.2.4.3.2.

1. Agency issues the Service Order (SO)
2. Vendor submits the Service Order Acknowledgement (SOA)
  - Within one business day of the SO
3. Vendor submits the Service Order Confirmation (SOC)
  - Within five calendar days of the SO
  - NOTE: the vendor may, alternatively, reject the order and submit a Service Order Rejection Notice (SORN)
3. Vendor submits the Firm Order Commitment Notice (FOCN)
  - Variable due date based on local access carrier requirements
4. Vendor installs the service
5. Vendor conducts EIS Service Verification Testing
  - Process cycles between Steps 5 and 6 until testing passes
  - NOTE: test pass conditions are specified in the approved EIS Services Verification Test Plan as defined in EIS contract Section E.2.2
6. Vendor completes the installation and submits the EIS Services Verification Testing Report
  - EIS contract Section E.2.2.5
7. Vendor submits the Service Order Completion Notice (SOCN)
  - Within three calendar days of service completion (step 7)
  - NOTE: the SOCN captures the date of service completion which is:
    - The standard billing start date
    - The end of the provisioning period for SLA purposes (EIS contract Section G.8.2.2)

8. Agency reviews the EIS Services Verification Testing Report and/or completes its own acceptance testing
  - The agency has three calendar days to reject the SOCN if they find the service unacceptable (EIS contract Sections E.2.2.5 & J.2.4.2.1)
9. Vendor issues the first BI including the newly installed service
  - Typically, the following calendar month but may be any time within 90 days of the billing start date (EIS contract Sections G.4.1.3, J.2.5.2, & J.2.5.3.2)
  - NOTE: the first billable day for this service is the service completion date (step 7)

### 6.3.3 Prorated Billing

Proration under EIS is intended to increase agency flexibility regarding how proration is calculated. In reviewing proration approaches, it was determined that agencies have varying goals that cannot all be met by a single proration method:

- Many agencies are primarily concerned with keeping direct service costs at a minimum
- Some agencies place a higher priority in being able to have stability in the actual charges assessed for each day of service regardless of the month that prorated charges occur

The first set of agencies would be best served by using a proration formula that calculates daily charges based on the actual number of days in the month. The second set of agencies would be best served by using a proration formula that calculates the daily charge based on a 'normalized' month with 30 days. Both approaches are available to the agency under EIS. See Appendix A for more information on the specific formulas.

### 6.3.4 Service Related Equipment Monthly Payments

As an alternative to a one-time full payment, an agency may choose to use a monthly payment plan for Service Related Equipment (SRE) via the use of the appropriate SRE Pricing Element. Although the SRE Pricing Elements that allow for a monthly payment plan are designated as MRCs, they differ from other MRCs in that they are not subject to proration. This is required by EIS contract Section B.2.10.4, item 2, and is intended to ensure the full cost is paid in the exact number of months specified. If using a monthly payment plan for SRE, the agency should expect that the first month's payment will be for the full monthly amount regardless of the installation date.

### 6.3.5 Billing Begin & End Dates in the BI

The BI includes two data elements to capture the beginning and ending billing dates for each line item in the billing month: `billing_begin_date` & `billing_end_date`. This section will address some of the interpretive confusion surrounding these two data elements.

#### 6.3.5.1 *billing\_begin\_date*

EIS contract Section J.2.10.3.1.2 defines the `billing_begin_date` as:

*“Effective date service begins for the billed period. This would be the date of new service if service was installed for the billed period. Otherwise, this is the first day of the month.”*

The intent is to capture the first day within the billing month that the UBI was eligible for billing even if it was not accumulating charges at that point. For UBIs installed prior to the billing month, this is simply the first day of the billing month. For UBIs installed during the billing month, this is the date of installation as recorded in the SOCN. This applies for all UBIs regardless of CLIN type (MRC, NRC, usage, etc.). It applies to UBIs based on usage-priced CLINs since they were eligible for billing even if no usage had accumulated.

### Summary

billing\_begin\_date is always the later of:

- The install date from the SOCN
- The first day of the billing month

### 6.3.5.2 *billing\_end\_date*

EIS contract Section J.2.10.3.1.2 defines the billing\_end\_date as:

*“Effective date service ends for the billed period. This would be the date of discontinued service if service was disconnected within the billed period. Otherwise, this is the last day of the month.”*

The intent is to capture the last day within the billing month that the UBI was eligible for billing even if it stopped accumulating charges prior to this date. For UBIs disconnected during the billing month, this is the date of disconnection as recorded in the disconnection SOCN. For UBIs not disconnected during the billing month, this is simply the last day of the billing month. This applies for all UBIs regardless of CLIN type (MRC, NRC, usage, etc.). It applies to UBIs based on usage-priced CLINs since they were eligible for billing even if usage stopped accumulating previously.

### Summary

billing\_end\_date is always the earlier of:

- The disconnect date from the SOCN (if disconnected during the billing month)
- The last day of the billing month

### 6.3.5.3 Examples

In each example below, the correct `billing_begin_date` and `billing_end_date` values are given for a BI covering the billing month of February 2022 (submitted the following month, March 2022).

#	Example Scenario		<code>billing_begin_date</code>	<code>billing_end_date</code>
1	Service installed prior to start of billing month and not disconnected (i.e., still installed)	Install date: 12/15/2020 Disconnect date: N/A	02/01/2022	02/28/2022
2	Service installed during billing month and not disconnected (i.e., still installed)	Install date: 02/15/2022 Disconnect date: N/A	02/15/2022	02/28/2022
3	Service installed prior to billing month and disconnected during billing month	Install date: 12/15/2020 Disconnect date: 02/15/2022	02/01/2022	02/15/2022
4	Service installed prior to billing month and disconnected after end of billing month	Install date: 12/15/2020 Disconnect date: 03/01/2022	02/01/2022	02/28/2022
5	Service installed during billing month and later disconnected during the same billing month	Install date: 02/03/2022 Disconnect date: 02/24/2022	02/03/2022	02/24/2022

## 6.4 Billing and Disputes

### 6.4.1 EIS Billing Process

The standard billing process is applicable to all TOs. The vendor provides all billing deliverables listed below, via the vendors web interface. By default, all deliverables for the agency are submitted via posting to the vendor's website. If an agency requires a different delivery mechanism (e.g., email) this should be included in its solicitation. GSA Conexus receives the billing deliverables automatically and provides another avenue for agencies to access them.

- On or before the 15th business day of each month, the vendor provides the following deliverables:
  1. Billing Invoice (BI)
  2. Tax Detail (TAX) unless the TO specifies fully-loaded pricing
  3. Billing Adjustment (BA), if applicable
  4. Monthly Billing Information Memorandum, if required to clarify any line items in the BI
    - Note: This deliverable does not get sent to GSA Conexus
- The vendor also inputs invoice summary data into a designated agency system (see Section 6.4.1.1)
- If the agency determines that the BI is valid in its entirety, it will pay the vendor in full, as specified in the contract.
  - Agencies make direct payments to the vendor for their monthly bills just as they do when using other GSA contract vehicles (e.g., Schedule 70).
- If the agency determines that the BI is not valid, in whole or in part:
  - It will initiate a billing dispute, and
  - May withhold payment to the vendor, in whole or in part, as specified in the contract

- The vendor submits a BA if required to correct errors identified after payment.

See EIS contract Section J.2.5.3.2 for the billing deliverables and supported data exchange details. In addition, Billing Adjustment (BA) and Billing Invoice (BI) deliverable data fields and formats are described in EIS contract Section J.2.10.2.1.4 and J.2.10.2.1.5, respectively.

#### **6.4.1.1 Billing Summary**

The vendor inputs invoice summary data into a designated agency system such as WebVendor, Vendor and Customer Self Service (VCSS) system, Invoice Processing Platform (IPP), or other systems as specified in the TO. Although the vendor will input summary invoice data into an agency system to facilitate payment, the BI contains the full detail and is the basis for disputes.

#### **6.4.1.2 Billing Payment**

Although EIS includes the right for the agency to withhold payment in whole or in part, the details of payment withholding are beyond the scope of this document. The agency is advised to read EIS contract Section G.4.5 and the other sections referenced therein.

### **6.4.2 Charges Reported in the BI**

The Billing Invoice (BI) includes all taxes, fees, and surcharges as described in EIS contract Section J.2.5.1.7. The contents of the BI and the BA together are used to calculate the total amount due from the agency. Note that taxes, fees, and surcharges are summarized in the BI with the detail broken out in the Tax Detail (TAX) deliverable.

#### **6.4.2.1 Reporting Non-Charged UBIs in the BI**

EIS vendors will not include UBIs in the BI that have no new, previously unbilled, charges unless one of the following applies:

1. The UBI would normally have been subject to a new, previously unbilled, charge but those charges were waived by the EIS supplier (see Section 6.4.2.2); or
2. The TO requires the inclusion of such UBIs in the BI.

If the agency requires all UBIs to be included in the BI even if no new charges apply, this must be explicitly stated in the TO.

#### **6.4.2.2 Waived Charges**

If a UBI would normally have been subject to a new, previously unbilled, charge but those charges were waived by the vendor, the UBI must appear on the applicable BI. When reporting waived charges, the `contractor_charge_waiver_code` will be set to Y and the `base_line_item_price` will be set to zero (0). If the agency finds it beneficial, it may work with the vendor to instead show the normally charged value under `base_line_item_price` (while keeping `contractor_charge_waiver_code` set to Y). See also Section 6.4.2.1 and EIS contract Section B.1.2.8.

#### 6.4.2.2.1 Waived Charges from SRE Transferred from a Legacy Contract

The EIS contract requires that all Service Related Equipment (SRE) provided under EIS be new equipment unless it is being transferred from a legacy telecommunications contract. For additional details on the process of and restrictions on such transference, see EIS contract Section C.2.10. This section will explain how the transfer of SRE is captured and reported as part of management and operations deliverables.

As EIS does not permit variable payment terms for SRE. To address this limitation, the EIS vendor must:

1. Report the full payment term including the portion already paid under the legacy contract
2. Bill the remaining payments in the BI in the same manner as with new SRE
3. Coordinate with the agency on the SRE disposition when the final payment is made
4. For all payments normally required for the installment term beyond those still due based on prior payment, include the line item in the BI but mark the charge as waived

#### Example

Assume a single SRE item originally ordered under a 36-month installment plan with 25 payments made under the legacy contract prior to transference to the EIS contract. The EIS vendor will:

1. Report the full 36-month payment term on the SOCN  
(charging\_frequency\_and\_sre\_element\_code = 36)
2. Bill the remaining payments in the BI for 11 months
3. Coordinate SRE disposition
4. Include the line item on the BI for months 12 – 36 but mark the charge as waived  
(contractor\_charge\_waiver\_code = Y)

#### 6.4.2.2.2 NRC Waiver Code in the SOCN

The SOCN includes a flag indicating the vendor's intent to waive an NRC:

- non-recurring\_charge\_waiver\_code.

