

The Verizon Business logo, featuring a red checkmark above the word "verizon" in a bold, lowercase sans-serif font, followed by "business" in a smaller, lowercase sans-serif font.

# Washington Interagency Telecommunications System WITS 3

Volume 2 - Management



*August 24, 2007*

*Solicitation No: WTOC6RCN0001*

Still the **Mission Critical** Choice for the NCR

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Verizon Business Network Services Inc., on behalf of MCI Communication Services Inc., d/b/a Verizon Business Services, and, for local regulated services, on behalf of Verizon DC Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon West Virginia Inc., Verizon South Inc. and Verizon Pennsylvania Inc. (hereinafter collectively Verizon) hereby submit this proposal.

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### Revision Matrix

Revision – CR/DN	Section	Page
BMCRE003	Section 3.1.1.2.3	Page 3-15
BMDIE001	Appendix 13, Section 6.4.5	Page A13-A26
BMDNE001	Section 3.1.1.2.1	Page 3-7
BMDNE002	Section 3.1.3.1.1	Page 3-26
BMDNE003	Appendix 3, Subcontracting Plan	Page A3-2
Revise Contact Information	Section 3.2.2, Table 3.2.2-1	Page 3.2-15
Remove and Add [REDACTED] Resume [REDACTED] Resume	Appendix 12, Key Personnel Resumes	Page A12-2
Revise Key Personnel Table	Executive Summary	Page ES-6

## 1.0 EXECUTIVE SUMMARY (L.30.2.1)

### 1.1 Overview

WITS 3 continues GSA’s role as leader and innovator in the delivery of mission-critical network infrastructure services to the Federal Government in the National Capital Region (NCR). As GSA’s only full-service WITS2001 provider, Verizon currently delivers a comprehensive suite of **Mission Critical Network Infrastructure** services throughout the NCR and beyond. Our successful partnership with GSA over the past [REDACTED] has resulted in a dynamic evolution of cost-effective, leading edge technology solutions that address diverse agency needs.

As demonstrated by our long-time continuous service to GSA and its customers, Verizon uniquely understands the crucial need for service continuity to ensure agencies are able to fulfill their ongoing missions. **Choosing Verizon as GSA’s partner for WITS 3 means ensuring the Federal Government’s core mission critical network infrastructure services will continue on uninterrupted.** For nearly two decades,

[REDACTED]

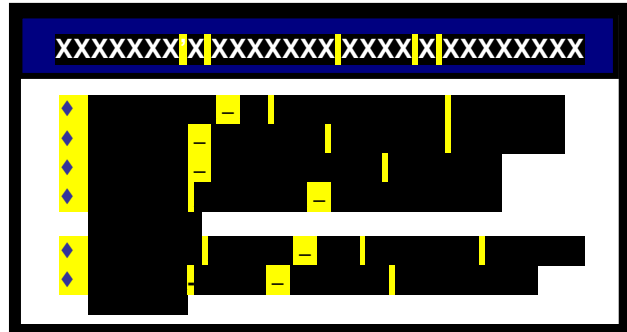
Verizon remains committed to delivering “**360° of Service**” for GSA and all Federal agencies with operations throughout the NCR. **This 360° commitment means Verizon will continue to deliver full service continuity, coverage and solutions throughout the NCR.** It means that Verizon will not selectively serve only a few large customers within the NCR, but will provide WITS 3





**Service Continuity** – Given the mission-critical nature of telecommunications services and the fact that a vast majority of Federal agencies in the NCR use WITS2001 to procure them, Verizon understands that Service Continuity is GSA’s primary objective for WITS 3.

**Competition** – To ensure the best mix of competitive capabilities, Verizon has built a WITS 3 Team with unmatched experience in full life-cycle management of network infrastructure services.



Verizon believes, given the critical nature of the NCR to the Federal government, that competitors – whether they are a long-time WITS incumbent or a new entrant – should deliver uninterrupted service continuity, fully compliant support systems, and fully redundant network services to ensure Federal business continuity. This Verizon WITS 3 Team will deliver.

