Enterprise Infrastructure Solutions (EIS)
Contract

Section J
List of Attachments

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J.1 Geographic Coverage

This Attachment specifies the geographic coverage requirements. The contractor shall provide and price mandatory services as specified in the Traffic Model. Geographic coverage requirements for service may differ between domestic and non-domestic areas. The Glossary (Attachment 0) defines domestic and non-domestic areas.

J.1.1 Domestic Service Coverage

This section describes geographic coverage requirements for domestic areas for Core Based Statistical Area (CBSA) -based services, as defined in Table B.1.2.1.1. Non-CBSA-based services, as defined in Table B.1.2.1.1, do not have domestic coverage requirements. The contractor shall provide CBSA-based services at contractor POPs serving the locations indicated within a CBSA. Section J.1.3 describes the CBSA coverage requirements for access arrangements.

At a minimum, for each CONUS CBSA in which the contractor proposes prices, the contractor shall provide and price all mandatory CLINs for CBSA-based services to the following:

1. All NSCs in the Traffic Model[1] for that CBSA. For price tables with both originating and terminating location columns, Traffic Model records must be priced where the originating and terminating country/jurisdictions are both CONUS.
2. NSCs within that CBSA, beyond those contained in the Traffic Model, as requested by the government

For each OCONUS CBSA or OCONUS country/jurisdiction (that does not have a CBSA), where the contractor chooses to offer services, the contractor shall:

1. Propose prices for all the mandatory CLINs in the Traffic Model in the OCONUS CBSA or OCONUS country/jurisdiction chosen. For price tables with both originating and terminating location columns, a Traffic Model record must be priced if the OCONUS country/jurisdiction is present in the originating country/jurisdiction column and the terminating country/jurisdiction is either CONUS or the OCONUS country/jurisdiction.
2. Propose prices for all the mandatory CLINs in the OCONUS CBSA or OCONUS country/jurisdiction chosen, except as described in Table J.1.1.1. For those

[1] The Traffic Model specifies a set of Network Site Codes, forms part of the minimum entry requirements, and is used for evaluation purposes.

services in Table J.1.1.1, the contractor is only required to price the mandatory CLINs in the bandwidth (BW) ranges specified. For those services in Table J.1.1.1, mandatory scalable, bandwidth on demand, burstable and burstable overage CLINs are not required to be priced. For example, if the contractor chooses to price VPNS in an OCONUS country/jurisdiction, then the contractor shall price all the mandatory CLINs from VN00001 through VN00015 in that OCONUS country/jurisdiction.

Table J.1.1.1: ETS, IPS, VPNS, PLS CLIN Requirements for OCONUS Country/Jurisdictions

	ETS (E-LINE)	ETS (E-LAN Port)	IPS (Wireline)	IPS (Ethernet)	VPNS (Wireline)	VPNS (Ethernet)	PLS*
Min BW	10 Mbps	1 Mbps	T1	1 Mbps	T1	1 Mbps	DS0
Max BW	100 Mbps	100 Mbps	T3	100 Mbps	T3	100 Mbps	T3

* For PLS, the contractor shall, at a minimum, propose prices from CONUS to the country/jurisdiction chosen

In addition, for non-CBSA based services, the contractor shall provide and price services in the Traffic Model for all mandatory CLINs.

Contractors may propose a CBSA-based service for an OCONUS non-CBSA country/jurisdiction even if they do not propose any of the four mandatory services (VPNS, ETS, Voice, MNS) for that country/jurisdiction.

J.1.2 Non-Domestic Service Coverage

This section describes service coverage requirements for non-domestic areas.

Contractors may propose any CBSA-based service to a non-domestic area even if they do not propose any of the four mandatory services (VPNS, ETS, Voice, MNS) to that non-domestic area.

The Traffic Model contains specific services in non-domestic NSCs. For each country/jurisdiction where the contractor chooses to offer services, the contractor shall:

1. Propose prices for all the mandatory CLINs in the Traffic Model in the country/jurisdiction chosen, and
2. Propose prices for all the mandatory CLINs in the non-domestic country/jurisdiction chosen, except as described in Table J.1.2.A. For those services in Table J.1.2.A, the contractor is only required to price the mandatory CLINs in the bandwidth (BW) ranges specified. For those services in Table J.1.2.A, mandatory scalable, bandwidth on demand, burstable and burstable overage CLINs are not required to be priced. For example, if the contractor chooses to price VPNS in a non-domestic country/jurisdiction, then the contractor

shall price all the mandatory CLINs from VN00001 through VN00015 in that country/jurisdiction.

MTIPS is exempt from the requirements of J.1.2 (1) and J.1.2 (2) immediately above. Pricing of mandatory MTIPS CLINs is optional in non-domestic country/jurisdictions.

Table J.1.2.A: ETS, IPS, VPNS, PLS CLIN Requirements for Non-Domestic Country/Jurisdictions

	ETS (E-LINE)	ETS (E-LAN Port)	IPS (Wireline)	IPS (Ethernet)	VPNS (Wireline)	VPNS (Ethernet)	PLS*
Min BW	10 Mbps	1 Mbps	T1	1 Mbps	T1	1 Mbps	DS0
Max BW	100 Mbps	100 Mbps	T3	100 Mbps	T3	100 Mbps	T3

* For PLS, the contractor shall, at a minimum, propose prices from CONUS to the country/jurisdiction chosen

Non-domestic service is not required except as defined below. Table J.1.2.1 shows countries/jurisdictions where the contractor is required to support OCONUS and non-domestic off-net voice terminations for Internet Protocol Voice Service (IPVS), Circuit Switched Voice Service (CSVS) and Wireless Service (MWS). The contractor is also required to support IPVS and CSVS mobile terminations in the non-domestic countries/jurisdictions listed in Table J.1.2.1 except for satellite locations, which are the NONDOM locations in Table B.4.2.1 with no AOW ID.

J.1.2.1 OCONUS and Non-Domestic Countries/Jurisdictions Supporting Off-Net Voice Terminations and Non-Domestic Countries/Jurisdictions Supporting Mobile Voice Terminations Table

Country/Jurisdiction
Afghanistan
Albania
Algeria
Andorra
Angola
Anguilla
Antarctica
Antigua (includes Barbuda)
Argentina
Armenia
Aruba
Ascension Island
Australia

Country/Jurisdiction
Australian External Territory
Austria
Azerbaijan
Azores
Bahamas
Bahrain
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda

Country/Jurisdiction
Bhutan
Bolivia
Bosnia - Herzegovina
Botswana
Brazil
British Indian Ocean Territories
British Virgin Islands
Brunei
Bulgaria
Burkina Faso
Burundi
Cambodia
Cameroon
Canada
Cape Verde Islands
Cayman Islands
Central African Republic
Chad
Chatham Island
Chile
China
Christmas Island
Cocos Islands
Colombia
Comoros
Congo, Dem. Republic Of The
Congo, Republic Of The
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Cyprus North

Country/Jurisdiction
Cyprus South
Czech Republic
Denmark
Diego Garcia
Djibouti
Domestic: Alaska
Domestic: American Samoa
Domestic: Commonwealth of Northern Marianas Islands (CNMI)
Domestic: Guam
Domestic: Hawaii
Domestic: Marshall Islands
Domestic: Micronesia
Domestic: Midway Island
Domestic: Palau
Domestic: Puerto Rico
Domestic: US Virgin Islands (USVI)
Domestic: Wake Island
Dominica
Dominican Republic
East Timor
Easter Island
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Faeroe Islands
Falkland Islands
Fiji Islands
Finland

Country/Jurisdiction
France
French Antilles
French Guiana
French Polynesia
French Southern Territory
Gabon
Gambia
Georgia
Germany
Ghana
Gibraltar
Global Sat
Greece
Greenland
Grenada
Guadeloupe
Guantanamo Bay
Guatemala
Guinea
Guinea – Bissau
Guyana
Haiti
Honduras
Hong Kong, Special Administrative District
Hungary
Iceland
India
Indonesia
Inmarsat Aero
Inmarsat Broadband Global Area Network (BGAN) I4-Americas
Inmarsat Broadband Global Area Network (BGAN) I4-Asia Pacific
Inmarsat Broadband Global Area Network (BGAN) I4-EMEA (Europe, Middle East, Africa)

Country/Jurisdiction
Inmarsat Fleet (Maritime) I4-Americas
Inmarsat Fleet (Maritime) I4-Asia Pacific
Inmarsat Fleet (Maritime) I4-EMEA (Europe, Middle East, Africa)
Inmarsat Global Express (GX) I5-AOR
Inmarsat Global Express (GX) I5-IOR
Inmarsat Global Express (GX) I5-POR
Inmarsat Mini-M
Inmarsat Swift (Aeronautical) Atlantic (AOR)
Inmarsat Swift (Aeronautical) Indian (IOR)
Inmarsat Swift (Aeronautical) Pacific (POR)
Iran
Iraq
Ireland
Iridium-8816
Iridium-8817
Israel
Italy
Jamaica
Japan (includes Okinawa)
Jordan
Kazakhstan
Kenya
Kiribati
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya

Country/Jurisdiction
Liechtenstein
Lithuania
Luxembourg
Macau, Special Administrative District
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Martinique
Mauritania
Mauritius
Mayotte Island
Mexico
Moldova
Monaco
Mongolia
Montenegro
Montserrat
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
Netherlands Antilles
Nevis
New Caledonia
New Zealand
Nicaragua

Country/Jurisdiction
Niger
Nigeria
Niue
Norfolk Island
North Korea
Norway (includes Svalbard)
Not Available
Oman
Pakistan
Palestinian Authority
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn Island
Poland
Portugal (includes Madeira)
Qatar
Reunion Island
Romania
Russia
Rwanda
Samoa
San Marino
Sao Tome
Saudi Arabia
Senegal
Serbia
Seychelles Islands
Sierra Leone
Singapore
Slovakia

Country/Jurisdiction
Slovenia
Solomon Islands
Somalia
South Africa
South Korea
South Sudan
Spain (includes Balearic Islands, Canary Islands, Ceuta and Malilla)
Sri Lanka
St. Helena
St. Kitts
St. Lucia
St. Pierre And Miquelon
St. Vincent And The Grenadines
Sudan
Suriname
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
Thuraya Sat
Togo

Country/Jurisdiction
Tokelau
Tonga Islands
Trinidad And Tobago
Tunisia
Turkey
Turkmenistan
Turks And Caicos Islands
Tuvalu
Uganda
Ukraine
United Arab Emirates
United Kingdom
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Vietnam
Wallis And Futuna Islands
Western Sahara
Yemen
Zambia
Zanzibar (Province of Tanzania)
Zimbabwe

J.1.3 Access Arrangement Coverage

This section defines access coverage requirements for both domestic and non-domestic areas.

J.1.3.1 Domestic Access Arrangement Coverage

This section defines access coverage requirements for domestic areas.

J.1.3.1.1 Access Arrangement

For the domestic CBSA regions CONUS, Alaska, Hawaii, and Puerto Rico, the contractor shall, at a minimum, provide access coverage and prices for the following:

1. All NSCs within a CBSA proposed as contained in the Traffic Model.
2. If an NSC has a wireline access CLIN other than OC-3c, E1 or E3 associated with it in the Traffic Model, then the contractor shall price all mandatory non-ICB wireline access CLINs, except OC-3c, E1 and E3 at that NSC (see Table B.2.9.1.5 for a list of mandatory non-ICB wireline access CLINs), and may optionally price the remaining access CLINs defined in Table B.2.9.1.5. If the wireline access CLIN in the Traffic Model is OC-3c, then the contractor shall price all mandatory non-ICB wireline access CLINs including OC-3c and excluding E1 and E3 at that NSC and may optionally price the remaining access CLINs defined in B.2.9.1.5. If the wireline access CLIN in the Traffic Model is E1, then the contractor shall price all mandatory non-ICB wireline access CLINs including E1 and excluding E3 and OC-3c at that NSC and may optionally price the remaining access CLINs defined in Table B.2.9.1.5. If the wireline access CLIN in the Traffic Model is E3, then the contractor shall price all mandatory non-ICB wireline access CLINs including E3 and excluding E1 and OC-3c at that NSC and may optionally price the remaining access CLINs defined in Table B.2.9.1.5.
3. If an NSC has an Ethernet access CLIN associated with it in the Traffic Model, then the contractor shall price all mandatory Ethernet access CLINs at that NSC (see Table B.2.9.1.5 for a list of mandatory Ethernet access CLINs), and may optionally price the remaining access CLINs defined in Table B.2.9.1.5.
4. Additional NSCs beyond those contained in the Traffic Model, as requested by the government.

For domestic OCONUS non-CBSA regions, the contractor shall provide access coverage and prices for each NSC in the Traffic model within a proposed OCONUS region where the access CLIN is mandatory and is associated with a transport service that is offered in the OCONUS region.

The contractor shall provide switched access at all NSCs as necessary to provide purchased end-to-end service. The price for switched access shall be included in the transport price for Voice Service, Toll Free Service and Circuit Switched Data Service in accordance with Section B.2 Pricing Tables. Switched access shall include, at a minimum, Telcordia Feature Group B/D (on-net and off-net) or equivalent.

J.1.3.2 Non-Domestic Access Arrangement Coverage

This section defines access coverage requirements for non-domestic areas.

J.1.3.2.1 Access Arrangements

For non-domestic NSCs, the contractor shall price mandatory access CLINs in the Traffic Model that are associated with transport services offered in that non-domestic country/jurisdiction. Post-award, contractors shall price access as required by the underlying transport requested.

The contractor is required to provide off-net termination at no additional cost in those jurisdictions where the contractor provides service.

J.1.4 Traffic Model and Core Based Statistical Areas

The Traffic Model will be available within the EIS AcquServe Portal. It will represent a forecast of services by location of the agencies' expected use of the EIS contract. The Traffic Model contains information such as Service ID, CLIN, Originating NSC, Terminating NSC, Quantity, Originating CBSA, and Terminating CBSA. Prices from the contractor's Section B price tables will be "multiplied" by the Traffic Model to determine the Total Evaluated CBSA Price (TECP) for each service within each CBSA.

A list of CBSAs, sorted in order based on the aggregated bandwidth requirements, will be available in the EIS AcquServe Portal. Table J.1.4.1 lists the top 100 CBSAs. An NSC is associated with a CBSA based on its county. For NSCs that do not fall into a CBSA naturally based on its county, the following methodology is used for the Traffic Model, and will be used post-award to associate an NSC with a CBSA.

If an NSC's county does not fall within a CBSA, then:

1. Find the county within a CBSA and within the same state that is closest to the county of that NSC.
2. Assign the NSC to that CBSA.

Note: Non-CBSA Counties are associated with the closest CBSA County within the same State, using GPS coordinates found in the 2010 U.S. Census National Counties Gazetteer file (https://www.census.gov/geo/maps-data/data/gazetteer2010.html).

J.1.4.1 Top 100 Government Bandwidth CBSAs Table

Rank	CBSA Name	CBSA Code	Equivalent Gbps
1	Washington-Arlington-Alexandria, DC-VA-MD-WV	47900	902
2	Baltimore-Columbia-Towson, MD	12580	441
3	Durham-Chapel Hill, NC	20500	162
4	Dallas-Fort Worth-Arlington, TX	19100	125
5	Chicago-Naperville-Elgin, IL-IN-WI	16980	112

Rank	CBSA Name	CBSA Code	Equivalent Gbps
6	San Jose-Sunnyvale-Santa Clara, CA	41940	108
7	Salt Lake City, UT	41620	106
8	Kansas City, MO-KS	28140	77
9	Atlanta-Sandy Springs-Roswell, GA	12060	74
10	Virginia Beach-Norfolk-Newport News, VA-NC	47260	73
11	St. Louis, MO-IL	41180	58
12	Nashville-Davidson--Murfreesboro--Franklin, TN	34980	48
13	Chattanooga, TN-GA	16860	43
14	Denver-Aurora-Lakewood, CO	19740	42
15	San Diego-Carlsbad, CA	41740	36
16	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD	37980	36
17	New York-Newark-Jersey City, NY-NJ-PA	35620	34
18	Houston-The Woodlands-Sugar Land, TX	26420	32
19	Richmond, VA	40060	27
20	Memphis, TN-MS-AR	32820	27
21	Huntsville, AL	26620	26
22	Orlando-Kissimmee-Sanford, FL	36740	26
23	Gulfport-Biloxi-Pascagoula, MS	25060	25
24	Hagerstown-Martinsburg, MD-WV	25180	21
25	San Antonio-New Braunfels, TX	41700	21
26	Albuquerque, NM	10740	20
27	Miami-Fort Lauderdale-West Palm Beach, FL	33100	20
28	Los Angeles-Long Beach-Anaheim, CA	31080	19
29	San Francisco-Oakland-Hayward, CA	41860	18
30	Pittsburgh, PA	38300	17
31	Ogden-Clearfield, UT	36260	16
32	Augusta-Richmond County, GA-SC	12260	14
33	Shreveport-Bossier City, LA	43340	14
34	Detroit-Warren-Dearborn, MI	19820	13
35	Boston-Cambridge-Newton, MA-NH	14460	13
36	Cleveland-Elyria, OH	17460	13
37	Seattle-Tacoma-Bellevue, WA	42660	11

Rank	CBSA Name	CBSA Code	Equivalent Gbps
38	Little Rock-North Little Rock-Conway, AR	30780	10
39	Austin-Round Rock, TX	12420	10
40	Phoenix-Mesa-Scottsdale, AZ	38060	9
41	Parkersburg-Vienna, WV	37620	9
42	Oklahoma City, OK	36420	9
43	Clarksburg, WV	17220	9
44	California-Lexington Park, MD	15680	9
45	Fayetteville, NC	22180	8
46	Sacramento--Roseville--Arden-Arcade, CA	40900	8
47	Minneapolis-St. Paul-Bloomington, MN-WI	33460	8
48	Jacksonville, NC	27340	8
49	Louisville/Jefferson County, KY-IN	31140	7
50	Portland-Vancouver-Hillsboro, OR-WA	38900	7
51	Sioux Falls, SD	43620	7
52	Birmingham-Hoover, AL	13820	7
53	Columbia, SC	17900	6
54	Tampa-St. Petersburg-Clearwater, FL	45300	6
55	Knoxville, TN	28940	6
56	Palm Bay-Melbourne-Titusville, FL	37340	6
57	New Orleans-Metairie, LA	35380	6
58	Indianapolis-Carmel-Anderson, IN	26900	6
59	Columbus, OH	18140	6
60	Cincinnati, OH-KY-IN	17140	5
61	Charleston-North Charleston, SC	16700	5
62	Tulsa, OK	46140	5
63	Omaha-Council Bluffs, NE-IA	36540	5
64	Mobile, AL	33660	4
65	Riverside-San Bernardino-Ontario, CA	40140	4
66	Jackson, MS	27140	4
67	Fresno, CA	23420	4
68	Montgomery, AL	33860	4
69	Gainesville, FL	23540	4

Rank	CBSA Name	CBSA Code	Equivalent Gbps
70	Milwaukee-Waukesha-West Allis, WI	33340	4
71	Charlotte-Concord-Gastonia, NC-SC	16740	4
72	Dublin, GA	20140	4
73	Morgantown, WV	34060	4
74	Dayton, OH	19380	3
75	Pocatello, ID	38540	3
76	El Paso, TX	21340	3
77	Las Cruces, NM	29740	3
78	San Juan-Carolina-Caguas, PR	41980	3
79	Jacksonville, FL	27260	3
80	Charleston, WV	16620	3
81	Urban Honolulu, HI	46520	3
82	Tucson, AZ	46060	3
83	Colorado Springs, CO	17820	3
84	Buffalo-Cheektowaga-Niagara Falls, NY	15380	3
85	Battle Creek, MI	12980	3
86	Fort Collins, CO	22660	3
87	Albany-Schenectady-Troy, NY	10580	3
88	Atlantic City-Hammonton, NJ	12100	3
89	Elkins, WV	21180	3
90	Asheville, NC	11700	3
91	Johnson City, TN	27740	3
92	Roanoke, VA	40220	3
93	Ann Arbor, MI	11460	3
94	Cumberland, MD-WV	19060	3
95	Las Vegas-Henderson-Paradise, NV	29820	3
96	Killeen-Temple, TX	28660	3
97	Tuscaloosa, AL	46220	2
98	Anchorage, AK	11260	2
99	Warner Robins, GA	47580	2
100	Providence-Warwick, RI-MA	39300	2

J.2 Contractor Data Interaction Plan

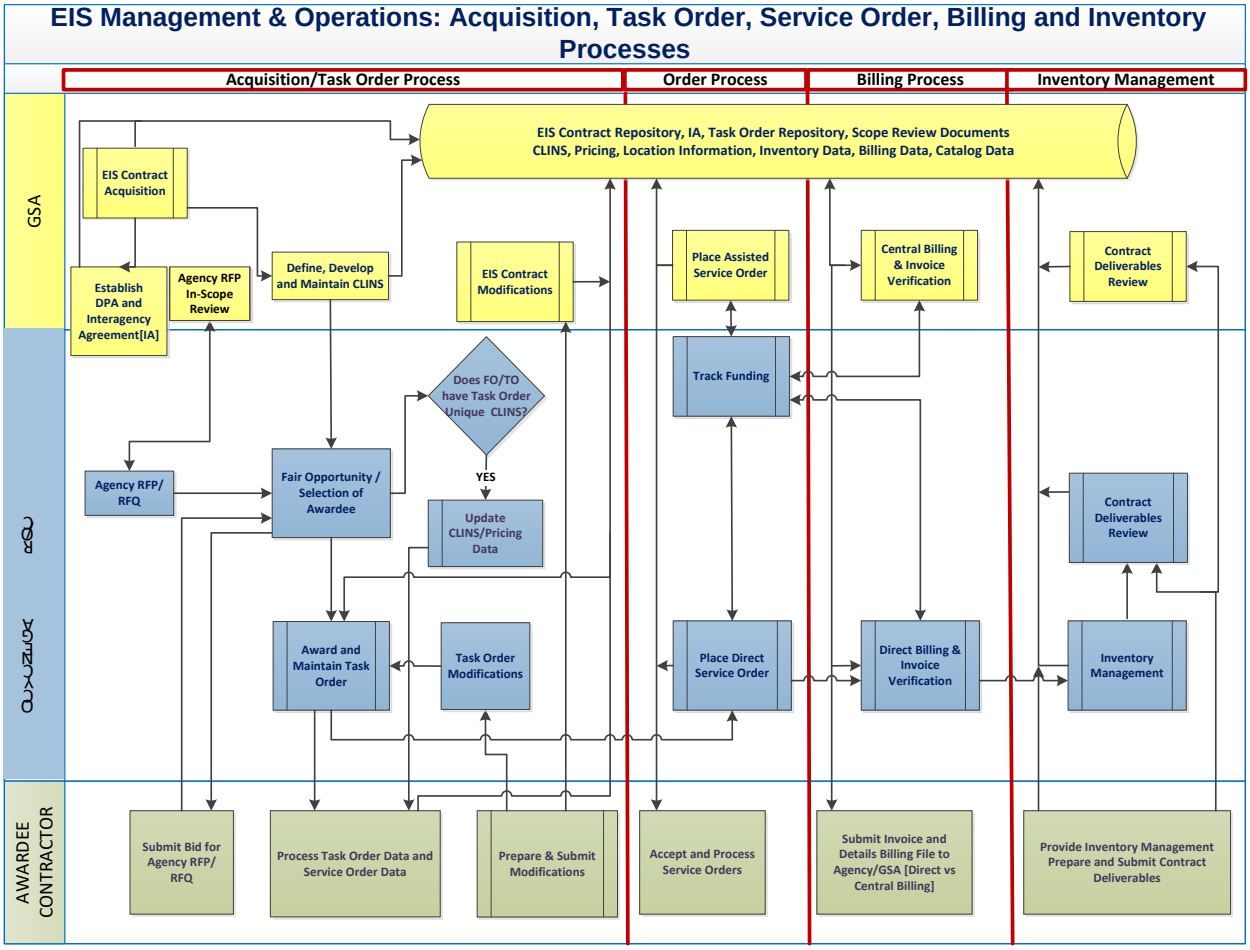
J.2.1 Introduction

This section details the requirements for common operations, process flows, data exchange details, and deliverables for various management and operation functions such as ordering, billing, inventory management, and SLA Management. It provides details on data interactions between the contractor, GSA and the customers. It includes requirements for direct interaction between GSA's next-generation network solutions management system (GSA Conexus), and the contractor's Business Support System (BSS) as described in Section G.5. It also includes requirements for contractor interaction with the set of tools used by GSA to manage the contract and TOs issued under the contract (GSA Systems).

For related management and operations functional requirements, see Section G Contract Administration Data.

The diagram in Section J.2.1.1 shows the high-level process flow relating to the acquisition/TO, ordering, billing and inventory management life cycle.

J.2.1.1 EIS Management and Operations: High-Level Process Diagram



J.2.1.2 Timeframes

Unless otherwise specified in the detailed requirements below, all timeframes in this Contractor Data Interaction Plan (CDIP) are in calendar days.

J.2.2 Common Data Interaction Requirements

J.2.2.1 Relevant Contracting Officer

Where permitted by the applicable section within the CDIP, exceptions to CDIP data submission requirements may be authorized, in writing, by the relevant Contracting Officer (CO). For these purposes, the relevant CO is defined as follows:

- For data submitted to GSA, the GSA CO is the relevant CO
- For data submitted to a customer, the Ordering Contracting Officer (OCO) is the relevant CO

J.2.2.2 Resubmission of Incorrect Deliverables

Unless specifically stated otherwise, if the contractor becomes aware of an error in a previously submitted deliverable, regardless of how it became aware of the error, the contractor shall:

1. Resubmit the deliverable within three (3) days of becoming aware of the error with the exception of billing errors identified after the government makes payment, which requires the submission of a billing adjustment as described in Section J.2.5 Billing.
2. Notify the relevant Contracting Officer's Representative (COR) and CO via email of the error and the action taken.

J.2.2.3 Deliverable Format, Content, and Transfer Mechanism

Unless otherwise specified, all contractor deliverables in the CDIP are governed by the following requirements:

- For deliverables submitted directly to GSA, including cases where GSA receives a copy of a deliverable sent to the customer, the contractor shall use the format, contents, and transfer mechanism specified herein unless an exception is authorized by the GSA CO (see also Section J.2.2.1 Relevant Contracting Officer and Section J.2.9 Data Transfer Mechanisms).
- For deliverables submitted directly to the customer, including cases where the customer receives a copy of a deliverable sent to GSA, the contractor may, with the approval of the OCO, use alternative formats, contents, and/or transfer mechanisms (see also Section J.2.2.1 Relevant Contracting Officer and Section J.2.9 Data Transfer Mechanisms). The TO may also specify alternative formats, contents, and/or transfer mechanisms for deliverables submitted to the customer.

J.2.2.4 Scope of Deliverables

Unless otherwise specified, the contractor shall submit all deliverables in accordance with the following deliverable scope requirements:

- The scope of all deliverables shall be at the TO level with each deliverable covering only a single TO.
- For deliverables submitted directly to GSA, including cases where GSA receives a copy of a deliverable sent to the customer, exceptions may be authorized by the GSA CO (see also Section J.2.2.1 Relevant Contracting Officer).
- For deliverables submitted directly to the customer, including cases where the customer receives a copy of a deliverable sent to GSA, exceptions may be authorized by the OCO or captured directly in the TO (see also Section J.2.2.1 Relevant Contracting Officer).

J.2.2.5 Empty Deliverables

Unless otherwise specified in the relevant contract section below or otherwise directed in accordance with Section J.2.2.3, the contractor shall submit all deliverables described in Section J.2 in accordance with the associated delivery timeframes even if the deliverable contains no data. If the deliverable is empty, i.e., it contains no data, the contractor shall submit a notice indicating that no data is available. Notwithstanding the delivery method indicated for the specific deliverable, this notice shall be sent via email to the GSA COR and, if the customer has previously requested receipt of the deliverable, to the customer OCO and COR. This notice is not required prior to the issuance of the first TO to the contractor.

J.2.3 Task Order Data Management

Task Order data management consists of initial setup and ongoing maintenance of TO data in GSA Conexus and the contractor's BSS. It begins immediately after the TO is issued (See Section G.3.2 Task Orders) and extends for the life of the TO.

TO data management covers three categories of data that GSA Conexus and the contractor's BSS require to allow effective data exchange between the contractor and the government.

1. **Task Order Controlled Data** – This data is contained in the TO or directly tied to it and can only change via a TO modification (See Section G.3). It includes, but is not limited to:
   - TO documents
   - TO-defined customer officials: OCO as defined Section G.2.2.1.1
   - Services specified on the TO
   - TO-Unique CLINs (TUCs) and Individual Case Basis (ICB) data
   - TO-unique Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)
   - Other customer data specified on the TO
2. **Task Order Associated Data** – This data is not typically contained in the TO and can change at any time during the life of the TO. This data includes:
   - Additional TO Customer Officials not defined in the TO
   - Role-Based Access Control (RBAC) information
3. **System Reference Data** – These are universally applicable reference tables used to ensure both GSA Conexus and the contractor's BSS are using consistent codes for common transactional data. System reference data can only be modified by GSA. Examples include:
   - Technical features such as Access Circuit Type and Bandwidth

- Business features such as Agency Bureau Codes and Dispute Reasons
- Status features such as Yes/No and True/False codes

J.2.3.1 Common Operational Requirements

The following are common operational requirements relating to contractor account management.

J.2.3.1.1 GSA Systems

GSA Systems is the set of tools used by GSA to manage the contract and TOs issued under the contract. The contractor shall submit data via GSA Systems as specified in Section J.2.3.2 Task Order Data Management Process.

J.2.3.1.2 Role-Based Access Control

As specified in Section G.5, the contractor shall provide Role-Based Access Control (RBAC) to allow only authorized users with appropriate permissions access to its BSS, including but not limited to, the ability to place orders and research order, billing, inventory, and performance information.

The contractor shall capture and store the authorized users for restricted access and restrict all information so that only the authorized users have access to this information. The contractor shall add new users within seven (7) days of customer request. The contractor shall remove any user who is no longer authorized within one (1) business day of notification or sooner if the situation requires.

J.2.3.2 Task Order Data Management Process

This section describes two TO data management processes for 1) System Reference Data and 2) Task Order Data. All deliverables and other data sets for these processes are further defined in Section J.2.3.3 Deliverables and Data Exchange.

J.2.3.2.1 System Reference Data

The contractor shall follow the process described below after the contractor's BSS has successfully completed verification and security testing as described in Section G.5 Business Support Systems and Section E.2.1 Business Support Systems Verification Testing, and as required by changes to the data. Changes may be caused by contract modifications and BSS changes approved by GSA in accordance with Section G.5. The contractor shall complete this process prior to setting up its first TO, as described in Section J.2.3.2.2 Task Order Data.

1. GSA will provide system reference data to the contractor using the data sets defined in Section J.2.3.3.1 Government-Provided Data: System Reference. GSA will provide updates to the system reference data sets on an as needed basis. A contract modification will not be issued for such updates.

2. The contractor shall configure its BSS to submit data based on the provided system reference data.

J.2.3.2.2 Task Order Data

The contractor shall follow the process described below for each TO at initial TO setup prior to processing any orders for service as described in Section J.2.4 Ordering and as required by changes to the data. Changes may be caused by:

- Issuance of TO modifications
- New information from the customer (for data not defined in the TO)
- BSS changes approved by GSA in accordance with Section G.5
- Changes to the reference data as described in Section J.2.3.2.1

The contractor shall follow all process steps at initial setup of each TO, and shall complete this process prior to provisioning or providing any services under the TO.

Subsequent updates may omit submission of data sets where no changes have occurred unless directed otherwise by the GSA CO.

Process Steps:

1. The contractor shall submit the following deliverables to GSA:
   a) TO Services Awarded / TO CLINs Awarded
   b) TO Country/Jurisdiction Awarded by Service / TO Locations Awarded by Service
   c) TO Officials
   d) TO Customer Requirements Document Set
   e) TO Financials
   f) TO Key Performance Indicators
2. The contractor shall collect from the customer the list of users and user permissions for RBAC.
3. The contractor shall set up or modify appropriate RBAC permissions within its BSS as described in Section G.5 Business Support Systems.
4. The contractor shall submit the Direct Billed Agency Setup (DBAS) to GSA.

Updates to this data will follow the same process.

J.2.3.3 Deliverables and Data Exchange

J.2.3.3.1 Government-Provided Data: System Reference

The following table lists the reference data sets the government will provide as part of this process. Detailed contents of each data set are in Section J.2.10.2 Data Set

Content. For each data set, the contractor shall support all required transfer mechanisms as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
Access Circuit Type	As required	Secure FTP
Access Framing	As required	Secure FTP
Access Jack Type	As required	Secure FTP
Access Provisioning	As required	Secure FTP
Active Inactive	As required	Secure FTP
Adjustment Outcome	As required	Secure FTP
Adjustment Reason	As required	Secure FTP
Agency Bureau Code	As required	Secure FTP
Allowable Tax	As required	Secure FTP
Bandwidth	As required	Secure FTP
Charging Frequency	As required	Secure FTP
Charging Unit	As required	Secure FTP
Country	As required	Secure FTP
Data Transaction Type	As required	Secure FTP
Dispute Reason	As required	Secure FTP
Dispute Status	As required	Secure FTP
KPI AQL Operator	As required	Secure FTP
KPI Location Qualifier	As required	Secure FTP
KPI Measurement Unit	As required	Secure FTP
KPI Service Level Qualifier	As required	Secure FTP
KPI Unit Code	As required	Secure FTP
Line Coding	As required	Secure FTP
LOA Dependencies	As required	Secure FTP
Order Rejection	As required	Secure FTP
Order Type: Header Level	As required	Secure FTP
Order Type: Line Item Level	As required	Secure FTP
Service	As required	Secure FTP
True/False	As required	Secure FTP
Yes/No	As required	Secure FTP

J.2.3.3.2 Reserved

J.2.3.3.3 Contractor-Provided Data Sets: Deliverables

The following table lists the deliverables the contractor shall provide as part of this process. Detailed contents of each data set are in Section J.2.10.2 Data Set Content. For each data set, the contractor shall support all required transfer mechanisms as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
TO CLINs Awarded	As required	Upload to GSA Systems
TO Country/Jurisdiction Awarded by Service	As required	Upload to GSA Systems
TO Officials	As required	Upload to GSA Systems
TO Customer Requirements Document Set	As required	Upload to GSA Systems
TO Financials	As required	Upload to GSA Systems
TO Key Performance Indicators	As required	Upload to GSA Systems
TO Locations Awarded by Service	As required	Upload to GSA Systems
TO Services Awarded	As required	Upload to GSA Systems
Direct Billed Agency Setup (DBAS)	As required	Web Services

J.2.4 Ordering

As described in Section G.3 Ordering, orders for service may be 1) defined in the TO, or 2) defined separately after the issuance of the TO.

J.2.4.1 Common Operational Requirements

J.2.4.1.1 Task Orders

The TO process is described in Section G.3 Ordering. Once a TO is issued, the contractor shall follow the process described in Section J.2.2.4 Task Order Data Management.

If the TO directly includes an order for services, the requirements and processes described in the remainder of this section (Section J.2.4 Ordering) apply to that order for service as well as to any subsequent orders for service under the TO.

If the TO does not directly include an order for services, the requirements and processes described in the remainder of this section (Section J.2.4 Ordering) do not apply to the processing of the TO, but do apply to all subsequent orders for service under the TO.

J.2.4.1.2 Agency Hierarchy Code

The Agency Hierarchy Code (AHC) is an internal government accounting code that shall be tracked for all services from order submission through disconnection. The government has the following AHC requirements for ordering:

1. An AHC is required on each line item in all orders.
2. The contractor shall validate the presence of an AHC on all order line items:
   a) The government will not pay for orders processed without an AHC on each line item
   b) The government does not require validation of the content of the AHCs unless specified on the TO
3. The contractor shall support AHC changes to provisioned services without an interruption of the associated service (see Section J.2.4.2.3 Administrative Change Orders).

J.2.4.1.3 Unique Billing Identifier

The Unique Billing Identifier (UBI) uniquely identifies one item or multiple items linked together for ordering, billing and inventory management purposes (see Section J.2.10.1.1.2 Unique Billing Identifier). The government has the following UBI requirements for ordering:

1. The contractor shall create the UBI as described in Section J.2.10.1.1.2.
2. The contractor shall provide the UBI as a data element in the Service Order Completion Notice (SOCN).

J.2.4.1.4 Agency Service Request Number

The Agency Service Request Number (ASRN) is an optional internal government control number that shall be tracked for all services from order submission through disconnection if it is provided. The government may elect to assign zero, one or two ASRNs to each line item in a given order. If the government provides ASRN data element(s) as part of a Service Order (SO), the contractor shall include them on all deliverables that reference that order or the services included in that order.

J.2.4.1.5 Contract Line Item Number

Each orderable element is identified by a Contract Line Item Number (CLIN), which may be associated with a case number. The government has the following CLIN requirements for ordering:

1. The contractor shall provide the CLIN and any associated ICB data element(s) for each line item in all ordering deliverables as required in Section J.2.4.3.2 Contractor Provided Data Sets: Deliverables.

2. The contractor shall ensure the CLINs reported on billing files match those included on the SOCN for a particular order.

J.2.4.1.6 Ordering Data Sets and Notices

The government and the contractor exchange several data sets as part of the ordering process.

- The delivery process, frequency, timing and detailed specifications for each are captured in subsequent sections.
- The TO can override the deliverable timing provided that both:
  - The notices remain in the order specified in the applicable process section under Section J.2.4.2 Ordering Process
  - All required notices are delivered prior to billing

The standard data sets are defined below:

- Service Order (SO): Provides the contractor with the required details of the government's order for service.
- Service Order Acknowledgement (SOA) Deliverable: Notifies the government its order for service has been received.
- Service Order Confirmation (SOC) Deliverable: Notifies the government that the order for service information is sufficient to process and has been issued.
- Service Order Rejection Notice (SORN) Deliverable: Notifies the government that the order for service information is insufficient or otherwise invalid and that the order cannot be processed.
- Firm Order Commitment Notice (FOCN) Deliverable: Notifies the government of the Firm Order Commitment (FOC) date when the contractor is committed to delivery of the ordered service.
- Service Order Completion Notice (SOCN) Deliverable: Notifies the government that service has been installed and/or activated (“turned up”). The order for service has been completed and billing starts as of the included completion date.
- Service Order Administrative Change (SOAC) Deliverable: Notifies the government that an administrative change has been completed and provides details of the change.
- Service State Change Notice (SSCN) Deliverable: Notifies the government that a UBI has changed state (e.g., an auto-sold CLIN has been activated).