If this data element is reported with a value of Yes for a line item containing an NRC CLIN, Conexus will use this to validate the subsequent BI and will issue a dispute if the charge is not waived. If this value is reported as Yes for a line item containing any non-NRC CLIN, Conexus will ignore the value.

#### 6.4.3 Allowable Taxes

In support of the EIS contract, GSA has analyzed various telecommunications-related taxes across the country and determined those that might legally apply to services under EIS. This information is provided to the EIS vendors as the Allowable Taxes reference table (ALLTAX) as described in EIS contract J.2.10.2.2.10. EIS vendors are not permitted to bill an agency for any taxes not included in the ALLTAX reference file. The specific taxes billed are captured in the Tax Detail (TAX) deliverable and can also be reviewed via GSA Conexus.

As the inclusion of a non-allowed tax has interrelated effects across the billing process, GSA recommends that agencies dispute and withhold payment on any BI line item that includes such taxes.

#### 6.4.4 Billing Accuracy

The EIS contract includes defined Key Performance Indicators (KPIs) for the accuracy of both the data content and the charges included in a BI (see EIS contract Section G.4.12).

##### 6.4.4.1 Billing Charges Accuracy (BCA)

EIS contract Section G.4.12.2 defines the Billing Charges Accuracy (BCA) KPI as a measure of the accuracy of the charges submitted in the BI deliverable and provides a calculation showing a comparison between the charge submitted on each line and the calculated, correct charge for that line. The charges being compared here are the values found in the data element `line_net_amount`. The `line_net_amount`, in turn, is the sum of:

- `total_line_item_amount` (the total charge for the service itself)
- `agf_amount` (the calculated AGF, based on `total_line_item_amount`)
- `billed_aggregated_tax` (the sum of the associated taxes in the Tax Detail file)

An error in calculating any of these three values will result in an erroneous `line_net_amount` and therefore factor negatively in calculating the BCA. By extension, if any of the associated detailed taxes are incorrectly calculated or not allowed, the `billed_aggregated_tax` will be incorrect and thus the `line_net_amount` will be incorrect.

##### 6.4.4.2 Billing Level & Billing Accuracy

EIS contract Section J.2.5.1.8 allows the agency, in the TO, to specify a billing level other than the standard TO-level. If this option is used, there are implications for measuring and reporting the Billing Accuracy SLA as the underlying KPIs are required to be measured per BI submission (EIS contract Sections G.4.12.1 and G.4.12.2) while the SLA, if failed, is credited at the TO-level (EIS contract Section G.8.2.3).

**Multiple TOs per BI:** When reporting the billing accuracy KPIs, Billing Data Accuracy (BDA) and Billing Charges Accuracy (BCA), for BIs that cover multiple TOs, the EIS vendor must report the KPI results on the SLA Report (SLAR) for each TO. Similarly, if the Acceptable Quality Level (AQL) standards are not met on a given multi-TO BI, the EIS vendor must issue credits against all associated TOs.

**Multiple BIs per TO:** When reporting the billing accuracy KPIs in cases where a single TO is billed using multiple BIs, the EIS vendor must report the KPI results for each BI on the TO SLAR—e.g., if the TO is billed on three BIs, the TO SLAR will have three sets of KPI results for billing accuracy. If any of the KPI results fails to meet the AQL standard, the EIS vendor must issue a credit based on the entire TO.

#### 6.4.5 Disputes

The EIS contract includes a dispute handling process that provides customer agencies the requirements they need to ensure they remain in control of the agency-vendor relationship (for more information see EIS contract Section G.4.4). The requirements include:

1. Disputes can result from Billing, SLA Credit Requests, or Inventory Reconciliation
2. The vendor will provide a monthly Dispute Report with the status of each opened dispute



3. The dispute resolution timeline is standardized at 180 days

Figure 10: Sources of Dispute under EIS

**Billing**

- Billing Invoice (BI)
- Billing Adjustment (BA)
- Tax Detail (TAX)

**SLA Credit**

- SLA Credit Request (SLACR)

**Inventory**

- Inventory Reconciliation (IR)

#### **6.4.5.1 Billing Disputes**

Under EIS the vendor makes available to the agency a detailed Billing Invoice (BI) monthly. While many small concerns can easily be resolved via a simple request for clarification, others will require a formal process. The OCO, or authorized ordering official may submit to the vendor a dispute notice as defined in EIS contract Section J.2.6. Disputes will be resolved in accordance with the procedures and requirements of Section G.4.4 and J.2.6. In accordance with G.4.4 the vendor is required to resolve all disputes within 180 days of the dispute notice and the agency reserves the right not to make payment for disputes that are not resolved within 180 days.

#### **6.4.5.2 SLA Credit Request Disputes**

Under EIS the vendor must respond to any customer SLA Credit Request (SLACR) within 30 days of issuance. If the vendor rejects the request, the customer may review the vendor's explanation and if it is inadequate or incorrect, the customer may open a dispute based on the SLACR Response. SLA Credit Request disputes will be resolved in accordance with the procedures and requirements of EIS contract Sections G.4.4 & J.2.6. See also Section 6.6.

#### **6.4.5.3 Inventory Disputes**

Under EIS the vendor must make available to the agency a detailed Inventory Reconciliation (IR) monthly. This deliverable can be used to validate the reported inventory against the expected inventory based on Service Order Completion Notices (SOCNs). It is expected that most discrepancies will be easily resolved via requests for clarification or through the standard inventory reconciliation process as described in the EIS contract Section G.7; however, if an issue proves irresolvable via those methods, EIS provides the option for the agency to open a dispute based on inventory disparities. Inventory Reconciliation (IR) disputes will be resolved in accordance with the procedures and requirements of Section G.4.4 & J.2.6. See also Section 6.5

#### **6.4.5.4 EIS Dispute Handling Process**

Regardless of the source of the dispute, the overall dispute process is the same as described in the EIS contract Sections G.4.4 & J.2.6:

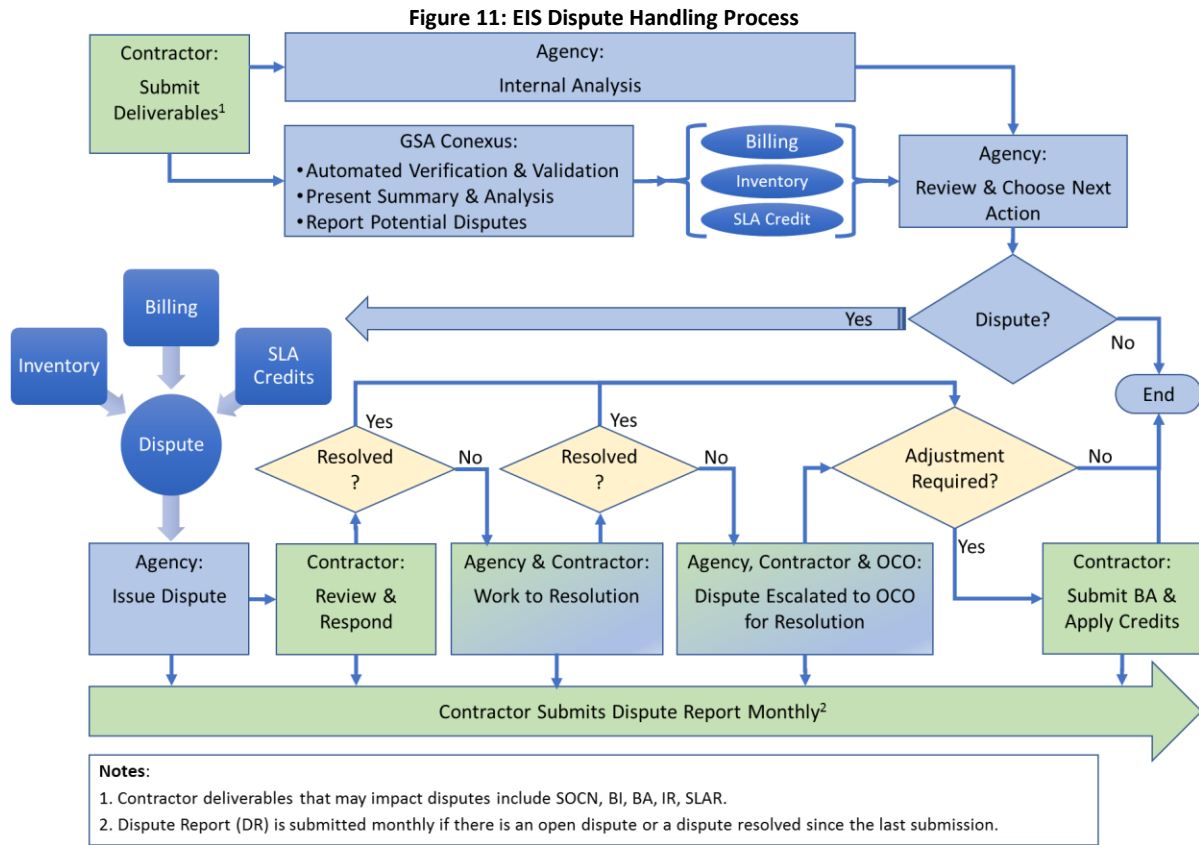
1. The agency identifies an area of dispute
  - In support of the agency's dispute decision-making process, GSA Conexus conducts automated Verification & Validation, presents summary data & analysis, and reports potential disputes to the agency.
2. The agency issues the dispute to the vendor
3. The vendor reviews the dispute
4. If the vendor agrees with the agency's finding, it responds with concurrence and the dispute is resolved
5. If the vendor does not agree with the agency's finding, the agency and vendor work together to reach a resolution to the dispute
6. If the agency and vendor cannot reach an acceptable resolution, the dispute is escalated to the agency OCO
7. Once the dispute is resolved, the vendor submits an updated deliverable as required
8. If a billing dispute is not resolved within 180 days, the agency reserves the right not to make payment

Note: The dispute file has a rigidly defined format. The dispute file must be submitted to the vendor as a table in CSV format with columns that match those found in EIS contract Section J.2.10.2.1.9 exactly. Additionally, the agency must correctly format each data element as further defined in EIS contract Section J.2.10.3.1. Failure to do so may result in delays in processing the dispute.

To track and report on the dispute process described above the vendor is required to make available to the agency a monthly Dispute Report (DR) by the 15th business day of each month. This report captures the status of each opened dispute.

Agencies may contact GSA customer support for assistance with disputes.