**Full Service Solutions** – Verizon’s fully integrated WITS 3 solutions include voice, data and video network services, equipment, installation, maintenance and professional services. As technology needs evolve, Verizon continues to invest in the underlying network infrastructure necessary to support and secure Federal Government communications. Verizon will also deliver comprehensive WITS 3 solutions to address agencies’ convergence, continuity of operations, and other mission critical needs.

**Alternative Sources** – In addition to the teaming partners named above, Verizon’s WITS 3 Team includes [redacted] equipment manufacturers and professional services companies. To meet ongoing, agency-specific needs, Verizon will continue to provide WITS2001 customers



with access to competing equipment and professional services vendors under WITS 3.

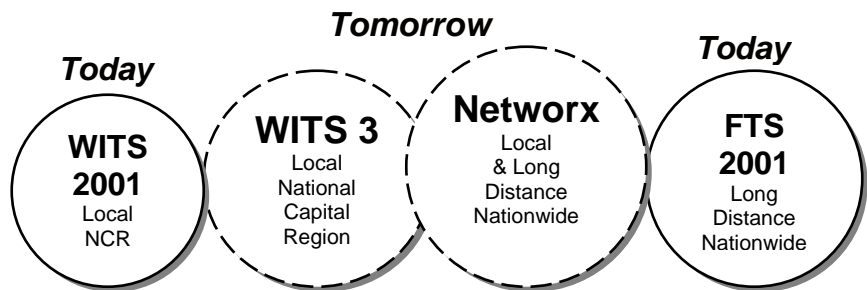
**Modern Support Systems** – Verizon’s [REDACTED] Service@once and Bill@once Business and Operating Support Systems provide on-line access to integrated ordering, billing, provisioning, trouble reporting, and inventory systems. Verizon believes such integration is necessary to ensure customer service continuity and functionality from WITS2001 to WITS 3.

**Convergence** – Verizon views migration to a converged environment – through access to emerging technologies with continuous technology refreshment – as an important WITS 3 objective. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]. Verizon offers diverse paths to convergence which can be implemented at the customer’s own pace.

Verizon also understands GSA’s strategy to eventually migrate all local services to Networkx.

Since full-scale convergence of voice and data networks onto IP may not take place



for all NCR agencies within the WITS 3 base period, Verizon believes that WITS 3 will remain a vital, mission-critical GSA contract ensuring telecommunications service continuity for many years to come. At such time agencies are ready to converge to IP nationwide, Verizon, as a Networkx

contractor, will migrate customers to Networx based on individual agency needs and timeframes.

**Small Business Opportunities** – Under WITS2001, Verizon has [REDACTED] “ [REDACTED] % of all subcontracted labor to small business” goal. For WITS 3, we have assembled a proven team of small businesses and two key small business partners ([REDACTED]) that have extensive experience serving GSA and DoD.

### 1.3 Technical Approach

Verizon will provide WITS 3 technical solutions for all Mandatory Voice and Optional Data Services, Customer Premises Equipment and Technical Support requested by GSA and more.	
Verizon’s WITS 3 Voice Services	Verizon’s WITS 3 Data Services
<ul style="list-style-type: none"> <li>◆ Centrex Analog &amp; ISDN BRI</li> <li>◆ Analog Trunking, Digital Hand-off &amp; ISDN PRI for TDM PBXs</li> <li>◆ IP Trunking for IP PBXs</li> <li>◆ Hosted IP Centrex (HIPC)</li> <li>◆ Fully-managed VoIP solutions based on agency-specific requirements</li> </ul>	<ul style="list-style-type: none"> <li>◆ Circuit Switched Data Service (CSDS)</li> <li>◆ Dedicated Transmission Service (DTS) including SONET &amp; DWDM</li> <li>◆ Audio &amp; Video Teleconferencing Service (TS)</li> <li>◆ Frame Relay Service (FRS)</li> <li>◆ Asynchronous Transfer Mode (ATM)</li> <li>◆ Internet Access Service (IAS) including Digital Subscriber Line (DSL)</li> <li>◆ Gigabit Ethernet Service (GES)</li> <li>◆ Dark Fiber Service (DFS)</li> </ul>

Verizon offers a complete range of WITS 3 traditional TDM to IP-based voice services. Verizon will also provide all WITS 3 “optional” data services requested by GSA *throughout* the NCR. It is our experience that customers require uniform, “universal service” coverage to serve multiple locations that vary in size and scope of operations. For example, many Federal agencies rely on advanced data services – like IP, ATM, Frame Relay, Ethernet, SONET and DWDM – to connect multiple sites together in a Metropolitan Area Network (MAN). A comprehensive network services provider like Verizon is required to ensure these types of data networks will reach all NCR customer locations. With Verizon there is no “digital divide” that leaves smaller and more remote sites isolated from larger government sites.