J.2.4.1.7 Auto-Sold CLINs

In accordance with Section G.3.3.1.2 Auto-Sold CLINs, the government has the following auto-sold CLIN requirements for ordering:

1. The contractor shall include any auto-sold CLINs in all notices and deliverables that require reporting CLINs
2. Unless otherwise specified in the SO or TO, the contractor shall apply the AHC listed for the base CLIN to all associated auto-sold CLINs
3. Unless otherwise specified in the SO or TO, the contractor shall apply the ASRN(s) listed for the base CLIN to all associated auto-sold CLINs
4. The contractor shall manage activation and deactivation of auto-sold CLINs in accordance with Section J.2.4.1.10 Service State and Section J.2.4.2.5 Service State Changes

J.2.4.1.8 Order Types

Each order submitted by the customer will have an overall order type and each line item will have a line item order type. Order types are defined in Section J.2.10.1.1.4.

J.2.4.1.9 Splitting Complex Orders into Suborders

An order submitted by the customer may contain multiple line items for unrelated services, or otherwise require provisioning efforts that are not logically related. Upon confirmation of such an order, the contractor may split the order into logical suborders using its standard provisioning process with the following restrictions:

1. If the contractor splits an order such that separate suborders are used to provision services logically linked by a Service Grouping ID as described in Section J.2.10.1.1.2 Unique Billing Identifier, each such suborder shall have the same service order completion date reported in the associated SOCN
2. The contractor shall not split any SO into suborders if the SO or the TO contains instructions prohibiting such splitting
3. Each suborder must be processed fully as described in Section J.2.4.2.1 including issuing all required ordering data sets with the exception of the SORN which can only apply to the original order as issued by the government.

J.2.4.1.10 Service State

Each provisioned service, defined by a single UBI, is always in one of the following states:

- Active:
  - The UBI is active with charges accumulating
  - Other than auto-sold and band-priced CLINs, most UBIs will be in this state from provisioning to disconnection
  - Other than auto-sold, usage-priced CLINs are in this state if available for use

- Inactive:
  - The UBI is inactive with no charges accumulating
  - Does not apply to disconnected services
- Band_Name:
  - Only valid for UBIs based on band-priced CLINs
  - The band-priced UBI is in the band listed
  - The value to be provided as the UBI state is defined by combining the Band Low and Band High values from the associated Section B table separated by a single colon. For example, if the Band Low value is 10 and the Band High value is 100, the UBI state is 10:100.

The government has the following Service State requirements:

1. The contractor shall ensure that all provisioned UBIs have a valid service state assigned at all times:
   a) A UBI is not considered provisioned prior to the SOCN for its installation
   b) A UBI is not considered provisioned after the SOCN for its disconnection
2. The contractor shall not change the service state of a UBI except in response to direct government action (e.g., beginning or ending the use of an auto-sold CLIN) or as required based on predefined criteria captured in the contract or the TO.
3. Other than cloud services, a UBI based on a CLIN that is both auto-sold and usage-priced shall be in an Active state from its first use in a billing period until the end of the billing period.

See also Section B.1.2.11 Auto-Sold CLINs and Section B.1.2.4 Price Banding Structures.

J.2.4.2 Ordering Process

All deliverables and other data sets included in the processes below are defined in Section J.2.4.3 Deliverables and Data Exchange. Unless otherwise specified, the contractor shall submit all deliverables in the process below to GSA and, if requested, to the customer.

J.2.4.2.1 Standard Orders

Standard orders, including moves, adds, changes (excluding administrative change orders), and disconnect orders, shall follow the process below (order updates are addressed in Section J.2.4.2.6):

1. The government will issue an SO.

2. The contractor shall submit an SOA within one (1) business day of SO.
3. If the contractor determines that the SO is invalid, the contractor shall submit a SORN within five (5) days of SO:
   a) A SORN submitted by the contractor shall apply to the entire order (i.e., the contractor may only reject entire orders, not individual line items)
   b) In the event of order rejection, the government may issue a new SO with the corrected information and restart this process
4. If the contractor determines that the SO is valid, it shall submit a SOC within five (5) days of SO.
5. The government may modify or cancel the order during the provisioning process as described in Section J.2.4.2.6 (see also Section J.2.10.1.1.4.3 and Section G.3.3.2.3).
6. If the contractor chooses to split a complex SO into suborders as described in Section J.2.4.1.9, the contractor shall follow the remainder of this process for each suborder including submitting separate deliverables for each suborder.
7. If the contractor must obtain local access services, the contractor shall submit a FOCN indicating its FOC date within one (1) business day of receiving the FOC date from the local provider.
8. If the contractor does not need to obtain local access services, the contractor shall submit a FOCN indicating its FOC date NLT the earlier of: 1) 5 days after SOC, or 2) 10 days before the FOC date.
9. Upon completion of the order, the contractor shall submit a SOCN within three (3) days of installation and testing unless otherwise specified in the TO.
   a. The contractor may submit a fragmentary SOCN as described in Section J.2.10.1.4.
10. If the government reports a problem within the acceptance period defined in Section E, Inspection and Acceptance (or as specified in the TO), the contractor shall fix, test, and submit a new SOCN.

J.2.4.2.2 Telecommunications Service Priority Orders

If the government submits a Telecommunications Service Priority (TSP) order as described in Section G.3.3.3.1 Telecommunications Service Priority Orders, the standard process (see Section J.2.4.2.1) shall apply with the following caveats:

1. The contractor shall follow the prioritizations applicable to TSP orders as noted in Section G.3.3.3.1 Telecommunications Service Priority Orders and/or Section G.11 National Security and Emergency Preparedness.

2. The contractor shall not delay the delivery of services in any way based on the need to submit deliverables specified in this process.

J.2.4.2.3 Administrative Change Orders

Administrative data changes to previously provisioned services, as described in Section G.3.3.2.2.4 Administrative Change Orders, shall be handled based on the restrictions and process in the subsections below.

J.2.4.2.3.1 Administrative Change Restrictions

As described in Section G.3.3.2.2.4, administrative change orders may only modify inventory data points provided by the government that have no impact on service delivery or pricing. Only the following fields fall into this category by default:

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

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 contractor and the GSA CO.

J.2.4.2.3.2 Administrative Change Order Process

Note: unless otherwise specified, the contractor shall submit all deliverables described in the process below to GSA and, if requested, to the customer:

1. The government will issue an Administrative Change Order specifying the inventory items to be changed and details of the change.
2. The contractor shall update its systems and submit a SOAC within seven (7) days of the Administrative Change Order.
3. Other order notices (SOA, SOC, FOCN, and SOCN) are not required.

J.2.4.2.4 Rapid Provisioning

Certain services lend themselves to rapid provisioning as described in Section G.3.3.3.2 Rapid Provisioning Orders. In these cases, the government has streamlined its required process.

Note: this section does not apply to the activation of auto-sold CLINs (see Section J.2.4.2.5 Service State Changes).

Subject to the restrictions described in Section G.3.3.3.2, the contractor shall follow the standard process (Section J.2.4.2.1) with the following changes:

1. The SOC and the FOCN are not required.

2. If the contractor completes the provisioning process and issues a SOCN within twenty-four (24) hours of order submission, the SOA is not required.
3. If the contractor rejects an order, the SORN must be issued prior to the end of the defined provisioning interval.
4. The government's option to modify or cancel the order during the provisioning process is subject to the restrictions noted in Section G.3.3.3.2 Rapid Provisioning Orders.

J.2.4.2.5 Service State Changes

If a service (defined by a single UBI) changes from one state to another (as defined in J.2.4.1.10 Service State), the contractor shall issue a SSCN based on the type of service:

- For cloud services, the SSCN shall be submitted within 24 hours of the state change.
- For all other services, the SSCN shall be submitted no later than five (5) business days prior to the submission of the Billing Invoice (BI) containing the associated charge.

The contractor may combine multiple notices as individual line items on a single SSCN provided all notices are submitted within the timeframe specified for the service type.

J.2.4.2.5.1 Backdating Service State Changes

In most cases, the change in service state will be effective at or after the time of the government action which initiated the change. However, it is expected that in some cases it will be necessary or beneficial to the government to allow service state changes that are effective prior to the government action that initiated the change. This is permissible provided all of the following conditions are met:

1. The CLIN and case number associated with the UBI subjected to a backdated service state change must be identified on the task order as being subject to such changes
2. The government action initiating the service state change must explicitly inform the government user of the backdated nature of the requested change and the intended effective date
3. The effective date of a service state change cannot be prior to the calendar month during which the government action initiating the change occurred
    - Example: a service state change initiated by a government action on 03/20/2019 cannot be backdated prior to 03/01/2019

4. The effective date of a service state change cannot be prior to the installation date shown on the SOCN for the affected UBI
5. The contractor_comments field of the SSCN recording the change in service state must indicate that the change was backdated and must, at minimum, capture the following information about the government action that initiated the change:
    - Date and time
    - Mechanism (e.g., email request, service portal, etc.)
6. The change must be compliant with any additional constraints on backdating changes in service state captured in the task order

J.2.4.2.6 Supplements or Updates to In-Progress Orders

If it is necessary to supplement or update an in-progress order as described in Section G.3.3.2.3 Updates to In-Progress Orders, the government will issue a supplement SO (see also Section J.2.10.1.1.4.3). Note: Changing data explicitly included in a TO requires a TO modification, and cannot be done via this process (see Section G.3.2.2 Task Order Modification).

In such cases, the following process shall be used:

1. The government will issue a supplement SO.
2. The contractor shall submit an SOA in response to the supplement SO within one (1) business day:
    - The Contractor Service Request Number (CSRN) reported on the SOA shall be the same as that reported on the original order
    - Note: TSP (Section J.2.4.2.2) and Rapid Provisioning (Section J.2.4.2.4) orders may have shorter submission times as defined in the applicable section
3. If the contractor determines that the supplement SO is invalid, the contractor shall submit a SORN in response to the supplement SO within three (3) days of the supplement SO:
    - The CSRN reported on the SORN shall be the same as that reported on the original order
    - Note: TSP (Section J.2.4.2.2) and Rapid Provisioning (Section J.2.4.2.4) orders may have shorter submission times as defined in the applicable section
4. The contractor shall update the original order with the new data.

5. If any changes are required to data sets already submitted in response to the original order (e.g., SOC, FOCN), the contractor shall issue updated versions of those notices.
6. The contractor shall complete the provisioning of the original order with updated information as described in the applicable order process:
   - Section J.2.4.2.1 - Standard Orders
   - Section J.2.4.2.2 - Telecommunications Service Priority Orders
   - Section J.2.4.2.4 - Rapid Provisioning Orders

J.2.4.3 Deliverables and Data Exchange

J.2.4.3.1 Government-Provided Data Sets

The following table lists the data sets the government will provide as part of this process. Detailed contents of each data set are provided in Section J.2.10.2 Data Set Content. The contractor shall support all required transfer mechanisms for each data set as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
Service Order (SO)	As required	o Contractor's Web Interface o Email o Other means as per the TO
Administrative Change Order	As required	o Contractor's Web Interface o Email o Other means as per the TO

J.2.4.3.2 Contractor-Provided Data Sets

The following table lists the deliverables the contractor shall provide as part of this process. Detailed contents of each data set are provided in Section J.2.10.2 Data Set Content. The contractor shall support all required transfer mechanisms for each data set as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
Service Order Acknowledgement (SOA)	NLT one (1) business day after SO	o Web Services o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO

Data Set	Frequency	Transfer Mechanism
Service Order Rejection Notice (SORN)	NLT 5 days after SO	o Web Services o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO
Service Order Confirmation (SOC)	NLT 5 days after SO	o Web Services o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO
Firm Order Commitment Notice (FOCN)	Local access subcontractor required: o within one (1) business day of receiving FOC date Local access subcontractor not required: o NLT the earlier of 5 days after SOC or 10 days before the FOC date	o Web Services o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO
Service Order Completion Notice (SOCN)	NLT 3 days after service is installed and tested	o Web Services o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO
Service Order Administrative Change (SOAC)	NLT 7 days after Administrative Change Order	o Web Services o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO
Service State Change Notice (SSCN)	Cloud Services: • Within 24 hours of state change All other services: • NLT 5 business days prior to submission of associated BI	o Web Services o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO

J.2.5 Billing

Billing functional requirements are described in Section G.4 Billing.

J.2.5.1 Common Operational Requirements

J.2.5.1.1 Billing Cycle

The contractor shall comply with the government's defined billing cycle, which runs from the first through the last day of the calendar month. Proration for partial months is described below in Section J.2.5.1.5 Proration.

J.2.5.1.2 Unique Billing Identifier

The UBI uniquely identifies one item or multiple items linked together for ordering, billing and inventory management purposes. It is defined in Section J.2.10.1.1.2 Unique Billing Identifier. The contractor shall ensure the UBI reported on billing deliverables matches the UBI included on the SOCN for a particular element.

J.2.5.1.3 Contract Line Item Number

Each billable element is identified by a CLIN, which may be associated with a case number. The government has the following CLIN requirements for billing:

1. The contractor shall provide the CLIN and any associated ICB data element(s) for each line item in all billing deliverables (described below Section J.2.5.2 Billing Process).
2. The contractor shall ensure that the CLINs reported on billing deliverables match those included on the SOCN for a particular order.

J.2.5.1.4 Associated Government Fee

The Associated Government Fee (AGF) is the fee GSA charges other customers for its services in supporting this contract. It is defined, along with calculation methods, in Section J.2.10.1.1.1 Associated Government Fee. The government has the following AGF requirements for billing:

1. The contractor shall calculate the AGF as described in Section J.2.10.1.1.1.
2. The contractor shall provide the AGF as a data element in billing deliverables (described below in Section J.2.5.2 Billing Process).
3. For TOs set up with direct billing (see Section G.4.2 Billing Methods), the contractor shall collect the AGF on behalf of GSA and transfer funds as described in Section G.4.6 Associated Government Fee.

J.2.5.1.5 Proration

For services not delivered for the full calendar month billing cycle, the contractor shall apply the following proration requirements.

J.2.5.1.5.1 Proration Formula

The contractor shall support one or both of the following proration types:

1. Month-Length Proration, defined in Section J.2.5.1.5.1.1
2. Normalized 30-Day Month Proration, defined in Section J.2.5.1.5.1.2

The contractor shall indicate which proration type or types are supported in its proposal. The contractor shall also indicate the proposed proration type in its response to each customer agency solicitation.

If a contractor does not support the proration type specified on a customer TO solicitation, the contractor may respond to the solicitation provided it clearly indicates in its response that it does not currently support the requested proration type.

The contractor 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 contractor shall complete successful retesting of the BSS test cases associated with proration prior to billing.

J.2.5.1.5.1.1 Month-Length Proration

1. Calculate the Daily Charge: divide the Monthly Recurring Charge (MRC) by the number of days in the billing month to get the Daily Charge
   [Daily Charge] = MRC / [Days in Month]
2. Find the First Billable Day
   a. If the service and pricing to be prorated were in effect on the first day of the billing month, the First Billable Day is 1
   b. Otherwise, the First Billable Day is the day the service was installed or the day of the new pricing start (see Section J.2.5.1.5.2)
3. Find the Last Billable Day
   a. If the service and pricing to be prorated are in effect on the last day of the billing month, the Last Billable Day is equal to the number of days in the billing month
   b. Otherwise, the Last Billable Day is the day the service was disconnected or the day of the pricing end (see Section J.2.5.1.5.2)
4. Calculate the Billable Days: the number of billable days for the service and pricing to be prorated is equal to the Last Billable Day minus the First Billable Day plus 1
   [Billable Days] = [Last Billable Day] – [First Billable Day] + 1
   a. Example 1: New service installed on March 17th
      [Billable Days] = 31 [Last Billable Day] – 17 [First Billable Day] +1 = 15

b. Example 2: Service disconnected on June 10th:
[Billable Days] = 10 [Last Billable Day] – 1 [First Billable Day] + 1 = 10

c. Example 3: Service installed May 3rd and disconnected May 27th
[Billable Days] = 27 [Last Billable Day] – 3 [First Billable Day] + 1 = 25

5. The billable amount for the service in that month (base_line_item_price) is equal to the daily charge from step 1 multiplied by the billable days from step 4:
[Billable Amount] = [Daily Charge] x [Billable Days]

J.2.5.1.5.1.2 Normalized 30-Day Month Proration

1. Calculate the Daily Charge: divide the Monthly Recurring Charge (MRC) by the 30 to get the Daily Charge
[Daily Charge] = MRC / 30
2. Find the First Billable Day
    a. If the service and pricing to be prorated were in effect on the first day of the billing month, the First Billable Day is 1
    b. Otherwise, the First Billable Day is the day the service was installed or the day of the new pricing start (see Section J.2.5.1.5.2)
3. Find the Last Billable Day
    a. If the service and pricing to be prorated are in effect on the last day of the billing month, the Last Billable Day is equal to the number of days in the billing month
    b. Otherwise, the Last Billable Day is the day the service was disconnected or the day of the pricing end (see Section J.2.5.1.5.2)
4. Calculate the Billable Days: the number of billable days for the service and pricing to be prorated is equal to the Last Billable Day minus the First Billable Day plus 1
[Billable Days] = [Last Billable Day] – [First Billable Day] + 1
    a. Example 1: New service installed on March 17th
    [Billable Days] = 31 [Last Billable Day] – 17 [First Billable Day] +1 = 15
    b. Example 2: Service disconnected on June 10th:
    [Billable Days] = 10 [Last Billable Day] – 1 [First Billable Day] + 1 = 10
    c. Example 3: Service installed May 3rd and disconnected May 27th
    [Billable Days] = 27 [Last Billable Day] – 3 [First Billable Day] + 1 = 25
5. Note: If Billable Days from Step 2 is equal to or greater than 30, proration does not apply; the contractor shall bill the full MRC for that month.

6. The billable amount for the service in that month (base_line_item_price) is equal to the daily charge from step 1 multiplied by the billable days from step 4:
   [Billable Amount] = [Daily Charge] x [Billable Days]

J.2.5.1.5.2 Service Change Order Proration

A service change order may necessitate a price change during a billing cycle.

For the purposes of proration, the contractor shall follow the process below to calculate prorated billing:

1. Treat the change as two connected events:
   - A previous service price end
   - A new service price start
2. The new service price is assigned a start date equal to the change date.
3. The previous service price is assigned an end date one (1) day prior to the start date for the new service price.
4. Calculate the prorated billing amount for each service pricing (ended previous and started new) using the standard proration formula (see J.2.5.1.5.1).

J.2.5.1.6 Rounding

J.2.5.1.6.1 Rounding Requirements

The contractor shall comply with the following requirements for rounding:

1. The contractor shall store charges and use in all calculations six (6) decimal places for service price [Quantity x Unit Price], prorating, taxes, fees and surcharges.
   - When rounding is necessary to reach 6 decimal places, the contractor shall apply the rounding standards in Section J.2.5.1.6.2
2. When calculating summary data (including total cost), the contractor shall:
   a) Total each of the cost components that comprise the service including CLIN unit price (prorating if applicable), taxes, fees, and surcharges
   b) Add the charges at the service level while maintaining the full 6 decimal places
3. When totaling the entire submitted bill, the contractor shall:
   a) Add the individual 6-decimal place service charges
   b) Round the total 6-decimal place value to 2 decimal places using the rounding standards in Section J.2.5.1.6.2

J.2.5.1.6.2 Rounding Standards

The contractor shall comply with the following rounding standards:

1. Rounding to reach 6 decimal place values:
   a) Upward rounding shall occur when the 7th decimal place is 5 or higher.
   b) Downward rounding shall occur with the 7th decimal place is 4 or lower.
   c) For example: if a cost component is $1113.8870974, since the 7th decimal place is 4, the cost component will be rounded to $1113.887097.
2. Rounding to reach 2 decimal place values:
   a) Upward rounding will occur when the 3rd decimal place is 5 or higher.
   b) Downward rounding shall occur when the 3rd decimal place is 4 or lower.
   c) For example: if the total amount due was $8395.4681674, since the 3rd decimal place is 8, the calculated amount due would be $8395.47.

J.2.5.1.6.3 Rounding Example Table

CLIN	Pricing Category	Pricing Component	Unit Value	Qty	Cost of Each Pricing Component	Rounding Notes
	EIS Service	Voice Service	$500.567800	3	$1,501.703400	Rounding does not apply
	Government Fee	AGF	5.000000%		$75.085170	Rounding does not apply
	Taxes & Surcharges	Universal Service Fund	16.100000%		$241.774247	$241.7742474 rounded to six decimal places
		Number Portability	$2.150000		$2.150000	Rounding does not apply
		911	$14.950000		$14.950000	Rounding does not apply
				Total EIS Service Cost [Total Service Cost + Fees + Surcharges]	**$1,835.662817**	Rounding does not apply
	EIS Service	DS3 Data Service: NRC (Installation)	$279.370000	5	$1,396.850000	Rounding does not apply

CLIN	Pricing Category	Pricing Component	Unit Value	Qty	Cost of Each Pricing Component	Rounding Notes
		DS3 Data Service: MRC	$1083.370000	5	$5,416.850000	Rounding does not apply
	Government Fee	AGF	5.000000%		$340.685000	Rounding does not apply
	Taxes & Surcharges	Local Surcharge	$36.750000		$36.750000	Rounding does not apply
Total EIS Service Cost [Total Service Cost + Fees + Surcharges]					**$7,191.135000**	Rounding does not apply
TOTAL BILLED					**$9,026.80**	$9026.797817 rounded to two decimal places

J.2.5.1.7 Taxes, Fees, and Surcharges

Detailed requirements for the handling of taxes, surcharges, and fees are provided in:

- Section G.4.11 Taxes, Fees and Surcharges
- Section H.14 State and Local Taxes
- Section H.23 Fees and Surcharges

The contractor shall comply with the following data requirements for taxes, fees and surcharges:

1. Taxes, fees and surcharges shall be applied to each applicable line item as an aggregated total per billing line item.
2. Contractors shall provide the detail composition of the aggregated taxes, fees and surcharges on the Tax Detail (TAX) deliverable.

The contractor shall not aggregate taxes, surcharges, and fees into any other data element unless the TO specifies such aggregation (fully-loaded pricing) as described in Sections H.14 and H.23.

J.2.5.1.8 Billing Level

The contractor shall submit billing deliverables as described in Section J.2.5.2, using a TO billing level where each deliverable covers only a single TO unless the TO specifies another billing level.

J.2.5.1.9 Billing Data Sets

Several data sets are exchanged between the government and the contractor as part of the ordering process. The delivery process, frequency, timing and detailed specifications for each are captured in J.2.5.2 Billing Process. The standard data sets are defined below:

- Billing Invoice (BI) Deliverable: Provides the government with the full details of the contractor's invoice for the billing period. The BI shall include all taxes, fees, and surcharges as described in Section J.2.5.1.7. It shall not include any credits or adjustments. The contents of the BI and the BA together are used to calculate the total amount due from the government.
- Billing Adjustment (BA) Deliverable: Provides the government with the full details of any credits and other adjustments to the contractor's invoice for the billing period. The contents of the BI and the BA together are used to calculate the total amount due from the government.
- Tax Detail (TAX) Deliverable: Provides the government with the full details of the taxes, fees, and surcharges included in contractor's invoice for the billing period
- AGF Detail (AGFD) Deliverable: Provides the government with the full details of the AGF collected by the contractor from direct billed customers for the billing period; as this data set is submitted to GSA only, it shall be submitted at a contract level with each submission covering all TOs
- AGF Electronic Funds Transfer Report (ATR) Deliverable: Notifies the government that the contractor has transferred the collected AGF via Electronic Funds Transfer (EFT); as this data set is submitted to GSA only, it shall be submitted at a contract level with each submission covering all TOs
- Monthly Billing Information Memorandum Deliverable: Provides the government with background information, as necessary, to explain any items in the contractor's invoice for the billing period that may be unclear based on the contents of the BI alone

J.2.5.2 Billing Process

The standard billing process described below is applicable to all TOs. All deliverables and other data sets included in the processes below are defined in Section J.2.5.3 Deliverables and Data Exchange. Unless otherwise specified, the contractor shall submit all deliverables in the process below to GSA and, if requested, to the customer.

1. NLT the 15th business day of each month, the contractor shall submit the following billing deliverables based on the billing levels defined in Section J.2.5.1.8:

a) Billing Invoice (BI)
b) Tax Detail (TAX) unless the TO specifies fully-loaded pricing (See Sections H.14 and H.23)
c) Monthly Billing Information Memorandum (to customer only), if required to clarify any line items on the BI
d) Billing Adjustment (BA), if applicable

2. NLT the 15th business day of each month, the contractor shall submit the following billing deliverables to GSA only based on the billing levels defined in Section J.2.5.1.8:
   a) AGF Detail (AGFD)
   b) AGF Electronic Funds Transfer Report (ATR)
3. If the government determines that the BI is valid in its entirety, it will pay the contractor in full, as specified in Section G.4.5 Payment of a Bill by the Government.
4. If the government determines that the BI is not valid, in whole or in part, it will:
   a) Initiate a billing dispute as specified in Section G.4.4 Disputes
   b) Enter the dispute process described in Section J.2.6 Disputes
   c) Withhold payment to the contractor, in whole or in part, as specified in Section G.4.4 Disputes and further clarified in Section H.32 Payments and Incorrectly Billed Items
5. If required to correct errors identified after payment, the contractor shall submit a BA. Note: this does not apply to errors that have resulted in disputes as described in Section J.2.6 Disputes.

J.2.5.3 Deliverables & Data Exchange

J.2.5.3.1 Government-Provided Data Sets

The government will not provide any data sets as part of this process.

J.2.5.3.2 Contractor-Provided Data Sets

The following table lists the deliverables the contractor shall provide as part of this process. Detailed contents of each set of data are in Section J.2.10.2 Data Set Content. For each data set, the contractor shall support all required transfer mechanisms as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
Billing Invoice (BI)	Monthly, NLT 15th business day	o Secure FTP o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO
Billing Adjustment (BA)	Monthly, NLT 15th business day (as needed)	o Secure FTP o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO
Tax Detail (TAX)	Monthly, NLT 15th business day	o Secure FTP
AGF Detail (AGFD)	Monthly, NLT 15th business day	o Secure FTP
AGF Electronic Funds Transfer Report (ATR)	Monthly, NLT 15th business day	o Secure FTP
Monthly Billing Information Memorandum	Monthly, NLT 15th business day (as needed)	o Email o Contractor's Web Interface o Other means as agreed or required in the TO

J.2.6 Disputes

Functional requirements for disputes are described in Section G.4.4 Disputes.

J.2.6.1 Common Operational Requirements

The dispute process shall apply under any of the following conditions:

- The government disputes the content of a BI or TAX submitted by the contractor (see Section J.2.5 Billing).
- The government disputes the content of an Inventory Reconciliation (IR) submitted by the contractor (see Section J.2.7 Inventory Management). Inventory disputes will only occur if the remedies in Section G.7.1.4.1 are not sufficient.
- The government disputes an SLA Credit Request (SLACR) Response submitted by the contractor (see Section J.2.8 SLA Management).

J.2.6.2 Dispute Process

All deliverables and other data sets included in the dispute process below are defined in Section J.2.6.3 Deliverables and Data Exchange. The contractor shall submit them to both the customer and to GSA:

1. If the government is opening the dispute, it will submit a Dispute data set.

2. The contractor shall work with the government to resolve the dispute as described in Section G.4.4 Disputes.
3. NLT the 15th business day of each month, the contractor shall submit a Dispute Report (DR) that captures the current status of each opened dispute.
4. If applicable, upon resolution, the contractor shall apply any credits on a BA within two (2) billing cycles.

J.2.6.3 Deliverables & Data Exchange

J.2.6.3.1 Government-Provided Data Sets

The following table lists the data sets the government will provide as part of this process. Detailed contents of each data set are in Section J.2.10.2 Data Set Content. For each data set, the contractor shall support all required transfer mechanisms as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
Dispute	As required	o Secure FTP o Email o Contractor's Web Interface o Other means as agreed or required in the TO

J.2.6.3.2 Contractor-Provided Data Sets

The following table lists the deliverables the contractor shall provide as part of this process. Detailed contents of each set of data are in Section J.2.10.2 Data Set Content. For each data set, the contractor shall support all required transfer mechanisms as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
Billing Adjustment (BA)	See Section J.2.5 Billing	o See Section J.2.5 Billing
Dispute Report (DR)	Monthly, NLT 15th business day	o Secure FTP o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO

J.2.7 Inventory Management

The inventory management functional requirements are described in Section G.7 Inventory Management.

J.2.7.1 Common Operational Requirements

J.2.7.1.1 GSA Conexus Inventory

The government intends to maintain a separate inventory based on input from the contractor. This system will be used to validate the contractor's inventory data.

J.2.7.1.2 Agency Hierarchy Code

The AHC must be tracked for all services from order through disconnection. The government has the following AHC requirements for inventory management:

1. The contractor shall support AHC changes without an interruption of service.
2. The contractor shall provide the AHC as a data element in the Inventory Reconciliation (IR) deliverable (see Section J.2.7.2 Inventory Management Process).

J.2.7.1.3 Unique Billing Identifier

The UBI uniquely identifies one or more items linked together for ordering, billing and inventory purposes. It is defined in Section J.2.10.1.1.2 Unique Billing Identifier. The contractor shall ensure the UBI reported on the IR matches the UBI included on the SOCN and BI for a particular element.

J.2.7.1.4 Reporting of Inventory Item UBIs

The inclusion of a UBI in the IR is dependent on the pricing mechanism of the inventory item it represents. A UBI representing an inventory priced as a Monthly Recurring Charge (MRC) or priced based on usage shall be included in the IR for the month of installation and all subsequent IRs through the IR for the month of disconnection. A UBI representing an inventory priced as a Non-Recurring Charge (NRC) shall be included in the IR for the month of installation and all subsequent IRs until the NRC is billed (i.e., included on the BI) but may be excluded from all IRs thereafter.

J.2.7.2 Inventory Management Process

Inventory management shall follow the process below. Unless otherwise specified, the contractor shall submit all deliverables in the process below to GSA and, if requested, to the customer. All deliverables and other data sets included in the process below are defined in Section J.2.7.3 Deliverables and Data Exchange.

1. The contractor shall submit an IR deliverable monthly, NLT the 15th day of the month.
2. If the contractor identifies a discrepancy in a previously submitted IR, it shall submit a corrected IR within 3 days of identifying the discrepancy.

3. If the government identifies a discrepancy in the IR, it will follow the dispute process (Section J.2.6 Disputes).

J.2.7.3 Deliverables & Data Exchange

J.2.7.3.1 Government-Provided Data Sets

The government will not provide any data sets as part of this process.

J.2.7.3.2 Contractor-Provided Data Sets

The following table lists the deliverables the contractor shall provide as part of this process. Detailed contents of each set of data are in Section J.2.10.2 Data Set Content. For each data set, the contractor shall support all required transfer mechanisms as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
Inventory Reconciliation (IR)	Monthly, NLT 15th day of month	o Secure FTP o Email (if requested by the customer) o Contractor's Web Interface o Other means as agreed or required in the TO

J.2.8 SLA Management

Functional requirements for SLA management are captured in Section G.8 Service Level Management.

J.2.8.1 Common Operational Requirements

J.2.8.1.1 SLA Measurement

The contractor shall proactively measure each applicable SLA in accordance with its definition, capturing its performance relative to each KPI associated with the SLA as described in Section G.8.3.1 Measurement.

J.2.8.1.2 SLA Credit Requests

In the event of a missed SLA, the government shall issue a credit request within six (6) months of the SLAR containing the SLA failure. The contractor shall review such requests and respond as indicated in Section G.8.4.1 Credit Management.

J.2.8.2 SLA Management Process

All deliverables and other data sets included in the processes below are defined in Section J.2.8.3 Deliverables and Data Exchange. Unless otherwise specified, the contractor shall submit all deliverables in the process below to GSA and, if requested, to the customer.

J.2.8.2.1 SLA Reporting Process

1. The contractor shall measure each KPI associated with each applicable SLA as described in Section G.8 Service Level Management.
2. The contractor shall submit a Service Level Agreement Report (SLAR), which captures its performance on all applicable SLAs and associated KPIs monthly, NLT the 15th day of the month.
3. The contractor shall submit supplementary reports quarterly:
   a) Trouble Management Performance Summary Report (see Section G.8.5.2.3)
   b) Trouble Management Incident Performance Report (see Section G.8.5.2.4)

J.2.8.2.2 SLA Credit Process

In accordance with Section G.8.4 SLA Credit Management Methodology, credits for failed SLAs are managed with the following process:

1. The government shall issue a SLA Credit Request (SLACR) within six (6) months of the SLAR containing the SLA failure.
2. The contractor shall submit a SLACR response within 30 days of the SLACR.
3. If the contractor accepts the government's finding, the credit shall be reflected on a BA within two (2) billing cycles of the SLACR response.
4. If the contractor disagrees with the government's finding, the government may use the dispute process as defined in Section G.4.4 Disputes and Section J.2.6 Disputes.

J.2.8.3 Deliverables and Data Exchange

J.2.8.3.1 Government-Provided Data Sets

The following table lists the data sets the government will provide as part of this process. Detailed contents of each data set are in Section J.2.10.2 Data Set Content. For each data set, the contractor shall support all defined transfer mechanisms as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
SLA Credit Request (SLACR)	As required, NLT six (6) months after the SLA failure	o Secure FTP o Email o SLACR form (see SLACR description in Section J.2.10.2) o Other means as agreed or required in the TO

J.2.8.3.2 Contractor-Provided Data Sets

The following table lists the deliverables the contractor shall provide as part of this process. Detailed contents of each set of data are in Section J.2.10.2 Data Set Content.

For each data set, the contractor shall support all required transfer mechanisms as defined in Section J.2.9 Data Transfer Mechanisms.

Data Set	Frequency	Transfer Mechanism
Service Level Agreement Report (SLAR)	Monthly, NLT 15th day of month	o Secure FTP o Email (if requested by the customer) o Other means as agreed or required in the TO
SLA Credit Request Response	Within 30 days of SLACR	o Email o Other means as agreed or required in the TO
Trouble Management Performance Summary Report	Quarterly, NLT 14 days after the end of the FY quarter	o Email o Other means as agreed or required in the TO
Trouble Management Incident Performance Report	Quarterly, NLT 14 days after the end of the FY quarter	o Email o Other means as agreed or required in the TO
Billing Adjustment (BA)	See Section J.2.5 Billing	o See Section J.2.5 Billing

J.2.9 Data Transfer Mechanisms

The contractor shall support all data transfer mechanisms required for each data set.

J.2.9.1 Common Operational Requirements

J.2.9.1.1 Governance of Exceptions

Exceptions to the data transfer mechanisms and associated requirements described below may only be authorized by the relevant CO (see Section J.2.2.1 Relevant Contracting Officer).

J.2.9.1.2 Multiple Transfer Mechanisms

The contractor shall maintain the capability to accept all required data transfer mechanisms for data sets transferred from the government to the contractor.

The contractor shall submit data to the government using the listed data transfer mechanisms unless an exception is approved by the relevant CO.

J.2.9.2 Direct Data Exchange

J.2.9.2.1 Direct Data Exchange Mechanisms

The contractor shall support direct data exchange between its BSS and GSA Conexus based on the requirements captured in Section G.5.3.2 Direct Data Exchange using the following methods:

- Web Services: Extensible Markup Language (XML) over secure hypertext transfer protocol (HTTPS) using SOAP (formerly Simple Object Access Protocol) and applying commercial practices and standards
- Secure File Transfer Protocol (SFTP): Pipe-Separated Value (PSV) exchanged via a server operated by or on behalf of GSA

J.2.9.2.2 Attachments via Direct Data Exchange

The contractor shall also submit any Binary Large Object (BLOB) attachments required in the definitions of the various data sets in Section J.2.10.2. The contractor shall transfer these files separately via SFTP as described above and name the files based on the following template:

- CTRPREFIX-DTT-SEQNUM-ELEMENT.EXT

Each part of this filename template is defined below:

- CTRPREFIX = Code that uniquely identifies the contractor:
  - Chosen by the contractor
  - Registered by contractor during BSS testing with GSA approval to ensure uniqueness
  - 3 – 10 characters in length
  - Standard English alphabet (A-Z and a-z) and numbers (0-9) only
- DTT = Data Transaction Code from the associated data set:
  - See Section J.2.10.1.1.5
- SEQNUM = Data Transaction Sequence Number from the associated data set:
  - See Section J.2.10.2 Data Set Content
- ELEMENT = Element name of the attachment:
  - For example, design_documents
  - The contractor may package and compress large files using ZIP format as described in the ZIP APPNOTE available from PKWARE at https://www.pkware.com/documents/casestudies/APPNOTE.TXT.

- If multiple files are required for one data element, the contractor shall package and compress the files into one file using ZIP format as described above

- EXT = Standard file extension based on file type:
  - For example, Microsoft Word files end in “doc” or “docx”
- Each component of the filename is separated by a single dash, “-” with the exception of the extension, which is separated by a single period, “.”

Example: ABC-SOCN-0837654-design_documents.zip would indicate that the contractor:

- Had registered the prefix ABC
- Was submitting this file as part of a Service Order Completion Notice (SOCN)
- Had given the SOCN in question the sequence number 0837654
- Was submitting this file as the design_documents data element
- Had packaged one or more files in a ZIP container

Note: The contractor shall not submit attachments with filenames that are not fully compliant with the specified template except as authorized in Section J.2.9.1.1 Governance of Exceptions.

J.2.9.3 Contractor’s Web Interface

Requirements for data transfer via the contractor's web interface are provided in Section G.5.3.1 Web Interface.

J.2.9.4 Email

Email is specified as the data transfer mechanism in cases where the data is unstructured or not intended for automated analysis. Data emailed from the government to the contractor may be included in the body of the email or in one or more attachments.

When emailing data to the government, the contractor shall:

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.
   a) Microsoft Office (current version and two most recent prior versions)
   b) Portable Document Format (PDF)
   c) Other formats as approved in writing by the relevant CO
4. Encrypt attachments if required by the TO or the relevant CO.

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.

J.2.9.5 GSA Systems

GSA Systems is the set of tools used by GSA to manage the contract and TOs issued under the contract. Data submitted to GSA Systems shall be submitted as uploaded files in either: 1) the original format of the document, or 2) in Comma-Separated Value (CSV) format, as defined for each deliverable specified as submitted via GSA Systems in Section J.2.10.2.