Figure 11, below, depicts the EIS Dispute Handling Process.



### 6.4.5.5 Common Dispute Situations

#### Billing Disputes

- Incorrect CLIN price
- Incorrect quantity
- Item doesn't match or never shown on the SOCN
- Duplicate charge
- Incorrect tax charge, fees, and surcharges
- Usage charge doesn't match or never reported on SSCN
- Billing beyond service disconnection
- Back bill beyond 90 days
- Billing before CWD without approval for early installation
- Incorrect proration calculation
- Incorrect rounding calculation
- Other invalid data value

#### Inventory Disputes

- Data on IR does not match SOCNs
- Incorrect inclusion of auto-sold CLIN

- Other invalid data value

### **SLA Credit Disputes**

- Vendor rejects SLA credit request (SLACR) due to:
  - Disagreement over SLA requirement
  - Disagreement over SLA results
  - Disagreement over mitigating circumstances (e.g., government caused delay)

## **6.5 Inventory Management**

The vendor must establish and maintain a complete and accurate inventory of EIS services provided to agencies. The agency is responsible for the accuracy of its inventory and reconciling discrepancies with the vendor(s). Since reconciliation can be complex, agencies should regularly review the vendor's inventory files and reconcile records between themselves and the vendor. The agency will have access to the vendor's secure web interface that allows the agency to make queries, obtain reports and perform periodic downloads as needed for audits, billing verification, and other government program management purposes.

EIS contract Section J.2.10.2.1.12 identifies the inventory data elements required by service as part of the Inventory Reconciliation (IR) deliverable.

The key tasks associated with inventory management are defined below:

1. The agency audits the EIS inventory data provided by its vendor and advises the vendor of discrepancies noted in the EIS inventory data.
2. When the agency advises its vendor of inventory data discrepancies, the vendor will investigate the discrepancies reported and work with the agency to resolve them.
3. The vendor will update the agency's inventory current view to reflect all additions, deletions, or changes to the EIS services being provided within one (1) business day of the issuance of the SOCN for every addition, deletion, or change.

### **6.5.1 EIS Inventory Data Discrepancies**

1. EIS inventory data discrepancies reported by the agency will be investigated by the vendor. If the vendor agrees to a correction, the data discrepancies are corrected within ten (10) days.
2. If the vendor does not agree to a correction, it will advise the agency and work with the agency to resolve the issue. This may involve the dispute process (Section 6.4.5).
3. If the discrepancy is escalated to the OCO for resolution, the agency and the vendor will work with the OCO to resolve the issue to the agency's satisfaction.
4. If the EIS inventory data elements in the SOCN issued to the agency were in error, the vendor will issue, at no additional cost to the agency, a corrected SOCN or a new correct SOCN that clearly references the original error.

5. If the EIS inventory data elements result in a billing error in the Billing Detail (BD) deliverable issued to the agency, the vendor will issue, at no additional cost to the agency, a Billing Adjustment (BA) deliverable.
6. The vendor shall provide a monthly IR deliverable as defined in EIS contract Section J.2.7.

### **6.5.2 Changes in Data Due to Maintenance**

Under EIS, inventory data includes technical background data related to the service (EIS contract Sections J.2.10.2.1.12 & J.2.10.2.1.18). However, some of this data, such as hardware serial numbers and circuit IDs, can change over time based on vendor maintenance activity. Such changes are captured in the inventory database via a configuration change order.

EIS contract Section J.2.10.1.1.4.2.3 defines configuration orders as a type of change order that “require changes in the configuration of an existing service without adding or removing CLINs”. The new data is captured in the SOCN for this order.

As the vendor is not permitted to submit an order on the agency's behalf, it is necessary for the vendor and the agency to work together to process the configuration change order. If the agency is agreeable, this might be facilitated by the vendor providing a draft configuration change SO that the agency can approve.

### **6.5.3 Changes to the Network Site Code Database**

#### ***6.5.3.1 Network Site Code Overview***

The Network Site Code (NSC) is an eight-character alphanumeric code that uses geographical and geopolitical codes to represent buildings, structures, enclosures, or other fixed, physical locations. It is taken from the iconectiv Central Location Online Entry System (CLONES) database.

By design, these codes are relatively permanent, unambiguous references to specific locations. However, on occasion, iconectiv will find it necessary to update a small portion of the many thousands of such codes. When this happens, it becomes necessary to update and re-sync all the underlying systems to prevent errors. GSA has worked with the EIS vendors to develop a process to do so with minimal impact to agencies.

#### ***6.5.3.2 NSC Update Process: The Agency Perspective***

When an NSC must be updated due to a change in the iconectiv database, the five high-level steps below will allow all systems to continue operating without errors.

1. Modify the contract to add the new NSC and remove the old one
  - Agency Role: None
  - Details: EIS contract Section B.4.1 requires the vendor to update pricing tables in GSA Systems (which requires a contract modification) when new NSCs are created, including those created as replacements for inactive NSCs. To remain compliant, the vendor must work with GSA to modify their EIS contract to add pricing for the new NSC and remove pricing for the old NSC. This step requires no agency involvement.

2. Modify any Task Orders (TOs) that directly reference the old NSC
  - Agency Role: Possible TO modification; see below for explanation.
  - Details: In most cases, the agency will specify locations in their TO using standard physical addressing (e.g., 1800 F St NW, Washington DC 20405). However, the agency may explicitly specify locations using the NSC from iconectiv. If the agency has taken this NSC-reference approach, it will be necessary to issue a TO modification at this point to remove the old NSC and replace it with the new NSC. To facilitate this process, the vendor will identify impacted TOs and work with the associated agency Ordering Contracting Officer (OCO) to complete the TO modification.
  - *Note: This step applies only to TOs that specify locations using NSCs.*
3. Approve the update of NSCs, as necessary, assigned to any installed services
  - Agency Role: Approval of administrative change
  - Details: EIS contract Section J.2.10.2.1.5 requires the vendor to include a valid NSC for all services billed. As the contract modification in Step 1 removed the old NSC, all installed services assigned that NSC must have their inventory records updated to allow future billing. To minimize the impact of this step on the agency, the vendor will provide the agency with a full list of every service installation (by UBI) on a given TO that must be updated. The agency OCO or agency Contracting Officer Representative (COR) need only provide their approval.
4. Update TO data reported to GSA
  - Agency Role: None
  - Details: EIS contract Section J.2.3.2.2 requires the vendor to report several pieces of TO data upon receipt of a TO award and upon any modification of awarded TOs. Depending on the specifics of the TO, a change in NSC values may require an update to some of this data. If required, the vendor will complete this update without agency involvement.
5. Use an administrative change order to update the NSCs in GSA Conexus
  - Agency Role: None (see Step 3)
  - Details: In accordance with EIS contract Section J.2.4.2.3, the vendor will submit the approved list from Step 3 to GSA Conexus in the correct Service Order Administrative Change (SOAC) format. This is the last step that will allow all systems to remain in sync.
  - *Note*: EIS contract Section J.2.4.2.3.1 does not allow the administrative change process to update an NSC value unless an exception is approved by the GSA Contracting Officer (CO); in developing this process with the vendors, the GSA CO has provided blanket approval to use administrative changes to update the NSC (with agency approval as described in step 3) when necessary based on changes in the iconectiv database.

#### 6.5.4 Reporting UBIs for NRC CLINs in the IR

A UBI representing an inventory item for a Non-Recurring Charge (NRC) CLIN, other than instance-based NRC CLINs, must appear in the monthly IR up to and including the submission parallel to the BI that includes that NRC, even if the NRC is waived. Afterwards, it may be excluded from subsequent IR submissions.

### **Reporting UBIs for Instance-Based NRC CLINs**

A UBI representing an inventory item for an instance-based NRC CLIN (see Section 5.4) must appear in the monthly IR from installation to disconnection. Removing these UBIs from inventory, either at disconnection or at the end of the TO period of performance, must be done via a disconnection SO and SOCN.

## **6.6 Service Level Management**

EIS contract Section G.8 describes the requirements for Service Level Management. The vendor is required to provide SLA related deliverables as specified in EIS contract Section J.2.8.2 to both agency customers and GSA Conexus. This data is always available to the agency either via the vendor's web interface or via the GSA Conexus web interface and may be available via other delivery mechanisms if specified in the TO.

The Service Level Agreement Report (SLAR), which the vendor submits monthly on or before the 15th day of each month, documents performance on all applicable Key Performance Indicators (KPIs). If the reported performance on a given KPI fails to meet the Acceptable Quality Level (AQL) as defined in the contract or Task Order (TO), the associated SLA is failed and the agency is due the applicable credit. Note that some SLAs have multiple associated KPIs; the failure of any of these KPIs is an SLA failure. Upon receipt of the SLAR, the agency has six months to issue an SLA Credit Request (SLACR) to the vendor.

Note: SLA deliverables are always available to the agency via the vendor's web interface and may be available via other delivery mechanisms if specified in the TO. In addition, the agency may access the data from these deliverables GSA Conexus web interface except for the SLACR Response (see Section 6.6.2) which is only submitted to the agency.

Additional information is covered in the subsections below.

### **6.6.1 SLA Categories**

Service Level Agreements (SLAs) are defined using one or more Key Performance Indicators (KPIs). The vendor is required to meet the Acceptable Quality Level (AQL) for each KPI. Note that some SLAs, including all those categorized as service specific (see Section 6.6.1.1), are defined using multiple KPIs. To meet these SLAs, the vendor must meet the AQL for all associated KPIs.

#### **6.6.1.1 Service Performance: Service-Specific SLAs**

Service-specific KPIs measure the overall quality of a specific service provided and include such items as latency and availability. These KPIs are measured for each uniquely installed instance of a service monthly. Failure to maintain the specified AQL for all specified KPIs for a given service installation constitutes failure to meet the service-specific SLA for that service installation and obligates the vendor to apply the associated credits as defined in EIS contract Section G.8.2.1.1.2. A list of all service-specific KPIs and their associated references in EIS contract Section C is included in Appendix D of this Handbook.

### 6.6.1.2 Service Performance: Incident-Based SLAs

Incident-based KPIs measure the time-to-restore (TTR) for any service outages. These KPIs are measured for each outage and reported monthly. Failure to meet the specified AQL for the TTR after an outage constitutes failure to meet the TTR SLA for that incident and obligates the vendor to apply the associated credits as defined in EIS contract Section G.8.2.1.2.2. A list of services with associated incident-based SLAs, and their associated references in the EIS contract Section C is included in Appendix D of this Handbook.

