Enterprise Infrastructure Solutions

Frequently Asked Questions (FAQ)

Version 1

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1 EIS Management & Operations

1.1 General Management & Operations

1. How will GSA Conexus treat a duplicate submission of a deliverable -- e.g., if the SOC is sent twice for the same order?

GSA Conexus will treat the second submission as a replacement for the first. Note that this is a normal part of the supplement process and the mechanism to quickly correct an erroneous submission.

2. When we resubmit via Conexus (SFTP or web services) with a correction, should we modify the Data Transaction File Date and Data Transaction Sequence Number or keep them the same as the original submission?

All resubmitted/updated/corrected CDRLs should get a new data_transaction_date (if not submitted on the same day as the previous version) and a new data_transaction_sequence_number (always).

3. Will the government provide guidelines on the open-format reporting requirements?

For each CDRL, the vendor is expected to use their own commercial formats provided they meet the informational requirements specified in the contract. For testing purposes, GSA expects samples of these formats to ensure they contain the required information. No other standards are applied.

4. Is there a requirement to provide a payment processing feature via the customer web interface for both credit card purchases, where applicable, and normal invoice payments?

Yes, per EIS contract Section G.5.3.1.1, required functionality of the web interface includes "billing and payment management".

5. Of the 29 vendor deliverables defined in EIS contract Section J.2, which are at the contract level and which are at the Task Order level?

As noted in EIS Contract Section J.2.2.4, all J.2 deliverables are at the TO level unless otherwise specified. By default, only two J.2 deliverables are at the contract level:

- AGF Detail (AGFD)
- AGF Electronic Funds Transfer Report (ATR)

Note: There are more than 100 contract-defined vendor deliverables. This answer only applies to those defined in EIS contract Section J.2.

6. Do the Periods of Performance for a CLIN as presented in the vendor web interface need to exactly match what is defined in the TO data?

Additional Question Details
The vendor's base contract was defined to have some prices that span the entire five-year period awarded with a single price (the price does not change over the five-year period). This could result in the CLIN being displayed in the web interface with a single period of performance that spans the four periods of performance defined in the TO test data.

Yes, these values should match. The BSS web interface, as described in EIS contract Section G.5.3.1, presents data relevant to the TO the user is associated with. A more general "catalog" view can also be

available for services not on the TO but that might be added via a mod. Nonetheless, a user should see the TO-specific periods of performance when viewing TO data.

7.   If a deliverable will not have any data to report (e.g., AGFD when no AGF was collected), should the vendor submit an empty file or file with header only?

Vendors are required to submit each deliverable. If a deliverable has no content, the vendor should not submit a blank document. Instead, the vendor should notify the relevant CO and COR that no deliverable will be submitted and provide and explanation as to why.

Note: The relevant CO/COR may be GSA, agency, or both. For additional information, please see EIS Operational Guidance v5 Section 2.1.6.

8.   For scheduled TO-level deliverables such as BI and Tax Detail, what should the vendor submit when there is no data to report?

Additional Question Details
There would not be anything to report in the deliverables before the award of a TO or immediately after TO award but before the provisioning of services.

No monthly TO deliverables are required prior to TO award but the vendor must notify their GSA CO that they will not be submitting any data.

Similarly, if a TO has been awarded but there is no billing activity to report, the vendor does not need to submit a billing package but must notify their GSA CO and, since a TO is awarded, their agency OCO.

See EIS contract Section 2.2.5

9.   Does sending the email notification of an empty deliverable required by EIS contract Section J.2.2.5 replace the submission of the deliverable or is it a supplement to that submission?

The email notice is intended to replace the standard deliverable in this case.

10. Will vendors continue to have access to the current Conexus test system that was used during functional testing?

Conexus Cert will remain live. Currently have no plan to shut it down as its critical to our development and release cycle

1.2   Task Order Data Management

1.   How does the vendor indicate a time-based discount price in the TO data submission?

Additional Question Details
If we offer an agency a discount price for a standard CLIN, we would enter that price in the appropriate table in a row that includes the Task Order number. What if we offered the agency different prices for different time periods – how would that impact the comparison to the SOCN?

Example 1: Standard MRC CLIN price is $50. For TO 1234 we are going to offer $30 for 1/1/19-4/30/19 and $40 for 5/1/19 – last day of contract. The SOCN would show $30. Will it be an issue when the price changes on the BI to $40?

Example 2: Standard MRC CLIN price is $50. For TO 5678 we are going to offer $0 for 1/1/19-6/30/19 and $50 for 7/19 – last day of contract. The SOCN would show $0. Will it be an issue when the price changes on the BI to $50?

If the vendor is using time-period pricing on a TO, each different price would be included in the TO pricing tables start and end dates. This information is passed to Conexus and used in validating prices in the BI. See EIS Operational Guidance v5 Section 2.2.

2. What are the defined user roles for BSS functionality beyond OCO and COR?

Additional Question Details
We are using an industry standard toolset for much of the BSS functionality. This toolset is flexible and allows multiple roles, but per the EIS contract, we have not yet defined roles beyond OCO/COR. Please provide more details on the roles we will have to accommodate.

Please note that EIS contract Section J.2.3.1.2 states "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". Agencies will provide these roles to vendors.

In addition, EIS contract Section J.2.3.1.2 specifies the minimum RBAC functionality which includes controlling access to:

- place orders
- research orders
- billing
- inventory
- performance information

Operationally, role definitions will be as agreed between the agency and the vendor.

3. Will TO POCs have multi-agency assignments with varying email addresses as done in testing?

Additional Question Details
Several of the TO POCs (OCO/COR) have assignments across Test Agencies. These people have different emails based on TO assignments. Is this going to be typical in the real world?