J.2.9.6 Other Means as Agreed or Required in the TO

The use of other means to transfer data must be approved in writing by the relevant CO or included in the TO.

J.2.10 Data Dictionary

J.2.10.1 Common Data Requirements

J.2.10.1.1 Extended Data Element Definitions

All data elements are defined with technical specifications in Section J.2.10.3 Data Element Specifications. However, a few data elements require more detailed explanations and definitions. Those elements are defined in the subsections below.

J.2.10.1.1.1 Associated Government Fee

The Associated Government Fee (AGF) is a government management service fee paid to GSA for management and support services. For direct-billed customers, on a monthly basis the contractor shall collect the AGF from the customer and remit to GSA as described in Section G.4.6 Associated Government Fee (AGF).

J.2.10.1.1.1.1 AGF Rate Structure

The AGF rate structure is governed by the following:

1. The AGF rate will be the same for all TOs under this contract
2. The AGF rate may change during the period of performance of this contract
3. The GSA CO will provide the contractor with notice of any changes to the AGF rate at least 30 days prior to the effective date of the new rate

J.2.10.1.1.1.2 AGF Calculation

The AGF is calculated using the following process:

1. Calculate the total revenue subject to AGF:

a) If the TO specifies fully-loaded pricing as described in Sections H.14 and H.23, use the contractor's total billed revenue

b) In all other cases, subtract all taxes, fees and surcharges from the contractor's total billed revenue

2. Multiply the result from Step 1 by the AGF rate provided by the government

J.2.10.1.1.2 Unique Billing Identifier

The UBI is a contractor-assigned code that uniquely identifies a group of related services for ordering, billing, and inventory purposes and also uniquely identifies each component within that grouping. A group of services may include one or more related services.

J.2.10.1.1.2.1 UBI Specifications

The UBI consists of two substrings separated by an underscore, "_":

1. Service Grouping ID: This value is unique to the grouping of services. It is shared by all components of the group but never reused for another group.
2. Component ID: This value is unique to each component within the group. It shall not be reused within the group but is not necessarily unique across groups.

Detailed field specifications for the UBI are included in Section J.2.10.2.3.8 Primary Data Element Dictionary. The contractor shall provide the UBI in accordance with those specifications and the following requirements:

- The complete UBI shall contain only the single prescribed underscore
- The complete UBI shall be unique across the contract and shall never be reused

Provided all other UBI requirements are met, the contractor may:

- Use existing fields in its system to capture the Service Grouping ID and the Component ID provided they are concatenated as described above on submission
- Determine the form of the Service Group ID and Component ID

J.2.10.1.1.2.2 UBI Process Requirements

1. The contractor shall create and assign the UBI for each installed service instance in compliance with the UBI Specifications described above, even if there is only one member of the service grouping.
    - Installed Service Instance Definition: a unique installation of a particular CLIN (or CLIN + ICB Case Number combination, if applicable)
    - For SRE, the UBI is assigned as above with each associated SRE Pricing Element using the same UBI (see also Section B.2.10)

2. The contractor shall provide the UBI to the government as part of the SOCN (see Section J.2.4 Ordering) and all other deliverables where it is a listed data element as specified in Section J.2.10.2 Data Set Content.
3. For auto-sold CLINs and CLIN bundling (see Section B.1.2.12), other than regional CLIN bundling (see Section B.1.2.12.2), the contractor shall assign UBIs to the base CLIN (including TUCs), and to each associated auto-sold or component CLIN, and ensure the service grouping is the same on each.
    - The component CLINs of regional bundles, as defined in Section B.1.2.12.2, are not individually considered inventory items; the contractor shall neither assign UBIs to these component CLINs nor report these component CLINs in any deliverable defined in Section J.2. The regional bundle TUC itself is considered an inventory item; the contractor shall assign a UBI to the base TUC and report it in all standard deliverables, as applicable.
4. The contractor shall maintain the UBI assignment for the duration of the contract even if the service is later disconnected.
5. The contractor shall apply logical grouping when constructing the service grouping such that services ordered and used together or otherwise interdependent shall be grouped together (e.g., a circuit with originating and terminating ends and equipment at each end shall all be included in the same service grouping). This requirement may be satisfied by, at minimum, ensuring the same service grouping is used for all UBIs representing CLINs for the same instance of a single service as defined in Section C.1.8.1.

J.2.10.1.1.3 Network Site Code

To specify locations under this contract, the government requires the use of Network Site Codes (NSCs), taken from the iconectiv Central Location Online Entry System (CLONES) database. The NSC uses geographical and geopolitical codes to represent buildings, structures, enclosures or other fixed, physical locations. The NSC has eight alphanumeric characters. The first four are the geographical representation of the city, the next two are the geopolitical representation of the state or country, and the final two represent the building associated with that geographical/geopolitical pair.

To support this requirement, the contractor shall:

1. Obtain access to the iconectiv CLONES database if the contractor does not already have such access. Although such access is required to support this contract, the government will not reimburse for contractor access to the database. The contractor shall be solely responsible for any charges incurred.
2. Use the iconectiv CLONES database to derive the NSC for all locations associated with an order:

a) For dedicated access circuits, the circuit terminating location shall be used to derive the NSC
b) For installed Service Related Equipment (SRE), the physical location of the SRE shall be used to derive the NSC
c) For all other cases, including those services with no originating or terminating location, the address of the customer representative accepting the service (typically a local point of contact) shall be used to derive the NSC

3. Request an NSC from the iconectiv CLONES provider if the NSC for the location does not exist in the iconectiv CLONES database.
4. Capture and store the NSC, billing, originating and terminating address information as applicable, and provide the same on all deliverables as specified in the deliverable content list.

J.2.10.1.1.4 Order Types

While Section J.2.4.2 defines ordering processes and Section G.3 defines ordering requirements, populating the order type data elements provides additional definition to ensure that customer needs are adequately and efficiently addressed. This section defines the order type codes supplied by the government to the contractor under specific circumstances.

The order type of an SO is defined at two levels:

1. Header Level (order_header_type_code) defines the overall order type for the entire SO and reflects the overall purpose of the SO
2. Line Item Level (order_item_type_code) defines the order type of the individual line item within the SO

J.2.10.1.1.4.1 Orders for New Services

Orders for new services are defined as orders for services (CLINs) that are not currently being provided and that would require a new line item on the Billing Invoice (BI). For orders for new services, the contractor shall assign order types as follows:

- Header Order Type = Install
- Line Item Order type = Add

J.2.10.1.1.4.2 Orders to Change Existing Services

J.2.10.1.1.4.2.1 Move Orders

Move orders are defined as 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. For move orders, the contractor shall assign order types as follows:

- Header Order Type = Change
- Removal of the existing service:
  - Line Item Order type = Remove
- Re-installation of the same service at the new location:
  - Line Item Order type = Add

J.2.10.1.1.4.2.2 Change in Features

Feature change orders are defined as orders that require changes to the features of an existing service as described in Section B. They fall into two (2) categories:

1. Feature changes that require a change to the CLIN being billed
2. Feature changes that do not require a change to the CLIN being billed

For feature changes that require a CLIN change, the contractor shall assign order types as follows:

- Disconnection of existing features and CLINs:
  - Header Order Type = Change
  - Line Item Order type = Remove
- Installation of new features and CLINs:
  - Header Order Type = Change
  - Line Item Order type = Add

The contractor shall handle feature changes that do not require a CLIN change as a configuration change and shall follow the instructions in Section J.2.10.1.1.4.2.3.

J.2.10.1.1.4.2.3 Configuration

Configuration orders are defined as orders that require changes in the configuration of an existing service without adding or removing CLINs. For configuration orders, the contractor shall assign order types as follows:

- Header Order Type = Change
- Line Item Order type = Configuration

J.2.10.1.1.4.2.4 Disconnect

Disconnect orders are defined as orders that require the removal of services (CLINs) currently being provided. For disconnect orders, the contractor shall assign order types as follows:

- Header Order Type = Disconnect
- Line Item Order type = Remove

J.2.10.1.1.4.2.5 Change in Administrative Data

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 change orders are submitted using the Administrative Change Order data set and have a unique process (see Section J.2.4.2.3). For administrative change orders, the contractor shall assign order types as follows:

- Header Order Type = Change
- Line Item Order type = Administrative

J.2.10.1.1.4.2.6 Clarification of Line Items Being Changed

To clarify the order line items being changed, the government may include unchanged line items on the change SO using the following order types:

- Header Order Type = Change
- Line Item Order type = None

J.2.10.1.1.4.3 Orders to Supplement or Update In-Progress Orders

Within the limitations defined in Section G.3, SO line items that have not completed the provisioning process may be supplemented or updated by the government to accommodate the following situations:

1. Cancel the Order in whole or in part
2. Update Service Delivery Location
3. Update Service Features
4. Update the Customer Want Date (CWD)
5. Update Administrative Data

Note: The order types listed in this section are contained in the supplement SO. They do not reflect changes to the order type of the original SO being supplemented or updated.

J.2.10.1.1.4.3.1 Order Cancellation

Order cancellation updates are defined as order updates that cancel the original order in its entirety. For order cancellation updates, the contractor shall assign order types as follows:

- Header Order Type = Cancel
- Line Item Order type = Cancel

Note: if the order cancellation is issued beyond the deadlines specified in Section G.3.3.2.3.1 and a cancellation CLIN is applied, the order update is handled as described in Section J.2.10.1.1.4.3.2 Line Cancellation.

J.2.10.1.1.4.3.2 Line Cancellation

Line cancellation updates are defined as order updates that cancel the line item in the original order. For line cancellation updates, the contractor shall assign order types as follows:

- Header Order Type = Supplement
- Line Item Order type = Cancel

Note: if the line cancellation update is issued beyond the deadlines specified in Section G.3.3.2.3.1 and a cancellation CLIN is applied, the contractor shall assign the line item order type "Add" to the cancellation CLIN.

J.2.10.1.1.4.3.3 Update Specified Location

Location change updates are defined as order updates that change the specified service delivery location from that specified in the original order. They fall into two (2) categories:

1. Changes in service delivery location that have an impact on Local Exchange Carrier (LEC) provisioning
2. Changes in service delivery location that do not have an impact on LEC provisioning

For location change updates that have an impact on LEC provisioning, the contractor shall assign order types as follows:

- Cancelation of existing SO line item:
  - Header Order Type = Supplement
  - Line Item Order type = Cancel
- Corrected order with addition of new features and CLINs:
  - Header Order Type = Install
  - Line Item Order type = Add

For location change updates that do not have an impact on LEC provisioning, the contractor shall assign order types as follows:

- Header Order Type = Supplement
- Line Item Order type = Update

J.2.10.1.1.4.3.4 Update Specified Features

Feature change updates are defined as order updates that require changes to the features of an existing service. They fall into two (2) categories:

1. Feature changes that require a change to the CLIN originally ordered
2. Feature changes that do not require a change to the CLIN originally ordered

For feature changes that require a CLIN change, the contractor shall assign order types as follows:

- Cancel of original order features and CLINs:
  - Header Order Type = Supplement
  - Line Item Order type = Cancel
- Corrected order with addition of new features and CLINs:
  - Header Order Type = Install
  - Line Item Order type = Add

For feature changes that do not require a CLIN change, the contractor shall assign order types as follows:

- Header Order Type = Supplement
- Line Item Order type = Update

J.2.10.1.1.4.3.5 Update Specified Customer Want Date

Customer Want Date (CWD) updates are defined as order updates that change the customer want date from that specified in the original order. For CWD updates, the contractor shall assign order types as follows:

- Header Order Type = Supplement
- Line Item Order type = Update

J.2.10.1.1.4.3.6 Update Specified Administrative Data

Administrative data updates are defined as order updates that change the administrative data associated with an existing service (CLIN) as described in Section G.3.3.2.3.5 from that specified in the original order. For administrative data updates, the contractor shall assign order types as follows:

- Header Order Type = Supplement
- Line Item Order type = Update

J.2.10.1.1.4.3.7 Clarification of Line Items Being Updated

To clarify the order line items being updated, the government may include non-updated line items on the supplement SO using the following order types:

- Header Order Type = Supplement

- Line Item Order type = None

J.2.10.1.1.5 Data Transaction Code

Each data set exchanged between the contractor and GSA, regardless of direction, shall include an element labeled data_transaction_code. This code uniquely identifies the specific data set (i.e., it distinguishes a Billing Invoice from a Billing Adjustment). Unless otherwise specified, each data set defined in Section J.2.10.2 has a unique data transaction code included in its definition. The contractor shall include the correct code in each data set submitted to GSA as detailed in the data set definition.

J.2.10.1.2 Data Consistency

Unless otherwise specified, the contractor is free to format data according to its normal commercial practices. However, the contractor shall submit each data element in a consistent format. This includes, but is not limited to:

- Case sensitivity:
  - For example, "xml" is not the same as "XML"
- Punctuation and whitespace are treated as values:
  - For example, "x.m.l" is not the same as "x_m_l" or "x m l"
- Leading or trailing characters are part of the value:
  - For example, " xml" (leading space) is not the same as "xml" or ".xml"

J.2.10.1.3 Data Set Structure

J.2.10.1.3.1 GSA Systems CSV Structure

For all data sets submitted as CSV via GSA Systems, the data element order listed in Section J.2.10.2 shall be used in structuring the table (i.e., the column order of the submitted table shall match the specified field order). For data sets submitted with multiple rows of data, all data elements are included in each row even if unchanged from the previous row.

J.2.10.1.3.2 PSV Structure

For all data sets submitted using PSV over SFTP, the data element order listed in Section J.2.10.2 shall be used in structuring the PSV file (i.e., the column order of the submitted file shall match the specified field order). For data sets submitted with multiple rows of data, all data elements are included in each row even if unchanged from the previous row.

J.2.10.1.3.3 XML & Web Services Structure

For all data sets submitted using XML over Web Services, the data shall be structured in accordance with the applicable XML Schema Definitions (XSDs), Web Services Definition Language (WSDL) documents, and associated documents provided by GSA. The contractor shall use these schemas and documents in establishing Web Services connections with GSA Conexus.

J.2.10.1.3.3.1 GSA Conexus XML Schema Definitions



GSA Conexus XML Schema Definitions

J.2.10.1.3.3.2 GSA Conexus Web Services Definitions



GSA Conexus Web Services Definitions

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J.2.10.1.4 Large SOCN Submission

For security purposes, GSA has established a limit to the size of XML documents submitted to Conexus via web services. The initial size limit is 20 megabytes (MB). This size limit may change during the life of the contract based on operational performance, technological changes, updated NIST guidance, or other factors. The GSA CO will provide the contractor with notice of any changes to the size limit at least 30 days prior to the effective date of the new limit. A contract modification will not be issued for such changes.

The contractor shall not submit XML documents over web services larger than this limit. While this limit is not expected to be problematic for most deliverables submitted via XML over web services, there is some risk that a single order can result in an oversized SOCN.

In the event that a single order results in a SOCN larger than that allowed by GSA's size limit, or any other limit imposed by contractor or customer requirements, the contractor may mitigate the problem by either of the following approaches:

- Split the order into suborders as described in Section J.2.4.1.9
- Submit the SOCN as a series of fragments as described in Section J.2.10.1.4.1

J.2.10.1.4.1 Fragmentary SOCN Submission

Note: The submission of fragmentary SOCNs is an option created to allow contractors to more easily meet EIS requirements. Provided they can meet the XML over web services size limitation in all cases (see Section J.2.10.1.4), the contractor is not required to implement or use this process.

In addition to the applicable ordering process requirements defined in Section J.2.4, when submitting fragmentary SOCNs, the contractor shall:

- Populate the data element socn_fragment_sequence_number with the fragment number (numbering the first fragment "1" and incrementing by one for each subsequent fragment)
- Populate the data element socn_fragment_count with the total number of fragments
- Ensure all values for data elements in the header and footer sections of the XML document are the same for all fragments with the exception of the socn_fragment_sequence_number
- Submit the fragments in sequence based on the socn_fragment_sequence_number
- Resubmit all fragments if it becomes necessary to resubmit the SOCN for any reason (e.g., error-correction, transmission issues, etc.)
    - Use the same data_transaction_sequence_number if restarting before submission of all fragments
    - Use a new data_transaction_sequence_number if resubmitting after submission of all fragments; note that this sub-case must comply with the requirements in Sections G.3.3.1.4 and J.2.2.2

J.2.10.2 Data Set Content

The tables below detail the contents of each data set to be exchanged as part of the processes described throughout this CDIP. Unless otherwise stated, specific details of the format, limitations and definition of each data element are contained in Section J.2.10.3 Data Element Specifications. The structure of the data submitted is defined in Section J.2.10.1.3 Data Set Structure.

The three subsections below address different groups of data sets:

- Section J.2.10.2.1 Data Sets: Primary Data:
    - Contains all data sets transacted as part of all CDIP processes except system reference data and TO data.

- Element specifications are in Section J.2.10.3.1.2 Primary Data Element Dictionary unless otherwise specified.

- Section J.2.10.2.2 Data Sets: Reference Data:
  - Contains all reference data sets transacted as part of the CDIP processes defined in Section J.2.2.4 Task Order Data Management.
  - Element specifications are in Section J.2.10.3.2 Reference Data Element Dictionary unless otherwise specified.
- Section J.2.10.2.3 Data Sets: Task Order Data:
  - Contains all TO data sets transacted via GSA Systems as part of the CDIP processes defined in Section J.2.2.4 Task Order Data Management.
  - Element specifications are contained within the individual tables listed.

J.2.10.2.1 Data Sets: Primary Data

The columns of the tables in this section are defined below:

- Element Name:
  - The actual element name
    - For data sets transacted via Web Services, this is the data element name used in the xml file
    - For data sets transacted via secure FTP, this is the column heading (first row)
  - Used to locate the corresponding element specification in Section J.2.10.3 Data Element Specifications
- Value Requirement:
  - Indicates if the field must always have a valid value (that is, it must not be empty).
  - Contains one of the following which have specific defined meanings:
    - Always: The contractor shall supply the correct value for the element on all submissions.
    - If Applicable: The contractor shall supply the correct value for the element on all submissions where the value is applicable.
    - Either/Or: The contractor shall supply the correct value for only one of the data elements so labeled and shall apply the specific requirements for that data set in choosing which to supply.
  - Note: For data elements that do not have a required value under the rules above:

- If the data set is transferred via Web Services, the data field may be omitted entirely
- In all other cases, all data element fields are always required to be present even if empty

- Unique Value Level
  - Indicates if the value can vary with each line item in the data set, or if the data set is only permitted to have the same value for each line item
  - Contains one of the following values, which have specific defined meanings:
    - Data Set: Each data set contains only one unique value for this element. For data sets submitted in tabular format (e.g. PSV over secure FTP), each line item shall contain the same value for this data element.
    - Line Item: Each line item in the data set contains a unique value for this data element, which may or may not be the same as other line items in the data set.
  - Note: This column is not included for all data sets. If the column is not included for a particular data set, all data elements in that data set may vary by line item.

J.2.10.2.1.1 Administrative Change Order

Data Transaction Code: SO

The administrative change order is a specific type of service order (see also Section J.2.10.2.1.15). Unless otherwise specified by the TO, the government may use a variety of structured or unstructured formats for this data set. In all cases, the data submitted by the government will contain sufficient data to:

- Uniquely identify the inventory/billing elements subject to change (e.g., UBI)
- Clearly communicate the administrative change required
- Provide contact information for the order (e.g., email address of the COR)

J.2.10.2.1.2 AGF Detail

Data Transaction Code: AGFD

Element Name	Value Requirement
data_transaction_code	Always
data_transaction_file_date	Always

Element Name	Value Requirement
contract_number	Always
contractor_invoice_number	Always
contractor_invoice_date	Always
billing_period	Always
contractor_direct_billed_agf_collected	Always
contractor_direct_billed_agf_adjustment	Always

J.2.10.2.1.3 AGF Electronic Funds Transfer Report

Data Transaction Code: ATR

Element Name	value requirement
data_transaction_code	Always
data_transaction_file_date	Always
contract_number	Always
contractor_direct_billed_agf_collected	Always
contractor_direct_billed_agf_adjustment	Always
agf_electronic_funds_transfer_amount	Always
agf_electronic_funds_transfer_date	Always

J.2.10.2.1.4 Billing Adjustment

Data Transaction Code: BA

- Although specified as “If Applicable”, values are always required for “unique_billing_identifier” except for the Billing Data Accuracy KPI (see Section G.4.12.1) and the Billing Charges Accuracy KPI (see Section G.4.12.2).

Element Name	Value Requirement
data_transaction_code	Always

Element Name	Value Requirement
data_transaction_file_date	Always
contract_number	Always
contractor_service_request_number	If Applicable
contractor_invoice_level_account_number	Always
contractor_service_level_account_number	If Applicable
agency_task_order_num	Always
data_transaction_line_sequence_number	Always
agency_service_request_number_1	If Applicable
agency_service_request_number_2	If Applicable
unique_billing_identifier	If Applicable
agency_hierarchy_code	If Applicable
contract_line_item_number	If Applicable
clin_description	If Applicable
individual_case_basis_code_number	If Applicable
quantity	Always
fully_loaded_price_code	Always
charging_frequency_and_sre_element_code	If Applicable
charging_unit_code	If Applicable
base_line_item_price	If Applicable
iconectiv_nsc	If Applicable
terminating_iconectiv_nsc	If Applicable
contractor_invoice_number	Always
contractor_invoice_date	Always

Element Name	Value Requirement
billing_period	Always
billing_begin_date	Always
billing_end_date	Always
band_amount	If Applicable
service_connect_start_date_and_time	If Applicable
service_connect_end_date_and_time	If Applicable
billing_authorization_code	If Applicable
originating_number	If Applicable
originating_location_city	If Applicable
originating_location_state	If Applicable
originating_location_county	If Applicable
originating_location_country	If Applicable
originating_jurisdiction_code	If Applicable
terminating_number	If Applicable
terminating_location_city	If Applicable
terminating_location_state	If Applicable
terminating_location_county	If Applicable
terminating_location_country	If Applicable
terminating_jurisdiction_code	If Applicable
usage_event_id	If Applicable
billing_quantity	If Applicable
billing_reserved_01	If Applicable
billing_reserved_02	If Applicable

Element Name	Value Requirement
billing_reserved_03	If Applicable
billing_reserved_04	If Applicable
billing_reserved_05	If Applicable
billing_reserved_06	If Applicable
billing_reserved_07	If Applicable
billing_reserved_08	If Applicable
billing_reserved_09	If Applicable
billing_reserved_10	If Applicable
billing_reserved_11	If Applicable
billing_reserved_12	If Applicable
billing_reserved_13	If Applicable
billing_reserved_14	If Applicable
billing_reserved_15	If Applicable
agency_agf_percent_rate	Always
contractor_charge_waiver_code	If Applicable
total_line_item_amount	If Applicable
agf_amount	If Applicable
billed_aggregated_tax	If Applicable
line_net_amount	If Applicable
original_bill_line_item_sequence_number	If Applicable
original_bill_billing_period	Always
agency_dispute_number	If Applicable
contractor_dispute_number	If Applicable

Element Name	Value Requirement
adjustment_date	Always
adjustment_amount	Always
adjustment_aggregated_tax	Always
adjustment_detail_tax_billed	Always
adjustment_reason	Always
adjustment_outcome	Always
contractor_dispute_adjustment_comments	If Applicable
service	If Applicable
sla_item_identification	If Applicable
tax_item_number	If Applicable

J.2.10.2.1.5 Billing Invoice

Data Transaction Code: BI

Element Name	Value Requirement
data_transaction_code	Always
data_transaction_file_date	Always
contract_number	Always
contractor_service_request_number	Always
contractor_invoice_level_account_number	Always
contractor_service_level_account_number	Always
agency_task_order_num	Always
contracting_officer_representative_email_address	Always
service_order_completion_date	Always

Element Name	Value Requirement
data_transaction_line_sequence_number	Always
agency_service_request_number_1	If Applicable
agency_service_request_number_2	If Applicable
unique_billing_identifier	Always
agency_hierarchy_code	Always
contract_line_item_number	Always
clin_description	Always
individual_case_basis_code_number	If Applicable
quantity	Always
fully_loaded_price_code	Always
charging_frequency_and_sre_element_code	If Applicable
charging_unit_code	If Applicable
base_line_item_price	If Applicable
iconectiv_nsc	Always
terminating_iconectiv_nsc	If Applicable
building	If Applicable
bandwidth_code	If Applicable
billing_telephone_number	If Applicable
contractor_transport_circuit_number	If Applicable
phone_number_toll_free_and_700_number	If Applicable
card_number	If Applicable
alternate_code_description	If Applicable
directed_to_number	If Applicable

Element Name	Value Requirement
labor_email_address	If Applicable
body_detail_reserved_01	If Applicable
body_detail_reserved_02	If Applicable
body_detail_reserved_03	If Applicable
body_detail_reserved_04	If Applicable
body_detail_reserved_05	If Applicable
body_detail_reserved_06	If Applicable
body_detail_reserved_07	If Applicable
body_detail_reserved_08	If Applicable
body_detail_reserved_09	If Applicable
body_detail_reserved_10	If Applicable
body_detail_reserved_11	If Applicable
body_detail_reserved_12	If Applicable
body_detail_reserved_13	If Applicable
body_detail_reserved_14	If Applicable
body_detail_reserved_15	If Applicable
contractor_invoice_number	Always
contractor_invoice_date	Always
billing_period	Always
billing_begin_date	Always
billing_end_date	Always
band_amount	If Applicable
service_connect_start_date_and_time	If Applicable

Element Name	Value Requirement
service_connect_end_date_and_time	If Applicable
billing_authorization_code	If Applicable
originating_number	If Applicable
originating_location_city	If Applicable
originating_location_state	If Applicable
originating_location_county	If Applicable
originating_location_country	If Applicable
originating_jurisdiction_code	Always
terminating_number	If Applicable
terminating_location_city	If Applicable
terminating_location_state	If Applicable
terminating_location_county	If Applicable
terminating_location_country	If Applicable
terminating_jurisdiction_code	If Applicable
usage_event_id	If Applicable
billing_quantity	If Applicable
billing_reserved_01	If Applicable
billing_reserved_02	If Applicable
billing_reserved_03	If Applicable
billing_reserved_04	If Applicable
billing_reserved_05	If Applicable
billing_reserved_06	If Applicable
billing_reserved_07	If Applicable

Element Name	Value Requirement
billing_reserved_08	If Applicable
billing_reserved_09	If Applicable
billing_reserved_10	If Applicable
billing_reserved_11	If Applicable
billing_reserved_12	If Applicable
billing_reserved_13	If Applicable
billing_reserved_14	If Applicable
billing_reserved_15	If Applicable
agency_agf_percent_rate	Always
contractor_charge_waiver_code	Always
total_line_item_amount	Always
agf_amount	Always
billed_aggregated_tax	Always
line_net_amount	Always

J.2.10.2.1.6 Reserved

J.2.10.2.1.7 Reserved

J.2.10.2.1.8 Direct Billed Agency Setup

Data Transaction Code: DBAS

Note: This data set contains only a single line. If multiple transactions are required, each must be submitted separately.

Element Name	Value Requirement
data_transaction_sequence_num	Always
data_transaction_code	Always

Element Name	Value Requirement
data_transaction_file_date	Always
contract_number	Always
contractor_invoice_level_account_number	Always
agency_task_order_num	Always
agency_identifier	Always
tax_exempt	Always

J.2.10.2.1.9 Dispute

Data Transaction Code: D

Element Name	Value Requirement
data_transaction_sequence_num	If Applicable
data_transaction_code	Always
data_transaction_file_date	Always
contract_number	Always
contractor_service_request_number	if Applicable
contractor_invoice_level_account_number	If Applicable
agency_task_order_num	Always
agency_task_order_modification_number	If Applicable
data_transaction_line_sequence_number	Always
agency_service_request_number_1	If Applicable
agency_service_request_number_2	If Applicable
unique_billing_identifier	If Applicable
agency_hierarchy_code	If Applicable

Element Name	Value Requirement
contract_line_item_number	If Applicable
clin_description	If Applicable
individual_case_basis_code_number	If Applicable
quantity	If Applicable
charging_frequency_and_sre_element_code	If Applicable
charging_unit_code	If Applicable
base_line_item_price	If Applicable
iconectiv_nsc	If Applicable
terminating_iconectiv_nsc	If Applicable
contractor_invoice_number	Always
contractor_invoice_date	If Applicable
billing_period	If Applicable
billing_begin_date	If Applicable
billing_end_date	If Applicable
band_amount	If Applicable
service_connect_start_date_and_time	If Applicable
service_connect_end_date_and_time	If Applicable
billing_authorization_code	If Applicable
originating_number	If Applicable
originating_jurisdiction_code	If Applicable
terminating_jurisdiction_code	If Applicable
usage_event_id	If Applicable
billing_quantity	If Applicable

Element Name	Value Requirement
billing_reserved_01	If Applicable
billing_reserved_02	If Applicable
billing_reserved_03	If Applicable
billing_reserved_04	If Applicable
billing_reserved_05	If Applicable
billing_reserved_06	If Applicable
billing_reserved_07	If Applicable
billing_reserved_08	If Applicable
billing_reserved_09	If Applicable
billing_reserved_10	If Applicable
billing_reserved_11	If Applicable
billing_reserved_12	If Applicable
billing_reserved_13	If Applicable
billing_reserved_14	If Applicable
billing_reserved_15	If Applicable
total_line_item_amount	If Applicable
agf_amount	If Applicable
billed_aggregated_tax	If Applicable
line_net_amount	If Applicable
original_bill_line_item_sequence_number	If Applicable
original_bill_billing_period	If Applicable
disputed_date	If Applicable
dispute_status_code	Always

Element Name	Value Requirement
agency_dispute_number	Always
dispute_reason_code	Always
disputed_charge	If Applicable
disputed_aggregated_tax	If Applicable
disputed_detail_tax_billed	If Applicable
contractor_dispute_adjustment_comments	If Applicable
tax_item_number	If Applicable
agency_comments	If Applicable
contractor_comments	If Applicable

J.2.10.2.1.10 Dispute Report

Data Transaction Code: DR

- Values for unique_billing_identifier, agency_hierarchy_code, contract_line_item_number, clin_description, and iconectiv_nsc may be omitted on data rows associated with the Billing Data Accuracy KPI (see Section G.4.12.1), the Billing Charges Accuracy KPI (see Section G.4.12.2), or the associated Billing Accuracy SLA (see Section G.8.2.3).

Element Name	Value Requirement
data_transaction_code	Always
data_transaction_file_date	Always
contract_number	Always
contractor_service_request_number	If Applicable
contractor_invoice_level_account_number	If Applicable
agency_task_order_num	Always
agency_task_order_modification_number	If Applicable

Element Name	Value Requirement
data_transaction_line_sequence_number	Always
agency_service_request_number_1	If Applicable
agency_service_request_number_2	If Applicable
unique_billing_identifier	Always
agency_hierarchy_code	Always
contract_line_item_number	Always
clin_description	Always
individual_case_basis_code_number	If Applicable
quantity	If Applicable
fully_loaded_price_code	If Applicable
charging_frequency_and_sre_element_code	If Applicable
charging_unit_code	If Applicable
base_line_item_price	If Applicable
iconectiv_nsc	Always
terminating_iconectiv_nsc	If Applicable
contractor_invoice_number	If Applicable
contractor_invoice_date	If Applicable
billing_period	If Applicable
billing_begin_date	If Applicable
billing_end_date	If Applicable
band_amount	If Applicable
service_connect_start_date_and_time	If Applicable
service_connect_end_date_and_time	If Applicable

Element Name	Value Requirement
billing_authorization_code	If Applicable
originating_number	If Applicable
originating_jurisdiction_code	If Applicable
terminating_jurisdiction_code	If Applicable
usage_event_id	If Applicable
billing_quantity	If Applicable
billing_reserved_01	If Applicable
billing_reserved_02	If Applicable
billing_reserved_03	If Applicable
billing_reserved_04	If Applicable
billing_reserved_05	If Applicable
billing_reserved_06	If Applicable
billing_reserved_07	If Applicable
billing_reserved_08	If Applicable
billing_reserved_09	If Applicable
billing_reserved_10	If Applicable
billing_reserved_11	If Applicable
billing_reserved_12	If Applicable
billing_reserved_13	If Applicable
billing_reserved_14	If Applicable
billing_reserved_15	If Applicable
total_line_item_amount	If Applicable
agf_amount	If Applicable

Element Name	Value Requirement
billed_aggregated_tax	If Applicable
line_net_amount	If Applicable
original_bill_line_item_sequence_number	If Applicable
original_bill_billing_period	If Applicable
disputed_date	Always
dispute_status_code	Always
agency_dispute_number	Always
contractor_dispute_number	Always
dispute_reason_code	Always
disputed_charge	If Applicable
disputed_aggregated_tax	If Applicable
disputed_detail_tax_billed	If Applicable
adjustment_date	If Applicable
adjustment_amount	If Applicable
adjustment_aggregated_tax	If Applicable
adjustment_detail_tax_billed	If Applicable
adjustment_reason	Always
adjustment_outcome	Always
contractor_dispute_adjustment_comments	If Applicable
tax_item_number	If Applicable
agency_comments	If Applicable
contractor_comments	If Applicable

J.2.10.2.1.11 Firm Order Commitment Notice

Data Transaction Code: FOCN

Element Name	Unique Value Level	Value Requirement
data_transaction_sequence_num	Data Set	Always
data_transaction_code	Data Set	Always
data_transaction_file_date	Data Set	Always
contract_number	Data Set	Always
order_header_type_code	Data Set	Always
contractor_service_request_number	Data Set	Always
contractor_invoice_level_account_number	Data Set	Always
contractor_service_level_account_number	Data Set	If Applicable
agency_task_order_num	Data Set	Always
agency_task_order_modification_number	Data Set	If Applicable
contractor_price_quote_identifier	Data Set	If Applicable
firm_order_commitment_date	Data Set	If Applicable
agency_service_request_number_1	Line Item	If Applicable
agency_service_request_number_2	Line Item	If Applicable
contractor_comments	Data Set	If Applicable

J.2.10.2.1.12 Inventory Reconciliation

Data Transaction Code: IR

Element Name	Value Requirement
data_transaction_code	Always
contract_number	Always
contractor_invoice_level_account_number	Always

Element Name	Value Requirement
contractor_service_level_account_number	Always
agency_task_order_num	Always
data_transaction_line_sequence_number	Always
agency_service_request_number_1	If Applicable
agency_service_request_number_2	If Applicable
unique_billing_identifier	Always
agency_hierarchy_code	Always
iconectiv_nsc	Always
terminating_iconectiv_nsc	If Applicable
building	If Applicable
floor	If Applicable
room	If Applicable
access_provisioning_code	If Applicable
access_circuit_type_code	If Applicable
bandwidth_code	If Applicable
telecommunication_service_priority	If Applicable
local_exchange_carrier_circuit_number	If Applicable
access_diversity	If Applicable
private_virtual_circuit_num	If Applicable
contractor_switch	If Applicable
contractor_trunk	If Applicable
billing_telephone_number	If Applicable
contractor_transport_circuit_number	If Applicable

Element Name	Value Requirement
manufacturer	If Applicable
model	If Applicable
serial_number	If Applicable
phone_number_toll_free_and_700_number	If Applicable
card_number	If Applicable
alternate_code_description	If Applicable
directed_to_number	If Applicable
presubscribed_interexchange_carrier	If Applicable
body_detail_reserved_01	If Applicable
body_detail_reserved_02	If Applicable
body_detail_reserved_03	If Applicable
body_detail_reserved_04	If Applicable
body_detail_reserved_05	If Applicable
body_detail_reserved_06	If Applicable
body_detail_reserved_07	If Applicable
body_detail_reserved_08	If Applicable
body_detail_reserved_09	If Applicable
body_detail_reserved_10	If Applicable
body_detail_reserved_11	If Applicable
body_detail_reserved_12	If Applicable
body_detail_reserved_13	If Applicable
body_detail_reserved_14	If Applicable
body_detail_reserved_15	If Applicable

J.2.10.2.1.13 Monthly Billing Information Memorandum

Data Transaction Code: Not Applicable

Unless otherwise specified by the TO, the contractor may use its standard commercial report format for this report provided it contains sufficient data to:

- Uniquely identify the associated BI
- Clearly communicate key elements in the BI that require explanation or background information
- Provide an overview of the contractor's reasoning, explanation and/or background information

J.2.10.2.1.14 Service Level Agreement Report

Data Transaction Code: SLAR

- Although specified as “If Applicable”, values are always required for “unique_billing_identifier”, “agency_hierarchy_code”, and “service” except for the Billing Data Accuracy KPI (see Section G.4.12.1) and the Billing Charges Accuracy KPI (see Section G.4.12.2).
- For KPIs measured and reported at the level of the service (see Section G.8.2.1.1), the “unique_billing_identifier” shall contain the value of the primary service component rather than reporting each component separately.

Element Name	Value Requirement
data_transaction_code	Always
data_transaction_file_date	Always
contract_number	Always
agency_task_order_num	Always
data_transaction_line_sequence_number	Always
unique_billing_identifier	If Applicable
agency_hierarchy_code	If Applicable
billing_period	Always
service	If Applicable
sla_performance_period	Always

Element Name	Value Requirement
key_performance_indicator_unit_type_code	Always
key_performance_indicator_measurement	Always
key_performance_indicator_result	Always
service_outage_trouble_ticket_number	If Applicable
service_outage_net_time_to_restore	If Applicable
service_outage_occurred_date_&_time	If Applicable
service_outage_cleared_date_&_time	If Applicable
sla_item_identification	Always

J.2.10.2.1.15 Service Order

Data Transaction Code: SO

When submitted via any means other than the contractor's web interface, the government may use a variety of structured or unstructured formats for this data set unless otherwise specified by the TO. In all cases, the data set submitted by the government will contain sufficient information for the contractor to successfully complete the order and meet contract and TO requirements. The information that the contractor shall collect 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
- Contact information for COR
- Government project code (optional)
- Line Item Details:
  - Line Item Level Order Type
    - If type is Administrative, see Section J.2.10.2.1.1 Administrative Change Order
  - AHC
  - ASRN(s)
  - CLIN
  - Quantity
- Any comments from the government 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 also Section J.2.10.1.1.4.3), the government 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 contractor's web interface, the government 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 contractor shall be responsible for collecting all order information from the government necessary to complete all other deliverables. The contractor 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.