### 6.6.1.3 Service Provisioning SLAs

Under EIS, service provisioning SLAs fall into four categories:

- Standard Provisioning
- ICB Provisioning
- Rapid Provisioning
- TO Project Provisioning

#### 6.6.1.3.1 Standard Provisioning SLAs

The vendor is required to complete orders within the provisioning intervals defined in the table below (Figure 12) and in EIS contract Section G.8.2.2.1.1. Failure to complete the provisioning of the service within the timeframes constitutes a failure to meet the SLA for that provisioning incident. For orders with non-CONUS delivery locations, these services have ICB provisioning intervals and follow the requirements described below for Individual Case Basis Provisioning SLAs.

NOTE: The provisioning interval is measured in days and begins on the day the agency issues the SO to the vendor.

Figure 12: Standard Provisioning SLAs (Table)

Standard Provisioning Services	Orders SLA (Calendar Days)
Disconnect (all services)	30
Circuit Switched Data Service (CSDS)	23
Toll-Free Service (TFS)	45
Private Line Service (PLS): PLS ≤ DS1	45
Private Line Service (PLS): DS1 < PLS ≤ DS3	85
Private Line Service (PLS): DS3 < PLS ≤ OC3	120
VPN Service (VPNS)	45

#### 6.6.1.3.2 Individual Case Basis Provisioning SLAs

Certain services do not have predefined provisioning intervals (see Figure 13 for a complete list). For these services, the performance objective is defined on an ICB with the required delivery schedule established in the TO. Failure to complete the provisioning of service within the timeframe specified in the TO constitutes a failure to meet the SLA for that provisioning incident.



NOTE: The provisioning interval is measured in days and begins on the day the agency issues the SO to the vendor.

Special considerations:

1. For Ethernet Transport Services, see also EIS contract Section G.8.2.2.4.2.
2. For Cloud Services; including IaaS, PaaS, SaaS, and CDNS; the ICB provisioning interval must be no greater than the provisioning interval proposed as specified in EIS contract Section G.8.2.2.4.
3. For any services proposed under rapid provisioning that also appear on this list, the ICB provisioning intervals must be no greater than the provisioning interval proposed as specified in EIS contract Section G.8.2.2.4.

**Figure 13: Services Subject to ICB Provisioning Intervals (Table)**

ICB Provisioning Services	ICB Provisioning Services (continued)
<ul style="list-style-type: none"> <li>• Audio Conferencing Service (ACS)</li> <li>• Cloud Infrastructure as a Service (IaaS)</li> <li>• Cloud Platform as a Service (PaaS)</li> <li>• Cloud Software as a Service (SaaS)</li> <li>• Cloud Content Delivery Network Service (CDNS)</li> <li>• Co-located Hosting Service (CHS)</li> <li>• Commercial Satellite Communications Services                             <ul style="list-style-type: none"> <li>○ Commercial Mobile Satellite Service (CMSS)</li> <li>○ Commercial Fixed Satellite Service (CFSS)</li> </ul> </li> <li>• Commercial Satellite Communications Services</li> <li>• Commercial Mobile Satellite Service (CMSS)</li> <li>• Commercial Fixed Satellite Service (CFSS)</li> <li>• Contact Center Service (CCS)</li> </ul>	<ul style="list-style-type: none"> <li>• Dark Fiber Service (DFS)</li> <li>• Ethernet Transport Service (ETS)</li> <li>• Internet Protocol Service (IPS)</li> <li>• Managed Network Service (MNS)</li> <li>• Managed Security Service (MSS)</li> <li>• Managed Trusted Internet Protocol Service (MTIPS)</li> <li>• Managed Mobility Service (MMS)</li> <li>• Optical Wavelength Service (OWS)</li> <li>• Unified Communications Service (UCS)</li> <li>• Video Teleconferencing Service (VTS)</li> <li>• Voice Services (IPVS, CSVS)</li> <li>• Web Conferencing Service (WCS)</li> </ul>

### 6.6.1.3.3 Rapid Provisioning SLAs

As described in Section 6.1.3.5, certain services, including self-provisioned services, lend themselves to rapid provisioning, which streamlines the provisioning process and reduces the number of order notifications the vendor must provide (see EIS contract Section G.3.3.3.2). For each service the vendor provisions under rapid provisioning, the standard provisioning time was determined by the vendor with their contract proposal and must be no more than 48 hours. As with all provisioning SLAs, the agency may adjust those provisioning times in their TO.

NOTE: For rapid provisioning, the provisioning interval is typically measured in minutes or hours and begins when the agency issues the SO to the vendor.

### 6.6.1.3.4 Task Order Project Provisioning SLAs

For project orders (orders that require special treatment by the contractor due to the size, complexity, or importance of the services ordered), the required provisioning times are defined on an individual case basis (ICB) with the required delivery schedule established in the TO. Only projects defined in the TO may use the TO project provisioning standard.

Note: For TO projects, the provisioning interval is measured as established in the TO.

#### 6.6.1.3.5 Provisioning SLA Considerations

- **NRC vs MRC:** Under EIS, how the vendor reports the provisioning SLA is dependent on the CLIN structure of the service:
  - For services that have CLINs in pairs (NRC and MRC), provisioning results are reported against the NRC CLIN only.
  - For all other services, provisioning results are reported against the MRC CLIN.

#### 6.6.1.4 Billing Accuracy SLAs

EIS contract Section G.4.12 defines two billing accuracy KPIs:

- Billing Data Accuracy (BDA) measures the accuracy of the data submitted in the BI deliverable
- Billing Charges Accuracy (BCA) measures the accuracy of the charges submitted in the BI

These two KPIs form the basis for the definition of the Billing Accuracy SLA which is found in EIS contract Section G.8.2.3.

### 6.6.2 SLA Credit Processing

Upon receipt of the SLAR, the agency has six months to issue an SLA Credit Request (SLACR) to the vendor. The vendor must submit a SLACR Response directly to the agency within 30 days of the SLACR issuance. Note that the SLACR Response is not submitted to GSA Conexus and is only available to the agency.

To assist in this process GSA provides an automated analysis of each SLAR flagging any missed KPIs and providing the agency with a draft SLACR via the GSA Conexus web interface. The agency may issue this SLACR to the vendor as-is or they may make appropriate changes prior to submission (e.g., removing line items that are known to be the result of government-caused delays). See Section 6.6.2.2 for additional details.

In most cases the vendor will acknowledge the failure and issue the associated credit via Billing Adjustment (BA) within two billing cycles of the SLACR response. However, the vendor may disagree with the agency's findings which will necessitate the agency utilizing the Dispute process (see Section 6.4.5).

EIS contract Section G.8.4 describes the SLA Credit Management Methodology in detail.

#### 6.6.2.1 SLA Credit Request (SLACR) Format

The SLACR file has a rigidly defined format. The SLACR must be submitted to the vendor as a table in CSV format with columns that match those found in EIS contract Section J.2.10.2.1.22 exactly. Additionally, the agency must correctly format each data element as further defined in EIS contract Section J.2.10.3.1. Failure to do so may result in delays in processing the request. Support available to the agency in this process is described below.

### 6.6.2.2 SLA Credit Processing Support Services

GSA's Enterprise Technology Solutions (ETS) will provide support to the agency in SLA credit processing. These support services are covered by the Associated Government Fee (AGF) agencies pay to GSA. The ETS will provide support for the following key activities:

- Verification and validation of SLA reports and credit computation
- Verification and validation of each SLA Credit Request (SLACR) form
- Review and coordinate finalization of SLACR form based on agency feedback
- Provide administrative support [status tracking] with vendors to ensure that credits are processed successfully
- SLA credit related disputes with vendors

### 6.6.3 Measuring and Reporting KPIs at the Service Level

The EIS contract requires the vendor to measure and report KPIs at the “most granular level to which the KPI is applicable but never at a level higher than that defined by the UBI service grouping” (EIS contract Section G.8.2.1.1). This clause gives the vendor flexibility to report KPIs that cannot be measured at the level of the individual UBI but are instead measured at the level of the service as a whole.

However, even when reporting a KPI at a higher level, such as UBI service grouping, the vendor still must report the KPI applied to a full UBI using the UBI of the primary service component as described in EIS contract Section J.2.10.2.1.14, second bullet. Unless otherwise specified in the TO, identifying this “primary service component” is left to the vendor’s discretion. In such cases, the vendor should identify the component in the collection that is most readily recognizable as the “primary” component. This may be done in a variety of ways, for example, the primary component may be:

- The one that is most necessary to having a functional service
- The one with the highest MRC
- The one that an agency representative is most likely to think of when discussing the service

Regardless of the method used to identify the primary service component, it is the UBI associated with that component that is used in this scenario.

In preparing their Task Order solicitation, the agency should consider any restrictions it might need on how these requirements are applied. For example:

- Does the agency need to define which UBI is the “primary service component”?
- Does the agency need to require specific service KPIs always be measured at the UBI level?

### 6.6.4 Default AQL

There are performance standards specified in the EIS contract where the Acceptable Quality Level (AQL) includes multiple options. For example, EIS contract Section C.2.8.6.4.1 specifies the AQL for Event Notification for a Low category event as “≤ Next business day or 24 hours”. These options may be

clarified by the table notes. This section addresses those cases where Section C provides options but does not identify a unique standard to apply.

Where Section C does not identify a unique standard, the options are intended to give the vendor and agency guidance on common standards, and it is left to the agency to select one of those standards or to provide an alternative standard. In either case, the standard should be captured in the TO.

If the agency does not identify the AQL in their TO, the vendor will apply the most relaxed option found in the contract—next business day in the example above.

### 6.6.5 Billing Adjustments for SLA Credits

The billing adjustment process is primarily intended to allow for the correction of billing information, whether because of dispute resolution or simple corrections on the vendor's part. It is, however, also used to apply credits that result from SLA failures. The EIS contract enforces SLAs by requiring the vendor to issue an SLA credit (EIS contract Section G.8.4). Although this credit is reported on the Billing Adjustment (BA) it is nonetheless a credit. It is not a discount to the cost of the service nor is it a partial refund of the cost of service. This difference impacts the handling of the AGF as well as taxes if fully loaded pricing is not used.

To illustrate this difference, consider the following examples.

#### 6.6.5.1 Example 1: Price-Impacting Billing Adjustment

- One UBI with MRC = \$100 but overbilled at \$300
- One allowable tax at 5% + standard AGF rate (4.75%)

##### BI Extract

UBI	total_line_item_amount	agf_amount	billed_aggregated_tax	line_net_amount
c_709	300.000000	14.250000	15.000000	329.250000

##### Correct BI Information

UBI	total_line_item_amount	agf_amount	billed_aggregated_tax	line_net_amount
c_709	100.000000	4.750000	5.000000	109.750000

Because this adjustment changes the service cost (from \$300 to \$100), both AGF and taxes are also adjusted.