**Additional Services** – Verizon is proposing [REDACTED] services to ensure continuity of service. As a direct result of Verizon’s acquisition of industry leader MCI, several new WITS 3 solutions (in addition to new IP solutions being proposed under voice services) are also being proposed.

**Customer Premises Equipment (CPE)** – Verizon offers multiple CPE solutions for WITS 3. Verizon is a [REDACTED] voice, data and video equipment manufacturers (e.g., [REDACTED], [REDACTED]). Verizon’s strategic partnerships and buying power ensure customers receive cost effective solutions compatible with their agency’s enterprise architecture.

**Technical Support** – Verizon has assembled an impressive team of both small and large business partners to provide technical support under WITS 3. Verizon will continue to offer all professional services included in the RFP, along with new job titles in the Security field.

**Communities of Interest/COOP** – To ensure federally-mandated Continuity of Operations Planning (COOP) requirements and the primary WITS 3 objective of Service Continuity are met, Verizon will continue to serve [REDACTED] the NCR.

### 1.4 Management and Operations Approach

**Key Personnel** – Verizon’s WITS 3 Key Personnel are [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



**Customer Service Center** – A dedicated 24x7 WITS 3 Verizon Customer Service Center (VCSC) will serve as the Single Point of Contact (SPOC) for all WITS 3 service ordering and billing support, as well as trouble reporting and maintenance functions.

**Business Development** – From a WITS 3 Sales perspective, Verizon will continue to foster a close working partnership with GSA’s Customer Relationship Management Center (CRMC).

**Business and Operating Support Systems** – Verizon’s existing Service@once and Bill@once support systems were [redacted] to meet the ordering, billing, trouble reporting, and other interface requirements of GSA and its WITS2001 customers. [redacted]

[redacted]

**Transition** – Verizon has unparalleled experience transitioning mission-critical telecommunications services in the NCR. We have dedicated two long-time WITS operations and systems experts to the WITS 3 Transition. [redacted] will serve as overall WITS 3

[redacted] will provide support as WITS 3 Systems Transition Manager. [redacted]

Verizon's fully compliant Service@once and Bill@once support systems are already in place and will be ready to transition customers and services to WITS 3 on "Day One."

## **1.5 Summary**

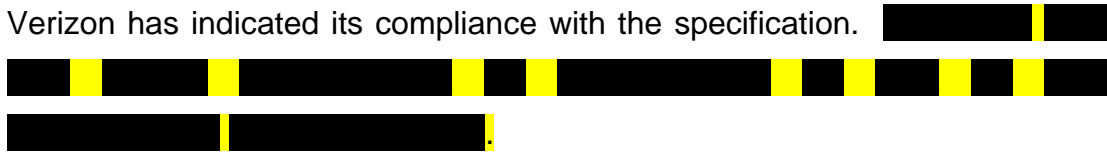
Verizon looks forward to continuing our mutually successful partnership with GSA as a WITS 3 NCR full services provider to the Federal Government.

- Verizon is the unmatched leader for mission-critical network infrastructure in the National Capital Region (NCR) and beyond.
- Verizon delivers 360° of service, coverage and integrated end-to-end solutions *throughout* the NCR.
- Verizon delivers a "Day One" No Risk Transition.

***The Nation depends on your performance; you can continue to depend on ours.***

## 2.0 MANAGEMENT CROSS REFERENCE TABLE

Verizon has responded to the conformance and compliance checklists as specified in Section 15 of the WITS Hosting Center (WHC) User Instructions. For each record in the Management Requirements Checklists, Verizon has indicated its compliance with the specification.

The table content is redacted with black bars. The first row contains a single black cell. The second row contains a series of black cells with yellow vertical bars separating them. The third row contains a single black cell.