J.2.10.2.1.16 Service Order Acknowledgement

Data Transaction Code: SOA

Element Name	Unique Value Level	Value Requirement
data_transaction_sequence_num	Data Set	Always
data_transaction_code	Data Set	Always
data_transaction_file_date	Data Set	Always
contract_number	Data Set	Always
order_header_type_code	Data Set	Always
contractor_service_request_number	Data Set	Always
contractor_invoice_level_account_number	Data Set	Always
agency_task_order_num	Data Set	Always
agency_task_order_modification_number	Data Set	If Applicable
agency_order_sent_date	Data Set	Always
agency_service_request_number_1	Line Item	If Applicable

Element Name	Unique Value Level	Value Requirement
agency_service_request_number_2	Line Item	If Applicable

J.2.10.2.1.17 Service Order Administrative Change

Data Transaction Code: SOAC

Either/Or value requirement:

- contractor_service_request_number: Populate only if the data element being changed has a Unique Value Level of “Data Set” on the original SOCN (i.e., it is an order value).
- unique_billing_identifier: Populate only if the data element being changed has a Unique Value Level of “Line Item” on the original SOCN (i.e., it is an order line item value).

If the updated field has no current value, change_value_from may be omitted. If the intent is to delete a current value and leave the field blank, change_value_to may be omitted. In all other cases both fields are required to have a valid value.

Element Name	Unique Value Level	Value Requirement
data_transaction_sequence_num	Data Set	Always
data_transaction_code	Data Set	Always
data_transaction_file_date	Data Set	Always
contract_number	Data Set	Always
contractor_service_request_number	Data Set	Either/Or
unique_billing_identifier	Line Item	Either/Or
change_type	Line Item	Always
change_field	Line Item	Always
change_value_from	Line Item	if Applicable
change_value_to	Line Item	if Applicable

J.2.10.2.1.18 Service Order Completion Notice

Data Transaction Code: SOCN

See also: Section J.2.10.1.4 Large SOCN Submission

Either/Or value requirement:

- location_state: Populate only if the location is within a jurisdiction with a valid state value.
- location_province: Populate only if the location is within a jurisdiction with a valid province value.
- If the location is in a country/jurisdiction with no legally recognized states or provinces, both location_state and location_province may be left blank.

Element Name	Unique Value Level	Value Requirement
data_transaction_sequence_num	Data Set	Always
data_transaction_code	Data Set	Always
data_transaction_file_date	Data Set	Always
contract_number	Data Set	Always
order_method_code	Data Set	Always
order_header_type_code	Data Set	Always
contractor_service_request_number	Data Set	Always
contractor_invoice_level_account_number	Data Set	Always
contractor_service_level_account_number	Data Set	Always
agency_task_order_num	Data Set	Always
agency_task_order_modification_number	Data Set	If Applicable
contractor_price_quote_identifier	Data Set	If Applicable
agency_project_code	Data Set	If Applicable
agency_order_sent_date	Data Set	Always
customer_want_date	Data Set	If Applicable

Element Name	Unique Value Level	Value Requirement
early_installation_code	Data Set	Always
contracting_officer_representative_email_address	Data Set	Always
order_point_of_contact_email_address	Data Set	If Applicable
order_point_of_contact_first_name	Data Set	If Applicable
order_point_of_contact_last_name	Data Set	If Applicable
order_point_of_contact_work_phone_number	Data Set	If Applicable
order_point_of_contact_work_phone_extension	Data Set	If Applicable
order_point_of_contact_work_mobile_phone_number	Data Set	If Applicable
technical_point_of_contact_email_address	Data Set	If Applicable
technical_point_of_contact_first_name	Data Set	If Applicable
technical_point_of_contact_last_name	Data Set	If Applicable
technical_point_of_contact_work_phone_number	Data Set	If Applicable
technical_point_of_contact_work_phone_extension	Data Set	If Applicable
technical_point_of_contact_work_mobile_phone_number	Data Set	If Applicable
firm_order_commitment_date	Data Set	If Applicable
service_order_completion_date	Data Set	Always
socn_fragment_sequence_number	Data Set	If Applicable
socn_fragment_count	Data Set	If Applicable
agency_service_request_number_1	Line Item	If Applicable
agency_service_request_number_2	Line Item	If Applicable
unique_billing_identifier	Line Item	Always
ubi_state	Line Item	Always
agency_hierarchy_code	Line Item	Always

Element Name	Unique Value Level	Value Requirement
contract_line_item_number	Line Item	Always
clin_description	Line Item	Always
individual_case_basis_code_number	Line Item	If Applicable
order_item_type_code	Line Item	Always
quantity	Line Item	Always
fully_loaded_price_code	Line Item	Always
charging_frequency_and_sre_element_code	Line Item	Always
charging_unit_code	Line Item	Always
base_line_item_price	Line Item	Always
iconectiv_nsc	Line Item	Always
terminating_iconectiv_nsc	Line Item	If Applicable
location_country	Line Item	Always
street_prefix	Line Item	If Applicable
street_number	Line Item	Always
street_name	Line Item	Always
street_type	Line Item	If Applicable
street_suffix	Line Item	If Applicable
location_address_2	Line Item	If Applicable
location_city	Line Item	Always
location_state	Line Item	Either/Or
location_province	Line Item	Either/Or
location_postal_code	Line Item	Always
location_latitude	Line Item	If Applicable

Element Name	Unique Value Level	Value Requirement
location_longitude	Line Item	If Applicable
building	Line Item	If Applicable
floor	Line Item	If Applicable
room	Line Item	If Applicable
site_poc_email_address	Line Item	If Applicable
site_poc_first_name	Line Item	If Applicable
site_poc_last_name	Line Item	If Applicable
site_poc_work_phone_number	Line Item	If Applicable
site_poc_work_phone_extension	Line Item	If Applicable
site_poc_work_mobile_phone_number	Line Item	If Applicable
alt_site_poc_email_address	Line Item	If Applicable
alt_site_poc_first_name	Line Item	If Applicable
alt_site_poc_last_name	Line Item	If Applicable
alt_site_poc_work_phone_number	Line Item	If Applicable
alt_site_poc_work_phone_extension	Line Item	If Applicable
alt_site_poc_work_mobile_phone_number	Line Item	If Applicable
access_provisioning_code	Line Item	If Applicable
access_circuit_type_code	Line Item	If Applicable
bandwidth_code	Line Item	If Applicable
contractor_access_circuit_number	Line Item	If Applicable
contractor_private_line_number	Line Item	If Applicable
telecommunication_service_priority	Line Item	If Applicable
local_exchange_carrier_circuit_number	Line Item	If Applicable

Element Name	Unique Value Level	Value Requirement
access_diversity	Line Item	If Applicable
access_path_avoidance	Line Item	If Applicable
private_virtual_circuit_num	Line Item	If Applicable
contractor_switch	Line Item	If Applicable
contractor_trunk	Line Item	If Applicable
billing_telephone_number	Line Item	If Applicable
contractor_transport_circuit_number	Line Item	If Applicable
manufacturer	Line Item	If Applicable
model	Line Item	If Applicable
upc	Line Item	If Applicable
serial_number	Line Item	If Applicable
access_jack_type_code	Line Item	If Applicable
access_framing_code	Line Item	If Applicable
line_coding_code	Line Item	If Applicable
phone_number_toll_free_and_700_number	Line Item	If Applicable
card_number	Line Item	If Applicable
alternate_code_description	Line Item	If Applicable
directed_to_number	Line Item	If Applicable
presubscribed_interexchange_carrier	Line Item	If Applicable
labor_email_address	Line Item	If Applicable
body_detail_reserved_01	Line Item	If Applicable
body_detail_reserved_02	Line Item	If Applicable
body_detail_reserved_03	Line Item	If Applicable

Element Name	Unique Value Level	Value Requirement
body_detail_reserved_04	Line Item	If Applicable
body_detail_reserved_05	Line Item	If Applicable
body_detail_reserved_06	Line Item	If Applicable
body_detail_reserved_07	Line Item	If Applicable
body_detail_reserved_08	Line Item	If Applicable
body_detail_reserved_09	Line Item	If Applicable
body_detail_reserved_10	Line Item	If Applicable
body_detail_reserved_11	Line Item	If Applicable
body_detail_reserved_12	Line Item	If Applicable
body_detail_reserved_13	Line Item	If Applicable
body_detail_reserved_14	Line Item	If Applicable
body_detail_reserved_15	Line Item	If Applicable
non-recurring_charge_waiver_code	Line Item	Always
originating_jurisdiction_code	Line Item	Always
agency_comments	Data Set	If Applicable
contractor_comments	Data Set	If Applicable
The following data elements are submitted as attachments (see J.2.9.2.2 Attachments via Direct Data Exchange):		
design_documents	Data Set	If Applicable
site_survey_documents	Data Set	If Applicable
circuit_design_document	Data Set	If Applicable
telecommunication_service_priority_documentation	Data Set	If Applicable

J.2.10.2.1.19 Service Order Confirmation

Data Transaction Code: SOC

Element Name	Unique Value Level	Value Requirement
data_transaction_sequence_num	Data Set	Always
data_transaction_code	Data Set	Always
data_transaction_file_date	Data Set	Always
contract_number	Data Set	Always
order_header_type_code	Data Set	Always
contractor_service_request_number	Data Set	Always
contractor_invoice_level_account_number	Data Set	Always
agency_task_order_num	Data Set	Always
agency_task_order_modification_number	Data Set	If Applicable
contractor_price_quote_identifier	Data Set	If Applicable
agency_service_request_number_1	Line Item	If Applicable
agency_service_request_number_2	Line Item	If Applicable
contractor_comments	Data Set	If Applicable

J.2.10.2.1.20 Service Order Rejection Notice

Data Transaction Code: SORN

Value Requirement Note: If the order is being rejected due to lack of inclusion of contractor_invoice_level_account_number and/or agency_task_order_num in the order, the contractor may submit the SORN without values in contractor_service_request_number, contractor_invoice_level_account_number, agency_task_order_num. In all other cases, these values are required as specified in the table below.

Element Name	Unique Value Level	Value Requirement
data_transaction_sequence_num	Data Set	Always

Element Name	Unique Value Level	Value Requirement
data_transaction_code	Data Set	Always
data_transaction_file_date	Data Set	Always
contract_number	Data Set	Always
order_header_type_code	Data Set	Always
contractor_service_request_number	Data Set	Always
contractor_invoice_level_account_number	Data Set	Always
agency_task_order_num	Data Set	Always
agency_task_order_modification_number	Data Set	If Applicable
agency_order_sent_date	Data Set	Always
order_rejection_code	Data Set	Always
agency_service_request_number_1	Line Item	If Applicable
agency_service_request_number_2	Line Item	If Applicable
contractor_comments	Data Set	If Applicable

J.2.10.2.1.21 Service State Change Notice

Data Transaction Code: SSCN

Element Name	Unique Value Level	Value Requirement
data_transaction_sequence_num	Data Set	Always
data_transaction_code	Data Set	Always
data_transaction_file_date	Data Set	Always
contract_number	Data Set	Always
unique_billing_identifier	Line Item	Always
ubi_state	Line Item	Always

Element Name	Unique Value Level	Value Requirement
time_of_state_change	Line Item	Always
contractor_comments	Data Set	If Applicable

J.2.10.2.1.22 SLA Credit Request

Data Transaction Code: SLACR

If the government chooses to manually submit an SLA credit request, it will provide the contractor with a data table in MS Excel or comma-separated value (CSV) format. The data element order listed in the table below will be used in structuring the table – i.e. the column order of the submitted table will match the specified field order. For SLACRs submitted with multiple rows of data, all data elements are included in each row even if unchanged from the previous row.

Element Name	Value Requirement
data_transaction_code	Always
data_transaction_file_date	Always
contract_number	Always
agency_task_order_num	Always
data_transaction_line_sequence_number	Always
unique_billing_identifier	If Applicable
agency_hierarchy_code	If Applicable
billing_period	Always
service	If Applicable
sla_performance_period	Always
key_performance_indicator_unit_type_code	Always
key_performance_indicator_measurement	Always
key_performance_indicator_result	Always

Element Name	Value Requirement
service_outage_trouble_ticket_number	If Applicable
service_outage_net_time_to_restore	If Applicable
service_outage_occurred_date_&_time	If Applicable
service_outage_cleared_date_&_time	If Applicable
sla_item_identification	If Applicable

J.2.10.2.1.23 SLA Credit Request Response

Data Transaction Code: Not Applicable

Unless otherwise specified by the TO, the contractor may use its standard commercial report format for this report provided it contains sufficient data to:

- Uniquely identify the associated SLACR
- Clearly communicate the contractor's agreement or disagreement with the SLACR
- Indicate if the contractor intends to issue a BA
- Provide an overview of the contractor's reasoning in reaching its decision

J.2.10.2.1.24 Tax Detail

Data Transaction Code: TAX

Element Name	Value Requirement
data_transaction_code	Always
data_transaction_file_date	Always
contract_number	Always
data_transaction_line_sequence_number	Always
unique_billing_identifier	Always
iconectiv_nsc	Always
terminating_iconectiv_nsc	If Applicable
contractor_invoice_number	Always

Element Name	Value Requirement
contractor_invoice_date	Always
billing_period	Always
billing_begin_date	Always
billing_end_date	Always
total_line_item_amount	Always
detail_tax_billed	Always
tax_item_number	Always
original_bill_line_item_sequence_number	Always

J.2.10.2.1.25 Trouble Management Incident Performance Report

Data Transaction Code: Not Applicable

Unless otherwise specified by the TO, the contractor may use its standard commercial report format for this report provided it contains the information specified in Section G.8.5.2.4 Trouble Management Incident Performance Report.

J.2.10.2.1.26 Trouble Management Performance Summary Report

Data Transaction Code: Not Applicable

Unless otherwise specified by the TO, the contractor may use its standard commercial report format for this report provided it contains the information specified in Section G.8.5.2.3 Trouble Management Performance Summary Report.

J.2.10.2.2 Data Sets: Reference Data

The tables in this section have a single column, Element Name, which lists the actual element name. This element name is the column heading (first row) in the data file transferred via secure FTP.

Detailed element specifications are provided in Section J.2.10.3 Data Element Specifications. To locate the correct element specification, it is necessary to locate the combination of Data Transaction Code and Element Name.

Note: data sets in this section are transferred from GSA to the contractor and will always include values for all data elements.

J.2.10.2.2.1 Access Circuit Type

Data Transaction Code: CKTTYP

Element Name
code
description
condition

J.2.10.2.2.2 Access Framing

Data Transaction Code: AFRAM

Element Name
code
description
condition

J.2.10.2.2.3 Access Jack Type

Data Transaction Code: JCKTYP

Element Name
code
description
condition

J.2.10.2.2.4 Access Provisioning

Data Transaction Code: APROV

Element Name
code
description

J.2.10.2.2.5 Reserved

J.2.10.2.2.6 Active/Inactive

Data Transaction Code: ACTINA

Element Name
code
description

J.2.10.2.2.7 Adjustment Outcome

Data Transaction Code: ADJOUT

Element Name
code
description

J.2.10.2.2.8 Adjustment Reason

Data Transaction Code: ADJRSN

Element Name
code
description

J.2.10.2.2.9 Agency Bureau Code

Data Transaction Code: ABCODE

Element Name
agency_identifier
agency_description
new_ab_code
sub_bureau_code
active

Element Name
old_ab_code
agency_name
bureau_name
sub_bureau_name

J.2.10.2.2.10 Allowable Tax

Data Transaction Code: ALLTAX

Element Name
tax_item_number
tax_item_mod_number
description
nsc_state
nsc_county
nsc_city
taxing_authority
service_equipment
voice_data
jur_revenue
rate_application_fixed_percent
percent_taxable_of_charge
percent
fixed_rate
max_allowed_by
max_percent

Element Name
max_fixed_rate
citation
effective_date
end_date

J.2.10.2.2.11 Bandwidth

Data Transaction Code: BANDW

Element Name
code
description

J.2.10.2.2.12 Reserved

J.2.10.2.2.13 Charging Frequency

Data Transaction Code: CRGFRQ

Element Name
code
description

J.2.10.2.2.14 Charging Unit

Data Transaction Code: CRGUNT

Element Name
code
description

J.2.10.2.2.15 Country

Data Transaction Code: CNTRY

Element Name
iso_alpha_2
iso_alpha_3
iso_numeric_code
jurisdiction_ID
aow
country
code
sovereign
postal_name
postal_code_format
comments

J.2.10.2.2.16 Data Transaction Type

Data Transaction Code: DTT

Element Name
code
description

J.2.10.2.2.17 Dispute Reason

Data Transaction Code: DRSN

Element Name
code
description

J.2.10.2.2.18 Dispute Status

Data Transaction Code: DSTUS

Element Name
code
description

J.2.10.2.2.19 KPI AQL Operator

Data Transaction Code: KPIAO

Element Name
code
description

J.2.10.2.2.20 KPI Location Qualifier

Data Transaction Code: KPILQ

Element Name
code
description

J.2.10.2.2.21 KPI Measurement Unit

Data Transaction Code: KPIMU

Element Name
code
description

J.2.10.2.2.22 KPI Service Level Qualifier

Data Transaction Code: KPISLQ

Element Name
code

Element Name
description

J.2.10.2.2.23 KPI Unit Code

Data Transaction Code: KPIUC

Element Name
code
description

J.2.10.2.2.24 Line Coding

Data Transaction Code: LNECD

Element Name
code
description
condition

J.2.10.2.2.25 LOA Dependencies

Data Transaction Code: LOADEP

Element Name
code
description

J.2.10.2.2.26 Order Rejection

Data Transaction Code: ORDREJ

Element Name
code
description

J.2.10.2.2.27 Order Type: Header Level

Data Transaction Code: ORDHDR

Element Name
code
description

J.2.10.2.2.28 Order Type: Line Item Level

Data Transaction Code: ORDITM

Element Name
code
description

J.2.10.2.2.29 Reserved

J.2.10.2.2.30 Service

Data Transaction Code: SVC

Element Name
service_area
service
mandatory_optional
service_code
service_clin_prefix
section_c_reference
section_b_reference
cbsa_based_service

J.2.10.2.2.31 True/False

Data Transaction Code: TRUFLS

Element Name
code
description

J.2.10.2.2.32 Yes/No

Data Transaction Code: YESNO

Element Name
code
description

J.2.10.2.3 Data Sets: Task Order Data

The data sets in this section are submitted to GSA Systems as described in Section J.2.9 Data Transfer Mechanism. The data elements are not defined further in any other section.

Each column is defined below:

- Element Name:
  - The actual element name; it drives the header row for tabular data (e.g. CSV)
- Element Description:
  - A brief description of the element provided
  - May contain a reference to a list of acceptable values

Note:

- All data elements must be present even if empty for the data sets in this section. Valid values are always required for all elements with the following exceptions, which are only required if applicable:
  - task_order_modification_number
  - stop_date
- Data sets in this section do not have a Data Transaction Code

J.2.10.2.3.1 TO CLINs Awarded

The TO CLINs Awarded deliverable is required when not all CLINs for a service have been awarded to the contractor. It contains only the CLINs that were awarded to the contractor within the TO. This data shall be submitted in CSV format via GSA Systems and contain the data elements in the table below.

Element Name	Element Description
contract_number	EIS contract number issued by GSA
task_order_number	TO number issued by the OCO
task_order_modification_number	TO modification number issued by the OCO if applicable
contractor_invoice_level_account_number	The contractor's invoice account number associated with this TO. Note: Each agency may have more than one account. See also J.2.2.4 Task Order Data Management
clin	Individual CLIN as described in Section B.2 Pricing Tables

J.2.10.2.3.2 TO Customer Requirements Document Set

The TO Customer Requirements Document Set deliverable fully describes the TO requirements. The contractor shall submit the following documents in their original formats to GSA Systems:

- Final version of the Request for Proposal (RFP), Request for Quote (RFQ), or equivalent document issued by the agency, inclusive of all amendments
- Any other documents the customer uses to support its requirements
- Final TO Proposal Volumes
- TO Award Document

J.2.10.2.3.3 TO Financials

The TO Financials deliverable contains the financial data for each performance period covered by the TO (i.e. the TO “base” and any TO “option periods”). The table shall include a separate line for each performance period covered by the TO. This data shall be submitted in CSV format to GSA Systems and contain the data elements in the table below.

Element Name	Element Description
contract_number	EIS contract number issued by GSA
task_order_number	TO number issued by the OCO
task_order_modification_number	TO modification number issued by the OCO if applicable
contractor_invoice_level_account_number	The contractor's invoice account number associated with this TO. Note: Each agency may have more than one account. See also J.2.2.4 Task Order Data Management

Element Name	Element Description
to_ceiling	Dollar value ceiling for the TO
performance_begin_date	Performance period begin date
performance_end_date	Performance period end date
performance_period_funding	Dollar value of the funding for the performance period defined by the performance_begin_date and performance_end_date
to_agf_rate	The AGF rate
proration_type	The type of proration to be used on the TO. Valid values are "Month-Length" and "Normalized" (see also Section J.2.5.1.5.1)

J.2.10.2.3.4 TO Country/Jurisdictions Awarded by Service

The TO Country/Jurisdictions Awarded by Service deliverable contains all countries/jurisdictions awarded by service to the contractor within the TO. This data shall be submitted in CSV format to GSA Systems and contain the data elements in the table below.

Element Name	Element Description
contract_number	EIS contract number issued by GSA
task_order_number	TO number issued by the OCO
task_order_modification_number	TO modification number issued by the OCO if applicable
contractor_invoice_level_account_number	The contractor's invoice account number associated with this TO. Note: Each agency may have more than one account. See also J.2.2.4 Task Order Data Management
service_id	Service ID code defined in the Service data set (see J.2.10.2.2 Data Sets: Reference Data)
country_jurisdiction_id	Country/Jurisdiction ID code as defined in Section B.2 Pricing Tables

J.2.10.2.3.5 TO Key Performance Indicators

The TO Key Performance Indicators deliverable contains all KPIs specific to the TO where: 1) the KPIs are not in the contract, or 2) the TO overrides the contract KPI. This

data shall be submitted in CSV format to GSA Systems and contain the data elements in the table below.

Element Name	Element Description
contract_number	EIS contract number issued by GSA
task_order_number	TO number issued by the OCO
task_order_modification_number	TO modification number issued by the OCO if applicable
contractor_invoice_level_account_number	The contractor's invoice account number associated with this TO. Note: Each agency may have more than one account. See also J.2.2.4 Task Order Data Management
service_id	Service ID code defined in the Service data set (see J.2.10.2.2 Data Sets: Reference Data)
clin	Individual CLIN as described in Section B.2 Pricing Tables This field is left blank if the KPI applies to all CLINs in the specified service
icb_number	Individual Case Basis number as described in Section B.2 Pricing Tables This field is left blank if any of the following are true: • The KPI applies to all CLINs in the specified service • The KPI applies to all cases of the specified CLIN • The KPI does not have an applicable ICB number
kpi_unit_code	KPI code for this line item from the KPI Unit Code data set (see J.2.10.2.2 Data Sets: Reference Data)
location_qualifier	Location qualifier for this line item from the KPI Location Qualifier data set (see J.2.10.2.2 Data Sets: Reference Data)
measurement_unit	Unit of measurement the value is reported in for this line item from the KPI Measurement Unit data set (see J.2.10.2.2 Data Sets: Reference Data)
service_level_qualifier	Service level qualifier for this line item from the KPI Service Level Qualifier data set (see J.2.10.2.2 Data Sets: Reference Data)
performance_standard	Numeric value of contractual performance standard (e.g. 99.999)

Element Name	Element Description
aql_operator	Acceptable Quality Level (AQL) operator that describes the AQL in relation to the performance standard for this line item from the KPI AQL Operator data set (see J.2.10.2.2 Data Sets: Reference Data)

J.2.10.2.3.6 TO Locations Awarded by Service

The TO Locations Awarded by Service deliverable contains customer locations by service awarded to the contractor within the TO for those services not awarded at the country/jurisdiction level. Services awarded at the country/jurisdiction level shall be omitted from this deliverable. This data shall be submitted in CSV format via GSA Systems and contain the data elements in the table below.

Element Name	Element Description
contract_number	EIS contract number issued by GSA
task_order_number	TO number issued by the OCO
task_order_modification_number	TO modification number issued by the OCO if applicable
contractor_invoice_level_account_number	The contractor's invoice account number associated with this TO. Note: Each agency may have more than one account. See also J.2.2.4 Task Order Data Management
service_id	Service ID code defined in the Service data set (see J.2.10.2.2 Data Sets: Reference Data)
location_nsc	Network Site Code for the location as defined in Section J.2.10.1.1.3

J.2.10.2.3.7 TO Officials

The TO Officials deliverable contains all OCOs and CORs (if applicable) associated with the TO. This data shall be submitted in CSV format via GSA Systems and contain the data elements in the table below.

Element Name	Element Description
contract_number	EIS contract number issued by GSA
task_order_number	TO number issued by the OCO
task_order_modification_number	TO modification number issued by the OCO

Element Name	Element Description
contractor_invoice_level_account_number	The contractor's invoice account number associated with this TO. Note: Each agency may have more than one account. See also J.2.2.4 Task Order Data Management
agency_identifier	Agency identification code available from GSA; also included on the Agency Bureau Code reference table
last_name	Official's last name
first_name	Official's first name
work_email_address	Official's work email address
work_office_phone_number	Official's work phone number
work_mobile_phone_number	Official's work mobile phone number
role	Official's role (either OCO or COR)
start_date	Date of TO award or subsequent modification adding the official
stop_date	Date of TO modification removing the official

J.2.10.2.3.8 TO Services Awarded

The TO Services Awarded deliverable contains all services awarded to the contractor within the TO. This data shall be submitted in CSV format via GSA Systems and contain the data elements in the table below.

Element Name	Element Description
contract_number	EIS contract number issued by GSA
task_order_number	TO number issued by the OCO
task_order_modification_number	TO modification number issued by the OCO if applicable
contractor_invoice_level_account_number	The contractor's invoice account number associated with this TO. Note: Each agency may have more than one account. See also J.2.2.4 Task Order Data Management
service_id	Service ID code defined in Section B.1

Element Name	Element Description
all_clins	Were all CLINs associated with the service awarded? • Y = Yes, all CLINs awarded • N = No, not all CLINs awarded (specific CLINs captured on TO CLINs Awarded List)

J.2.10.3 Data Element Specifications

The tables below fully define and specify each data element contained in the data sets to be exchanged as part of the processes described throughout this CDIP.

The following two subsections address different groups of data sets:

- Section J.2.10.3.1.2 Primary Data Element Dictionary contains all primary data elements (see Section J.2.10.2.1 Data Sets: Primary Data)
- Section J.2.10.3.2 Reference Data Element Dictionary contains all reference data elements (see Section J.2.10.2.2 Data Sets: Reference Data)

J.2.10.3.1 Primary Data Element Dictionary

J.2.10.3.1.1 Interpreting the Primary Data Element List

The columns in the Primary Data Element List are defined below.

- Element Name: The actual element name
- Description: A brief description of the element
- Data Type: Specifies the type of data that can be stored in the field. Valid values are:
  - Alpha: Characters in the standard English alphabet (A-Z and a-z) excluding numbers and special characters (punctuation, symbols, etc.) unless required as part of the edit mask or element specifications in Section J.2.10.1.1
  - Alphanumeric: Characters on the standard 104-key US qwerty keyboard excluding the pipe, '|', character
  - BLOB: Binary Large Object (see also Section J.2.9)
  - 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 (e.g., 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 (e.g., 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’ (e.g., 2015-01-01T13:05:30-04:00)

- Length: Specifies the length (number of characters) allowed in the element
- Edit Mask: Provides internal structure reference for elements with specific structure:
  - Values are superseded by any element specifications in Section J.2.10.1.1
  - The table below defines the values in this column:

Edit Mask Value	Description
Blank Field	Any combination of characters allowed by the data type excluding the pipe character, "|"
A	Any single character in the standard English alphabet (A-Z and a-z; no numbers or special characters); multiple instances indicate the number of consecutive characters (e.g., “AAA” indicates 3 characters)
YYYY-MM-DD	Full date including 4-digit year (YYYY), 2-digit month (MM), and 2-digit day (DD) Example: 2015-01-01
HH:MM:SS+/-hh:mm	Full time based on 24-hour clock including 2-digit hour (HH), 2-digit minute (MM), 2-digit second (SS) and offset (+ or -) from Coordinated Universal Time (UTC) in hours (hh) and minutes (mm) Example: 13:05:30-04:00
HHH:MM:SS	Duration including up to 3 digits for hours (HHH), 2-digit minutes (MM), 2-digit seconds (SS)
N	Any single-digit number (0-9); multiple instances indicate the number of consecutive digits (e.g., “NNN” indicates 3 digits) Note: If an edit mask shows a specific number of decimal places (i.e., digits after the decimal point), the contractor shall not round to fewer decimal places. See also Section J.2.5.1.6 Rounding
Ref: TTTTTT.EEEEEE	The only valid values for this field are defined in a reference table (see Section J.2.10.2.2 Data Sets: Reference Data). The specific reference table and data element within the table are identified using the information after the “Ref:” prefix: TTTTTT (before the “.”) = Data Transaction Code for the table EEEEEE (after the “.”) = Element name within the table When specified, the contractor shall only use values included in the reference table and element combination when populating the data element.
All Other Values	All other values are literal (for example, if the mask includes a comma, ",", a comma is required in that specific position within the value).

J.2.10.3.1.2 Primary Data Element List

Element Name	Description	Data Type	Length	Edit Mask
access_circuit_type_code	Access Circuit Type Code	Alphanumeric	6	Ref: CKTTYP.code
access_diversity	True if circuit assigned diverse access. False otherwise.	Alphanumeric	1	Ref: TRUFLS.code
access_framing_code	Access Framing Code	Alphanumeric	25	Ref: AFRAM.code
access_jack_type_code	Access Jack Type Code	Alphanumeric	25	Ref: JCKTYP.code
access_path_avoidance	True if certain access paths are to be avoided. False otherwise.	Alphanumeric	1	Ref: TRUFLS.code
access_provisioning_code	Code indicating if the access was provided by the contractor or the agency	Alphanumeric	1	Ref: APROV.code
adjustment_aggregated_tax	This is the total adjustments to all taxes, fees, and surcharges including the AGF. This value may omit the AGF at the contractor's discretion provided they provide notice of their choice to their GSA CO and COR and the OCO and COR(s) associated with any awarded TOs. A minus sign indicates the charge is being reduced (i.e., a credit to the agency). If the charge is increased (i.e., a debit to the agency), no indicator is required.	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
adjustment_amount	This is the total line item amount of the adjustment including individual adjustments to CLIN price, AGF collected, taxes, fees and surcharges. A minus sign indicates the charge is being reduced (i.e., a credit to the agency). If the charge is increased (i.e., a debit to the agency), no indicator is required.	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
adjustment_date	Date of adjustment	Date	10	YYYY-MM-DD

Element Name	Description	Data Type	Length	Edit Mask
adjustment_detail_tax_billed	There are two allowed methods for supplying this data. Method 1: Provide a single line item which is the total adjustments to all taxes, fees, and surcharges normally reported in the TAX detail deliverable. This excludes the AGF. Under this method, tax_item_number is left blank unless otherwise specified in the Task Order (TO). Method 2: Provide individual line items for each adjusted tax, fee, or surcharge normally reported in the TAX detail deliverable. This excludes the AGF. Under this method, tax_item_number is populated with the appropriate value from the Allowable Taxes (ALLTAX) reference table. A minus sign indicates the charge is being reduced (i.e., a credit to the agency). If the charge is increased (i.e., a debit to the agency), no indicator is required.	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
adjustment_outcome	Contractor adjustment outcome	Alphanumeric	25	Ref: ADJOUT.code
adjustment_reason	Contractor adjustment reason	Alphanumeric	25	Ref: ADJRSN.code
agency_agf_percent_rate	Agency Associated Government Fee Percent (AGF) rate	Numeric	10	NNN.NNNNNN
agency_comments	Agency comments for describing need and special instructions to Contractor	Alphanumeric	2000	
agency_dispute_number	Agency Dispute Number	Alphanumeric	20	
agency_hierarchy_code	An internal government accounting code and must be tracked for all services from order submission through disconnection	Alphanumeric	28	

Element Name	Description	Data Type	Length	Edit Mask
agency_identifier	Agency bureau code identifies the agency / sub-agency	Alphanumeric	8	Ref: ABCODE.agency_Identifier
agency_order_sent_date	Date that order was sent by Agency	Date	10	YYYY-MM-DD
agency_project_code	An optional internal government project number	Alphanumeric	50	
agency_service_request_number_1	An optional internal government control number	Alphanumeric	50	
agency_service_request_number_2	An optional internal government control number	Alphanumeric	50	
agency_task_order_modification_number	Agency task order modification number.	Alphanumeric	25	
agency_task_order_num	Agency task order number. Also known as the Procurement Instrument Identifier (PIID)	Alphanumeric	51	
agf_amount	(Total_Line_Item_Amount*Agency_AGF_Percent_Rate)	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
agf_electronic_funds_transfer_amount	Associated Government Fee (AGF) amount that was wire transferred to GSA	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
agf_electronic_funds_transfer_date	Date that Associated Government Fee (AGF) was wire transferred to GSA	Date	10	YYYY-MM-DD
alt_site_poc_email_address	Originating site alternate Point of Contact (POC) email address	Alphanumeric	100	
alt_site_poc_first_name	Originating site alternate Point of Contact (POC) first name	Alphanumeric	30	
alt_site_poc_last_name	Originating site alternate Point of Contact (POC) last name	Alphanumeric	30	

Element Name	Description	Data Type	Length	Edit Mask
alt_site_poc_work_mobile_phone_number	Originating site alternate Point of Contact (POC) work mobile phone number	Numeric	15	
alt_site_poc_work_phone_extension	Originating site alternate Point of Contact (POC) work phone number extension	Numeric	5	NNNNN
alt_site_poc_work_phone_number	Originating site alternate Point of Contact (POC) work phone number	Numeric	15	
alternate_code_description	Used for a description when needed (e.g., a name on a calling card or conference bridge)	Alphanumeric	30	
band_amount	Band amount is used to determine a price from a band table. This is not a price amount. This is the usage amount that falls within a band range. For example, if the band is 5-10Mb, and actual usage was 7Mb the value for this element is 7.	Numeric	50	
bandwidth_code	Code that identifies the bandwidth unit of measurement (e.g., 10 Gbps)	Alphanumeric	25	Ref: BANDW.code
base_line_item_price	Base price amount of the line item without the AGF	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
billed_aggregated_tax	Aggregated eligible taxes, fees and surcharges as defined in the allowable tax reference table.	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
billing_authorization_code	Phone number / calling card number / voice circuit authorization code / toll number used to authorize service	Alphanumeric	20	

Element Name	Description	Data Type	Length	Edit Mask
billing_begin_date	Effective date service begins for the billed service delivery month. This would be the date of new service if service was installed for the billed service delivery month. Otherwise this is the first day of the month.	Date	10	YYYY-MM-DD
billing_end_date	Effective date service ends for the billed service delivery month. This would be the date of discontinued service if service was disconnected within the billed service delivery month. Otherwise this is the last day of the month.	Date	10	YYYY-MM-DD
billing_period	Start date of Invoice billing period; for example invoice for June 2014 would be 2014-06-01 (06/01/2014)	Date	10	YYYY-MM-DD
billing_quantity	This is the quantity that will drive billing changes based on CLIN – i.e., Base_Line_Item_Price multiplied by Billing_Quantity = Total_Line_Item_Price	Numeric	20	NNNNNNNNNNNNNNNNN.NN
billing_reserved_01	Reserved for future billing use	Alphanumeric	250	
billing_reserved_02	Reserved for future billing use	Alphanumeric	250	
billing_reserved_03	Reserved for future billing use	Alphanumeric	250	
billing_reserved_04	Reserved for future billing use	Alphanumeric	250	
billing_reserved_05	Reserved for future billing use	Alphanumeric	250	
billing_reserved_06	Reserved for future billing use	Alphanumeric	250	
billing_reserved_07	Reserved for future billing use	Alphanumeric	250	

Element Name	Description	Data Type	Length	Edit Mask
billing_reserved_08	Reserved for future billing use	Alphanumeric	250	
billing_reserved_09	Reserved for future billing use	Alphanumeric	250	
billing_reserved_10	Reserved for future billing use	Alphanumeric	250	
billing_reserved_11	Reserved for future billing use	Alphanumeric	250	
billing_reserved_12	Reserved for future billing use	Alphanumeric	250	
billing_reserved_13	Reserved for future billing use	Alphanumeric	250	
billing_reserved_14	Reserved for future billing use	Alphanumeric	250	
billing_reserved_15	Reserved for future billing use	Alphanumeric	250	
billing_telephone_number	Billing telephone number (BTN) / Circuit Authorization code to allow Voice traffic. Used for trunk billing vs station level billing	Alphanumeric	20	
body_detail_reserved_01	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_02	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_03	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_04	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_05	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_06	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_07	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_08	Reserved for future Use	Alphanumeric	250	

Element Name	Description	Data Type	Length	Edit Mask
body_detail_reserved_09	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_10	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_11	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_12	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_13	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_14	Reserved for future Use	Alphanumeric	250	
body_detail_reserved_15	Reserved for future Use	Alphanumeric	250	
building	Building (Service Delivery Address)	Alphanumeric	20	
card_number	Calling card authorization number	Alphanumeric	20	
change_field	The name of the field to be changed	Alphanumeric	100	
change_type	Indicates the Unique Value Level of the data element to be changed as it appears in the SOCN definition. If the data element being changed has a Unique Value Level of “Data Set” on the original SOCN the change type is Order (record as "O"). If the data element being changed has a Unique Value Level of “Line Item” on the original SOCN the change type is Line Item (record as "L"). Expected Values: O = Order L = Line Item	Alpha	1	

Element Name	Description	Data Type	Length	Edit Mask
change_value_from	The old value that is being changed	Alphanumeric	2000	
change_value_to	The new value being entered	Alphanumeric	2000	
charging_frequency_and_sre_element_code	Charge frequency description (e.g., Monthly Recurring Charge [MRC], Non-Recurring Charge [NRC], Usage, and SRE Pricing Element etc.) Code	Alphanumeric	10	Ref: CRGFRQ.code
charging_unit_code	Code defining the specific charge unit (e.g., per port, per time-increment, etc.)	Alphanumeric	5	Ref: CRGUNT.code
circuit_design_document	These documents are to assist with provisioning of service; this may include, but not be limited to, network design, architecture, site survey, Interactive Voice Response (IVR) layout, call center, engineering layout, etc.	BLOB		
clin_description	Contract Line Item Numbers (CLINs) Description	Alphanumeric	100	
contract_line_item_number	Contract Line Item Numbers (CLINs). Used to uniquely identify services available on the contract. Agency or Contractor may provide CLINs; all CLINs must be approved via an order by the Agency prior to the activity occurring	Alphanumeric	7	
contract_number	EIS contract number assigned to the contractor. (Not the Task Order number.)	Alphanumeric	20	
contracting_officer_representative_email_address	Contracting Officer Representative (COR) email address	Alphanumeric	100	
contractor_access_circuit_number	The circuit ID should be the one most closely associated with the CLIN. e.g. a port CLIN would require a port circuit ID while an access CLIN would require the access circuit ID	Alphanumeric	100	