- Expected adjustment: -\$219.50 (\$200 MRC, \$10 tax, & \$9.50 AGF)

#### 6.6.5.2 Example 2: UBI-Level SLA Credit Adjustment

- One UBI with MRC = \$500, correctly billed
- One allowable tax at 5% + standard AGF rate (4.75%)
- UBI missed its monthly performance SLA
- First performance SLA miss for this UBI in the last six months

**BI Extract**

UBI	total_line_item_amount	agf_amount	billed_aggregated_tax	line_net_amount
ffg_201	500.000000	23.750000	25.000000	548.750000

- Note that this billing is correct. No billing adjustments are expected based on BI contents.

Per EIS contract Section G.8.2.1.1.2, missing the monthly performance SLA (by missing one or more of the associated KPIs) for the first time in the last six months results in an SLA credit of 12.5% of the MRC.

- SLA credit:  $\$500 \times 12.5\% = \$62.50$

Because this adjustment is a credit application and not a change to the original billed price, neither AGF nor taxes are adjusted.

- Expected adjustment:  $-\$62.50$  (SLA credit only)

**6.6.5.3 Example 3: UBI-Level SLA Credit Adjustment with Fully Loaded Pricing**

- One UBI with MRC = \$214, correctly billed
- The TO specifies all pricing is fully loaded (i.e., it includes all taxes per EIS contract Section H.14)
- UBI missed its monthly performance SLA
- First performance SLA miss for this UBI in the last six months
- Standard AGF rate (4.75%)

**BI Extract**

UBI	total_line_item_amount	agf_amount	billed_aggregated_tax	line_net_amount
sierra_117	214.000000	10.165000	0.000000	2244.165000

- Note that this billing is correct. No billing adjustments are expected based on BI contents.

Per EIS contract Section G.8.2.1.1.2, missing the monthly performance SLA (by missing one or more of the associated KPIs) for the first time in the last six months results in an SLA credit of 12.5% of the MRC.

- SLA credit:  $\$214 \times 12.5\% = \$26.75$

Because this adjustment is a credit application and not a change to the original billed price, neither AGF nor taxes are adjusted.

- Expected adjustment:  $-\$26.75$  (SLA credit only)

**6.6.5.4 Example 4: TO-Level SLA Credit Adjustment**

- Billing Accuracy SLA (EIS contract Section G.8.2.3) was missed
- Failure due to missing Billing Data Accuracy KPI
- All amounts charged on the TO were correct
- Total billed revenue for the month on this TO is \$600,000 (excluding taxes)

Per EIS contract Section G.8.2.3, missing the Billing Accuracy SLA results in an SLA credit of 1% of the total TO revenue for the month.

- SLA credit: \$600,000 x 1% = \$6000.00

Because this adjustment is a credit application and not a change to the original billed price, neither AGF nor taxes are adjusted.

- Expected adjustment: -\$6000.00 (SLA credit only)

Note that no UBI will be associated with this credit as it is not based on an SLA failure associated with a specific UBI but rather with the TO as a whole (EIS contract Section J.2.10.2.1.4)

## 6.7 Trouble Management (Service Assurance)

Agencies can open and review trouble tickets for any troubles reported or discovered. Vendors are required to create trouble tickets requested by an agency, provide status updates, provide online real-time access to trouble ticketing and system status information, update open trouble tickets, and escalate as needed, and report the resolution to the initiator.

Vendors establish and implement procedures and systems for 24x7x365 trouble ticket and complaint collection, entry, tracking, analysis, priority classification, and escalation for all services to ensure that problems are resolved within the timeframes specified in EIS contract Section G.8.

As the priority, the vendor will restore any TSP restoration coded service, as quickly as possible, using best effort.

Agencies can escalate at any time using the escalation path provided by their vendor. The vendor will escalate issues according to its Program Management Plan (PMP).

### 6.7.1 Trouble Ticket Management (Reporting Information)

The agency will receive from the vendor the capability to query, sort, export, and save in formats such as PDF/CSV or standard/structured file formats, trouble and complaint records by any field or combination of formatted (that is, not free-form text) fields in each record.

The vendor will process any credits applicable to the service outage based on this record of information.

### 6.7.2 Trouble Ticket Management (Deliverables)

The vendor will provide the following reports within 14 days after the end of each fiscal year quarter.

Unless otherwise specified by the agency's TO, the vendor may use its standard commercial report format for these reports if it contains the information specified.

- Trouble Management Performance Summary Report – summarizes the number of trouble reports opened and resolved during the reporting period.
- Trouble Management Incident Performance Report - describes each trouble report issued during the reporting period and includes the vendor trouble report number, agency, AHC, UBI, time opened, and time resolved.

## 6.8 Other Operational Considerations

### 6.8.1 Resubmission of Incorrect Deliverables

EIS contract Section J.2.2.2 defines the requirements for cases where the vendor becomes aware of an error in a deliverable previously submitted as part of the processes and requirements defined in EIS contract Section J.2. This process includes both resubmission and notification requirements, as detailed below. Note that an agency may have *additional* requirements for deliverables they receive.

#### Resubmission Requirement

When an error is discovered in the submission of most deliverables defined in EIS contract Section J.2, the vendor is required to resubmit the deliverable within three (3) calendar days of discovering the error subject to two constraints:

1. **Billing Errors:** Resubmissions due to billing errors (BI, BA, etc.) are not permitted after the government has paid the associated bill. Errors discovered after this point are handled via billing adjustment (see EIS contract Section G.4.3.1). This helps ensure consistent, accurate accounting.
  - Note: This requirement does not remove, mitigate, or otherwise modify the agency's responsibility to notify the contractor of an improper invoice as required by FAR 52.232-25(a)(3)
2. **SOCN Errors:** Resubmission of the SOCN to correct errors can only be done with the prior approval of the agency COR (EIS contract Section G.3.3.1.4). This ensures that the agency remains aware of underlying data changes and avoids the appearance of data manipulation. Note that this request for approval to resubmit does not replace the notification requirement discussed below.

#### Notification Requirement

In all cases when an erroneous deliverable submission to an agency is identified, the vendor must notify the agency OCO and COR via email with details of the error and the action taken. Notifying the OCO and COR must be done whether it is possible to resubmit the deliverable or not. Even if, for example, billing deliverables cannot be resubmitted due to intervening payment or the agency COR was unavailable to authorize the resubmission of a SOCN, this error notification is still required.

## 7 Support Resources

### 7.1 Vendor System

Agencies will use the vendor's Business Support System (BSS) as defined by the OCO for ordering and inventory management. Access procedures for the vendor's BSS are defined by the vendor and will be available on its website. A list of vendor websites is available on the GSA website at

<http://www.gsa.gov/eis>.

### 7.2 GSA Systems

GSA Systems are secure government systems used for contract management and pricing. These systems allow vendors to provide TO and contract related data. Agencies may use GSA Systems' Pricer tools for price analysis and planning. For additional detail please see Network Hosting Center (NHC) at

<http://www.gsa.gov/eis>.

### 7.3 GSA Conexus

GSA Conexus provides a secure site with a single sign-on allowing registered agencies to access EIS contract and agency-specific data. GSA Conexus is GSA's new platform that will support EIS acquisition related activities. Agency's access to GSA Conexus is restricted to authorized personnel. Using GSA Conexus, agencies can do the following:

- Manage funding
- Place and track service orders
- Maintain accurate inventories
- Perform billing reconciliations
- Review recommended disputes
- Obtain reporting analytics
- Deliverable review and monitoring
- Discrepancy Detection
- Dispute and SLA Credit Request (SLACR) review
- Aging Reports
- Agencies may also login and download the SLA reports from GSA Conexus

For additional detail please see GSA Conexus Help Guide at <https://conexus.gsa.gov>.



## Appendices

### A Proration Formula

Agencies can choose either proration formula in their TO. The vendor will respond to the TO solicitation and indicate if it supports the requested proration formula. Vendors are required to support at least one of the formulas. The vendor may add support for a previously unsupported proration type at any time without contract modification by following the BSS Change Control process in Section G.5.5.1. The vendor shall complete successful retesting of the BSS test cases associated with proration prior to billing.

For details on the proration formulas for both Month-Length Proration and Normalized 30-Day Proration, see EIS contract Section J.2.5.1.5.1 at <http://www.gsa.gov/eis>. Summary descriptions of the two formula options are below.

#### A.1 Month-Length Proration

##### Description

- The daily charge for prorated line items is the Monthly Recurring Charge (MRC) divided by the actual number of days in the billing month  
[MRC / number\_of\_days]
- Ideal with agencies that are primarily concerned with keeping direct service costs at a minimum

##### Advantages

- Standard commercial practice
- Relatively easy to implement

##### Disadvantages

- Daily charge varies by month length for all prorated charges

#### A.2 Normalized 30-Day Month Proration

##### Description

- The daily charge for prorated line items is the MRC divided by a normalized 30-day month  
[MRC / 30]
  - Additional rules are then applied in limited cases to adjust the charged days if the service was in place the entire billing month and the billing month has more or less than 30 days
- Best for agencies that place a higher priority in being able to have stability in the actual charges assessed for each day of service regardless of the month that prorated charges occur

##### Advantages

- No variance with Month-Length approach for price changes
- Consistent daily charges for Install and Disconnect orders (no price changes)

##### Disadvantages

- Daily charge varies by month for price changes

## B Contractor Deliverables

The following table (Figure 14) provides a list of vendor deliverables relating to the MOPS functions of Ordering, Billing, Inventory, SLA Management, Disputes, and Trouble Ticket Management. Refer to the EIS contract Section F for full details of all vendor deliverables.

Note: All deliverables in the table below are submitted to GSA Conexus (except 10 & 15-17 which are agency-only) and made available to the agency via posting to the vendor's website. See Appendix B.1 for additional information.