Element Name	Description	Data Type	Length	Edit Mask
contractor_charge_waiver_code	Indicates if the contractor has waived the charge at billing. If the charge is being waived, the base_line_item_price may be reported as either its normal value or as zero (0) as agreed between the contractor and the customer or as indicated in the TO.	Alpha	1	Ref: YESNO.code
contractor_comments	Contractor comments to agency	Alphanumeric	2000	
contractor_direct_billed_agf_adjustment	Adjusted amount that Contractor billed for AGF fee and collected for GSA. A minus sign indicates the charge is being reduced (i.e., a credit to the agency). If the charge is increased (i.e., a debit to the agency), no indicator is required.	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
contractor_direct_billed_agf_collected	Amount that Contractor billed directly to agency for AGF fee and collected for GSA	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
contractor_dispute_adjustment_comments	Contractor comments for describing dispute or Adjustment	Alphanumeric	2000	
contractor_dispute_number	Unique Contractor Dispute Number	Alphanumeric	20	
contractor_invoice_date	Date of Contractor's invoice	Date	10	YYYY-MM-DD
contractor_invoice_level_account_number	Contractor's invoice account number associated with this transaction (not a central invoice number).	Alphanumeric	25	
contractor_invoice_number	Invoice number assigned by Contractor to monthly invoice	Alphanumeric	20	
contractor_price_quote_identifier	Reference number optionally used to communicate to the customer the specific contractor price quote associated with an order.	Alphanumeric	50	

Element Name	Description	Data Type	Length	Edit Mask
contractor_private_line_number	A number that uniquely identifies the line that connects two access points in a private line service	Alphanumeric	100	
contractor_service_level_account_number	Contractor's service account number used to group all components of a service on an account that contains numbers or calling cards.	Alphanumeric	50	
contractor_service_request_number	Contractor order number.	Alphanumeric	50	
contractor_switch	Contractor switch number	Numeric	5	
contractor_transport_circuit_number	The circuit ID should be the one most closely associated with the CLIN. e.g. a port CLIN would require a port circuit ID while an access CLIN would require the access circuit ID	Alphanumeric	100	
contractor_trunk	Contractor trunk number	Numeric	5	
customer_want_date	Customer's requested provisioning date	Date	10	YYYY-MM-DD
data_transaction_code	Identifies the transaction represented by the file or data exchange	Alphanumeric	6	Ref: DTT.code
data_transaction_file_date	Submission date for the data set	Date	10	YYYY-MM-DD
data_transaction_line_sequence_number	Data Transaction line sequence number. The contractor shall assign a unique data transaction line sequence number to each record within a deliverable.	Numeric	14	

Element Name	Description	Data Type	Length	Edit Mask
data_transaction_sequence_num	Uniquely identifies each data exchange transaction. In the event it becomes necessary to examine a transaction in detail, this number will ensure all parties are referring to the same transaction. Other than the data type and length, the submitting party is free to create this number in any manner desired - e.g., a millisecond-level timestamp based on data submission time.	Numeric	20	NNNNNNNNNNNNNNNNNNNN
design_documents	Engineering documents to cover elements that are not covered in order data	BLOB		
detail_tax_billed	Detail of the aggregated eligible taxes, fees and surcharges	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
directed_to_number	The number the toll-free number is to be directed to	Alphanumeric	13	
dispute_reason_code	Code corresponding to reason for dispute	Alphanumeric	10	Ref: DRSN.code
dispute_status_code	Disputed Status Code from Agency	Alphanumeric	1	Ref: DSTUS.code
disputed_aggregated_tax	Amount of the aggregated tax in dispute	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
disputed_charge	Disputed Charge associated with record identified	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
disputed_date	Date the Agency opens a dispute	Date	10	YYYY-MM-DD
disputed_detail_tax_billed	Disputed detail of the aggregated tax	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
early_installation_code	Will Agency accept services prior to contractual due date?	Alpha	1	Ref: YESNO.code

Element Name	Description	Data Type	Length	Edit Mask
firm_order_commitment_date	Firm date for service installation	Date	10	YYYY-MM-DD
Floor	Floor (Service Delivery Address)	Alphanumeric	10	
fully_loaded_price_code	Is the base price fully loaded as defined in the contract?	Alpha	1	Ref: YESNO.code
iconectiv_nsc	ICONECTIV Network Site Code for the originating location (Service Delivery Address)	Alphanumeric	20	
individual_case_basis_code_number	Individual Case Basis (ICB) number submitted with Contract Line Item Number (CLIN). Agency or Contractor may provide CLINs. All CLINs must be approved via an order by the Agency prior to the activity occurring	Alphanumeric	50	
key_performance_indicator_measurement	This is the name of the KPI specified in a manner that is intended to be easily understood by CORs and other agency representatives (e.g., 'Latency in continental US (CONUS)', 'Service Provisioning', etc.)	Alphanumeric	60	
key_performance_indicator_result	Contractor's Key Performance Indicator (KPI) results	Numeric	60	
key_performance_indicator_unit_type_code	Key Performance Indicator (KPI) type that describes the KPI category	Alphanumeric	6	Ref: KPIUC.code
labor_email_address	Email address of person performing labor services under SRL	Alphanumeric	100	
line_coding_code	Line Coding Code	Alphanumeric	5	Ref: LNECD.code
line_net_amount	(Total_Line_Item_Amount + AGF_Amount + Billed_Aggregated_Tax +	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN

Element Name	Description	Data Type	Length	Edit Mask
local_exchange_carrier_circuit_number	Local Exchange Carrier (LEC) circuit number	Alphanumeric	100	
location_address_2	Second line of new address for this order location (Service Delivery Address)	Alphanumeric	100	
location_city	City for this order location (Service Delivery Address)	Alphanumeric	60	
location_country	Country for this order location (Service Delivery Address)	Alphanumeric	50	Ref: CNTRY.country
location_latitude	Delivery latitude (Service Delivery Address)	Numeric	13	
location_longitude	Delivery longitude (Service Delivery Address)	Numeric	13	
location_postal_code	Postal code for this order location (Service Delivery Address)	Alphanumeric	10	
location_province	Province for this order location (Service Delivery Address)	Alpha	50	
location_state	State for this order location (Service Delivery Address)	Alpha	50	
manufacturer	Manufacturer	Alphanumeric	50	
model	Model (e.g., service related equipment model)	Alphanumeric	50	
non-recurring_charge_waiver_code	Non-Recurring Charge (NRC) waiver Yes or No	Alpha	1	Ref: YESNO.code
order_header_type_code	Indicates the overall order type	Alphanumeric	1	Ref: ORDHDR.code
order_item_type_code	Indicates the order type for this line item	Alphanumeric	1	Ref: ORDITM.code

Element Name	Description	Data Type	Length	Edit Mask
order_method_code	D = direct. Note: unless otherwise specified in the TO, this value is always D	Alpha	1	
order_point_of_contact_email_address	Order Point of Contact (POC) email address	Alphanumeric	100	
order_point_of_contact_first_name	Order Point of Contact First Name	Alphanumeric	30	
order_point_of_contact_last_name	Order Point of Contact Last Name	Alphanumeric	30	
order_point_of_contact_work_mobile_phone_number	Order Point of Contact Work Mobile Phone Number	Numeric	15	
order_point_of_contact_work_phone_extension	Order Point of Contact Work Phone Extension	Numeric	5	NNNNN
order_point_of_contact_work_phone_number	Order Point of Contact Work Phone Number	Numeric	15	
order_rejection_code	Reason for order rejection	Alphanumeric	25	Ref: ORDREJ.code
original_bill_billing_period	First day of Original Bill Billing Period.	Date	10	YYYY-MM-DD
original_bill_line_item_sequence_number	Original Bill Line Item Sequence number.	Numeric	14	
originating_jurisdiction_code	Applies to domestic (CONUS/OCONUS) or non-domestic	Numeric	6	Ref: CNTRY.jurisdiction_ID
originating_location_city	City for this order location, always applies to domestic (CONUS/OCONUS)	Alphanumeric	50	
originating_location_country	Country for this order location	Alpha	2	Ref: CNTRY.iso_alpha_2

Element Name	Description	Data Type	Length	Edit Mask
originating_location_county	County for this order location, always applies to domestic (CONUS/OCONUS)	Alphanumeric	50	
originating_location_state	State for this order location, always applies to domestic (CONUS/OCONUS)	Alpha	50	
originating_number	Calling number (number identifier from which a call originates)	Alphanumeric	20	
phone_number_toll_free_and_700_number	Phone number associated with phone number CLINs. e.g. desk phone, cell phones, toll free number, Wi-Fi hotspot, etc.	Alphanumeric	10	
presubscribed_interexchange_carrier	Is there a Presubscribed Interexchange Carrier (PIC)? if no, there is no long distance service for this line	Alpha	1	Ref: YESNO.Code
private_virtual_circuit_num	Private Virtual Circuit Number	Alphanumeric	30	
quantity	Numeric count for the item specified by the Contract Line Item Number (CLIN)	Numeric	9	NNNNNNNNN
room	Room (Service Delivery Address)	Alphanumeric	10	
serial_number	Serial number for SRE	Alphanumeric	50	
service	Service	Alphanumeric	20	Ref: SVC.service_code
service_connect_end_date_and_time	Service disconnect date and time or call connection end date and time	Date/time	25	YYYY-MM-DDTHH:MM:SS+/-hh:mm

Element Name	Description	Data Type	Length	Edit Mask
service_connect_start_date_and_time	Service connect date and time or call connection start date and time	Date/time	25	YYYY-MM-DDTHH:MM:SS+/-hh:mm
service_order_completion_date	Date service was completed	Date	10	YYYY-MM-DD
service_outage_cleared_date_&_time	Service outage cleared date and time	Date/time	25	YYYY-MM-DDTHH:MM:SS+/-hh:mm
service_outage_net_time_to_restore	Service outage Time to Restore	Numeric	9	HHH:MM:SS
service_outage_occurred_date_&_time	Service outage occurred date and time	Date/time	25	YYYY-MM-DDTHH:MM:SS+/-hh:mm
service_outage_trouble_ticket_number	Service outage trouble ticket number	Alphanumeric	60	
site_poc_email_address	Service Location Point of Contact (POC) email address	Alphanumeric	100	
site_poc_first_name	Service Location Point of Contact (POC) First Name	Alphanumeric	30	
site_poc_last_name	Service Location Point of Contact (POC) Last Name	Alphanumeric	30	
site_poc_work_mobile_phone_number	Service Location Point of Contact (POC) Mobile phone number of Contact	Numeric	15	
site_poc_work_phone_extension	Service Location Point of Contact (POC) Phone extension of Contact	Numeric	5	NNNNN
site_poc_work_phone_number	Service Location Point of Contact (POC) Phone Number of Contact	Numeric	15	

Element Name	Description	Data Type	Length	Edit Mask
site_survey_documents	Site survey documents	BLOB		
sla_item_identification	SLA reported Identification. This is used to identify the missed SLA in the SLA credit request and any resulting disputes and/or billing adjustments	Alphanumeric	60	
sla_performance_period	SLA reporting period when service was performed. for example invoice for June 2014 would be 06/01/2014	Date	10	YYYY-MM-DD
socn_fragment_count	The total number of fragments for this service order completion notice. See Section J.2.10.1.4	Numeric	3	NNN
socn_fragment_sequence_number	The sequence number for this fragment of the service order completion notice. See Section J.2.10.1.4	Numeric	3	NNN
street_name	The street name of the address (Service Delivery Address)	Alphanumeric	100	
street_number	The street number of the address (Service Delivery Address)	Alphanumeric	15	
street_prefix	The street prefix of the address (e.g., W, N, SE, ...) (Service Delivery Address)	Alphanumeric	10	
street_suffix	The street suffix of the address (e.g., W, N, SE, ...) (Service Delivery Address)	Alphanumeric	10	
street_type	The street type of the address (e.g., AVE, HWY, ...) (Service Delivery Address)	Alphanumeric	25	
tax_exempt	Is the agency or organization exempt from all taxes and surcharges (e.g., World Bank and IMF)?	Alpha	1	Ref: YESNO.code

Element Name	Description	Data Type	Length	Edit Mask
tax_item_number	Tax Item Number to identify items in the allowable tax table	Alphanumeric	20	Ref: ALLTAX.tax_item_number
technical_point_of_contact_email_address	Technical Point of Contact (POC) email address	Alphanumeric	100	
technical_point_of_contact_first_name	Technical Point of Contact First Name	Alphanumeric	30	
technical_point_of_contact_last_name	Technical Point of Contact Last Name	Alphanumeric	30	
technical_point_of_contact_work_mobile_phone_number	Technical Point of Contact Work Mobile Phone Number	Numeric	15	
technical_point_of_contact_work_phone_extension	Technical Point of Contact Work Phone Extension	Numeric	5	NNNNN
technical_point_of_contact_work_phone_number	Technical Point of Contact Work Phone Number	Numeric	15	
telecommunication_service_priority	Telecommunication Service Priority (TSP) code enabling timely Service restoration in adverse events	Alphanumeric	12	AAAAAAAAA-AA
telecommunication_service_priority_documentation	This is the Telecommunication Service Priority (TSP) official attachment for records	BLOB		
terminating_iconectiv_nsc	ICONECTIV Network Site Code for the terminating location (Service Delivery Address)	Alphanumeric	20	
terminating_jurisdiction_code	Jurisdiction Code for the terminating location	Numeric	6	Ref: CNTRY.jurisdiction_ID
terminating_location_city	City for this order location	Alphanumeric	50	

Element Name	Description	Data Type	Length	Edit Mask
terminating_location_country	Country for this order location	Alpha	2	Ref: CNTRY.iso_alpha_2
terminating_location_county	County for this order location	Alphanumeric	50	
terminating_location_state	State for this order location	Alpha	50	
terminating_number	Terminating number on which the call finalized (forwarded call)	Alphanumeric	20	
time_of_state_change	Timestamp marking change in service state (e.g., change in auto-sold CLIN state)	Date/time	25	YYYY-MM-DDTHH:MM:SS+/-hh:mm
total_line_item_amount	(Base_Line_Item_Price*Billing_Quantity). This is the taxable amount. NO AGF, Taxes, or Surcharges may be in this amount.	Numeric	23	NNNNNNNNNNNNNNNN.NNNNNN
ubi_state	The current service state of the UBI. Options are: Active = The UBI is active with charges accumulating Inactive = The UBI is inactive with no charges accumulating Band_Name = The band-priced UBI is in the band listed. Note: the state is the actual band name/designator as defined in Section B and/or the TO	Alphanumeric	50	
unique_billing_identifier	Uniquely identifies one or more items linked together for ordering, billing and inventory management purposes	Alphanumeric	86	
upc	Universal Product Code (ori) for SRE	Alphanumeric	50	

Element Name	Description	Data Type	Length	Edit Mask
usage_event_id	This ID is used to group conference call charges etc.	Alphanumeric	20	

J.2.10.3.2 Reference Data Element Dictionary

J.2.10.3.2.1 Interpreting the Reference Data Element List

The columns in the Reference Data Element List are defined below:

- Data Transaction Code: Code for the reference table that contains the element (see Section J.2.10.1.1.5)
- Element Name: The actual element name
- Description: A brief description of the element. May also include:
  - An edit mask (see Section J.2.10.3.1.1)
  - Example or expected values
    - Note: Any values listed are representative only. The government will separately provide definitions of any codes used prior to including them in initial or updated reference tables (see Section J.2.3.2.1).
  - Connections to other reference tables
- Data Type: Specifies the type of data that can be stored in the field. Valid values are:
  - Alpha: Characters in the standard English alphabet (A-Z and a-z) excluding numbers and special characters (punctuation, symbols, etc.) unless required as part of the edit mask or element specifications in Section J.2.10.1.1
  - Alphanumeric: Characters on the standard 104-key US qwerty keyboard excluding the pipe, '|', character
  - Date/time: Full date and time
  - Numeric: Numbers (0-9) and at most one decimal point '.'; Negative values are represented by preceding the number with a minus sign, '-'; Percentages are always converted to standard decimal values, e.g., 5% is presented as '0.05'
- Length: Specifies the length (number of characters) allowed in the element

J.2.10.3.2.2 Reference Data Element Dictionary Table

Data Transaction Code	Element Name	Description	Data Type	Length
ABCODE	active	Status: Active / Inactive; will contain value from reference table Active/Inactive (code field)	Alpha	1
ABCODE	agency_description	GSA Agency Description	Alphanumeric	9
ABCODE	agency_identifier	GSA Agency Identifier	Alphanumeric	8
ABCODE	agency_name	Name of organization to be established as agency	Alphanumeric	100
ABCODE	bureau_name	Name of organization to be established as Bureau	Alphanumeric	100
ABCODE	new_ab_code	Agency Bureau Code	Alphanumeric	5
ABCODE	old_ab_code	Contract short Description assigned by GSA to identify Contractor and contract type. (Contractor + Contract)	Alphanumeric	4
ABCODE	sub_bureau_code	Sub Bureau Code	Alphanumeric	4
ABCODE	sub_bureau_name	Name of organization to be established as Sub Bureau	Alphanumeric	100
ACTINA	code	Active or Inactive Code	Alphanumeric	1
ACTINA	description	Active or Inactive Description	Alphanumeric	256
ADJOUT	code	Adjustment Outcome Code	Alphanumeric	25
ADJOUT	description	Adjustment Outcome Description	Alphanumeric	256
ADJRSN	code	Adjustment Reason Code	Alphanumeric	25
ADJRSN	description	Adjustment Reason Description	Alphanumeric	256

Data Transaction Code	Element Name	Description	Data Type	Length
AFRAM	code	Access Framing Code	Alphanumeric	25
AFRAM	condition	Access Framing Condition	Alphanumeric	50
AFRAM	description	Access Framing Description	Alphanumeric	256
ALLTAX	citation	Taxation authority reference. Indicate by exact legal reference such as Statute, DR Rule, County Code, etc. Example: AZ Statute §42-5064	Alphanumeric	255
ALLTAX	description	A descriptive code for the tax. Expected values: GR = Gross Receipts, B + Business, U = Utility, ST = Sales Tax, FUSF = Federal Universal Service Fund, I = Infrastructure, PUC = Public Utility Commission, FUSA = Federal Hearing Impaired, NP = Number Portability, FRS = Federal Relay Service, STRS = State Telecommunications Relay Service, SUSF = State Universal Service Fund, OTHR = Other, 911 = 911	Alphanumeric	4
ALLTAX	effective_date	Date to begin collection of tax. Edit Mask: YYYY-MM-DDTHH:MM:SS+/-hh:mm	Date/time	25
ALLTAX	end_date	Date tax collection ends. Edit Mask: YYYY-MM-DDTHH:MM:SS+/-hh:mm	Date/time	25
ALLTAX	fixed_rate	Allowable Fixed Rate. Edit Mask: NNNNNNNNNNNNNNN.NNNNNN	Numeric	23

Data Transaction Code	Element Name	Description	Data Type	Length
ALLTAX	jur_revenue	Indicate jurisdiction of the revenues to which the tax is to be applied: (Interstate, Intrastate, or Both). Expected values: A = Intrastate, E = Interstate, B = Both, N = Not Applicable	Alpha	1
ALLTAX	max_allowed_by	State, County, City / County City / State City / County State. Expected values: SCC = State, County, City; CC = County, City; SC = State, City, CS = County, State	Alpha	3
ALLTAX	max_fixed_rate	Max fixed rate allowed. Edit Mask: NNNNNNNNNNNNNNN.NNNNNN	Numeric	23
ALLTAX	max_percent	Max percent allowed. Edit Mask: NNN.NNNNNN	Numeric	10
ALLTAX	nsc_city	City for the Tax	Alpha	100
ALLTAX	nsc_county	County for the Tax	Alpha	100
ALLTAX	nsc_state	State for the Tax	Alpha	2
ALLTAX	percent	Allowable Tax Percent. Edit Mask: NNN.NNNNNN	Numeric	10
ALLTAX	rate_application_fixed_percent	Indicate whether tax is fixed amount, percent or both. Expected values: F = Fixed, P = Percent, B = Both	Alpha	1
ALLTAX	percent_taxable_of_charge	Percent of Charge that is taxable. Edit Mask: NNN.NNNNNN	Numeric	10

Data Transaction Code	Element Name	Description	Data Type	Length
ALLTAX	service_equipment	Tax applies to Services, Equipment or Both (No taxes on labor or travel reimbursement). Expected values: S = Service, E = Equipment, B = Service & Equipment, A = Account, L = Line, O = Other	Alpha	1
ALLTAX	tax_item_mod_number	Tax Item Modification Number	Alphanumeric	20
ALLTAX	tax_item_number	Tax Identification Number	Alphanumeric	20
ALLTAX	taxing_authority	Indicate jurisdiction of the taxing authority: (FED, ST, CO, CI). Expected values: ST = State, CO = County, CI = City, Fed = Federal, SD = School District, O = Other	Alpha	3
ALLTAX	voice_data	Tax applies to Voice, Data, Both. Expected values: V = Voice, D = Data, B = Voice & Data, N = Not Applicable	Alpha	1
APROV	code	Access Provisioning Provider Code	Alphanumeric	1
APROV	description	Access Provisioning Provider Description	Alphanumeric	256
BANDW	code	Bandwidth Code	Alphanumeric	25
BANDW	description	Bandwidth Description	Alphanumeric	256
CKTTYP	code	Access Circuit Type Code	Alphanumeric	6
CKTTYP	condition	Access Circuit Type Condition	Alphanumeric	50
CKTTYP	description	Access Circuit Type Description	Alphanumeric	256

Data Transaction Code	Element Name	Description	Data Type	Length
CNTRY	aow	Area of the World (AOW). Edit Mask: NNNNNN	Numeric	6
CNTRY	code	Country Code	Alphanumeric	10
CNTRY	comments	Comments	Alphanumeric	256
CNTRY	country	Country Description	Alphanumeric	50
CNTRY	iso_alpha_2	2-letter alphanumeric ISO country code	Alpha	2
CNTRY	iso_alpha_3	3-letter alphanumeric ISO country code	Alpha	3
CNTRY	iso_numeric_code	ISO Numeric Country Code. Edit Mask: NNN	Numeric	3
CNTRY	jurisdiction_ID	Country Jurisdiction ID. Edit Mask: NNNNNN	Numeric	6
CNTRY	postal_code_format	Format of postal code	Alphanumeric	10
CNTRY	postal_name	Postal Name	Alphanumeric	20
CNTRY	sovereign	Sovereign	Alpha	2
CRGFRQ	code	Charging Type Code	Alphanumeric	10
CRGFRQ	description	Charging Type Description	Alphanumeric	256
CRGUNT	code	Charging Unit Code	Alphanumeric	5

Data Transaction Code	Element Name	Description	Data Type	Length
CRGUNT	description	Charging Unit Description	Alphanumeric	256
DRSN	code	Dispute Reason Code	Alphanumeric	10
DRSN	description	Dispute Reason Description	Alphanumeric	256
DSTUS	code	Dispute Status Code	Alphanumeric	1
DSTUS	description	Dispute Status Description	Alphanumeric	256
DTT	code	Data Transaction Type Code	Alphanumeric	6
DTT	description	Data Transaction Type Description	Alphanumeric	256
JCKTYP	code	Access Jack Type Code	Alphanumeric	25
JCKTYP	condition	Access Jack Type Condition	Alphanumeric	50
JCKTYP	description	Access Jack Type Description	Alphanumeric	256
KPIAO	code	KPI AQI Operator	Alphanumeric	6
KPIAO	description	KPI AQI Operator Description	Alphanumeric	256
KPILQ	code	KPI Location Qualifier Code	Alphanumeric	6
KPILQ	description	KPI Location Qualifier Description	Alphanumeric	256
KPIMU	code	KPI Measurement Unit Code	Alphanumeric	6
KPIMU	description	KPI Measurement Unit Description	Alphanumeric	256
KPISLQ	code	KPI Service Level Qualifier	Alphanumeric	6

Data Transaction Code	Element Name	Description	Data Type	Length
KPISLQ	description	KPI Service Level Qualifier Description	Alphanumeric	256
KPIUC	code	KPI Unit Type Code	Alphanumeric	6
KPIUC	description	KPI Unit Type Description	Alphanumeric	256
LNECD	code	Line Coding Code	Alphanumeric	5
LNECD	condition	Line Coding Condition	Alphanumeric	50
LNECD	description	Line Coding Description	Alphanumeric	256
LOADEP	code	Letter of Agency Dependencies Code	Alphanumeric	4
LOADEP	description	Letter of Agency Dependencies Description	Alphanumeric	256
ORDHDR	code	Order Header Type Code	Alphanumeric	1
ORDHDR	description	Order Header Type Description	Alphanumeric	256
ORDITM	code	Order Item Type Code	Alphanumeric	1
ORDITM	description	Order Item Type Description	Alphanumeric	256
ORDREJ	code	Order Rejection Code	Alphanumeric	25
ORDREJ	description	Order Rejection Description	Alphanumeric	256
SVC	cbsa_based_service	Core-based Statistical Area (CBSA) Based Service (See Section C)	Alphanumeric	20
SVC	mandatory_optional	Mandatory or Optional service (See B Section). Expected values: M or O	Alpha	1

Data Transaction Code	Element Name	Description	Data Type	Length
SVC	section_b_reference	Section B Reference for this service (See Section B)	Alphanumeric	20
SVC	section_c_reference	Section C Reference for this service (See Section C)	Alphanumeric	20
SVC	service	Service (See Section B)	Alphanumeric	256
SVC	service_area	Service Area (See Section B)	Alphanumeric	256
SVC	service_clin_prefix	Service CLIN Prefix (See B Section)	Alpha	2
SVC	service_code	Service Code (See B Section)	Alphanumeric	20
TRUFLS	code	True/False Code	Alphanumeric	1
TRUFLS	description	True/False Description	Alphanumeric	256
YESNO	code	Yes/No Code	Alpha	1
YESNO	description	Yes/No Description	Alphanumeric	256

J.3 Delegation of Procurement Authority

DPA

TO: Name of Ordering Contracting Officer

FROM: EIS Contracting Officer

DPA Email Address

SUBJECT: Delegation of Procurement Authority for Ordering Contracting Officer to Compete, Award and Administer Task Orders

REF: EIS Contracts

The purpose of this Delegation of Procurement Authority (DPA) is to ensure that the roles and responsibilities between the EIS Contracting Officer (the Procuring Contracting Officer, a/k/a "PCO") and the Agency Ordering Contracting Officer (OCO)* are clearly established. The authority granted to you under this DPA is limited to the EIS contracts and those task orders awarded and administered by you under the EIS contracts. You will act as the central point of contact under each task order you compete, award, or administer, and you are responsible for coordinating with the awarded contractor and the General Services Administration (GSA). You will perform all required task order award and administration functions subject to the following terms and conditions of this DPA:

1. **Compliance** – You are required to comply with the referenced EIS contracts terms and conditions (as modified to allow this DPA), the Federal Acquisition Regulation (FAR) and the applicable authorized agency supplement or exception thereto, applicable agency-specific statutes and policies, and the additional responsibilities defined in this DPA. Reporting requirements are not applicable to agencies exempt from public posting.
2. **Duration** – This DPA is effective until the expiration of the respective EIS contracts or completion and closeout of the resultant task orders, whichever is later. You are also required to maintain a valid certificate of appointment. However, if you change organizations this DPA is automatically revoked. The DPA cannot be re-delegated.
3. **Revocation** – GSA may revoke this DPA at any time for failure to comply with treaty, law, regulation, ethical standards, applicable federal acquisition policies and procedures, and this DPA.

4. **Scope Compliance** – Ensure that task order work is within scope and below the applicable cumulative contract ceiling for the EIS Program. The OCO will provide the Request for Proposal / Request for Quotation to the EIS PCO prior to issuance. The EIS PCO coordinates scope determinations with the EIS program team. Scope reviews can be completed in parallel with the OCO's task order acquisition activities but the RFP/RFQ may not be issued until the scope review has been completed and the RFP/RFQ has been determined in writing by GSA to be in scope. You must include a copy of this DPA in the RFP/RFQ. The EIS PCO (or designee) shall inform the OCO if the SOW/PWS contained within the RFP/RFQ is within scope and provide comments and recommended changes if necessary. Any changes to the SOW/PWS or expansion of the original requirement will require an additional scope review by the EIS PCO. Should the EIS PCO determine an EIS task order to be out of scope, the PCO will inform the OCO that the task order must be canceled.
5. **Administrative Reporting** – Upon award, OCOs are responsible for entering task order information into the Federal Procurement Data System – Next Generation (FPDS-NG).
6. **Inventory** – The OCO shall maintain an accurate inventory of all service acquired under its task order(s). A copy of the inventory and any modifications shall be provided to GSA upon request.

The OCO is responsible for complying with all EIS contract and FAR-based rules when competing, awarding and administering task orders. The following list of duties represents key areas of responsibility (the list is not all-inclusive):

Training – The OCO must complete the required training in Section G of the contract. A DPA shall not be issued to an OCO until he/she has completed the training.

Ordering – All task orders awarded under this DPA shall be placed directly by the OCO. Task order CLINs and pricing shall be structured in accordance with Section B of the contract. CORs may only place service orders after the OCO has issued a fully funded task order. The service orders must be within scope and not exceed the funding on the task order

Fair Opportunity – Ensure that all contractors are provided a fair opportunity (FO) to be considered in accordance with FAR 16.507 (GSA Class Deviation RFO-2025-16), and authorized agency supplements or exceptions thereto, prior to task order award. Any exceptions to fair opportunity to be considered (“fair opportunity exceptions”) must be consistent with FAR 16.507-6 (GSA Class Deviation RFO-2025-16) or authorized agency supplements or exceptions thereto or as otherwise required or allowed by statute. If a fair opportunity exception is taken, the OCO shall document the basis for the exception, and post it in accordance with FAR 16.507-6(f) (GSA Class Deviation RFO-2025-16). All FO must include all existing requirements. Any subsequent requirements exceeding the micro-purchase threshold shall be competed unless an exception to FO is taken.

Billing – Billing shall be done in accordance with Section G of the contract.

Price Analysis and Audits – Perform and document price analysis (FAR 15.4 (GSA Class Deviation RFO-2025-15)) as appropriate in determining the overall task order price to be fair and

reasonable, as well as respond to any related audits. The OCO is responsible for the fair and reasonable determination for all task order pricing. Task order CLINs and pricing shall not be submitted to GSA for a fair and reasonable price determination.

Funding – Verify that funding is available. Comply with appropriations law and financial policy. Ensure timely obligation of funds, and de-obligation and disposition of excess funds.

COR – If a Contracting Officer's Representative (COR) is assigned to perform order monitoring functions, you must ensure that the extent of their authority and responsibilities is clearly defined and agreed upon. It is a best practice to complete COR designations in writing and present them to the contractor in order to establish clear roles and responsibilities during task order administration. Ensure that any COR you designate is properly equipped, trained and qualified to handle those responsibilities pursuant to your agency policy.

Task Order Protests, Disputes and Claims – Receive and respond to task order protests, disputes and claims. All protests, disputes and claims resulting from any task order issued under this DPA shall be resolved by the OCO.

Monitor, Evaluate, and Report Contractor Task Order Performance – Assure contractor performance and support compliance with both task order and contract terms and conditions. Take appropriate action to maintain the government's rights. OCOs should conduct contractor performance evaluations IAW FAR 42.11 (GSA Class Deviation RFO-2025-42), and applicable agency policies. Past performance ratings shall be entered into the Contractor Performance Assessment Reporting System (CPARS).

Prompt Payment – Ensure prompt payment of contractor invoices and prompt rejection of nonconforming invoices.

Task Order Closeout – Perform task order closeout IAW FAR 4.308 (GSA Class Deviation RFO-2025-04) and provide the EIS PCO with a task order closeout completion statement and closeout modification.

Requests for Information – Respond to any requests for information pertaining to task orders awarded or administered by you including but not limited to: Freedom of Information Act requests, and inquiries/audits by Congress, Inspectors General, the Small Business Administration, the Government Accountability Office and GSA.

If you have any questions regarding this DPA, EIS, or our program in general, please feel free to contact the EIS program team at any time.

For more information about EIS, please visit our website at http://gsa.gov/eis. There you will find links to copies of the contracts and other useful information, including various points of contact.

*Authorized users as detailed in EIS Contract Section H.3 may include eligible entities that do not have Ordering Contracting Officers. Therefore, GSA shall also recognize 'authorized officials' that have the authority to bind their specific entities.

J.4 Guidelines for Modifications to EIS Program Contracts

In order for the government to efficiently process modifications to the contract, submissions must be clearly structured and conform to certain requirements. The following items delineate these requirements. This section also defines requirements for submission of TO-specific pricing and catalog pricing submissions.

All modifications and their associated cover letters and supporting documentation shall be submitted electronically via GSA Systems.

All modification submissions shall be numbered in accordance with the "Submission Numbering Scheme" in Appendix A.

The contractor shall resubmit in its entirety the contract file(s) containing the lowest level numbered section(s) of its contract that contain(s) the change. Files shall retain the same names as found in the original contract but shall not include dates within the file name. File names already containing a date shall be changed if and when the file is modified and resubmitted. The change to these file names shall be limited to the removal of the date portion.

Files submitted may be compressed. All submissions and documentation shall be compatible with GSA's office software. Each individual file in the submission shall be digitally signed, at the government's request. (Note that each file within a compressed file shall also be digitally signed, at the government's request.)

All files containing an item affected by the modification shall be included in the submission. This includes files that contain references that need to be changed as a result of the proposed modification including table of contents, list of figures, list of tables, and Attachment J. The Executive Summary section is not required to be resubmitted in any modification unless requested by the government.

A vertical line, adjacent to a change, in the margin shall be used to indicate that a change has been made. Deletions shall be indicated by strike-through. Only those changes pertaining to the modification under consideration shall be marked. Indications of all prior changes must be removed (including any "hidden" changes in Microsoft Word) by "accepting" all changes (using the "Track Changes" tools in Microsoft Word).

For initial and interim submissions, the following header shall appear on the upper right hand side on each page of the entire file:

Contract Number

Modification Number[2] – Initial and interim submissions shall insert "To be determined." Once the modification is accepted, the government will provide the contractor with the modification number to be inserted.

Effective Date – Initial and interim submissions shall insert "To be determined." Once the modification is acceptable, the government and the contractor will mutually agree upon the effective date to be inserted by the contractor.

For initial and interim submissions, the following footer shall appear on the lower right hand side of each page of the entire file:

Submission number

Electronic file name

Once agreement has been reached, a clean copy (showing only current changes) of all of the files that are being modified shall be resubmitted. The submission number and electronic file name shall remain in the footer. The cover letter shall include a brief description of each proposed enhancement in plain, easily understood English for release to user agencies via the Internet to announce the enhancement or modification (see Appendix B Example). All communications via the GSA Systems Discussion Tool or email relative to submittal of proposed enhancements or modifications shall include the applicable submission number.

Upon receipt of a contractor's initial submission for a modification, GSA and the contractor will then negotiate and process the proposed contract modification using an issue list, working through and deleting open issues as part of the negotiation. When all open issues on the list have been closed, the contractor should submit a final submission.

Procedures and examples for updating the pricing tables are provided in Appendix C.

J.4.1 Task Order-Specific Pricing Submissions

A Task Order Unique CLIN (TUC) is a CLIN used to define and price services of a TO-unique nature. See Section B.1.2.2 for definition and use of TUCs. TUCs and pricing for TUCs are not added to the contract via contract modification but are incorporated into the contract databases for pricing and billing purposes.

All TO-specific pricing submissions must populate the TO number column of the respective price tables with a valid TO number. TO-specific pricing submissions shall only include TUC prices, prices for contract fixed and ICB CLINs where the prices have been established for a TO, and/or catalog device class discount tables where the percentage discounts from OLP have been

[2] Modification number is not required for TO-specific submissions or catalog submissions

established for a TO. Such pricing is only valid for orders placed under the associated TO number.

A submission of this type shall not result in a contract modification including, but not limited to establishing new contract pricing and revising contract volumes.

TO-specific submissions shall follow the guidelines and adhere to the requirements for contract modifications described above with the addition of the following:

1. A TO-specific submission shall not contain descriptions of new services or new CLINs.
2. The cover letter for a TO-specific pricing submission shall include the agency's TO number.
3. A TO-specific price for a service that is identical to a service on contract (i.e., excluding ICB prices) shall be equal to or lower than the contract price for the identical service.
4. Upon receipt of a TO-specific pricing submission, GSA will check the submission for proper structure and formatting of the pricing tables and will advise the contractor if any corrections are needed. The contractor shall have ten (10) business days to submit a corrected price submission. When a correct submission is received and accepted, the TO-specific pricing will be integrated into GSA Systems and the contractor will be notified.
5. If an agency TO requires the definition of new CLINs not already on contract, the contractor must place those CLINs on contract via a contract modification prior to submitting TO-specific pricing for them.

J.4.2 Catalog Submissions

The contractor shall make catalog submissions in a timely manner to ensure synchronization between the contractor's online catalog offerings and GSA Systems.

A submission of this type shall not result in a contract modification including, but not limited to, establishing new contract pricing and revising contract volumes.

Catalog submissions shall follow the guidelines and adhere to the requirements for contract modifications described above with the addition of the following:

1. A catalog submission shall not contain descriptions of new services or new CLINs.
2. Upon receipt of a catalog submission, GSA will check the submission for proper structure and formatting and will advise the contractor if any corrections are needed. When a correct submission is received, the catalog data will be integrated into GSA Systems. GSA shall notify the contractor if there are issues with the data being integrated.

APPENDIX A

Submission Numbering Scheme

Contractors shall use the submission numbering scheme presented in this document. Contractors shall be responsible for assigning and maintaining submission numbers, and do not have to contact the government in order to generate a submission number. This scheme allows a single submission number to be used for several contractor submissions to the government that lead to a single contractor modification. The format of the complete scheme for coding submission numbers is as follows:

CCSSSSS.VVT, where:

| | | | |

| | | | Type of Proposed Submission (T, alpha)

| | | |

| | | Version Number (VV, numeric)

| | |

| | Submission Number (SSSSS, numeric)

| |

Contractor ID (CC, alphanumeric), as assigned by the government to indicate contractor.

Types of proposed submissions (“T”) include the following:

- “a” is any modification to the contract
- “c” is a catalog submission
- “t” is a TO-specific submission

Submission numbers (“SSSSS”) shall be five digits and shall be unique for each submission.

The version number (“VV”) is a two-digit version control number that begins with the value “01” and increases by 01 for each subsequent version. Using version numbers after the submission number allows for all correspondence generated for a single proposed contract modification, catalog submission, or TO-specific submission to have the same submission number.

The following examples demonstrate the proper use of the submission numbering scheme:

Example one: Company AA submits a proposed enhancement that requires four iterations to become a contract modification. The submission numbers are as follows:

AA00101.01a -> initial submission

AA00101.02a

AA00101.03a

AA00101.04a -> final submission that is accepted as a contract modification

Example two: Company BB submits a proposed price reduction that requires four iterations to become a contract modification. The submission numbers are as follows:

BB00101.01a -> initial submission

BB00101.02a

BB00101.03a

BB00101.04a -> final submission that is accepted as a contract modification

Note: It is the government's intent to keep and maintain logs of contract modification, catalog submission, and TO-specific submission activity using this submission numbering scheme.

MODIFICATION NUMBERING SCHEME

The modification number will consist of one alphabetical identifier followed by five alphanumerical identifiers, for example:

P: Issued by the Procuring Contracting Office (P00001)

A: Issued by the Administrative Contracting Office (A00001)

APPENDIX B

Example

The Submission Cover Letter for Contract Modifications must provide summary information as applicable.

The following files are included in this submission:

Submission Number	Technical (Volume I) Change Section	Management (Volume II) Change Section	Business (Volume III)	Price (Volume IV) Change Section	Contract Change Section	Pricing Table
Section Name	Internet Protocol Service Table of Contents	Access to Data and Information Service Ordering Trouble and Complaint Reporting Data Reporting Requirements Table of Contents	Proposal Notes	Pricing Overview Table of Contents	Section B	B.X.X.X B.X.X.X
File Name	v1_X-X-XX.doc v1-Contents.doc	v2_X-X,doc v2_X-X,doc v2_X-XX,doc v2_X-XX,doc v2-Contents.doc	V3-XX.doc	Narrative.doc V4-Contents.doc	Section B.doc	GSA Systems

The following is a summary of the changes contained in the submission:

- Volume I-Technical-Section X.X.XX.X entitled XXXXXXX was added on page 23 of the Internet Protocol Service of the contract.
- Volume II-Management-Section X.X.XX.X.X.X was added on pages 25-27 to identify responsibilities of the Service Operations Center, Trouble Reporting and Escalation Procedures. A statement regarding non-issuance of Trouble Status Reports was added to Table X.SS-S. XXXXXX has identified exceptions to the deliverable reporting data in Section X.SS and has acknowledged that information concerning are not integrated with the existing EISXXXXX systems.

- Volume III-Business-Section3, XXXXXX Service Terms and Conditions, has been updated to include the specific provisions for XXXXXX services.
- Volume IV-P-Table X.XX.X was added to show the feature XXXX Mechanisms and Feature Item Numbers for XXXX services.
- Price Table B.X.X-X and B.X.X-X were updated to include 27 CLINs for XXXX services.

APPENDIX C

Instructions for the Submission of Modifications

Overview

GSA Systems will use a relational database to maintain the up-to-date contract price information. Contractors will need to maintain a reliable relational database of the complete set of current prices that shall match with GSA Systems in terms of price and location tables, their formats and contents. The contractor shall maintain its connection to GSA Systems for the duration of the contract. The GSA Systems' database will be maintained by the government as its definitive repository of prices for the life of the EIS contract. The complete set of current prices shall include all prices in the contract including price changes due to contract modifications, plus prices resulting from approved TO-specific submissions and catalog submissions. The complete set of current contract prices will be used as the baseline for the preparation of proposed contract modifications that include potential future price changes to be included in the contract.

Proposed contract, TO-specific, and catalog prices:

- Shall exclude the GSA AGF
- Shall include all appropriate discounts
- Shall include the correct numerical precision (the correct number of digits after the decimal point)
- Shall not exceed those already on contract for the identical service

The term **submission** refers to a contractor-generated proposal for:

1. a contract modification,
2. a TO-specific submission, or
3. a catalog submission,

A successful contract modification submission will become a contract modification after the contracting officer's approval. At time of submission, the contractor will assign each submission a submission number in accordance with the "Submission Numbering Scheme" defined in Appendix A. Submissions that include more than one service may be delayed. The contractor shall submit contract modification submissions, TO-specific submissions, and catalog submissions, separately.

The contractor shall submit contract modification submissions, TO-specific submissions, and catalog submissions, (initial, interim and final) via GSA Systems.

Procedures

Submissions shall be incremental. That is, the submitted price change file will contain only tables that have been added or changed, and only rows within those tables that have been added, removed, or changed. Furthermore, any one submission shall contain only the changes for that one submission, not any combination of the current and previous submissions.

The contractor shall use a version number of "01" for the initial version of a submission. Subsequent versions of the submission shall not be incremental with respect to the previous version, but rather shall completely replace the previous version. The contractor shall ensure that any version submitted subsequent to the initial version is structured so that it contains a full and complete representation of the current state of the submission.

All price changes, price additions, and price deletions require the contractor to submit at least one row to each affected B-table. The submitted row(s) shall contain at a minimum the TO number[3], the CLIN, the price, the price start date and the price stop date.

All price tables include a price-replaced date column. This column is to be completed only by the government; the contractor shall not make an entry in the price replaced date column in its submissions. This column will remain NULL in all tables in the current contract schema (e.g. v0_eis). After award of any contract modification or approval of any TO-specific submission or catalog submission that changes a price table, the government will, as part of its process for integrating the awarded or approved price data, enter the date of execution into the price-replaced date column in all new rows created in the contract archive schema (e.g. v0_eis_archive).

Adding a New CLIN to an Existing Table[4]

To add a new CLIN to an existing table, the contractor must propose a contract modification to:

1. Define the new CLIN,

[3] For contract modification submissions, the contractor shall populate the TO Number column with "-1"

[4] New CLINs shall only be added via contract modification submissions, not via TO-specific submissions or catalog submissions

2. Identify which B-table the CLIN is in (and, if applicable, the location or combination of location values), and
3. Provide prices and effective dates for the new CLIN

To define the new CLIN, the contractor shall add a row in the “clin” table to define each new CLIN being added to the contract. The following are guidelines for defining a new CLIN:

- New CLIN descriptions should NOT contain the following:
  - Service ID or Service Name (e.g., PLS, Wireless, Voice Service)
  - Frequency (e.g., MRC, NRC, Usage)
- New CLIN descriptions should be structured and formatted like similar existing CLINs to aid users in distinguishing between similar, related CLINs. CLIN assignments should be chosen so that the CLINs of similar, related services fall within close proximity to one another in lists that are sorted by CLIN.

To define which B-table the CLIN is in (and, if applicable, the location or combination of location values) the contractor shall add a row in the “loc_base_input” table for each Btable_id for which the new CLIN is being added. For each new Btable_id, additional rows shall be added to indicate all valid location values or combinations of location values.

To provide the price(s) and effective dates for the new CLIN, the contractor shall submit at least one row for each affected B-table; the submitted row(s) shall contain a TO number of -1, the CLIN, the price for the CLIN, the price start date and the price stop date, along with any other parameters such as location values that are required for the B-table to fully differentiate the price.

Example

Table 1 represents the submission of the row to be added to the “clin” table to define a new CLIN. It includes the new CLIN, the description (name) of the new CLIN and several required characteristics of the CLIN.

clin	name	frequency	icb	nsp	unit_id	notes
MN11002	Managed Network Implementation, Maintenance and Management, Small	NRC	0	0	261	

Table 1: Submitted clin table

Table 2 shows the entry required in the “loc_base_input” table to identify the B-table(s) into which the new CLIN is to be inserted. This table defines CLIN MN11002 to be priced in Table B.2.8.1.3.1; the -1 entries in the loc1 and loc2 columns define that the CLIN is not location specific.

clin	btable_id	loc1	loc2
MN11002	28131	-1	-1

Table 2: Submitted loc_base_input table

Also, the TO number, CLIN, price(s), price start dates and price stop dates for the new CLIN must be added to the appropriate B-table(s). Table 3a below represents the state of the table prior to submission of the contract modification.

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	100	2017-10-01	2019-09-30	
-1	MN11001	80	2019-10-01	2020-09-30	
-1	MN11001	60	2020-10-01	2027-09-30	

Table 3a: Contract B-table prior to Mod Submission

To add new CLIN MN11002 to the above table, with prices through the end of the contract, the contractor would submit the following table (Table 3b).

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11002	200	2017-10-01	2022-09-30	

Table 3b: Submitted B-table

This provides a price for the new CLIN from the price start date to the end of the first option period. Note that since this is a contract modification, not a TO-specific submission, the task order number column of the price table is populated with "-1".

After the contract modification is executed, the government will integrate the proposed modification. After integration of the modification, the revised Table B.2.8.1.3.1 would appear as shown below in Table 3c.

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	100	2017-10-01	2019-09-30	
-1	MN11001	80	2019-10-01	2020-09-30	
-1	MN11001	60	2020-10-01	2022-09-30	
-1	MN11002	200	2017-10-01	2022-09-30	

Table 3c: Contract B-table After Mod Integration

Adding a New Price for an Existing CLIN to an Existing Table

To price an existing CLIN in an existing B-table, the contractor shall submit at least one pricing row for each affected B-table; the submitted row(s) shall contain the TO number[3], the CLIN, the price for the CLIN, the price start date and the price stop date, along with any other parameters such as location, that are required for that B-table to fully differentiate the price. If the CLIN has never been priced in the desired B-table, the contractor shall also include a "loc_base_input" table row in the submission for the B-table in which the CLIN is being priced for the first time.

Changing an Existing Price in a Table

To indicate a price change, the contractor shall submit new price rows to replace the existing prices. Note that all current and future dates covered by the replaced price row(s) shall be covered by the added row(s). That is, contractors shall take care not to create date "holes" in price coverage. Note that the new price shall be effective on the price start date.

Example

Table 4a below represents the state of the table prior to submission of the contract modification.

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	100	2017-10-01	2019-09-30	
-1	MN11001	80	2019-10-01	2020-09-30	
-1	MN11001	60	2020-10-01	2022-09-30	
-1	MN11002	200	2017-10-01	2022-09-30	

Table 4a: Contract B-table prior to Mod Submissions

To reduce the price of CLIN MN11001 from the existing price of $100 to $90 for the period 2019-4-01 through 2019-09-30, the contractor would submit the following table with only one row as shown below (Table 4b).

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	90	2019-04-01	2019-09-30	

Table 4b: Submitted B-table

After award of the modification (e.g. the mod is executed on 2019-03-22), the government makes the necessary database adjustments to integrate the modification. After integration of the modification, the revised Table B.2.8.1.3.1 would appear as shown below (Table 4c). Notice that the government modified one row to change the price stop date from 2019-09-30 to 2019-03-31 and then added a new row reflecting the price reduction, with a price start date of 2019-04-01.

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	100	2017-10-01	2019-03-31	
-1	MN11001	90	2019-04-01	2019-09-30	
-1	MN11001	80	2019-10-01	2020-09-30	
-1	MN11001	60	2020-10-01	2022-09-30	
-1	MN11002	200	2017-10-01	2022-09-30	

Table 4c: Contract B-table After Mod Integration

In addition, the following would be added by the government to Table B.2.8.1.3.1 in the contract archive schema.

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices (archive)

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	100	2017-10-01	2019-09-30	2019-03-22

Table 4d: Row Added to Archive B-table After Mod Integration

Adding a Task Order-Specific Price

The procedure for adding a TO-specific price is similar to that of adding a new price for an existing CLIN to an existing table. The difference is that the contractor shall populate the task order number column with a valid TO number rather than “-1”. For example, starting with Table 4c from above, the contractor could include the following Table 5a in a TO-specific submission.

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
SS00-34-90186	MN11002	190	2019-05-01	2022-09-30	

Table 5a: Submitted B-table

After integration of the submission, the revised Table B.2.8.1.3.1 would appear as shown below (Table 5b).

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	100	2017-10-01	2019-03-31	
-1	MN11001	90	2019-04-01	2019-09-30	
-1	MN11001	80	2019-10-01	2020-09-30	
-1	MN11001	60	2020-10-01	2022-09-30	
-1	MN11002	200	2017-10-01	2022-09-30	
SS00-34-90186	MN11002	190	2019-05-01	2022-09-30	

Table 5b Contract: B-table After Task Order-Specific Submission Integration

Deleting a Price

To submit a price for deletion, the contractor shall include the row in the submission with the price start date and the price stop date both set to the last day of the month the CLIN will be available. Note that the last date the price shall be in effect is on the price stop date.

Example

Using Table 4c above as a starting point, if the contractor proposes to delete pricing for CLIN MN11001 effective at the end of calendar year 2021, the contractor would submit the following table with only one row as shown below (Table 6a).

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	60	2021-12-31	2021-12-31	

Table 6a: Submitted B-table

After award of the modification, the government makes the necessary database adjustments to integrate the modification. After integration of the modification, the new Table B.2.8.1.3.1 would appear as shown below (Table 6b). Notice that the government modified one row to change the price stop date from 2022-09-30 to 2021-12-31.

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	100	2017-10-01	2019-03-31	
-1	MN11001	90	2019-04-01	2019-09-30	
-1	MN11001	80	2019-10-01	2020-09-30	
-1	MN11001	60	2020-10-01	2021-12-31	
-1	MN11002	200	2017-10-01	2022-09-30	

Table 6b: Contract B-table After Mod Integration

In addition, the following would be added by the government to Table B.2.8.1.3.1 in the contract archive schema.

Table B.2.8.1.3.1: Managed Network Implementation, Management and Maintenance Prices (archive)

task order number	clin	price	price start date	price stop date	price replaced date
-1	MN11001	60	2020-10-01	2022-09-30	(Mod Award Date)

Table 6c: Row Added to Archive B-table After Mod Integration

Adding a Catalog Item

The procedure for adding a catalog item is similar to that of adding a new price for an existing CLIN to an existing table. The difference is that the contractor shall populate the appropriate catalog tables. Below is an example of adding a catalog item for SRE associated with Device Class ID 6123. Other catalog items listed in Section B.1.3 should be added in similar fashion.

Table B.2.10.2.1: SRE Catalog – Product Specification Table

CLIN	Case Number	SRE Type	Manufacturer	Model No.	Part No.	UPC	Model/Part Description	Device Size	Rated for Energy Efficiency Compliance	Energy Efficiency Standards and Ratings	OLP	No List Price	Device Class ID	SRE MRC Options	Start Date	Stop Date	End of Sale Date	End of Life Date	Notes
EQ9000001	0001	S	CISCO	N/A	CISCO1941W-A/K9		Cisco 1941 Router w/ 802.11 a/b/g/n FCC Compliant WLAN ISM	2	Y	EPEAT	$20905.00		6123	{24,36}	2019-10-01	2020-09-30			

Table 7a: Submitted B-table

Date Constraints

Price start and stop dates are not constrained to contract year boundaries. However, prices must start on the first day of a month and stop on the last day of a month. The price start date shall not be earlier than the date of the modification submission.

Adding a New Price Table

The format of a new price table must be reviewed and approved by the government prior to the submission of a modification. It should follow the basic guidelines of all current price tables, such as including columns for the TO number, CLIN, price, and start, stop and replace dates.

Submission Contents

All submissions must be submitted as specified below:

1) Tables in pre-approved price table formats
2) Tables stored in GSA Systems

At both the contractor's and the government's discretion, government resources may be made available to assist the contractor in the preparation of a submission (particularly, when a new price table format is involved). All proposals for contract modification submissions, TO-specific submissions, and catalog submissions, that contain pricing data shall comply with these submission requirements; those that do not will be returned to the contractor unprocessed.

Verification Mechanism

The government will publish general reference information useful for preparing the price submission such as country/jurisdiction IDs, services, service types and categories, price table formats, valid start and stop dates, charging units, etc. The contractor shall reference this information before preparing its new submission to GSA. If the contractor

needs any information that does not exist in the published material, such as country codes, charging units, or table formats, then GSA will provide that information.

The government may also provide pre-submission support to the contractor to verify its submission for correctness. This support consists of validating price tables (their names, table_ids, formats), price dates, and verifying new CLINs for uniqueness and details.

J.5 Labor Categories

All labor categories are based on the Office of Management and Budget's (OMB) Standard Occupational Classification (SOC), as supplemented by the Bureau of Labor Statistics (BLS) Department of Labor Employment and Training Administration's Occupational Information Network (O*NET) (http://online.onetcenter.org). More detailed information on each labor category, including required skills, knowledge, and tool experience, can be found on the O*NET website.

The SOC code is indicated for each labor category. Refer to section B.2.11.2, Labor Categories, for more information on the use of SOC codes in this contract. Also indicated for each labor category is the Occupational Group from the BLS Employment Cost Index to be used in determining price escalation factors. Refer to Section H.19 for information on labor price escalation.

The following labor categories are included in this contract.

Business Continuity Planner (SOC Code 13-1199.04; Occupational Group "Professional and related")

Develop, maintain, or implement business continuity and disaster recovery strategies and solutions, including risk assessments, business impact analyses, strategy selection, and documentation of business continuity and disaster recovery procedures. Plan, conduct, and debrief regular mock-disaster exercises to test the adequacy of existing plans and strategies, updating procedures and plans regularly. Act as a coordinator for continuity efforts after a disruption event.

Computer Network Architect (SOC Code 15-1143.00; Occupational Group "Professional and related")

Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software.

Computer Network Support Specialist (SOC Code 15-1152.00; Occupational Group "Professional and related")

Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.

Computer Systems Analyst (SOC Code 15-1121.00; Occupational Group "Professional and related")

Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Computer Systems Engineers/Architect (SOC Code 15-1199.02; Occupational Group "Professional and related")

Design and develop solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.

Customer Service Representatives (SOC Code 43-4051.00; Occupational Group "Service Occupations")

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Database Administrator (SOC Code 15-1141.00; Occupational Group "Professional and related")

Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases.

Database Architect (SOC Code 15-1199.06; Occupational Group "Professional and related")

Design strategies for enterprise database systems and set standards for operations, programming, and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.

Electrical Drafter – Computer Aided Design (CAD) Operator (SOC Code 17-302.02; Occupational Group "Professional and related")

Prepare wiring diagrams, circuit board assembly diagrams, and layout drawings used for the manufacture, installation, or repair of electrical equipment.

Information Security Analyst (SOC Code 15-1122.00; Occupational Group "Professional and related")

Plan, implement, upgrade, or monitor security measures for the protection of computer networks and information. May ensure appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and viruses.

Information Technology Project Manager (SOC Code 15-1199.09; Occupational Group "Management, business, and financial")

Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.

Network and Computer Systems Administrator (SOC Code 15-1142.00; Occupational Group "Professional and related")

Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures.

Software Developer – Applications (SOC Code 15-1132.00; Occupational Group "Professional and related")

Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers.

Software Developer – Systems Software (SOC Code 15-1133.00; Occupational Group "Professional and related")

Research, design, develop, and test operating systems-level software, compilers, and network distribution software for medical, industrial, military, communications,

aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis.

Software Quality Assurance Engineer/Tester (SOC Code 15-1199.01; Occupational Group "Professional and related")

Develop and execute software test plans in order to identify software problems and their causes.

Sustainability Specialist (SOC Code 13-1199.05; Occupational Group "Professional and related")

Address organizational sustainability issues, such as waste stream management, green building practices, and green procurement plans.

Telecommunications Engineering Specialist (SOC Code 15-1143.01; Occupational Group "Professional and related")

Design or configure voice, video, and data communications systems. Supervise installation and post-installation service and maintenance.

Telecommunications Equipment Installer/Repairer (SOC Code 49-2022.00; Occupational Group "Service Occupations")

Install, set-up, rearrange, or remove switching, distribution, routing, and dialing equipment used in central offices or headends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' property. May install communications equipment or communications wiring in buildings.

Telecommunications Line Installer/Repairer (SOC Code 49-9052.00); Occupational Group "Service Occupations")

Install and repair telecommunications cable, including fiber optics.

Web Administrators (SOC Code 15-1199.03; Occupational Group "Professional and related")

Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of websites and web applications.

Web Developers (SOC Code 15-1134.00; Occupational Group "Professional and related")

Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content.

J.6 GSA CIO IT Security Guides



J.7 GSA IT Security Directives and Instructional Letters



J.8 Security Assessment Document Templates



J.9 Site Survey Estimate Template for Wiring Install

Site Survey Estimate Template for Wiring Install*	**Version 1.0**
Quote Date:	
Quote Expiration Date:	
Service Location:	
Location ID: (include NSC)	
Contractor:	
Solicitation and/or Task Order No.:	
Install Description (Demarc Extension, New install, etc.)	
Attach Drawing, if applicable	
Attach Quote, if applicable	

Construction and Equipment Costs*							
Service/Product	**Description**	**Manufacturer/Part Number, Labor Category, where applicable**	**Qty**	**Unit (feet, hours, etc.)**	**Unit Price**	**Total**	**Price Source, if applicable**
Cable/Fiber (list type, strands, length)							
Conduit/Duct (list type and length)							
Installation - (Per Foot)							
Plowing							
Directional Boring - (Rural, Urban, Rock)							
Hand holes							
Hand hole Installation							

Firewall Penetration							
Equipment/Material							
Add Itemized Materials as needed							
Labor and Other Costs*							
Service/Product	**Description**	**Manufacturer/Part Number, Labor Category, where applicable**	**Qty**	**Unit (feet, hours, etc.)**	**Unit Price**	**Total**	**Price Source, if applicable**
List Labor Categories**, hours, and work to be performed							
Permits							
Other Incidental Elements that may contribute to price (provide detail)							
Total Estimated Project Cost							

* Categories may be left blank, modified, or added to provide a detailed estimate sufficient to support a fair and reasonable determination

** To the extent possible, include labor categories and rates from Section B.2.11

J.10 Site Survey Estimate Template for Special Access Construction

Site Survey Estimate Template for Special Access Construction*	**Version 1.0**
Quote Date:	
Quote Expiration Date:	
Service Location:	
Location ID: (include NSC)	
Contractor:	
Solicitation and/or Task Order No.:	
Type of Service (DS3, OC3, Ethernet, etc.)	
Attach Drawing	
Attach Contractor Quote	

Construction and Equipment Costs*

Service/Product	**Description**	**Manufacturer/Part Number, Labor Category, where applicable**	**Qty**	**Unit (feet, hours, etc.)**	**Unit Price**	**Total**	**Price Source, if applicable**
Cable/Fiber (list type, strands, length)							
Conduit/Duct (list type and length)							
Installation - (Per Foot)							
Plowing							
Directional Boring - (Rural, Urban, Rock)							
Hand holes							
Hand hole Installation							

Equipment (FW4100 ES, Fiber Distribution Panel, NIUs, etc.)							
Equipment Rentals							
Additional Equipment (provide detail)							
Labor and Other Costs*							
Service/Product	**Description**	**Manufacturer/Part Number, Labor Category, where applicable**	**Qty**	**Unit (feet, hours, etc.)**	**Unit Price**	**Total**	**Price Source, if applicable**
List Labor Categories**, hours, and work to be performed							
Design							
Permits							
Traffic Control							
Mobilization							
Engineering							
Administration							
Other Incidental Elements that may contribute to price (provide detail)							
Total Estimated Project Cost							

* Categories may be left blank, modified, or added to provide a detailed estimate sufficient to support a fair and reasonable determination

** To the extent possible, include labor categories and rates from Section B.2.11

J.11 Abbreviations and Acronyms

J.11.1 Abbreviations and Acronyms Table

Abbreviation or Acronym	Definition
A	
A&A	Assessment and Authorization
AA	Access Arrangement
ACO	Administrative Contracting Officer
ACS	Audio Conferencing Service
ACT	Accounting Control Transaction
AD	Agency Dispute
ADSL	Asymmetric DSL
AGF	Associated Government Fee
AGFD	AGF Detail
AHC	Agency Hierarchy Code
AHS	Application Hosting Services
AIS	Automated Information System
ANI	Automatic Number Identification
ANSI	American National Standards Institute
Anti-DDoS	Anti-Distributed Denial of Service
AO	Authorizing Official
AOW	Area of the World
API	Application Programming Interface
APS	Automatic Protection Switching
ARIN	American Registry for Internet Numbers
AQL	Acceptable Quality Level
AS	Autonomous System
ASC	Accredited Standards Committee
ASCII	American Standard Code for Information Interchange
ASCO	Adversarial Supply Chain Operation
ASON	Automatic Switched Optical Network
ASP	Applications Services Provider
ASRN	Agency Service Request Number

Abbreviation or Acronym	Definition
ATIS	Alliance for Telecommunications Industry Solutions
ATM	Asynchronous Transfer Mode
ATO	Authority to Operate
ATR	AGF Electronic Funds Transfer Report
AU	Authorized Users
AUP	Acceptable Use Policy
Av(S)	Availability (Service)
AVI	Audio Visual Interleave
AVM	Anti-Virus Management
AVMS	Anti-Virus Management Service
B	
B2B	Business to Business
BA	Billing Adjustment
BI	Billing Invoice
BER	Bit Error Rate
BGAN	Broadband Global Area Network
BGP	Boarder Gateway Protocol
BIA	Business Impact Assessment
BIT	Binary Digit
BLS	Bureau of Labor Statistics
BoD	Bandwidth on Demand
BLSR	Bidirectional Line Switched Ring
BPS	Bits per second
BPSR	Bidirectional Path Switched Ring
BRI	Basic Rate Interface
BSD	Boundary Scope Document
BSS	Broadband Switching System
BSS	Business Support System
BTN	Billing Telephone Number
BYOD	Bring Your Own Device
C	
CA	Criticality analysis

Abbreviation or Acronym	Definition
CAC	Common Access Card
CAGE	Commercial and Government Entity
CAP	Compliance and Assurance Program
CBR	Constant Bit Rate
CBS	Committed Burst Size
CBSA	Core Based Statistical Area
CCCS	Customer Contact Center Services
CCE	Common Configuration Enumerations
CCS	Contact Center Service
CCV	Cybersecurity Compliance Validation
CDIP	Contractor Data Interaction Plan
CDMA	Code Division Multiple Access
CDN	Content Delivery Network
CDNS	Content Delivery Network Service
CDP	Carbon Disclosure Project
CDR	Call Detail Record
CDRL	Contract Deliverables Requirements List
CE	Customer Edge
CFR	Code of Federal Regulations
CFSS	Commercial Fixed Satellite Service
CGI-Bin	Common Graphic Interface - Binary
CID	Caller ID
CIR	Committed Information Rate
CIRs	Committed Information Rates
CIS	Center for Internet Security
CLIN	Contract Line Item Number
CLLI	Common Language Location Identifier
CLONES	Central Location Online Entry System (iconectiv database)
CMSS	Commercial Mobile Satellite Service
CNAM	Calling Name
CNM	Customer Network Management
CNSS	Committee on National Security Systems

Abbreviation or Acronym	Definition
CNSSI	Committee on National Security Systems Instruction
CNSSP	Committee on National Security Systems Policy
CO	Contracting Officer
COMSATCOM	Commercial Satellite Communication
CONUS	Continental United States
COOP	Continuity of Operations
COR	Contracting Officer's Representative
CoS	Class of Service
CoSS	Collaboration Support Services
COTS	Commercial off-the-shelf
CP	Contingency Plan
CPDF	Central Personnel Data File
CPE	Customer Premises Equipment
CPLG	Coupling
CPMO	Contractor's Program Management Office
CPTP	Contingency Plan Test Plan
CPTPR	Contingency Plan Test Plan Report
CPU	Central Processing Unit
CRM	Customer Relationship Management
CSA	Communications Service Authorization
CSC	Customer Service Center
CSDS	Circuit Switched Data Service
CSO	Customer Support Office
CSP	Communications Service Provider
CSRN	Contractor Service Request Number
CSS	Circuit Switched Service
CSTA	Computer Supported Telephony Applications
CSU/DSU	Channel Service Unit/Data Service Unit
CSV	Comma-Separated Value
CSVS	Circuit Switched Voice Service
CTI	Computer Telephony Integration
CUI	Controlled Unclassified Information

Abbreviation or Acronym	Definition
CVE	Common Vulnerabilities and Exposures
CW	Cable and Wiring
CWD	Customer Want Date
D	
D/A	Departments and Agencies
DBA	Doing Business As
DBAS	Direct Billed Agency Setup
DCC	Data Communications Channel
DCOM	Distributed Component Object Model
DCS	Data Center Service
DCSS	Digital Cross-Connect Systems
DDoS	Distributed Denial of Service
DES	Data Encryption Standard
DFS	Dark Fiber Service
DHCP	Dynamic Host Configuration Protocol
DHS	Dedicated Hosting Service
DID	Direct Inward Dial
DIS	Draft International Standard
DLCI	Data Link Connection Identifier
DLP	Data Loss Prevention
DLS	Data Link Switching
DM	Degraded Minutes
DMS	Defense Message System
DMZ	Demilitarized Zones
DNBH	During Normal Business Hours
DNI	Dialed Number Identification
DNIS	Dialed Number Identification Service
DNS	Domain Name System
DNSSEC	DNS Security Extensions
DoD	Department of Defense
DoDI	Department of Defense Instruction
DoS	Denial of Service

Abbreviation or Acronym	Definition
DPA	Delegation of Procurement Authority
DR	Disaster Recovery
DR	Dispute Report
DSL	Digital Subscriber Line
DSN	Defense Switched Network
DSSR	Department of State Standardized Regulations
DSU	Data Service Unit
DTE	Data Terminal Equipment
DTMF	Dual Tone Multi-Frequency
DUNS	Data Universal Numbering System
DWDM	Dense Wavelength Division Multiplexing
E	
EAD	Enterprise Active Directory
ECS	Electronic Commerce Service
EFMA	Ethernet in the First Mile Alliance
EFS	Error Free Seconds
EFT	Electronic Funds Transfer
E-Gov	Electronic Government
EIA	Electronic Industries Association
EIA/TIA	Electronic Industry Alliance/Telecommunications Industry Association
EIS	Enterprise Infrastructure Solutions
EIT	Electronic and Information Technology
E-LAN	Ethernet Private Local Area Network
E-LINE	Ethernet Private Line
EM	Element Manager
EMI	Electro-Magnetic Interference
EMS	Element Management Systems
EN	Event Notification
EO	Executive Order
EP	Emergency Preparedness
EPA	Environmental Protection Agency
ERM	E-mail Response Management

Abbreviation or Acronym	Definition
ERP	Enterprise Resource Planning
ESCON	Enterprise System Connection
ESF	Extended Superframe
ESI	Electronically Stored Information
ETL	Extract, Transform and Load
ETS	Ethernet Transport Service
ETSI	European Telecommunications Standards Institute
EVC	Ethernet Virtual Connection
F	
FAR	Federal Acquisition Regulation
FB	Fixed Bandwidth
FCC	Federal Communications Commission
FCCI	Federal Cloud Computing Initiative
FCIA	Fiber Channel Industry Association
FDCCI	Federal Data Center Consolidation Initiative
FDP	Fiber Distribution Panel
FEDBIZOPPS	Federal Business Opportunities
FedRAMP	Federal Risk and Authorization Management Program
FED-STD	Federal Standard
FedVRS	Federal Video Relay Service
FEMP	Federal Energy Management Program
FICON	Fiber Connectivity
FIPS	Federal Information Processing Standard
FIPS 200	Federal Information Processing Standards Publication 200
FIPS PUB	Federal Information Processing Standards Publication
FISMA	Federal Information Security Management Act
FLSA	Fair Labor Standards Act
FOC	Firm Order Commitment
FOCN	Firm Order Commitment Notice
FOIA	Freedom of Information Act
FS	Federation Services
FSDP	Fiber Service Delivery Point

Abbreviation or Acronym	Definition
FT1	Fractional T1
FT3	Fractional T3
FTP	File Transfer Protocol
FTR	Federal Telecommunications Recommendations
FTTP	Fiber to the Premises
FUSF	Federal Universal Service Fund
G	
GAO	General Accounting Office
GB	Gigabyte
Gbps	Gigabit per second
GETS	Government Emergency Telecommunications Service
GFE	Government Furnished Equipment
GFI	Government Furnished Information
GFP	Government Furnished Property
GFP	Generic Framing Procedure
GMPLS	Generalized Multi-Protocol Label Switching
GOS	Grade of Service
GPRS	General Packet Radio Service
GRE	Generic Routing Encapsulation
GRI	Global Reporting Initiative
GSA	General Services Administration
GSAR	GSA Regulation
GUI	Graphical User Interface
H	
HCM	Human Capital Management
HF	High Frequency
HIDS	Host-based IDS
HR	Human Resources
HSPD-12	Homeland Security Presidential Directive-12
HTML	HyperText Markup Language
HTTP	HyperText Transfer Protocol
HTTPS	Secure HyperText Transfer Protocol

Abbreviation or Acronym	Definition
HVAC	Heating, Ventilation and Air Conditioning
I	
IA	Interagency Agreement
IaaS	Infrastructure as a Service
ICB	Individual Case Basis
ICE	Interactive Connectivity Establishment
ICMP	Internet Control Message Protocol
ICT	Information and Communication Technology
ID	Identification (User)
IDC	Internet Data Center
IDE	Integrated Development Environment
IDPS	Intrusion Detection and Prevention Service
IDS	Intrusion Detection System
IDSL	ISDN DSL
IEC	International Electro-technical Commission
IEEE	Institute of Electrical and Electronics Engineers
IETF	Internet Engineering Task Force
IETF RFC	IETF Request for Comment
IMAP	Internet Message Access Protocol
INRS	Incident Response Service
IP	Internet Protocol
IPFIX	IP Flow Information Export
IPMS	Integrated Performance Monitoring Service
IPS	Internet Protocol Service
IPSec	IP Security
IPS	Intrusion Prevention Systems
IPSS	Intrusion Prevention Security Service
IPVS	Internet Protocol Voice Service
IPv4	Internet Protocol Version 4
IPv6	Internet Protocol Version 6
IR1-SLM	Intermediate Reach Single Longitudinal Mode
IR	Inventory Reconciliation

Abbreviation or Acronym	Definition
IRP	Incident Response Plan
IRS	Internal Revenue Service
IRU	Indefeasible Rights of Use
ISA	Interconnection Security Agreements
ISCM	Information Security Continuous Monitoring
ISDN	Integrated Services Digital Network
ISDN BRI	ISDN Basic Rate Interface
ISM	In-Service Monitoring
ISO	International Organization for Standardization
ISP	Internet Service Provider
ISSM	Information Systems Security Manager
ISSO	Information System Security Officer
ISV	Independent Software Vendor
ITIL	IT Infrastructure Library
ITS	Integrated Technology Services
ITSM	IT Service Management
ITT	Information Technology Tools
ITU	International Telecommunications Union
ITU-TSS	International Telecommunications Union-Telecommunications Service Sector
IVR	Interactive Voice Response
K	
KPI	Key Performance Indicator
L	
L2TP	Layer 2 Tunneling Protocol
L3VPN	Layer 3 Virtual Private Network
LAN	Local Area Network
Latency(S)	Latency (Service)
LCAS	Link Capacity Adjustment Scheme
LDAP	Lightweight Directory Access Protocol
LEC	Local Exchange Carrier
LGC	Local Government Contact
LH	Long Haul

Abbreviation or Acronym	Definition
LLDS	Link Layer Data Service
LNP	Local Number Portability
LOA	Letter of Authorization
LOH	Line Overhead
LR1-SLM	Long Reach Single Longitudinal Mode
LSA	Local Service Agreement
LSP	Label Switched Paths
LTE	Long Term Evolution
M	
M2M	Machine to Machine
MACD	Moves, Adds, Changes, Disconnects
MAM	Mobile Application Management
MAN	Metropolitan Area Network
MAS	Mobile Application Store
MB	Megabyte
MBI	Minimum Background Investigation
Mbps	Megabit per second
MBS	Maximum Burst Size
MCM	Mobil Content Management
MDM	Mobile Device management
MEF	Metro Ethernet Forum
MFS	Managed Firewall Service
MIL-STD	Military Standard
MIME	Multipurpose Internet Mail Extensions
MLPP	Multi-Level Precedence and Preemption
MMC	Monthly Maintenance Charge
MMF	Multi-Mode optical Fiber
MMRC	Maintenance Monthly Recurring Cost
MMS	Multimedia Messaging Service
MNS	Managed Network Service
MOS	Mean Opinion Score
MPIN	Marketing Partner Identification Number

Abbreviation or Acronym	Definition
MPLS	Multi-Protocol Label Switching
MPS	Managed Prevention Service
MRC	Monthly Recurring Charges
MRG	Minimum Revenue Guarantee
MS	Microsoft
MSS	Managed Security Service
MTIPS	Managed Trusted Internet Protocol Service
MTTLBCI	Mean Time to Loss of BCI
MUX	Multiplexer
MWS	Wireless Service
N	
NACI	National Agency Check with Written Inquiries
NACSZ	Name, Address, City, State, Zip code
NAICS	North American Industry Classification System
NARA	National Archives and Records Administration
NASA	National Aeronautics and Space Administration
NAT	Network Address Translation
NCPS	National Cyber Protection System Sensor
NCS	National Communications System
NDA	Non-Disclosure Agreement
NEBS	Network Equipment-Building System
NFC	Near Field Communication
NFS	Network File Systems
NFV/SDN	Network Function Virtualization and Software Defined Network
NIC	Network Interface Card
NIDS	Network Intrusion Detection Devices
NIS	Network Information Service
NISPOM	National Industrial Security Program Operating Manual
NIST	National Institute of Standards and Technology
NLT	Not Later Than
NMS	Network Management System
NNI	Network to Network Interface