**Figure 14: Contractor Deliverables for Management and Operations (Table)**

#	Function	Name	Frequency	Contract Reference
1	Ordering	Service Order Acknowledgement (SOA)	Not Later Than (NLT) one (1) business day after Service Order (SO)	J.2.4.2, J.2.10.2.1.16
2	Ordering	Service Order Rejection Notice (SORN)	NLT 5 days after SO	J.2.4.2, J.2.10.2.1.20
3	Ordering	Service Order Confirmation (SOC)	NLT 5 days after SO	J.2.4.2, J.2.10.2.1.19
4	Ordering	Firm Order Commitment Notice (FOCN)	Local access subcontractor required: <ul style="list-style-type: none"> <li>• Within one (1) business day of receiving FOC date</li> </ul> Local access subcontractor not required: NLT the earlier of: <ul style="list-style-type: none"> <li>• 5 days after SOC, or</li> <li>• 10 days before the FOC date</li> </ul>	J.2.4.2, J.2.10.2.1.11
5	Ordering	Service Order Completion Notice (SOCN)	NLT 3 days after service is installed and tested	J.2.4.2, J.2.10.2.1.18
6	Ordering	Service Order Administrative Change (SOAC)	NLT 7 days after Administrative Change Order	J.2.4.2, J.2.10.2.1.17
7	Ordering	Service State Change Notice (SSCN)	Within 24 hours of state change	J.2.4.2, J.2.10.2.1.21
8	Billing	Billing Invoice (BI)	Monthly, NLT 15 <sup>th</sup> business day	J.2.5.2, J.2.10.2.1.5
9	Billing	Tax Detail (TAX)	Monthly, NLT 15 <sup>th</sup> business day	J.2.5.2, J.2.10.2.1.24
10	Billing	Monthly Billing Information Memorandum	Monthly, NLT 15 <sup>th</sup> business day (as needed)	J.2.5.2, J.2.10.2.1.13
11	Billing	Billing Adjustment (BA)	Monthly, NLT 15 <sup>th</sup> business day (as needed)	J.2.5.2, J.2.6.2, J.2.8.2, J.2.10.2.1.4
12	Disputes	Dispute Report (DR)	Monthly, NLT 15 <sup>th</sup> business day (as needed)	J.2.6.2, J.2.10.2.1.10
13	Inventory	Inventory Reconciliation (IR)	Monthly, NLT 15 <sup>th</sup> day of month	J.2.7.2, J.2.10.2.1.12
14	SLAs	Service Level Agreement Report (SLAR)	Monthly, NLT 15 <sup>th</sup> day of month	J.2.8.2, J.2.10.2.1.14
15	SLAs	SLA Credit Request Response	Within 30 days of SLA Credit Request	J.2.8.2, J.2.10.2.1.22

16	Trouble Ticketing	Trouble Management Performance Summary Report	Quarterly, NLT 15 days after the end of the FY quarter	J.2.8.2, J.2.10.2.1.25
17	Trouble Ticketing	Trouble Management Incident Performance Report	Quarterly, NLT 15 days after the end of the FY quarter	J.2.8.2, J.2.10.2.1.24

### B.1 Data Transfer Mechanism & Format

By default, all management and operations deliverables for the agency are submitted via posting to the vendor's website (see Appendix B.1.3, below). If an agency requires a different delivery mechanism (including email) this should be specified in its solicitation. If the agency does not define submission requirements in the TO, the vendor will make them available via their web interface but will not otherwise deliver them to the agency. In the absence of submission requirements in the TO, there are two options to access the information:

- The vendor's web interface
- GSA Conexus (except those deliverables that are agency-only)

#### B.1.1 XML over Web Services

Under EIS, all order notifications (Figure 14, items 1 through 7) are submitted to GSA Conexus in Extensible Markup Language (XML) over web services. Web services should not be confused with the vendor's website or portal. See Appendix B.1.3. This data is formatted to facilitate automated processing and is not generally suitable for direct consumption by agency personnel.

Note: This format is not, by default, provided to the agency.

#### B.1.2 PSV over SFTP

The EIS contract requires the submission of the BI, TAX, BA, DR, IR, and SLAR (Figure 14, items 8, 9, 11, 12, 13, & 14 respectively) to GSA Conexus to be via Pipe Separated Value (PSV) over Secure File Transfer Protocol (SFTP). Although intended to facilitate automated processing, the PSV format is similar to Comma Separated Value (CSV) and can be readily imported into Excel for manipulation by agency personnel (import as delimited text and specify the pipe "|" as the delimiter).

Note: This format is not, by default, provided to the agency.

#### B.1.3 Human-Readable via Web Interface

As noted above, the default "submission" mechanism for management and operations deliverables provided to the agency is to make them accessible via the vendor's web interface. EIS contract Section G.5.3.1 defines the functionality and technical requirements including accessibility via standard web browsers without special plug-ins or extensions and compliance with Section 508 of the Rehabilitation Act. In addition, nearly all the management and operations deliverables listed in Figure 14 are made available via the web interface (the SLA Credit Request Response and the two Trouble Management reports are the exceptions).

Note: This is the default delivery mechanism for the agency. Any other mechanisms must be specified in the TO.

#### **B.1.4 Human-Readable via Email**

In nearly all cases, the EIS contract permits the agency to request any management and operations deliverable be submitted via email. In addition, there are four such deliverables that are submitted to the agency via email by default:

- Monthly Billing Information Memorandum (Figure 14, item 10)
- SLA Credit Request Response (Figure 14, item 15)
- Trouble Management Performance Summary Report (Figure 14, item 16)
- Trouble Management Incident Performance Report (Figure 14, item 17)

EIS contract Section J.2.9.4 specifies several requirements the vendor must adhere to when submitting via email:

1. Use body text only for brief information (not to exceed 150 words).
2. Use attachments for longer data sets or for structured data.
3. Use attachment formats that are compatible with one of the following.
  - Microsoft Office (current version and two most recent prior versions)
  - Portable Document Format (PDF)
  - Other formats as approved in writing by the relevant CO or OCO
4. Encrypt attachments if required by the TO or the relevant CO or OCO
5. Include appropriate contract and TO identification information in the body and all attachments
6. Submit directly to the Point of Contact (POC) specified by the OCO

Note: This mechanism is available for most deliverables but is not the default (except where noted above). If the agency requires email submission, this must be captured in the TO.

#### **B.1.5 Other Mechanisms & Formats**

In most cases, the EIS contract allows for the submission via other mechanisms and in other formats for deliverables going directly to the agency. In all such cases, the agency must include those requirements in the solicitation and TO.

Note: See also Appendix B.4 Alternative Deliverable Requirements

### **B.2 Data Content Types**

Each data element or field in each management and operations deliverable has a pre-defined data type specified in EIS contract Section J.2.10.3.1.2.

#### **B.2.1 Standard Data Content Types**

- Alpha
  - Characters in the standard English alphabet (A-Z and a-z)

- Excludes numbers and special characters (punctuation, symbols, etc.) unless required as part of the edit mask or element specifications in EIS contract Section J.2.10.1.1
- Alphanumeric
  - Characters on the standard 104-key US qwerty keyboard excluding the pipe, '|', character
  - Note: see important information in Appendix B.2.1
- BLOB
  - Binary Large Object
  - Used for attachments (see EIS contract Section J.2.9, especially Section J.2.9.2.2)
- Numeric
  - Numbers (0-9) and at most one decimal point '.'
  - Negative values are preceded by a minus sign '-'
  - Percentages are always converted to standard decimal values, e.g., 5% is presented as '0.05'
- Date
  - Full date value including 4-digit year, 2-digit month, and 2-digit day
  - Example: 2015-01-01
- Time
  - Full time value based on 24-hour clock including 2-digit hour, 2-digit minute, 2-digit second and offset from UTC in hours and minutes
  - Example: 13:05:30-04:00
- Date/Time
  - Full date and time value joining the date and time (as described above) separated by an upper case 'T'
  - Example: 2015-01-01T13:05:30-04:00

### **B.2.2 Prohibited Characters in Web Services**

As noted above, the EIS contract defines alphanumeric as "characters on the standard 104-key US qwerty keyboard excluding the pipe, '|', character". Except for the UBI, which also restricts the use of underscore, '\_', this definition provides general requirements for those data elements specified as alphanumeric. However, when data is submitted via web services, the vendor must also adhere to the requirements specified in EIS contract Section J.2.10.1.3.3 which require the submission to be in accordance with the XSDs and WSDLs attached within that section. Please note that those documents prohibit the use of the caret, '^', in any web services call.

As a practical matter, the agency should avoid using the caret or pipe in any data it provides to the vendor as the vendor will likely be forced to reject the data to remain in compliance with the EIS contract.

### **B.3 Detailed Considerations**

In addition to the general information on management and operations deliverables, there are specific contractual factors that the agency should consider in preparing solicitations and planning TO management.

#### **B.3.1 Circuit Numbers & Other Service Identifiers**

Certain services and features have inherently linked unique identifiers. These include but are not limited to circuit numbers for access service, phone numbers for voice/wireless services, and features of such services that have separate CLINs. When provisioning such services and features, the vendor must treat the corresponding data elements in the SOCN (e.g., `contractor_access_circuit_number`, `phone_number_toll_free_and_700_number`, etc.) as applicable and thus report that information on the SOCN.

This requirement will result in each instance of a service being issued with a separate UBI to capture the associated service identifiers. See also Section 5.5.

### **B.4 Alternative Deliverable Requirements**

The EIS contract specifies the frequency and required delivery times for all vendor deliverables (see EIS contract Section F.2). In general, an agency may not change these requirements except for the service delivery notifications (see Section 6.1.2) which may be changed within the limitations described in EIS contract Section J.2.4.1.6. Although EIS contract Section J.2.4.2.1, item 9, allows an agency flexibility to change a Service Order Completion Notice (SOCN) delivery time, it is critical that agencies understand and remain aware that changing a delivery date does not impact the billing start date or the billing end date (for disconnects). Per EIS contract Section G.4.1.2, the billing start and end date is controlled by the order completion date which is a data element within the SOCN (see also Section 6.3). Also, please note that changes to the SOCN delivery time will not allow GSA Conexus to accurately verify and validate the delivery of SOCNs.

Similarly, the EIS contract specifies detailed format, content, and transfer mechanism requirements for most vendor deliverables while allowing the agency to also have alternative requirements (see EIS contract Section J.2.2.3). However, in this case the EIS contract distinguishes between vendor deliverables submitted to GSA Conexus and those submitted to the agency. Vendor deliverables submitted to GSA Conexus must comply with the requirements in EIS contract Section J.2. Any changes to vendor deliverables submitted to the agency that are not aligned to those requirements will not be reflected in vendor deliverables submitted to GSA Conexus. This may result in GSA Conexus having data that differs from the data provided to the agency and will negatively impact the ability of GSA Conexus to provide verification and validation support to the agency.

## **C Options Specified in the Task Order**

Following is a list of options relating to MOPS requirements that may be specified in the Task Order. EIS contract Sections G & J.2 provide details of all optional requirements.