Abbreviation or Acronym	Definition
NOC	Network Operations Center
NPA	Numbering Plan Area
NPA/NXX	Numbering Plan Area / Numbering Plan Exchange
NRC	Non-Recurring Charge
NS	National Security
NS/EP	National Security and Emergency Preparedness
NS2020	Network Services 2020
NSA	National Security Agency
NSC	Network Site Code
NSP	Not Separately Priced
NTSC	National Television Standards Committee
NUI	Network User Identification
NVF	Network Function Virtualization
NXX	Numbering Plan Exchange
NZDS	Non-Zero Dispersion Shifted
O	
O&S	Operations and Support
O*NET	Occupational Information Network
OADM	Optical Add-Drop Multiplexer
OAM	Operations, Administration and Management
OAM&P	Operations, Administration, Maintenance and Provisioning
OCN	Operating Company Number
OCO	Ordering Contracting Officer
OCONUS	Outside Contiguous United States
OCWR	Optical Continuous Wave Reflectometry
OEC	Office of Emergency Communication
OEM	Original Equipment Manufacture
OFCS	Optical Fiber Communications System
OFSTP	Optical Fiber System Test Procedure
OIF	Optical Internetworking Forum
OLP	Official List Price
OMB	Office of Management and Budget

Abbreviation or Acronym	Definition
ONBH	Outside Normal Business Hours
OOS	Out-Of-Service
OPM	Office of Personnel Management
OS	Operating System
OSAISO	Office of the Senior Agency Information Security Officer
OTDR	Optical Time-Domain Reflectometer
OTM	Optical Terminal Multiplexer
OTN	Optical Transport Network
OVF	Open Virtualization Format
OVPN	Optical Virtual Private Network
OWS	Optical Wavelength Service
P	
P&P	Policies and Procedures
PaaS	Platform as a Service
PAL	Phase Alternation by Line
PAT	Port Address Translation
PBX	Private Branch Exchange
PC	Personal Computer
PCL	Physical Concentration Location
PDF	Portable Document Format
PDU	Protocol Data Unit
PHub	Pricing Hub
PIA	Privacy Impact Assessment
PIC	Presubscribed Interexchange Carrier
PIDF	Presence Information Data Format
PII	Personally Identifiable Information
PIID	Procurement Instrument Identifier
PIM	Personal Information Management
PIN	Personal Identification Number
PIR	Peak Information Rate
PIV	Personal Identity Verification
PKI	Public Key Encryption

Abbreviation or Acronym	Definition
PLS	Private Line Service
PM	Performance Monitoring
PMD	Polarization Mode Dispersion
PMO	Program Management Office
PMP	Program Management Plan
POA&M	Plan of Action and Milestones
POC	Point of Contact
PoE	Power over Ethernet
PON	Passive Optical Networks
POP	Point of Presence
PPIRS	Past Performance Information Retrieval System
PPP	Point to Point Protocol
PPTP	Point to Point Tunneling Protocol
PRI	Primary Rate Interface
PS/ALI	Private Switch/Automatic Location Identification
PSAP	Public Safety Answering Point
PSTN	Public Switched Telephone Network
PTT	Push to Talk
PVC	Permanent Virtual Circuit
PWE	Pseudo Wire Emulation
PWE3	Pseudo Wire Emulation Edge to Edge
PWS	Performance Work Statement
Q	
QA	Quality Assurance
QoS	Quality of Service
QPMR	Quarterly Program Management Review
R	
RADIUS	Remote Authentication Dial-In User Service
RBAC	Role-Based Access Control
RFC	Request for Comment
RFI	Request for Information
RFI	Radio Frequency Interference

Abbreviation or Acronym	Definition
RFO	Revolutionary FAR Overhaul
RFP	Request for Proposal
RFQ	Request for Quotation
RMF	Risk Management Framework
RoB	Rules of Behavior
RPC	Remote Procedure Call
RPR	Resilient Packet Rings
RT	Response Time
RTP	Real-Time Transport Protocol
RTT	Radio Transmission Technology
S	
SaaS	Software as a Service
SAM	System for Award Management
SAN	Storage Area Networks
SAR	Security/Risk Assessment Report
SC(O)	Switched Connection (Optical)
SCAP	Security Content Automation Protocol
SCCP	Skinny Client Control Protocol
SCI	Sensitive Compartmented Information
SCIF	Sensitive Compartmented Information Facility
SCOM	System Center Operations Manager
SCRM	Supply Chain Risk Management
SD	Signal Degradation
SDH	Synchronous Digital Hierarchy
SDK	Software Development Kit
SDN	Software Defined Network
SDP	Service Delivery Point
SDS	Switched Data Service
SDSL	Symmetric DSL
SECAM	Système Electronique Couleur Avec Memoire
SES	Severely Errored Seconds
SF	Super Frame

Abbreviation or Acronym	Definition
SF	Signal Failure
SFTP	Secure File Transport Protocol
SIEM	Security Information and Event Management
SIP	Session Initiation Protocol
SIS	Satellite Internet Service
SLA	Service Level Agreement
SLACR	SLA Credit Request
SLACRR	SLA Credit Request Response
SLAR	SLA Report
SMB	Server Message Block
SME	Subject Matter Expert
SMF	Single Mode optical Fiber
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SO	Service Order
SOA	Service Order Acknowledgement
SOAC	Service Order Administrative Change
SOC	Security Operations Center; Service Order Confirmation
SOCN	Service Order Completion Notice
SORN	Service Order Rejection Notice
SOH	Section Overhead
SONET	Synchronous Optical Network
SONET ADM	SONET Add-Drop Multiplexer
SOO	Statement of Objective
SOW	Statement of Work
SP	Special Publication
SR	Short Reach
SRE	Service Related Equipment
SRG	Security Requirements Guide
SR-MLM	Short Reach Multi-Longitudinal Mode
SS	Storage Service
SSCN	Service State Change Notice

Abbreviation or Acronym	Definition
SSH	Secure Shell
SSL	Secure Sockets Layer
SSL/TLS	Secure Sockets Layer/Transport Layer Security
SSM	Synchronous Status Messaging
SSP	System Security Plan
STP	Shielded Twisted Pair
STUN	Session Traversal Utilities for NAT
SVC	Switched Virtual Circuit
SWC	Serving Wire Center
SWOT	Strengths, Weaknesses, Opportunities and Threats
T	
TACACS	Terminal Access Controller Access Control System
TAX	Tax Detail
TB	Terabyte
TBD	To Be Determined
TCP/IP	Transmission Control Protocol/Internet Protocol
TDD	Telecommunications Device for the Deaf
TDD/TTY	Telecommunications Device for the Deaf/Teletypewriter
TDM	Time Division Multiplexing
TDMA	Time Division Multiple Access
TEMS	Telecommunications Expense Management Service
TESP	Telecommunications Electric Service Priority
TFS	Toll Free Service
TICAP	Trusted Internet Connection Access Provider
TIC	Trusted Internet Connection
TIN	Taxpayer Identification Number
TLS	Transport Layer Security
TMSAD	Trust Model for Security Automation Data
TO	Task Order
TOH	Transport Overhead
TOPP	Task Order Project Plan
TP	Transition Plan

Abbreviation or Acronym	Definition
TSGR	Transport Systems Generic Requirements
TSMP	Transition Strategy and Management Plan
TSP	Telecommunications Service Priority
TS/SCI	Top Secret/Sensitive Compartmented Information
TTR	Time to Restore
TUC	Task Order Unique CLIN
U	
UBI	Unique Billing Identifier
UCS	Unified Communications Service
UI	User Interface
UIFN	Universal International Free Phone Number
UM	Unified Messaging
UMTS	Universal Mobile Telecommunications System
UNI	User-to-Network Interface
UPS	Uninterruptible Power System
UPSR	Unidirectional Path Switched Ring
URL	Universal Resource Locator
USC	United States Code
US-CERT	United States Computer Emergency Readiness Team
USDA	United States Department of Agriculture
UTC	Coordinated Universal Time
UTP	Unshielded Twisted Pair
V	
V&H	Vertical and Horizontal
VBR	Variable Bit Rate
VESDA	Very Early Smoke Detection Apparatus
VM	Virtual Machine
VoIP	Voice over Internet Protocol
VoIPTS	Voice over Internet Protocol Transport Service
VPAT	Voluntary Product Accessibility Template
VPN	Virtual Private Network
VPNS	Virtual Private Network Service

Abbreviation or Acronym	Definition
VS	Voice Service
VSAT	Very Small Aperture Terminal
VSR	Very Short Reach
VSS	Vulnerability Scanning Service
VT	Virtual Tributary
VTN	Virtual Telephone Number
VTS	Video Teleconferencing Service
VXML	Voice Extensible Markup Language
W	
WAN	Wide Area Network
WAP	Wireless Application Protocol
WCS	Web Conferencing Service
WDM	Wavelength Division Multiplexing
WEP	Wired Equivalent Privacy
WFM	Workforce Management
WLAN	Wireless Local Area Network
WMI	Windows Management Instrumentation
WPA	Wi-Fi Protected Access
WPS	Wireless Priority Service
WSDL	Web Service Definition Language
WWW	World Wide Web
X	
XML	Extensible Markup Language
XMPP	Extensible Messaging and Presence Protocol
XSD	XML Schema Definition
XTACACS	Extended TACACS

J.12 Glossary of Terms

12x5 Support - Shall include the core hour coverage of 8AM – 7PM Eastern Time Monday – Friday
24x7 - Twenty-four hours a day, seven days a week, without exception (e.g., national holidays are not excluded).
3rd Generation Partnership Project (3GPP) - An agreement formed in December 1998 by several telecommunications standard bodies to create technical specifications for the International Telecommunication Union's third-generation standards; represented in the group are companies from China, Europe, Japan, Korea, and the United States.
Acceptable Quality Level (AQL) - The performance level guaranteed by the contractor for each KPI associated with an EIS service.
Access - The facility-based service arrangements that provide net locations and their associated points of connection with the transport service providers, known as Points of Presence (POPs).
Access Circuit - A dedicated facility, varying by type (e.g., analog, digital signal, or synchronous optical network) and by bandwidth, used to carry service(s) between an SDP and its POP.
Access Control - The process of limiting access to the resources of a system only to authorized personnel, programs, processes, or other systems (in a network). Synonymous with controlled access and limited access.
Access Type - The type of access being provided. Five access types are defined for EIS: 1. Wireline Access, 2. Ethernet Access, 3. Cable Access, 4. Fiber to the Premises (FTTP), 5. Wireless Access.
Ad Hoc Reporting - The generation of reports at sporadic intervals with varying contents and purposes.
Advanced Encryption Standard (AES) - Symmetric key cryptographic standard published by NIST. Uses 128, 192, or 256 bit keys. Designed as replacement for DES.
Agency - An organizational entity of the United States Federal Government. Also used in this document to refer to any entity authorized to purchase EIS services.
Agency Hierarchy Code (AHC) - A unique 28-character internal government accounting code that must be tracked for all services from order submission through disconnection.
Agency Locations - The physical address of agencies, sub-agencies, or other authorized users of EIS services.
Agency Service Request Number (ASRN) - Agency-provided service request number.
Alliance for Telecommunications Industry Solutions (ATIS) - A North American organization, formerly called ECSA, established to develop standards and guidelines for the methods and procedures needed in the telecommunications industry. ATIS has four committees, T1, SONET, Internet Work Interoperability Test Coordination, and Order and Billing Form.

Alphanumeric - Any of the 26 upper-case alphabetic letters (A through Z) and 10 numerals only (0 through 9).
Alternate Mark Inversion (AMI) - A line coding method used in T-1 and other digital wire transmission systems.
American National Standards Institute (ANSI) - The US organization that sets the rules and procedures for, and also authorizes specific standards setting organizations. ATIS and EIA/TIA are two ANSI authorized standards setting organizations in the US in the subject area of telecommunications.
American Standard Code for Information Interchange (ASCII) - The standard code used for information interchange among data processing systems, data communications systems, and associated equipment in the United States.
Americans with Disabilities Act (ADA) - Public Law 101-336 (Public Law 336 of the 101st Congress), enacted July 26, 1990). The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay telecommunications services.
Application Programming Interface (API) - A software program that has defined information entry and exit points in that allows other programs or devices to communicate with the software program.
Associated Government Fee (AGF) Structure - The structure for calculating the AGF presented by GSA to the contractor (e.g., The AGF structure may be a fixed percentage of the billed eligible revenue).
Audio Conference - A feature that allows a call to be established among three or more stations in such a manner that each of the stations are able to carry on a communication with all the other stations.
Audit Trail - A record of system activities that is sufficient to enable the reconstruction, reviewing, and examination of the sequence of environments and activities surrounding or leading to an operation, a procedure, or an event in a transaction from its inception to final results.
Authentication - Verification of the identity of a user, device, or other entity in an IT system, often as a prerequisite to allowing access to resources in a system.
Authorization Code - An assigned code provided by the user to gain access to pre-subscribed EIS contractor-provided services and features.
Authorized User - An organization or user that is authorized to use the EIS contract and/or associated systems, including all U.S. Federal Agencies, other organizations determined eligible to use GSA sources, state, local, tribal, and other non-Federal entities to the extent authorized by law, regulation, and applicable GSA program authority, and authorized Federal contractors when acting on behalf of a Federal agency and when expressly authorized in accordance with applicable law and regulation.

Automatic Call Distributor (ACD) - The device used by many offices to distribute incoming calls among employees; answers calls, determines how to handle the call, alerts the caller to remain on the line and then transfers the call to the first available employee

Automatic Message Accounting (AMA) - An automatic system for recording data describing the origination time of day, dialed number and time duration of a call for purposes of billing.

Automatic Number Identification (ANI) - A service feature in which the directory number or equipment number of a calling station is obtained automatically.

Automatic Protection Switching (APS) - Switching architecture designed for SONET to perform error protection and network management from any point on the signal path.

Automatic Switched Optical Network (ASON) - A multi-client versatile intelligent platform that enables automatic management of signaling and routing through a network. Enables policy-driven control of an optical network. Goal is a type of bandwidth on demand (BoD). Usually refers to Wide Area Networks (WANs)

Availability - Availability is the ratio of the time during which a service is available to the user (e.g., to originate and terminate calls) to the total amount of time in the calendar month. Availability is expressed as a decimal between 0 and 1, and is normally calculated for one calendar month of service.

Availability of Service - Defined as "The percentage of time a given service is available." Calculate as:

$$Availability(\%) = \frac{ElapsedTime - OutageTime}{ElapsedTime} \times 100$$

B Channel - The International Telegraph and Telephone Consultative Committee (CCITT) designation for a clear channel, 64 kb/s service capability provided to a subscriber under the Integrated Services Digital Network offering. (See Integrated Services Digital Network)

Bandwidth - The difference, in hertz (Hz), between the highest and lowest frequencies of a transmission channel. Also used to identify the maximum amount of data that can be sent through a given transmission channel per second.

Bare Metal Virtualized Servers – Servers running on "bare metal" or high-speed standardized generic hardware and using open-source software, as opposed to traditional servers that use proprietary hardware and software. "Virtualized" refers to their ability to be configured by software to look like servers running different operating systems or multiple instances of operating systems for different clients. The control software for these virtualized servers is usually called a "hypervisor."

Basic Rate Interface (BRI) - An Integrated Services Digital Network (ISDN) multipurpose user's interface standard that denotes the capability of simultaneous voice and data services provided over 2B+D channels, two clear 64 kb/s channels (B channels) and one clear 16 kb/s channel (D channel) access arrangement to each subscriber's location as defined by International Telecommunications Union/Telecommunications Service Sector (ITU-TSS) I.412. (See B Channel and D Channel)

Best Commercial Practice - That method(s), process(es), procedure(s), system(s), and/or usage that is commonly implemented in the business world and that is generally agreed to have produced the most satisfactory or desirable result(s) on a consistent basis.
Bidirectional Line Switched Ring (BLSR) - A form of synchronous optical network (SONET) transmission that uses 2 rings for communication. The data flow on these two rings is opposite: clockwise on one and counterclockwise on the other. The use of BLSR transmission allows half of the data communication devices to be served by one ring and half to be served by the other.
Bidirectional Path Switched Ring (BPSR) - SONET transport network configuration in which network nodes are connected in a ring and traffic can be instantly re-routed in the other direction around the ring in the event of a cable cut or degradation of optical signal, thereby routing around the point of failure.
Billed Price - Includes the actual price of equipment and/or services, AGF, and any billed charges that are defined in the EIS contract(s).
Billed Eligible Revenue - This represents revenue billed by the contractor that is included in the calculation of the Associated Government Fee (AGF) fee.
Billing Codes - These are specific alpha and/or numeric identifiers that are used in the contractor's commercial billing systems to represent various billing elements (e.g., feature charge type, transmission type, etc.).
Billing Dispute - A government notification to the contractor noting a difference between an actual invoiced amount and the correct amount, based on the contract.
Billing Inquiry - A question or issue in the area of billing which may lead to a billing dispute.
Billing Invoice – A contractor file produced not later than the 15th business day of every month containing all the chargeable elements of services delivered.
Billing Output files - This represents contractor output files related to contractual billing deliverables that are required by the government.
Bit - The smallest unit of data transmission, representing either a binary 1 or a 0.
Bit Error - An error in the transmission of a single bit.
Bit Error Rate (BER) - The number of bit errors divided by the total number of bits transmitted, received, or processed over some stipulated period.
Burst Size - The number of bytes that can be transmitted in a continuous stream.
Business Day - Any Monday through Friday that is not a US Federal holiday. *See also Government Business Day.*
Business Support System (BSS) - A system used to allow a network operator to perform the administrative portions of the business. These functions include billing, service ordering, customer support, service management, inventory management, and program management.

For purposes of this RFP, the definition includes all systems required to support the communications company including billing, service ordering, customer support, service management, inventory management, and program management.
Busy Hour Grade of Service (GOS) - Busy hour GOS is a KPI for VS and is defined as the proportion of calls that cannot be completed during the customer's busy hour because of limits in the call handling capacity of one or more network elements (e.g., all trunks busy). For example, P.01 GOS indicates that one percent of the calls attempted are not being completed during the busy hour.
Byte - A set of eight bits that represents a single unit.
Call Detail Records (CDR) - Network record (voice, data, or other) that includes call or event details, such as type, time, duration, originator, and destination; CDR may apply to network monitoring, traffic accounting, and billing.
Case Description - Contains sufficient information to distinguish one case from another of the same CLIN. This description will be used by the government agencies to assist in evaluation.
Channel Service Unit / Data Service Unit (CSU/DSU) - Devices that combine the functionality of data service units (DSU) and channel service units (CSU) to adapt data from user communication systems to service provider communication lines with multiple channels.
Circuit - The complete transmission path between two endpoints over which one-way or two-way communication may be provided. A circuit may provide one or more channels.
Circuit Emulation Services (CES) - A service that transports TDM-based traffic over a Metro Ethernet Network and looks to the user like a TDM circuit such as a T1.
Circuit Switched Data Service (CSDS) - Provides a synchronous, full duplex, totally digital, circuit-switched service at multiple data rates, including integral multiples of DS0 data rates (i.e., NxDS0, where N = 1 to 24) to on-net and off-net locations.
Circuit Switched Voice Service (CSVS) - Supports voice calls, whether initiated from on-net locations or from off-net locations after verification of authorization code, to be connected to all on-net and off-net locations by direct station-to-station dialing throughout the United States.
Class of Service (COS) - Classification of packets (or other transmission unit) for the purpose of treating certain classes or flows of packets in a particular way compared to other packets. For example, some classes may be expedited. Usually defined by specific service KPIs.
Classmark - A designator used to describe the service feature privileges, restrictions, and circuit characteristics for lines or trunks that access a switch.
Clear Channel - In networking, a signal path that provides its full bandwidth for a user's service. *Note:* No control or signaling is performed on this path (e.g., 64 kb/s clear channel).
Cloud - Set of servers and computers in a large installation accessed over the Internet or a private network capable of storing user data and/or downloading data and applications to user devices. The cloud can also execute user programs and carry out other data processing functions.

Code Division Multiple Access (CDMA) - A system that allows multiple users to share one or more radio channels for service by adding a unique codes to each data signal being sent to and from each of the radio transceivers. These codes are used to spread the data signal to a bandwidth much wider than is necessary to transmit the data signal without the code.
Commercial Best Practice - Synonymous with "Best Commercial Practice"
Committed Burst Size (CBS) **-** The size up to which subscriber traffic is allowed to burst and still be in profile and not discarded.
Committed Information Rate (CIR) - A guaranteed minimum data transmission rate of service that will be available to the user through a network.
Common Language Location Identification Code (CLLI) - A location identification code that complies with American National Standard Institute (ANSI) standard T1.201-1987. The eight character mnemonic code is used to uniquely identify a location in the United States, Canada or other countries. These codes are known as CLLI or "Location Codes" and may be used in either a manual or mechanized record keeping system.
Compatibility - A property of systems that allows the exchange of necessary information directly and in usable form. *Note:* This implies use of identical or compatible protocols.
Competitive Local Exchange Carrier (CLEC) - A telephone service company that provides local telephone service that competes with the incumbent local exchange carrier (ILEC).
Computer Supported Telephony Applications (CSTA) - An interface created by ECMA to support computer telephony integration (CTI). ECMA is an industry association dedicated to the standardization of Information and Communication Technology (ICT) Systems.
Computer Telephony Integration (CTI) - CTI is the integration of computer processing systems with telephone technology.
Contract Line Item Number (CLIN) - A unique number used to identify billable items; a term used to describe an item that can have a single unit price; a contract line item must be identified separately from any other items or services on the contract.
CONUS - The 48 contiguous United States plus the District of Columbia.
Coordinated Universal Time (UTC) – A time standard commonly used across the world. .
Core Based Statistical Area (CBSA) - Metropolitan and Micropolitan geographic entities delineated by OMB for use in collecting, tabulating and publishing federal statistics (see OMB Bulletin No. 13-01, dated February 28, 2013).
Credit - An arrangement to reduce the amount owed by the customer on a future invoice by an agreed amount or for other Billing Adjustment (BA) reasons.
Critical Service Level - A level of service defined for government applications that specify higher levels of availability and performance than is assured by Routine Service.
Customer - Any eligible entity that purchases an EIS service or catalog item

Customer Network Management (CNM) - A data integration system that takes data from a service provider's fault, performance, and order management and provisioning systems, and integrates the data into a near real-time view for the enterprise customer.
Customer Network Management (CNM) Function - Provides an interface between users and the contractor's administrative and operational data, allowing users on-line access to "read" and download user's data while ensuring the service providers maintain information security and control.
Customer Relationship Management (CRM) - A process or system that coordinates information that is sent and received between contractors and customers. CRM systems are used to order, bill, to schedule activities, allocate resources, and help control the sales activities within a company.
Customer Support Office (CSO) - An organization which will be established by the contractor to provide direct, day-to-day customer service to the government. Also referred to as Customer Service Center (CSC).
Customer Want Date (CWD) - This represents the data by which the agency/customer desires to have service installed.
Cutover - The physical changing of circuits or lines at a telecommunications location after completion of service installations by a contractor.
D Channel - In ISDN, the 16 kb/s segment of a 144 kb/s, full-duplex subscriber service channel that is subdivided into 2B+D channels, i.e., into two 64 kb/s clear channels (B Channel) and one 16 kb/s channel (D Channel) for the ISDN basic rate.
Dark Fiber - Deployed fiber optic cable or cable strand that is not being used to transmit light waves. It is installed, but is not yet operational or has been taken out of service.
Data Dictionary - A set of information describing the contents, format, and structure of a database and the relationship between its elements.
Data Encryption Standard (DES) - A cryptographic algorithm for the protection of unclassified computer data, issued as Federal Information Processing Standard Publication 46-1. Obsolete, replaced by Advanced Encryption Standard (AES).
Data Integrity - The property that data meets a predefined level of quality or acceptability.
Decibel (dB) - A measurement of power increase or decrease based on taking the logarithm of the ratio of the power level being measured to a standard power level.
Dedicated Service Types - The access and transport service types generally based on the use of fixed transmission media and generally billed on a monthly recurring basis.
Dense Wavelength Division Multiplexing (DWDM) **-** A fiber-optic transmission technique that employs many closely-spaced light wavelengths to transmit data. Each light wave transmits a different data stream. ITU grid spacing for wavelengths in DWDM systems is 0.8 nm but is technically defined in terms of frequency (100 GHz).

Dialed Number Identification Service (DNIS) - A call identification service typically provided by a toll free (800 number) network. The DNIS information can be used by the PBX or automatic call delivery (ACD) system to select the menu choices, call routing, and customer service representative information display based on the incoming telephone number.
Digital Signature - A quantity associated with a message or file, e.g., a message digest encrypted with a private key, which only someone with access to a person's private key could have generated, but that can be verified through access and use of the associated public key. Usually considered as legally equivalent to a written signature.
Digital Subscriber Line (DSL) - A technology for transmission of digital information on a copper wire pair. Although the transmitted information is in digital form, the transmission medium is usually an analog carrier signal (or the combination of many analog carrier signals) that is modulated by the digital information signal.
Direct Billing - Agencies are invoiced directly by the contractor and pay the invoice directly to the contractor. The contractor is responsible for the collection of charges and AGF directly from the billed agencies or sub-agencies. GSA will not be responsible for any charges directly invoiced to any agency or sub-agency.
Direct Inward Dialing (DID) - Direct Inward Dialing (DID) connections are trunk-side (network side) end office connections. The network signaling on these 2-wire circuits is primarily limited to 1-way, incoming service. DID connections employ different supervision and address pulsing signals than dial lines. Typically, DID connections use a form of loop supervision called reverse battery, which is common for 1-way, trunk-side connections. Until recently, most DID trunks were equipped with either Dial Pulse (DP) or Dual Tone Multifrequency (DTMF) addresses pulsing.
Direct Ordering - A process in which agencies place orders directly with the contractor by using the contractor's ordering system or other processes agreed to by the parties
Direct-Billed Agency - A government agency or sub-agency that has elected to receive its billing directly from the contractor. Additionally, this represents a government agency or sub-agency that pays the contractor directly for services provided by the contractor.
Do Not Disturb (DND) - A term to describe a telephony feature that enables a user to temporarily block all calls to their telephone extension. DND provides the ability to temporarily block calls to a station number. The feature can be activated and de-activated by the subscriber. Outgoing calling capability is allowed when the DND state is activated. This capability can be administered on a station basis according to the subscribing agency's needs.
Domestic - Includes both CONUS and OCONUS regions
Dual-Tone Multifrequency Signaling - A telephone signaling method employing standard set combinations of two specific voice band frequencies, one from a group of four low frequencies and the other from a group of four relatively high frequencies.
Dynamic Allocation - A method for allocating charges among agencies in a shared tenant arrangement which applies to situations where the ANI is known for the agencies. *See Shared Tenant.*

E&M Signaling - In telephony, an arrangement that uses separate leads, called respectively the “E” lead and “M” lead, for signaling and supervisory purposes.
Effective Billing Date (EBD) - This represents the billing start date and may not precede the Service Order Completion Notice (SOCN) “complete date.” Likewise, the billing end date must be the actual disconnect date indicated on the SOCN.
Electronic Access - The capability to access information via on-line access (dedicated or dial-up), electronic mail, and facsimile.
EDI – Electronic Data Interchange
EINSTEIN – See National Cyber Protection System
Electronic Fund Transfer (EFT) - Any transfer of funds, other than a transaction originated by cash, check, or similar paper instrument, that is initiated through an electronic terminal, telephone, computer, or magnetic tape, for the purpose of ordering, instructing, or authorizing a financial institution to debit or credit an account. The term includes Automated Clearing House transfers, Fedwire transfers, and transfers made at automatic teller machines and point-of-sale terminals. For purposes of compliance with 31 U.S.C. 3332 and implementing regulations at 31 CFR part 208, the term "electronic funds transfer" includes a government-wide commercial purchase card transaction.
Electronic Mail (e-Mail) - A process of sending messages in electronic form. These messages are usually in text form. However, they can also include images and video clips
Emergency Change - Represents a change to an invoice's content or format that is required to occur prior to the minimum 60-day frequency.
Enclave - In this RFP, refers to Security Enclaves. A set of information and processing capabilities that are protected as a group. The information processing capabilities may include networks, hosts, or applications.
Encrypt - To convert plain text into an unintelligible form by means of a crypto system.
End of Unacceptable Service Performance - The time following the start of a period of unacceptable service performance at which time all KPIs once again meet or exceed their associated AQLs.
End-to-End - Telecommunications service from the originating user's terminal to the destination user's terminal. As applied in this document, this term refers to Service Delivery Point (SDP) to SDP service.
Enhanced 911 (E911) - An emergency telephone calling system that provides an emergency dispatcher with the address and number of the telephone when a user initiates a call for help. The E911 system has the capability of indicating the contact information for the local police, fire, and ambulance services that are within a customer’s calling area.
Enterprise Infrastructure Solutions (EIS) - A comprehensive solution-based vehicle to address all aspects of federal agency information technology telecommunications, and infrastructure requirements.

Enterprise Infrastructure Solutions (EIS) Services - Services provided by the contractor to the customers under the EIS contract acquisition(s).
Envelope - In the context of message handling systems, as used in this document, envelope is an object that carries addressing information, and attributes (e.g., date, time, priority and subject) required for transporting the message.
Error Free Second (EFS) - A one second interval of digital signal transmission in which no transmission error occurs.
Errored Block - A data block in which one or more bits are in error.
Errored Second (ES) - A one-second interval of digital signal transmission in which at least one transmission error occurs.
Ethernet Private LAN (E-LAN) - A multi-point to multi-point service where disparate LAN segments are connected to form a single virtual LAN. Appropriate applications are inter and intra-city LAN connectivity, router interconnect and server consolidation. E-LAN can be offered over either a Metropolitan Area Network (MAN) or a Wide Area Network (WAN).
Ethernet Private Line (E-LINE) - A point-to-point service where bandwidth is reserved. E-LINE ES is useful for mission critical traffic. E-LINE resembles traditional Time Division Multiplexing (TDM) private line service. Appropriate applications are router interconnect, business continuity, and disaster recovery.
Exchange Rates - Shall be those in effect at close of business on the first working day of each billing period, as published by the Federal Reserve Statistical Release Foreign Exchange Rates Monthly Update or other mutually agreed source. No mark-ups or overhead charges shall be permitted on currency conversions.
Expedited Service Class A - The ordering agency requires priority provisioning for National Security / Emergency Preparedness (NS/EP) circumstances, or under circumstances in which the National Communications System (NCS) invokes the Telecommunications Service Priority (TSP) system. *See also Class A Expedited Implementation*
External Timing Reference (ETR) - Facilitates the synchronization of time-of-day (TOD) clocks to ensure consistent time stamp data in an installation with multiple, coupled systems.
Fail-Over Time - The time interval between the loss of a restorable network data link and its automatic restoration by imbedded management protocols.
Feature - An additional capability beyond basic service that is to be selected at the option of the user. Features are normally separately priced, although some features have been defined to be not separately priced.
Federal Acquisition Regulation (FAR) - The primary regulation for use by all Federal Executive Agencies in their acquisition of supplies and services with appropriated funds. It became effective April 1, 1984 and is issued within applicable laws under the joint authorities of the Administrator of General Services, the Secretary of Defense, and the Administrator for the National Aeronautics and Space Administration, under the broad policy guidelines of the Administrator, Office of Federal Procurement Policy, Office of Management and Budget.

Federal Agency - In FAR definition, means any executive agency or any independent establishment in the legislative or judicial branch of the government (except the Senate, the House of Representatives, the Architect of the Capitol, and any activities under the Architect's direction).
Federal Communications Commission (FCC) - Federal Agency established by the Communication Act of 1934 that oversees commercial spectrum usage, interstate telecommunications, and all international services originating and terminating in the United States.
Federal Information Security Management Act (FISMA) - a United States federal law enacted in 2002 as Title III of the E-Government Act of 2002 (Pub.L. 107–347, 116 Stat. 2899). The act recognized the importance of information security to the economic and national security interests of the United States.[1] The act requires each federal agency to develop, document, and implement an agency-wide program to provide information security for the information and information systems that support the operations and assets of the agency, including those provided or managed by another agency, contractor, or other source.
Federal Relay Service - A Federal Government-provided service that acts as an intermediary between hearing individuals and individuals who are deaf, hard of hearing, or have speech disabilities.
Federal Telecommunications Recommendations (FTR) – A set of telecommunications recommendations for the design and procurement of telecommunications equipment/services for the National Communications System (NCS). The FTR are issued by the NCS technology and program division, after approval by the FTR standards committee and deputy manager, NCS, pursuant to Executive Order 12472, Public Law 104-113 and NCS directive 4-1. *{Source: NCS web page}*
Fiber Connectivity (FICON) - An IO protocol used between IBM (and compatible) mainframes and storage. It takes the higher layer ESCON protocol, analogous to SCSI, and maps into onto a Fiber Channel transport.
File Transfer Protocol (FTP) - A Transmission Control Protocol/Internet Protocol (TCP/IP) service that supports bidirectional transfer of binary and ASCII files without loss of data between local and remote computers on the Internet. The FTP command set allows a user to log onto a remote server over the network, list file directories and copy files.
FIPS 140-2 Encryption – a U.S. government computer security standard used to accredit cryptographic modules.
Firewall - A system that manages a boundary between two networks to control access between the networks. A firewall as a single point of entry to an organization's intranet from the Internet provides a method for the security official to limit public access to data on an organization's intranet while allowing users on the intranet to access the WWW.
Firm Order Commitment Date – The date that the contractor commits to provide the service in a state ready for the customer to use and the date that the government expects to accept the service and billing to become effective. It is the date specified on the Firm Order Commitment Notice in accordance with Section G.3.3 (Ordering Services).
Fraudulent Use of Services - Any use of EIS services for any functions or activities not authorized by the government.

Full-Duplex - A mode of operation in which simultaneous communication in both directions may occur between two terminals. Contrast with half duplex or simplex operation in which communications occur in only one direction at a time.
General Packet Radio Service (GPRS) - A portion of the GSM specification that allows packet radio service on the GSM system. The GPRS system adds (defines) new packet control channels and gateways to the GSM system.
Gigabit Ethernet (GigE) - Gigabit Ethernet (GE) is a data communication system that combines Ethernet technology with fiber optic cable transmission to provide data communication transmission at a Gigabit rate.
Gigabits per second (Gbps) – A measure of data transfer speed equal to one billion (10^9) bits per second.
Gigabyte (GB) – A measure of the size of binary data stored in memory or fixed media equal to 1,073,741,824 (2^{30}) bytes.
Gigahertz (GHz) - A measure of frequency equal to one billion (10^9) cycles per second. Signals operating above 1 GHz are commonly known as microwaves.
Government Data Elements - Data elements related to billing that are required by the government, and allows the government, at a minimum, to: • Verify information back to a service order, • Validate all charges, • Verify adjustments at the lowest level (e.g., service period of original charge type/description), • Enable the government to re-bill its own customers, • Assist with the management of inventory.
Government Fiscal Year – The 12-month period ending on 30 September of that year, having begun on 1 October of the previous calendar year
Government Furnished Equipment (GFE) - Property in the possession of, or directly acquired by the government and subsequently made available to the contractor. (See Government Furnished Property (GFP)
Government Furnished Property (GFP) - Property in the possession of, or directly acquired by the government and subsequently made available to the contractor.
Grade of Service (GOS) - A term associated with telecommunications service indicating the probability of a call being blocked during a call attempt during the busy hour, expressed as a decimal fraction.
Ground Start - A supervisory signal from a terminal to a switch in which one side of the line is temporarily grounded.
GSA Conexus - GSA's next-generation network solutions management system. This system is distinct from GSA Systems.

GSA Contracting Officer - The GSA contracting officer who administers EIS contracts.
GSA Systems - The set of tools used by GSA to manage the contract and TOs issued under the contract. These systems are distinct from GSA Conexus.
HyperText Markup Language (HTML) - Authoring software language used on the Internet and for creating WWW pages. HTML is essentially text with embedded HTML commands identified by angle brackets and known as HTML tags.
HyperText Transfer Protocol (HTTP) - The communications protocol used by a Web Browser to connect to Web servers on the Internet.
HyperText Transfer Protocol Secure (HTTPS) - The protocol for accessing a secure Web server. The use of HTTPS in the Uniform Resource Locator (URL) directs the message to a secure port address instead of the default Web port address of 80.
Identification (User ID) - The process that enables recognition of an entity by a system, generally by the use of unique machine-readable user names.
Inbound - A switched connection made from a non-domestic location to a domestic location.
Indefeasible Rights of Use (IRU) - In telecommunications, Indefeasible Right of Use (IRU) is the effective long-term lease (temporary ownership) of a portion of the capacity of an international cable. This term is used in Dark Fiber Services.
Individual Case Basis (ICB) – Applies to a situation with special end-user requirements, for which special arrangements are made with the contractor where fixed pricing could not have been determined or could not apply.
Infrastructure as a Service (IaaS) – Cloud-based offering in which user gains access to virtual machines, servers, storage, and other infrastructure for the purpose of implementing a data center, for system testing, or other purpose. Users typically install their own images or operating systems on the cloud infrastructure.
Institute of Electrical and Electronics Engineers (IEEE) - An organization formed in 1963 that represents of electrical and electronics scientists and engineers.
Integrated Services Digital Network (ISDN) - A service that provides end-to-end digital connectivity to support a wide range of services, including voice and non-voice services, to which users have access by a limited set of standard multi-purpose user network interfaces, as defined in the ITU-TSS I series. (See basic rate interface and primary rate interface.)
Interactive Voice Response (IVR) - IVR is a process of automatically interacting with a caller through providing audio prompts to request information and store responses from the caller. The responses can be in the form of touch-tone(tm) key presses or voice responses. Voice responses are converted to digital information by voice recognition signal processing.
Interconnection - The linking together of interoperable systems.
Inter-exchange Carrier (IXC) - Also known as long distance carriers, inter-exchange carriers (IXCs) interconnect local systems with each other. For inter-exchange connection, networks as a rule

connect to long distance networks through a separate toll center (tandem switch). In the United States, this toll center is called a point of presence (POP) connection.
Intermediate Reach – Single – Longitudinal Mode (IR1-SLM) - Intermediate Reach (IR) optical interfaces refer to optical sections with system loss budgets from 0 dB to 11 or 12 dB. Typically, low power SLM or MLM laser transmitters are used at the lower bit-rates, while high-power SLM lasers are used at the higher bit-rates.
International Telecommunications Union (ITU) – see "Consultative Committee for International Telephony And Telegraphy (CCITT)"
Internet - A worldwide interconnection of individual networks operated by government, industry, academia, and private parties.
Internetworking - The process of interconnecting a number of individual networks to provide a path from a terminal or a host on one network to a terminal or a host on another network. The networks involved may be of the same type, or they may be of different types. However, each network is distinct, with its own addresses, internal protocols, access methods, and administration.
Interoperability - The ability of systems to provide services to and accept services from other systems and to cause services from different systems to operate effectively together so as to achieve the throughput and service quality (i.e., required grade-of-service, transmission quality, and feature capability) that is agreed to be acceptable. The condition achieved among telecommunication systems when information or services can be exchanged directly and satisfactorily between them and/or their users. Interface devices or gateways may be placed between equipment or systems in order to achieve interoperability.
Inventory Reconciliation (IR) – Deliverable document that compares delivered service to ordered services and lists discrepancies.
Invoicing - The process of preparing and forwarding a list of charges to the government for services rendered by the contractor.
IP-Security (IPsec) – A group of IP security measures which together comprise a highly secure tunneling protocol for IP communications.
IS-41 – Intersystem Signaling, also known as ANSI-41. Mobile cellular telecommunications system standard to support networking of switches. Facilitates inter-switch operations such as call handoff and roaming authentication.
Jitter - Jitter, also known as cell delay variation or packet delay variation, is a measure of the variance of cell or packet transfer delay. High variation implies the need for larger buffering for delay-sensitive traffic such as voice and video. Jitter is caused by several factors that combine to cause packet delay variation, including variations in the propagation delay, queuing delays at various intermediate switches, and service times at switching points.
Key Performance Indicator (KPI) - A measurable service attribute that is critical to the proper functioning and delivery of a telecommunications service. KPI types are listed in Sec. C.1.8.3. Each EIS service is associated with KPIs that are specified in Section C.2 (Technical Requirements).

Kilobits per second (Kbps) – A measure of data transfer speed equal to one thousand (10^3) bits per second.
Kilobyte (KB) – A measure of the size of binary data stored in memory or fixed media equal to 1,024 (2^{10}) bytes.
Kilohertz (KHz) - A measure of frequency equal to one thousand (10^3) cycles per second.
Last Number Dialed (LND) – A term to describe a telephony feature that enables a telephone device to dial the most recently dialed telephone number.
Latency – Also known as cell latency, cell transfer delay, or packet transfer delay, it is the round-trip delay between transmission and receipt of a packet measured between network access points. Normally latency is expressed in milliseconds and the rate of delay is sampled over a brief period, typically one minute or less, to arrive at an average latency figure. Latency includes propagation delays, queuing delays at various intermediate components such as routers and switches, and service times at switching and routing points.
Layer 2 Tunneling Protocol (L2TP) - A protocol that is used to allow a secure communication path, a virtual private network link, between computers. It is an evolution of earlier point-to-point tunneling protocol (PTPP) as it offers more reliable operation and enhanced security. L2TP enables private communication lines through a public network. L2TP was developed via the Internet Engineering Task Force (IETF).
Layer 3 – The network layer in the Open Standards Interconnection Model (OSI). Layer 3 protocols handle routing within and between networks.
Link Capacity Adjustment Scheme (LCAS) - SONET term referring to a portion of the overhead in a SONET frame.
Local Area Network (LAN) - A data communications system that (a) lies within a limited spatial area, (b) has a specific user group, (c) has a specific topology, and (d) is not a public switched telecommunications network, but may be connected to one. .
Local Exchange Routing Guide (LERG) – A Telcordia publication that relates Numbering Plan Area (NPA)/NXX to the Vertical and Horizontal (V&H) and CLLI Code of the associated wire center.
Local Government Contact (LGC) – An individual designated by a CO on a service request to interface with the contractor at a specific agency location on his behalf. LGC participates in service transition planning and implementation activities for a location, however, the decision to change or modify a service order placed by the CO or COR, remains with the CO or COR.
Local Number Portability (LNP) - LNP is the process that allows a subscriber to keep their telephone number when they change service provider in their same geographic area. Local number portability requires that carriers release their control of one of their assigned telephone numbers so customers can transfer to a competitive provider without having to change their telephone number. LNP also involves providing access to databases of telephone numbers to competing companies that allow them to determine the destination of telephone calls delivered to a local service area.

Location – In this document, is a physical place where (1) a user of EIS services resides or (2) telecommunications services are available or (3) EIS services are delivered. Also construed to include wireless terminals. *(See Agency locations, SDP locations, PSTN locations)*
Long Haul (LH) – A communication system which includes a number of drop/add points, repeaters locations, over long distances that extend outside the local service area; a microwave system that the longest radio circuit of tandem radio paths exceeds 402 km (250 miles).
Loss - The amount of electrical attenuation in a circuit, or the power consumed in a circuit component.
Management Information Base (MIB) - In Simple Network Management Protocol (SNMP), the set of information about a managed object used by the management program.
Mandatory – These are services, features, or equipment which the contractor must propose. Any mandatory service, feature or equipment proposed must be priced.
Mapping - In Electronic Data Interchange (EDI), mapping refers to a defined process to translate a company's proprietary data layout to an interoperable EDI format.
Mean Opinion Score (MOS) - In voice communications, particularly Internet telephony, the mean opinion score (MOS) provides a numerical measure of the quality of human speech at the destination end of the circuit. The scheme uses subjective tests (opinionated scores) that are mathematically averaged to obtain a quantitative indicator of the system performance.
Meet-Me Conference - Allows stations to be connected in a conference by dialing one access code at a particular time.
Megabits per second (Mbps) – A measure of data transfer speed equal to one million (10^6) bits per second.
Megabyte (MB) – A measure of the size of binary data stored in memory or fixed media equal to 1,048,576 (2^{20}) bytes.
Megahertz (MHz) - A measure of frequency equal to one million (10^6) cycles per second.
Minimum Point of Penetration (MPOP) - An FCC defined location in a building/premises where an SDP is located normally.
Mobile Satellite Service (MSS) - A form of wireless service that employs satellites as part of the wireless infrastructure and is capable of serving very large geographic areas. The use of MSS may be appropriate for areas that are economically not viable for land based radio towers or to provide wide area group call (dispatch type) services**.**
Monthly Billing Informational Memorandum - A report provided by the contractor to the government which includes, but is not limited to, items that will explain changes in billing, changes to data formats, new services added to the billing, and issues pertaining to balancing charges.
Monthly Recurring Charge (MRC) - A fixed charge paid monthly
Multi-Line Key Telephone Systems - Telephone station equipment conforming to the Electronic Industries Association (EIA) standard RS-478, first published in July 1981.

Multimedia - Pertaining to the processing and integrated presentation of information in more than one form, e.g., video, voice, music, data.
Multi-Mode Fiber (MMF) – Optical fiber that is designed to carry multiple light rays or modes of light concurrently, each at a slightly different reflection angle within the optical fiber core, that is used for relatively short distances. Differs from Single Mode Fiber (SMF) because it has a larger core (usually 50 or 60 micrometers compared to 9 micrometers).
Multiprotocol Label Switching (MPLS) - A network routing protocol based on switching packets through a network by the use of tag labels, instead of routing them. Since switching is much faster than routing, this method can speed up network performance. .
National Agency Check - The computerized search of the National Crime Information Center computer network of various government (state, local, Federal, and tribal) agencies.
National Cyber Protection System (NCPS), also known as EINSTEIN – Deep packet inspection system designed to look for malware in packets traversing the Internet and destined for delivery to a government agency.
National Security and Emergency Preparedness Requirements (NS/EP) - Requirements for capabilities that maintain a state of readiness or respond to and manage an event or crisis (local, national, or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the national security and emergency preparedness posture of the U.S. EIS NS/EP requirements are consistent with guidance from the DHS Office of Emergency Communications.
National Telecommunications and Information Administration (NTIA) - A policy unit of the Department of Commerce which assigns frequencies in the spectrum used by the federal government. The NTIA also advises the President and Congress on telecommunications issues.
National Telecommunications Management Structure (NTMS) - NTMS is a principal Government Emergency Telecommunications Service (GETS) supported functions for providing network management during national emergency.
National Television Standards Committee (NTSC) Standard - The North American standard (525-line interlaced raster-scanned video) for the generation, transmission, and reception of analog television signals. Now largely obsolete because of new digital video standards such as High-Definition (HD) television.
Network Entry Point - A system that receives ANSI X12 Electronic Data Interchange transactions and transfers them to Value Added Networks. A Network Entry Point can provide services such as archival, date and time stamp, file transfer, and access to other networks such as the Internet.
Network Functions Virtualization (NFV) - the virtualization of network equipment functions, which typically run on dedicated appliances, to now run on industry-standard servers, switches and storage devices with the aim of lowering costs, improving efficiency and increasing agility.
Network Site Code (NSC) - Identifies a physical location, a customer agency building, Physical Concentration Location, and/or Point of Presence. See Section B.4.1 for details.

Node - Center for the interconnection of two or more branches of a telecommunications network.
Non-Domestic - The worldwide countries and locations other than those defined herein as domestic.
Non-recurring Charge (NRC) - A cost for a facility, service, or product that only occurs one time or is not periodically charged.
North American Numbering Plan (NANP) – The numbering system that creates unique phone numbers for network dialing in the US, Canada, and some Caribbean islands; a numbering plan which allows all stations conforming to the 10-digit dialing pattern of the Public Switched Network (PSN) to be accessed. The pattern is of the form NPA-NXX-XXXX where NPA= (Area Code); N = 2-9; P = 0-9; A = 0-9; and X = 0-9. The NANP is a subset of and consistent in format with the ITU/TSS ISDN E.164 Uniform numbering and addressing plan used worldwide.
North American Standard for Wireless Telecommunications Network Signaling (IS-41) – See "Intersystem Signaling 41 (IS-41)"
Not Separately Priced (NSP) - A capability or feature that is included in the price of the basic service.
Notification of Data File Loading Problems - An email notification provided by the GSA to the contractor intended to alert the contractor of system file loading problems associated with the media or data the contractor provided.
Numbering Plan Area (NPA) – The first three digits of a North American telephone number, often called an area code, in which the first digit cannot be a 1 or a 0 and that the remaining numbers can be 2 through 9.
OCONUS - U.S. territories and possessions outside of the contiguous 48 states. It includes Alaska, Hawaii, Guam, Puerto Rico, US Virgin Islands, Marshall Islands, Midway Island, Palau, Wake Island, American Samoa, Commonwealth of Northern Marianas Islands (CNMI) and Micronesia
Office of Emergency Communication (OEC) – The mission of the OEC is to assist the President, the National Security Council, the Director of the Office of Science and Technology Policy and the Director of the Office of Management and Budget in (1) the exercise of the telecommunications functions and responsibilities, and (2) the coordination of the planning for and provision of national security and emergency preparedness communications for the Federal government under all circumstances, including crisis or emergency, attack & recovery and reconstitution. {source *www.NCS.gov* website}. Formerly known as the National Communications System.
Official List Price (OLP) - Term defined under EIS to include a variety of possible list price types. For example, if the catalog item is equipment not manufactured by the contractor, the OLP could be the Original Equipment Manufacturer's Published List Price. When the catalog item is a service provided by the contractor, the OLP could be the contractor's Published List Price for the service.
Official Manufacturer's List Price – The manufacturer's list price for a SRE as found on an up-to-date document containing undiscounted list price information that is provided to a lessor or reseller of the SRE by the manufacturer, and that can be confirmed by similar documents

provided by the manufacturer to other equipment or service providers or is available on its website.
Off-Net Call - A call between two or more stations, at least one of which is a presubscribed user or service delivery point (usually a PBX or Centrex) and at least one of which is not.
Off-Net Location – A location that is not presubscribed to services provided by EIS, i.e., a location "off" of the EIS network. Certain EIS services can transmit and receive communications with locations not "on" the EIS network, such as commercial telephone lines on the PSTN and personal computers connected to the Internet.
On-Net Call - A call between two or more on-net locations.
On-Net Location - A location that is presubscribed to services provided by an EIS contractor, i.e., a location "on" the contractor's EIS network. On-net locations may be implemented using either dedicated access or a presubscribed switched access arrangement. On-net locations shall be construed to include presubscribed terrestrial and satellite service-based wireless handsets or terminals.
Optical Add-Drop Multiplexer (OADM) – A network element that allows the extraction/insertion of one or more wavelengths from/to the multi-wavelength signal as it is passed through the element.
Optical Carrier Hierarchy Level-N (OC-n) – In SONET systems, Optical carrier (OC-n) transmission is a hierarchy of optical communication channels and lines that range from 51 Mbps to 40 Gbps . The "n" is an integer (typically 1, 3, 12, 48, 192, or 768) representing the data rate.
Optical Transport Network (OTN) – Replacement for SONET that will do SONET functions such a framing in a manner more suited to faster provisioning and network flexibility. Designed to interface between Wave Division Multiplexing (WDM) equipment and higher layers in OSI protocol stack. Consists of six layers, of which Optical Transport Unit (OTU) and Optical Channel (OCh) are most commonly referred to.
Optical Wavelength Service (OWS) - Provides connectivity to data centers, carrier hotels, and enterprise businesses and tremendous bandwidth capacity of a dedicated wavelength connection, without the significant upfront capital costs or the management and maintenance issues associated with a dark fiber network.
Optional – Those services, features, or equipment which contractors may propose but are not required to propose. Any service, feature or equipment proposed must be priced.
Optronics – The combination of optical and electronic functions in one piece of telecommunications equipment that provide an interface between electrical and optical telecommunications modes.
Outage - A telecommunication service condition wherein a user is deprived of service due to a malfunction of the contractor's communication system.
Outbound - A switched connection made from a domestic location to a non-domestic location.

Password - A word, character, or combination of characters that permits access to otherwise inaccessible data, information, or facilities. Also referred to in this document as an authorization code.
Past Performance Information Retrieval System (PPIRS) - A database retrieval system utilized by the Contracting Officer (and Ordering Contracting Officer) in assessing past performance of contractors. In conformance with the government's need to record and maintain information on contractor performance during the life of this contract, the government periodically evaluates the manner in which the contractor performed in accordance with contract requirements such as: quality of service; cost efficiencies; timeliness; business relations; history of reasonable and cooperative behavior; commitment to customer satisfaction; and key personnel.
Payload - In a set of data, such as a data field, block, or stream, being processed or transported, the part that represents user information and user overhead information, and may include user-requested additional information, such as network management and accounting information. Note: The payload does not include system overhead information for the processing or transportation system.
Performance-based Contracting – In FAR definition, means structuring all aspects of an acquisition around the purpose of the work to be performed with the contract requirements set forth in clear, specific, and objective terms with measurable outcomes as opposed to either the manner by which the work is to be performed or broad and imprecise statements of work.
Period of Unacceptable Service Performance - Period of time during which the service provided is incapable of supporting one or more of the customer's uses or applications that normally would be supported by the service. The start and end of a period of unacceptable service performance may be reported either by the contractor or by the customer. *See Unacceptable Service Performance.*
Platform as a Service (PaaS) – Cloud-based offering in which providers deliver a computing platform, usually including operating system, programming-language execution environment, database, and web server. Application developers can develop and run their software solutions on a cloud platform without the cost and complexity of buying and managing the underlying hardware and software layers. In some cases resources are scaled automatically in response to user needs.
PMM (Price Management Mechanism) Demand Set - A statistically significant traffic set extracted from the contractor's EIS usage for each of the services subject to the PMM process and for the contract period under review by the PMM process.
Physical Concentration Location (PCL) - Any place where connections are aggregated. See Section B.4.1 for details.
Point of Presence (POP) – A contractor-owned or controlled physical location where network facilities provide EIS services and where user agency locations are connected to the network. See Section B.4.1 for details.
Polarization Mode Dispersion (PMD) - In single mode fiber optic cable, refers to the fact that the two orthogonal polarizations of light waves in the core travel at slightly different speeds, leading to slow smearing of pulses as they traverse the fiber. PMD can limit the highest bit rate that is achievable in a fiber optic system.

Post Office Protocol Version 3 (POP3) –Post Office Protocol version 3. A protocol used to retrieve e-mail from an e-mail server. POP3 is described in detail in IETF RFC 1939.
Preset Conference - A feature that allows designated users to establish a conference by dialing a single number.
Price Management Mechanism (PMM) - A special contract requirement establishing a process to ensure that EIS service prices remain competitive with prices paid by other large users of telecommunications services. The competitiveness of EIS service prices is examined by comparing the cost when EIS prices are applied to demand sets with the cost when pricing from comparison commercial and other government contracts, price schedules, and tariffs are applied to the same demand set. Reductions in EIS contractor prices will be required if a lower comparison cost is found through the PMM process.
Pricing Hub (PHub) - Used to assign a unique identifier to locations with the same price for the same access service type. See Section B.4.1 for details.
Primary Inter-exchange Carrier (PIC) - Refers to the company that is selected by the subscriber to be its main long distance company. It is the carrier chosen by a subscriber to be accessible via simplified dialing pattern.
Primary Rate Interface (PRI) - An ISDN interface standard that is designated in North America as having a 23B+D channels. (See Integrated Services Digital Network)
Prime Contract - A contract or contractual action entered into by the U.S. for the purpose of obtaining supplies, materials, equipment, or services of any kind.
Prime Contractor - A corporation, partnership, business association of any kind, trust, joint-stock company, or an individual who has entered into a prime contract with the U.S.
Private Branch Exchange (PBX) - Telephone switching equipment designed to allow a large number of telephones in an office to call each other, and share one or more outside lines to connect to the PSTN. Conforms to the EIA standards RS-464 and RS-464-1, published in December 1977 and August 1982, and meeting Federal Communications Commission (FCC) registration requirements for interconnection to the public switched network.
Private Line Service (PLS) - The service category covering provision of private-line transmission of voice or data using end-to-end transmission media. (See Dedicated Transmission Service)
Program Management Office (PMO) - An office within the GSA/FAS organization responsible for management and contract administration of a telecommunications program. Within the context of this document, it refers to the specific PMO responsible for the EIS program.
Project – A project requires special treatment by the contractor due to the size, complexity, or importance of the services ordered as a project. The customer may request that the order be implemented as a project. In such cases, the contractor shall develop a Task Order Project Plan. Provisioning intervals will be as agreed to between the contractor and the ordering agency.

Project Identifier - A Project Identifier is a code or number assigned by the contractor or government and shown by the contractor on a series of service orders to identify each service order that is part of a larger group in progress.
Project Service Request - Multiple requests for service that are associated with a particular project and are related in such a manner that they should be implemented in a coordinated fashion.
Prompt Payment Clock - This represents the date and time, or the period of time from which the government has received all monthly billing deliverables as required by the contract until the payment has been made by the government to the contractor. GSA will start the Prompt Payment clock according to FAR Clause 52.232-25 when the detail billing has been delivered to the government (See Section G.4 Billing).
Public Safety Answering Point (PSAP) – A physical location where 911 emergency telephone calls are received and then routed to the proper emergency service.
Public Switched Telephone Network (PSTN) – Common domestic telecommunications network that interconnects private branch exchange trunks, telephones, Centrex systems, and wireless terminals and handsets.
Quality of Service (QoS) – User's experience over a network connection. Usually measured by a defined set of engineering values for a service that is guaranteed by the contractor Typical QoS parameters are bandwidth, delay or latency, jitter, packet loss, and out-of-order delivery.
Radio Frequency (RF) - Those frequencies of the electromagnetic spectrum normally associated with radio wave propagation. RF sometimes is defined as transmission at any frequency at which coherent electromagnetic energy radiation is possible, usually above 150kHz.
Relay Service – *See Federal Relay Service*
Role Based Access Control (RBAC) – Allows only authorized users with appropriate permissions access to the BSS.
Routine Order – An order for which the contractor's standard provisioning interval applies.
Routine Service Level – A level of service that applies for most government applications and is expected to reflect commercial best practices for service availability and performance.
Satellite Internet Service (SIS) – Provides Internet access through satellite communications. This is mostly applicable to small rural sites without broadband wireline or wireless access or that need a backup Internet connection, and sites that require backup communications during a national emergency or disaster.
Sawtooth Effect – In this RFP, the effect observed when using declining unit prices in a set of increasing dollar ranges to determine a cost associated with a particular range. The cost is determined such that the last cost within a lower dollar range is higher than the first cost within the next higher dollar range, and the first cost within the next dollar range is lower than the last cost within the previous dollar range.
SDP Locations – *See Service Delivery Point (SDP)*

Secured E-Mail - Process by which electronic documents, reports, or files are provided or delivered to the government via E-Mail in a secured manner (e.g., E-Mail over a private network, encrypted E-Mail, encrypted attachment in an E-Mail).
Secured FTP Media - Distribution media by which electronic documents, reports, or files are provided or delivered to the government via File Transfer Protocol (FTP) server in a secured manner (e.g., SFTP, FTP over a Virtual Private Network, and FTP over a private network).
Secured Web-based Media - Distribution media by which electronic documents, reports, or files are provided or delivered to the government via a HTTP server in a secured manner (e.g., HTTPS, HTTP over a Virtual Private Network, and HTTP over a private network).
Security Violation - Any unauthorized action taken by any domestic or international party (contractor employee or non-employee) that: a) violates contractor's security policies, b) bypasses contractor's security mechanisms, C) gains unauthorized access to contractor's facilities, information, information systems, or management systems, d) intentionally affects the quality, integrity, or availability of services offered to the government, e) alters or destroys any EIS services information held by the contractor and/or provided to the government, f) discloses confidential or secret information, and/or g) compromises national security.
Service - The term “Service” refers to the primary unit of EIS technical and pricing requirements. It includes all components and functions provided by the contractor to deliver a specific service, including the contractor's network, contractor-provided access arrangements and service related equipment. Individual services are grouped into “Service Types.” *Also see “Service Types”*
Service Access Code (SAC) - The 3-digit codes in the NPA (N 0/1 X) format which are used as the first three digits of a 10-digit address in a North American Numbering Plan dialing sequence. Although NPA codes are normally used for the purpose of identifying specific geographical areas, certain of these NPA codes have been allocated to identifying generic services or to provide access capability, and these are known as SACs. The common trait, which is in contrast to an NPA code, is that SACs are non-geographic.
Service Delivery – A process which begins at the time an order is accepted by the contractor and ends at the time service is accepted by the customer. Service delivery includes service provisioning and service acceptance sub-processes.
Service Delivery Point (SDP) - the interface point at which a service is delivered by the contractor to the government or its designated agent. The SDP is the interface point for the physical or logical delivery of a service, the point at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the pricing for services rendered.
Service Level Agreement (SLA) - An agreement between the government and the contractor to provide a service at a performance level that meets or exceeds the specified performance objective(s). The contract has specific KPIs for nearly all services. If a contractor does offer a service, it must comply with those KPIs. For each KPI, the contractor shall meet specified Acceptable Quality Levels (AQLs). Certain services are deemed sufficiently essential to government operations to also require mandatory Service Level Agreements (SLAs). If the specified service levels are not met, then the contractor shall issue specified credits.

Service Level Agreement Credit Request (SLACR) – Request for credit submitted to a vendor when one of the vendor's services has failed to meet the performance criteria specified in the associated Service Level Agreement.

Service Related Equipment (SRE) – Contractor-provided equipment (composed of one or more devices) used to meet the User to Network Interface (UNI) requirements for an individual service and/or to implement access aggregation and integration to provide a lower service delivery cost to the government. SRE is also contractor-provided equipment used to enable the requirements associated with the Management and Applications Services and Security Services. In this RFP, SRE will be offered only as needed to provide delivery of a service procured under an EIS contract.

Service Order - The documentation that contains all information required to obtain a service. Service orders can be placed against a TO. The service order functional requirements and ordering procedures include the submission of service orders by agencies and the receipt of notifications from the contractor at appropriate points in the ordering interval, service delivery and fulfillment process.

Service Order Acknowledgement (SOA) - The acknowledgement provided by a service provider (contractor) that an order has been received from the ordering agency.

Service Order Completion Notice (SOCN) - The notice that contains data elements notifying the agency that the service for a given order has been fully installed and is ready for acceptance.

Service Order Confirmation (SOC) - The notice a contractor provides the agency that contains the data elements that a service for a given order is accepted as a valid service with all the information needed to start service provisioning.

Service Outage – Either a complete loss of service or degradation of service that is so severe that it is not able to support a customer application. A service outage that is reported to the contractor as an out of service (OOS) condition must be documented by a trouble ticket. Any service outage automatically causes unacceptable service performance, as defined below.

Service Restoration – The point in time at which the contractor returns service to a condition in which all KPIs meet or exceed their associated AQLs following the opening of a trouble ticket for either unacceptable service performance or for a service outage.

Service Restoration Time – The interval of time between the opening of a trouble ticket for either a service outage or for unacceptable service performance and service restoration.

Service Type – Describe a group of individual services that are similar and are grouped to simplify specification, offering and evaluation processes. Within each Service Type, individual services are specified. In EIS, there are twelve (12) Service Types as follows:

1. *Data Service*. Includes services such as VPNS, Ethernet, Optical Wavelength Service, Private Line, SONET, Dark Fiber and Internet Protocol Service
2. *Voice Service*. Includes services such as IPVS, CSVS, Toll Free and CSDS.
3. *Contact Center Service*.
4. *Colocated Hosting Service*.
5. *Cloud Service*. Includes services such as Infrastructure as a Service, Platform as a Service, Software as a Service, Content Delivery Network Services.
6. *Wireless Service*
7. *Commercial Satellite Service*

8. *Managed Services*. Includes services such as Managed Network Service, Web Conferencing Service, Unified Communication Service, Integrated Performance Monitoring Service, MTIPS, Managed Security Services, Managed Mobility Service, Audio Conferencing, Video Teleconferencing and Intrusion Prevention Security Service.
9. *Access Arrangements*
10. *Service Related Equipment*
11. *Service Related Labor*
12. *Cable and Wiring*

Serving Wire Center (SWC) – The wire center (also called a central office) from which the user agency's premises would normally obtain dial tone from its Local Exchange Carrier; the wire center from which dial tone service is provided to a local exchange service customer.

Session Initiation Protocol (SIP) - In VoIP systems, a protocol used for signaling and controlling multimedia communication sessions. The most common applications of SIP are in Internet telephony for voice and video calls, as well as instant messaging over Internet Protocol (IP) networks.

Severely Error Second (SES) – A one second interval of digital signal transmission in which 30% or more of the data stream contains errors. The occurrence of 10 or more contiguous severely error seconds on a Private Line Service data circuit causes service unavailability.

Simplex Operation - That mode of operation in which communication between two points occurs in only one direction at a time. Contrast with half duplex or duplex operation.

Single-Mode Fiber (SMF) – Optical fiber that is designed for the transmission of a single ray or mode of light as a carrier and is used for long-distance signal transmission. Has a smaller core than multi-mode fiber (9 micrometers vs 50 or 60 micrometers).

Software as a Service – Cloud-based offering in which providers manage infrastructure and platforms that run user-facing applications. Users access the applications from clients, often web-based clients. Applications may maintain user account information and store user data in the cloud. Typical examples include e-mail and banking.

Software Defined Networking (SDN) -An approach to networking in which control is decoupled from the physical infrastructure, allowing network administrators to manage a network fabric across multi-vendor equipment by use of control planes and virtualization.

Specification - A document that clearly and accurately describes the essential technical requirements for items, materials, or services, including performance requirements.

Standard Features - Capabilities included with a service that are not separately priced (NSP) and are typically not separately identified. If a standard feature is identified by a separate CLIN, its price shall be zero. Standard features are service dependent.

Start of Unacceptable Service Performance – The time at which any of the KPIs for the service begins to fail to meet its associated AQL. This may be documented from the contractor's monthly performance report or from a trouble ticket initiated by the customer or the contractor.

Sub-Agency - A subsidiary billing entity as defined by the parent agency and identified by an Agency Hierarchy Code.

Synchronous Digital Hierarchy (SDH) - The International Telecommunications Union standard for fiber optic synchronous transmission rates which begins at 155 Mbps. SONET is a subset of SDH, and for most applications is functionally the same at OC-3 and higher rates.

Synchronous Optical Network Services (SONET) – Layer 2 technology for transmitting digital data over optical fiber with high reliability and low error rates. Subset of SDH.

Tariff – Document filed by a regulated telephone company with a state public utility commission or the Federal Communications Commission. The tariff is a public document that details services, equipment and pricing offered by the telephone company to all potential customers.

Task Order- An order for services that contains all of the information required in FAR 16.506 and FAR 16.507 (GSA Class Deviation RFO-2025-16).

Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY) - A device that permits individuals with speech and/or hearing impairments to make and receive telephone calls without assistance from others. A TDD or TDD-compatible device will be used by the speech/hearing-impaired user community to access the Federal Relay Service. A TDD generally consists of a keyboard, display screen, and a means (via modem or direct connection) to access a telecommunications network. It is recognized that this function can be performed by a computer with software enhancements. The term TTY may also be used in referring to this type of device.

Telecommunications Services - The services and solutions that deliver or augment communications between users. It refers to a communications service or solution specified as a discrete offering or set of capabilities.

Telecommunications Service Priority (TSP) - The TSP program provides a framework for telecommunications services vendors to initiate, restore, or otherwise act on a priority basis to ensure effective NS/EP telecommunications services during national emergency. The TSP System applies to common carriers, to government, and to private systems that interconnect with commercially provided services or facilities.

Terabyte (TB) – A measure of the size of binary data stored in memory or fixed media equal to 1,099,511,627,776 (2^{40}) bytes.

Time to Restore (TTR) - The Time to Restore (TTR) SLA measures contractor performance on a per-incident basis. The contractor shall calculate the TTR using the following method:

1. Find the elapsed time between the time a service outage is recorded in the trouble ticketing system and the time the service is restored.
2. Subtract time for any scheduled network configuration change or planned maintenance.
3. Subtract time, as agreed to by the government, that the service restoration of the service cannot be worked on due to government-caused delays. Examples of government-caused delays include:

   a) The customer was not available to allow the contractor to access the Service Delivery Point or other customer-controlled space or interface;

   b) The customer failed to inform the contractor that a security clearance was required to access the SDP or customer-controlled space; or

c) The government required service at a remote site and agreed that a longer transit time was required.
Transfer "off" - The transfer of service from the contract to a follow-on contract or service arrangement, managed by GSA in a coordinated way to prepare for the expiration of the contract.
Transfer "on" - The transfer of service from an EIS contract or a GSA local services agreement (LSA) to the contract
Traffic Model - A representation of traffic. A model of 5-year estimated traffic to be used in preparation and evaluation of the EIS price proposals.
Transition - The process for the coordinated transfer of service from a specified GSA incumbent contractor to a new EIS contractor.
Transport - The facility-based service arrangements that provide service specific connections between the contractors' POPs.
Trouble Ticket – The method used by the contractor to record a service trouble either detected by the contractor or reported by the customer to the contractor. It is the primary method used by the government and the contractor to report and track a service outage or for unacceptable service performance.
Unacceptable Service Performance – A period during which the service provided is not capable of properly supporting the customer's intended application or use. Unacceptable service performance is caused by the failure of any combination of the key performance indicators (KPIs) to meet their specified acceptable quality levels (AQLs). Unacceptable service performance may or may not result in a service outage depending on the severity of service degradation; i.e., the amount by which the KPIs fail to meet their AQLs.
Uninterruptible Power Supplies (UPS) - An Uninterruptible Power Supply is a device that sits between a power supply (e.g. a wall outlet) and a device (e.g. a computer) to prevent undesired features of the power source (outages, sags, surges, bad harmonics, etc.) from adversely affecting the performance of the device.
Unique Billing Identifier (UBI) – The Unique Billing Identifier (UBI) is a contractor-assigned code that uniquely identifies a group of services that are related for ordering, billing and inventory purposes as well as uniquely identifying each component within that grouping.
User - An individual or agency that utilizes EIS services. *Also see Authorized User.*
User-to-Network Interface (UNI) – The specification of the physical, electrical, and signaling/protocol interface at the SDP for a specific information payload bandwidth or data transfer rate for interconnection of user equipment to an access segment.
Vertical and Horizontal (V&H) - Vertical and Horizontal coordinates result from a complex algorithm that projects the curvature of the earth onto a flat plane. These coordinates have been used in telephony since the late 1950's as a means to determine "airline" distance between two points via a simple formula. The projection algorithm uses latitude and longitude as well as various other factors in deriving V&H values. V&H's are used to identify locations and hence relative distances between network elements (e.g. switch locations), and between "rate

centers" (e.g. the "center" of a rate exchange area). Such computations are necessary in cases where rates and costs for services are based on distance sensitive factors.
Very Early Smoke Detection Apparatus (VESDA) - A highly sensitive aspirating smoke detector installed in a data center is linked to the building management system which is monitored continually from a network operations centre, providing very early detection to help avoid fire, loss and business disruption. This is coupled with a gas based fire retardant that is environmentally friendly to put out fires instantly without damaging equipment.
Virtual Private Network (VPN) - Secure private communication path(s) through one or more non-private data networks that function as dedicated links between those points. To the users a VPN looks like a private network made up of dedicated links such as T1 or T3 lines. VPN connections allow data to safely and privately pass over public networks (such as the Internet).The data traveling between two points is encrypted for privacy.
Voice over Internet Protocol (VoIP) - A combination of technology and Internet protocols that allow the transmission of real-time voice communications across a data network.
Wavelength Division Multiplexing (WDM) - A method of transmitting several distinct communication channels through a single optical fiber via the use of a distinct separate infrared wavelength (optical frequency or "color") for each communication channel. Each such channel may be further subdivided into several logical channels via time division multiplexing or other methods**.**
Web Browser - Client software for connecting to and viewing documents on the WWW. A browser interprets HTML documents and displays them.
Web Browser/Server (WBS) - A Web Browser, a Web Server and their intended interaction. Web Browsers and Servers may communicate over the Internet and/or intranets.
Web Server - A Web site including hardware and software that includes the operating system, Web software, other software and data, or the software that manages Web functions at a Web site and makes web pages available to users.
Web Site - A computer on the Internet or an intranet running a Web Server that responds to HTTP and HTTPS request from Web Browsers.
Web-based - *See Web-based Media.*
Web-based Media - Distribution media by which electronic documents, reports, or files are provided or delivered to the government via a Hyper-Text Transmission Protocol (HTTP) server over the Internet.
Wide Area Network (WAN) - A communications network serving geographically separate areas. A WAN can be established by linking together two or more metropolitan area networks, which enables data terminals in one city to access data resources in another city or country.
Wire Center – The location of one or more local switching systems; a point at which customer loops converge.
Wire Center Serving Area – The area of an authorized telephone company's Local Exchange Service local calling area served by a single wire center.

Wireless - A categorization of switched and non-switched service types that generally use radio (e.g., mobile, cellular, or satellite radio) as their primary transmission medium. Generally excludes point-to-point terrestrial microwave.
Wireless Priority Service (WPS) - Wireless Priority Service (WP) allows authorized National Security and Emergency Preparedness personnel to gain priority access to wireless networks to initiate calls during an emergency when channels are congested.
Wireline - A categorization of switched and non-switched service types that generally use metallic cable, optical fiber cable, and point-to-point terrestrial microwave radio as their primary transmission media.
World Wide Web (WWW) - An Internet function for sharing of documents with text and graphic content that links documents locally and remotely.

J.13 List of Links

This section lists selected URLs referred to in this RFP.

J.13.1 Contracts/Federal Mandates/Executive Orders

FAR/FAR Overhaul: https://www.acquisition.gov/

Clinger Cohen: https://www.fismacenter.com/Clinger%20Cohen.pdf

Office of Management and Budget (OMB) Circular A-130, "Management of Federal Information Resources," and Appendix III, "Security of Federal Automated Information Systems," as amended: http://www.whitehouse.gov/omb/circulars_a130_a130trans4/

OMB Memorandum M-04-04, "E-Authentication Guidance for Federal Agencies: http://www.whitehouse.gov/omb/memoranda_2004

Electronic Product Environmental Assessment Tool (EPEAT):

https://www.epa.gov/greenerproducts/electronic-product-environmental-assessment-tool-epeat

GETS Service:

- http://www.dhs.gov/government-emergency-telecommunications-service-gets

Wireless Priority Service (WPS):

- https://www.dhs.gov/wireless-priority-service-wps

Bureau of Labor Statistics (BLS) Department of Labor Employment and Training Administration's Occupational Information Network (O*NET):

http://www.onetonline.org/ BLS indices:

- Employment Cost Index (ECI): http://www.bls.gov/news.release/eci.toc.htm
- Producer Price Index (PPI): http://www.bls.gov/ppi/

J.13.2 Security

FIPS and NIST 800 Series: http://csrc.nist.gov/publications/index.html

FISMA: http://csrc.nist.gov/drivers/documents/FISMA-final.pdf

FedRAMP: http://www.FedRAMP.gov

- Homeland Security Presidential Directive (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and contractors," August 27, 2004; available at: http://www.idmanagement.gov/.

J.13.3 GSA

EIS Program: http://www.gsa.gov/eis

Core Based Statistical Areas (CBSAs):

- http://www.census.gov/geo/reference/gtc/gtc_cbsa.html
- http://www.whitehouse.gov/sites/default/files/omb/bulletins/2013/b-13-01.pdf

J.14 Form DD254

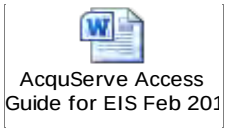

GSA FAS ITS EIS Top Secret Form DD254 0

J.15 Calculation of Economically Adjusted Prices (EAP)


J-15 Revised 080321.xlsx

J.16 Instructions for Gaining Access to AcquServe

J.16.1 AcquServe Access Guide for EIS (FEB 2015)


AcquServe Access Guide for EIS Feb 201

J.16.2 Agreement to Protect Sensitive Information


Agreement to Protect Sensitive Infc

J.16.3 EIS Offeror Application


EIS Offeror Application.doc

J.16.4 List of Designated Users


List of Designated Users.doc

J.17 AcquServe User Instructions

Refer to AcquServe, https://acquserve.eis.noblis.org for current version of User Guide.

J.18 DARS and DFARS Clauses



EIS DARS and DFARS Clauses.docx

J.19 Submission Matrix



Submission Matrix J.19 Amendment 12.x

J.20 Small Business Subcontracting Plan Outline (Model)



Section J Subcontracting Plan A

J.21 Service Contract Labor Standards Wage Rates

Department of Labor (DOL) determined that the following EIS service is covered by the Service Contract Labor Standards (SCLS):

- Contact Center Services

The agency Contracting Officer shall determine if additional services included in their agency's solicitation(s) are subject to the Service Contract Labor Standards.

For reference purposes, all Standard and non-Standard wage rates for the entire United States can be found at the SCLS Wage Determinations Applicable to Multiple Award Schedule (MAS) Contracts website at:

https://www.gsa.gov/sell-to-government/step-1-learn-about-government-contracting/how-to-access-contract-opportunities/help-with-mas-contracts-to-sell-to-government/scls-wage-determinations-applicable-to-mas-contracts

Note: The wage rates are applicable to both Multiple Award Schedule (MAS) and non-MAS contracts. MAS updates wage determinations once a year.