Figure 15: Options Specified in the Task Order for Management and Operations (Table)

#	Function	Description	Contract References	Handbook References
1	Ordering	Order Notifications Deliverables: <ul style="list-style-type: none"> <li>Service Order Acknowledgement (SOA)</li> <li>Service Order Confirmation (SOC)</li> <li>Firm Order Commitment Notice (FOCN)</li> <li>Service Order Completion Notice (SOCN)</li> <li>Service Order Rejection Notice (SORN)</li> <li>Service Order Administrative Change (SOAC)</li> <li>Service State Change Notice (SSCN)</li> </ul>	J.2.4.3.2, J.2.10.2.1.11, J.2.10.2.1.16, J.2.10.2.1.17, J.2.10.2.1.18, J.2.10.2.1.19, J.2.10.2.1.20, J.2.10.2.1.21	5.3.2, Appendix B
2	Ordering	Administrative Data: <ul style="list-style-type: none"> <li>Agency Hierarchy Code (AHCs)</li> <li>Agency Service Request Number (ASRN)</li> </ul>	G.3.3.1.1, G.4.1.6, J.2.4.1.2, J.2.4.1.4, J.2.4.2.3	5.2, 5.3.3.3
3	Ordering	Customer Want Date for Services on the Task Order	G.3.3.1.3	5.3.3.8.3
4	Ordering	Task Order Project: Specify as a TO requirement that TO is to be managed as a Task Order Project	G.3.3.3.3	5.3.8.3
5	Ordering	TSP Orders	G.3.3.3.1, J.2.4.2.2	5.3.3.7
6	Ordering	Administrative Setup: OCO/CORs Information	G.2.2	3.1
7	Billing	Selection of system for delivery of Electronic Billing: Web Vendor/VPSS/IPP/Other	G.4.1.7	6.2.1.1
8	Billing	Proration Type – Month Length vs Normalized 30-day month	J.2.5.1.5	Appendix A
9	Billing	Billing deliverables: <ul style="list-style-type: none"> <li>Billing Invoice (BI)</li> <li>Billing Adjustment (BA)</li> <li>Tax Details (TAX)</li> </ul>	J.2.5.3.2, J.2.10.2.1.4, J.2.10.2.1.5, J.2.10.2.1.24	6.2.1
10	Billing	Authorization of payment via Government Purchase Card	G.4.8	6.1.2
11	Billing	Alternate Billing Start Date	G.4.1.2	5.5
12	SLA Management	TO-unique Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) [Service Performance, Provisioning SLAs, Service Related Labor SLAs] including Provisioning Intervals for ICB Services; Rapid Provisioning Services, and Project Provisioning.	G.8.2.1, G.8.2.2.2, G.8.2.2.3	6.3
13	SLA Management	SLA Management Deliverables: <ul style="list-style-type: none"> <li>Service Level Agreement Report (SLAR)</li> </ul>	J.2.8.2, J.2.10.2.1.14	6.3
14	Dispute	Dispute Deliverables <ul style="list-style-type: none"> <li>Dispute Report (DR)</li> </ul>	J.2.6.2, J.2.10.2.1.10	6.2.5
15	Direct Data Exchange	Additional Data Exchange Requirements specific to agency requirements	G.5.3.2.3	B.4

## D Service Performance SLA References

### D.1 Service-Specific SLA References

The KPIs defining each SLA are specified in EIS contract Section C in the subsection identified below for each service. All references are to sections in the EIS contract. See also EIS contract Section G.8.2.1.1.

Note: This list is subject to change, see EIS contract Section G.8.2.1.1.1 for more information

Figure 16: Service-Specific SLA References (Table)

Service	Service ID	Reference
Virtual Private Network Service	VPNS	C.2.1.1.4
Ethernet Transport Service	ETS	C.2.1.2.4
Optical Wavelength Service	OWS	C.2.1.3.4
Private Line Service	PLS	C.2.1.4.4
Synchronized Optical Network Service	SONETS	C.2.1.5.4
Dark Fiber Service	DFS	C.2.1.6.4
Internet Protocol Service	IPS	C.2.1.7.4
Internet Protocol Voice Service	IPVS	C.2.2.1.4
Circuit Switched Voice Service	CSVS	C.2.2.2.4
Toll Free Service	TFS	C.2.2.3.4
Circuit Switched Data Service	CSDS	C.2.2.4.4
Contact Center Service	CCS	C.2.3.1.7
Co-located Hosting Center Service	CHS	C.2.4.5.1
Infrastructure as a Service	IaaS	C.2.5.1.4
Platform as a Service	PaaS	C.2.5.2.4
Software as a Service	SaaS	C.2.5.3.4
Content Delivery Network Service	CDNS	C.2.5.4.4
Wireless Service	MWS	C.2.6.4.1
Commercial Mobile Satellite Service	CMSS	C.2.7.3
Commercial Fixed Satellite Service	CFSS	C.2.7.3
Managed Network Service	MNS	C.2.8.1.4
Web Conferencing Service	WCS	C.2.8.2.4
Unified Communications Service	UCS	C.2.8.3.4
Managed Trusted Internet Protocol Service – Trusted Internet Connection Portal	MTIPS-TIC	C.2.8.4.4
Managed Trusted Internet Protocol Service – Transport Collection and Distribution	MTIPS	C.2.8.4.4
Managed Security Service	MSS	C.2.8.5.4
Managed Mobility Service	MMS	C.2.8.6.4
Audio Conferencing Service	ACS	C.2.8.7.4
Video Teleconferencing Service	VTS	C.2.8.8.4
DHS Intrusion Prevention Security Service	DIPSS	C.2.8.9.4
Software Defined Wide Area Network Service	SDWANS	C.2.8.10.4

## D.2 Incident-Based Service SLA References

The incident KPIs defining each SLA are specified in EIS contract Section C in the subsection identified below for each service. All references are to sections in the EIS contract. See also EIS contract Section G.8.2.1.2.

Note: This list is subject to change, see EIS contract Section G.8.2.1.2.1 for more information

Figure 17: Incident-Based Service SLA References (Table)

Service	Service ID	Reference
Virtual Private Network Service	VPNS	C.2.1.1.4
Ethernet Transport Service	ETS	C.2.1.2.4
Optical Wavelength Service	OWS	C.2.1.3.4
Private Line Service	PLS	C.2.1.4.4



Service	Service ID	Reference
Synchronized Optical Network Service	SONETS	C.2.1.5.4
Dark Fiber Service	DFS	C.2.1.6.4
Internet Protocol Service	IPS	C.2.1.7.4
Internet Protocol Voice Service	IPVS	C.2.2.1.4
Circuit Switched Voice Service	CSVS	C.2.2.2.4
Toll Free Service	TFS	C.2.2.3.4
Circuit Switched Data Service	CSDS	C.2.2.4.4
Contact Center Service	CCS	C.2.3.1.4
Colocated Hosting Service	CHS	C.2.4.5.1
Infrastructure as a Service	IaaS	C.2.5.1.4
Platform as a Service	PaaS	C.2.5.2.4
Software as a Service	SaaS	C.2.5.3.4
Content Delivery Network Service	CDNS	C.2.5.4.4
Wireless Service	MWS	C.2.6.4.1
Managed Network Service	MNS	C.2.8.1.3
Web Conferencing Service	WCS	C.2.8.2.4
Unified Communications Service	UCS	C.2.8.3.4
Managed Trusted Internet Protocol Service – Transport Collection and Distribution	MTIPS	C.2.8.4.4
Managed Security Service	MSS	C.2.8.5.4
Audio Conferencing Service	ACS	C.2.8.7.4
Video Teleconferencing Service	VTS	C.2.8.8.4
DHS Intrusion Prevention Security Service	DIPSS	C.2.8.9.4
Software Defined Wide Area Network Service	SDWANS	C.2.8.10.4

## E Training

Agency personnel will receive training outlined in Section G.10 of the EIS contract and reiterated below. For specific training that will be provided by your vendor, please refer to your vendor’s training guide.

The vendor will provide training described below at no additional cost to agencies, as part of the basic service. The vendor will train designated COs, authorized ordering officials, OCOs, and CORs to fully understand and use the vendor’s BSS, ensuring that each one becomes proficient in performing tasks that include, but are not limited to:

1. Use of the vendor’s BSS
2. Obtaining price quotes for services and features
3. Ordering services from the vendor via CLINs or ICBs
4. Placing order electronically to add, change, cancel, or disconnect services
5. Adding or changing the features, calling privileges, telephone number or other line attributes that can be changed via “soft” reconfigurations
6. Accepting or rejecting an order or part of an order
7. Reconciling billing
8. Initiating and tracking billing disputes
9. Initiating the inventory management process
10. Initiating and reconciling performance management (SLA) reports

11. Placing and tracking trouble reports for routine and emergency troubles

## F Additional Resources

GSA provides EIS guides, handbooks and videos that address acquisition planning, ordering, transition, pricing, services, and systems. All resources and information may not be currently available. To be notified as new resources become available, subscribe to <http://www.gsa.gov/eis>.

### The Fair Opportunity and Ordering Guide (FOOG)

The FOOG provides detailed information on acquisition planning and decision/award functions and is available at <http://www.gsa.gov/eistransition>.

### The Pricer Guide

The Pricer Guide explains the EIS pricing structure and price components of individual services. For additional detail please see <http://www.gsa.gov/eis>.

### EIS Transition Website

GSA uses its public website as a centralized location for accessing transition information and tools. The transition website, <http://www.gsa.gov/eistransition>, is the home page for linking to these tools and requesting access to them as well as finding additional information and resources helpful to agencies and vendors involved in transition. The transition website shares transition status with all stakeholders. The information on the EIS transition website is specific to transition activities; updates on EIS and preliminary transition information is available on the EIS website at <http://www.gsa.gov/eis>.

Examples of information included on or linked to from the website are:

- Description of the TCC and services available
- Timeline and milestones
- Tips for preparing for transition
- Transition Inventory in E-MORRIS
- Training and video learning
- FAQs
- GSA contacts
- Hyperlinks to related web sites for Networx, WITS 3, GSA Regional local service contracts, EIS, TOPS, and E-MORRIS
- Guides, white papers, and handbooks related to transition as well as the EIS contract
- News articles and social media communications

### EIS Transition Tools

The following guides, handbooks, and tools are available (as indicated) to assist agencies, vendors, and other stakeholders.

- Transition Handbook (<http://www.gsa.gov/eistransition>)
- TI Users' Guide (<http://www.gsa.gov/eistransition>)
- TI Quick Reference Guide (<http://www.gsa.gov/eistransition>)

- Fair Opportunity and Ordering Guide (<http://www.gsa.gov/eistransition>)
- EIS Management and Operations Handbook (<http://www.gsa.gov/eis>)
- Solicitation and SOW Assistance Tool (SSAT) (<http://www.gsa.gov/eis>)
- DPA Training (<http://www.gsa.gov/eis>)

## G Management & Operations Use Cases

These use cases provide agencies with the steps to order, update, change/modify and accept services available under the EIS contract. All use cases are found under Appendix G.2 at the specific section referenced in Figure 18.

Figure 18: Index of Use Cases (Table)

Type	Title	Description	Section
New Install Order	New Service Install	Orders for new services that are not currently being provided by the vendor under EIS.	G.2.1
New Install Order	New Install with Auto Sold	CLINs that are bundled as part of another CLIN and automatically sold along with it.	G.2.2
Change Order	Move Order	Orders that require the removal of an existing service and/or SRE from one location and the re-installation of the identical service and/or SRE at another location. This will result in two line items on the SOCN (one to remove the service from the old location and one to add it to at the new location).	G.2.3
Change Order	Feature Change Order	Orders that require changes to the features of an existing service but do not require a change in the CLINs for the service. Note: Changes requiring a CLIN change are handled as a disconnect and/or new install.	G.2.4
Change Order	Configuration Change Order	Orders that require changes in the configuration of an existing service without adding or removing CLINs.	G.2.5
Change Order	Disconnect Order	Disconnect orders are defined as orders that require the removal of services (CLINs) currently being provided. Vendors will accept disconnect orders at any time. Billing for the disconnected services stop on the completion date in the SOCN and within the provisioning intervals for disconnects as specified in Section G.8 Service Level Management. Equipment related to disconnect orders must be sanitized and removed within 45 days after the termination of services.	G.2.6

Type	Title	Description	Section
Change Order	Administrative	Administrative change orders are defined as orders that only require changes to administrative data associated with an existing service (CLIN) as described in Section G.3.3.2.2.4. Administrative changes provided by the government does not impact service delivery or pricing.	G.2.7
Rapid Provisioning Order	Rapid Provisioning	New install or change orders affecting services that are offered by the vendor under the rapid provisioning process, including: <ul style="list-style-type: none"> <li>• Bandwidth-on-Demand</li> <li>• Cloud Services (See also H.12)</li> <li>• Any other services specifically identified as such by the vendor in its EIS contract</li> </ul>	G.2.8
Update (Supplement) Order	Update Customer Want Date	Order updates that change the Customer Want Date (CWD) from that specified in the original order.	G.2.9
Update (Supplement) Order	Cancel Order	Vendors will accept an order from an agency to cancel a pending order at any step of the order process prior to SOCN.	G.2.10
Update (Supplement) Order	Update Service Location	Order updates that change the specified service delivery location from that specified in the original order but do not impact LEC provisioning.	G.2.11

### G.1 Service Order Data Elements

In accordance with EIS contract Section J.2.10.2.1.15 Service Order, for the use cases in this Appendix and in all cases, the data set submitted by the agency will contain sufficient information for the vendor to successfully complete the order and meet contract and TO requirements (see also Section 6.1.3.8.2). The information that the vendor collects includes but is not limited to:

- TO Number and TO Modification Number (if applicable)
- Header Level Order Type
- Customer Want Date and Early Installation Approval/Disapproval (optional)
- Contact information for COR
- Agency project code (optional)
- Line Item Details:
  - Line Item Level Order Type
    - For Administrative Change Orders, see also Section 6.1.3.3
  - AHC (optional)
  - ASRN(s) (optional)
  - CLIN
  - Quantity

- Any comments from the agency on handling the order
- Any data elements necessary to successfully complete the order or required by the TO
- If the header level order type is Supplement (see EIS contract Section J.2.10.1.1.4.3), the agency will include sufficient information to clearly communicate:
  - The order being updated (e.g., CSRN)
  - The line items being updated
  - Updates to be made

When submitted via the vendor’s web interface, the agency will use the format required by that interface for this data set and will supply the data elements marked as required on that interface.

Note: The vendor is responsible for collecting all order information from the agency necessary to complete all other deliverables. The vendor may, with OCO concurrence, further define how that data is provided - e.g., limiting the number of different AHCs or ASRNs that may be processed on a single order, requiring pre-registration of project codes, etc.

## G.2 Use Cases

### G.3 New Service Install Order

<b>Use Case Description</b>	Orders for new services that are not currently being provided by the vendor under EIS.
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order for the new service(s) to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Test and accept new services into operation</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section G.3</li> <li>• EIS contract Section J.2.4</li> </ul>

### G.4 New Install with Auto Sold

<b>Use Case Description</b>	Auto-sold CLINs are bundled as part of another CLIN and automatically sold along with it. A new install (see Use Case G.2.1) that includes a CLIN with an associated auto-sold CLIN will result in both CLINs being installed.
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order for a new install of a CLIN with an associated auto-sold CLIN to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Test and accept both new services into operation</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section J.2.4.1.7</li> </ul>

**G.5 Move Order**

<b>Use Case Description</b>	Orders that require the removal of an existing service and/or Service Related Equipment (SRE) from one location and the re-installation of the identical service and/or SRE at another location. This will result in two line items on the SOCN (one to remove the service from the old location and one to add it to at the new location).
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order to move service(s) and equipment to another physical location to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Confirm the removal and re-installation of the identical service are complete</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section G.3.3.2.3.1</li> <li>• EIS contract Section J.2.10.1.1.4.2.1</li> </ul>

**G.6 Feature Change Order**

<b>Use Case Description</b>	<p>Feature change orders are defined as orders that require changes to the features of an existing service. They fall into two categories:</p> <ul style="list-style-type: none"> <li>• Feature changes that require a change to the CLIN being billed which are handled as a disconnection order and/or new install order</li> <li>• Feature changes that do not require a change to the CLIN being billed which are handled as configuration change orders</li> </ul>
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order for the feature change to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Confirm that the feature change was completed</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section B for CLIN structure</li> <li>• EIS contract Section C.2 for service features</li> <li>• EIS contract Section J.2.10.1.1.4.3.4</li> <li>• EIS contract Section J.2.10.1.1.4.2.2</li> </ul>

## G.7 Configuration Change Order

<b>Use Case Description</b>	Orders that require changes in the configuration or features of an existing service without adding or removing CLINs.
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order or the configuration change to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Confirm that the configuration change was completed</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section J.2.10.1.1.4.2.3</li> </ul>

## G.8 Disconnect Order

<b>Use Case Description</b>	<p>Disconnect orders are defined as orders that require the removal of services (CLINs) currently being provided. Vendors will accept disconnect orders at any time. Billing for the disconnected services stop on the completion date in the SOCN and within the provisioning intervals for disconnects as specified in EIS contract Section G.8.</p> <ul style="list-style-type: none"> <li>• The agency will automatically stop payment on these orders based on the stated disconnect date.</li> <li>• Equipment related to disconnect orders must be removed within 45 days of disconnection. For equipment sanitization, see EIS contract Section C.1.8.7.1.</li> </ul>
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order to disconnect service(s) to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Ensure the requested services, in whole or in part, were disconnected on the requested date</li> <li>• Ensure equipment related to disconnect orders is sanitized and removed within 45 days after the termination of services</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section G.3.3.2.2.3</li> <li>• EIS contract Section G.8</li> <li>• EIS contract Section C.1.8.7.1</li> </ul>

### G.9 Administrative

<b>Use Case Description</b>	<p>Administrative change orders are defined as orders that only require changes to administrative data associated with an existing service (CLIN) as described in EIS contract Section G.3.3.2.2.4. Changes to administrative data associated with existing services can only occur based on an administrative change order.</p> <p>Administrative change orders can only change data provided by the government that does not impact service delivery or pricing. Only the following fields fall into this category by default:</p> <ul style="list-style-type: none"> <li>• Agency Service Request Number 1</li> <li>• Agency Service Request Number 2</li> <li>• Agency Hierarchy Code</li> </ul> <p>Additional data elements can be subject to administrative change orders on a contract-wide or case-by-case basis with the mutual agreement of the vendor and the GSA CO.</p> <ul style="list-style-type: none"> <li>• The agency will issue an Administrative Change Order specifying the inventory items to be changed and details of the change.</li> <li>• The vendor shall update its systems and submit a SOAC within seven (7) days of the Administrative Change Order.</li> </ul>
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order for an administrative change to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Confirm the administrative change is completed</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section G.3.3.2.2.4</li> <li>• EIS contract Section J.2.4.2.3</li> </ul>

### G.10 Rapid Provisioning

<b>Use Case Description</b>	<p>Orders affecting services that are offered by the vendor under the rapid provisioning process, including cloud services and any other services specifically identified as such by the vendor in its EIS contract.</p> <p>See also Section 6.1.3.5</p>
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order for rapidly provisioned services to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Confirm the requested action was completed</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section G.3.3.3.2</li> <li>• EIS contract Section G.8.2.2.4</li> <li>• EIS contract Section J.2.4.2.4</li> </ul>



**G.11 Update/Supplement Order: Update Customer Want Date (CWD)**

<b>Use Case Description</b>	Customer Want Date (CWD) updates are defined as order updates that change the customer want date from that specified in the original order. If the agency delays the CWD prior to receiving the Firm Order Commitment Notice (FOCN), the vendor will not issue the SOCN and begin billing prior to the new CWD, unless the change requested is less than 14 days before the CWD of the initial order.
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order update / supplement order to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Confirm the order action(s) are consistent with the new CWD</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section G.3.3.2.3.4</li> </ul>

**G.12 Update/Supplement Order: Cancel Order**

<b>Use Case Description</b>	<p>Vendors will accept an order update from an agency to cancel a pending order at any step of the order process prior to SOCN.</p> <p>Vendors will not charge the ordering agency for network access orders if the cancellation order was placed 30 or more days before the later of:</p> <ul style="list-style-type: none"> <li>• The CWD in the initial order, or</li> <li>• The firm order commitment date</li> </ul> <p>If the agency's cancellation request does not meet the timeframe and requirements above, then the agency will pay the non-recurring charge (NRC) for the associated access arrangements using the cancellation CLIN.</p>
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the update / supplement order for cancellation to the vendor</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Ensure the service(s) requested are cancelled</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section G.3.3.2.3.1</li> </ul>

**G.13 Update/Supplement Order: Update Service Location**

<b>Use Case Description</b>	<p>Location change updates are defined as order updates that change the service delivery location from that specified in the original order. They fall into two categories:</p> <ul style="list-style-type: none"> <li>• Changes in service delivery location that impact (Local Exchange Carrier) LEC provisioning</li> <li>• Changes in service delivery location that do not impact LEC provisioning</li> </ul>
<b>Agency Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• The OCO is the sole and exclusive agency official with authority to take actions that may bind the agency.</li> <li>• The OCO for each TO may designate COR(s) authorized to place and administer service orders within the bounds of the TO</li> <li>• Gather/define requirements</li> <li>• Prepare/submit the order</li> </ul>
<b>Follow-on Steps</b>	<ul style="list-style-type: none"> <li>• Confirm that the location change update was completed</li> </ul>
<b>Contract References</b>	<ul style="list-style-type: none"> <li>• EIS contract Section G.3.3.2.3.2</li> </ul>