It is possible but unlikely for a POC to have different email addresses based on TO assignments during operation phase.

4. Is it permissible for the same contractor_invoice_level_account_number to be used for more than one agency task order?

Additional Question Details
Example: If the vendor were to be awarded two different task orders from the same agency would the vendor, if requested by the agency, be permitted to invoice both task orders on the same invoice level account?

Yes, contractor_invoice_level_account_number and agency_task_order_num have a many-to-many relationship.

5. Are to_agf_rate in the TO financials table and agency_agf_percent_rate in the BA and BI the same value?

Yes. These are the same values.

NOTE: NHC upload requires direct human interaction and some values must be manually entered. In all cases, the specific data requirements defined in the NHC interface override any general recommendations made above.

6. What performance information is meant in Section J.2.3.1.2 as it does not seem to directly mirror the four categories listed in Section G.5.3.1.1?

The performance information in Section J.2.3.1.2 relates to Trouble Ticketing

7. Are service_code in the SVC reference table, service_id in the TO Service Awarded table, and service_id in the TO Country/Jurisdiction Awarded by Service table the same?

Yes.

8. Should location_qualifier, service_level_qualifier, aql_operator, and kpi_unit_code be linked to a reference table?

These elements are only listed in EIS contract Section J.2.10.2.3.5 which identifies the appropriate reference table for each. In each case, please provide the code element from the appropriate table line.

9. What are the length, type, and format requirements for the data elements in EIS contract Section J.2.10.2.3?

Data elements for the TO data are not defined in the primary data element list (see EIS contract Section J.2.10.2.3 which states "data elements are not defined further in any other section"). All data element definitions for the TO data deliverables are included in the deliverable directly. Other than those imposed by the GSA Systems [NHC] interface, these data elements do not have length or type requirements unless specified in the data element description. In some cases, the description will point to a specific System Reference Data table which will define the codes that are acceptable for that element. For convenience purposes, the vendor may use the definitions of similar data elements in the primary data element list and/or the type definitions provided for the primary data element list to assist in developing formats. In general, numeric values such as funding/ceiling dollar amounts should be presented as decimal values and dates should be in YYYY-MM-DD format.

NOTE: NHC upload requires direct human interaction and some values must be manually entered. In all cases, the specific data requirements defined in the NHC interface override any general recommendations made above.

10. What is the source for the tax_exempt data element in the DBAS?

The tax_exempt is a Y/N (using the YESNO reference table) value field to indicate if the agency or organization is exempt from all taxes and surcharges (for example, World Bank and IMF are tax_exempt). The customer will have this information.

11. What does "all CLINs" as used in the TO CLINs Awarded table and the TO Services Awarded table mean?

In this case, "all CLINs" means all the CLINs associated with a service that the vendor could have been awarded on a TO based on their contract. If the TO does not include all such CLINs, then the specific CLINs awarded on the TO must be included.

12. When does a vendor submit the DBAS data set for a direct billed agency?

Additional Question Details
Are there any dependencies between the DBAS and the loading of TO data into NHC?

The DBAS is due at TO award. There are no dependencies; all TO data can be submitted at the same time.

Note: if the DBAS is submitted prior to processing the TO data submission, the vendor will receive a warning notice from Conexus, but the data will still be accepted.

13. Is there any type of file naming convention that applies to the TO data uploaded to GSA Systems (NHC)?

No. There is no defined naming convention.

14. What are the definition and data specifications for task_order_number in the TO data tables (it does not appear in the primary data element list)?

Each TO data table includes a definition or reference in the Element Description column. The exact data specifications can be found in the NHC TO data submission system.

NOTE: NHC upload requires direct human interaction and some values must be manually entered.

15. What are the definition and data specifications for performance_standard in the TO data tables (it does not appear in the primary data element list)?

Each TO data table includes a definition or reference in the Element Description column. The exact data specifications can be found in the NHC TO data submission system.

NOTE: NHC upload requires direct human interaction and some values must be manually entered.

16. What is the source of the service_id value in TO deliverables?

Additional Question Details
In some of the TO deliverables, the service_id field is present. The service_id field is not defined in the Primary Data Element List. The Element Description for the field is listed as "Service ID defined in the Service data set …". There is not a Service ID field in the SVC System Reference data set.

The Service ID is from the list found in EIS contract Section B.1. These values are also contained in the service_code field of the Service reference table (SVC.service_code).

17. If an OCO is listed on multiple TOs covering more than one agency, will that OCO have access to data for each agency?

Yes. An OCO may have access to more than one agency's data.

18. Should the TO Officials deliverable include only the OCO and COR(s) or should other identified users be included?

The TO Officials data set only includes the CO and COR(s) for the TO.

1.3   Service Orders

1.   Should the access_circuit_type_code value be blank for port CLINs?

Yes, the access_circuit_type_code value should be blank for port CLINs.

2.   Since the line_coding_code is not applicable to Mobility Service, is there a system requirement to populate this field for Mobility Service?

There is no system requirement to populate line_coding_code for Mobility Service.

3.   Is the correct value for location_country taken from the country column in the CNTRY reference table?

Yes. The expected value in the location_country field is taken from the country column in the CNTRY reference table.

4.   Is the TSP code only associated with the NSEP CLINs regardless of whether it is TSP provisioning or restoration?

The telecommunication_service_priority is expected at each SOCN line item when provided (EIS contract Section J.2.10.2.1.18) and populated for each unique_billing_identifier in the Inventory Reconciliation deliverable (EIS contract Section J.2.10.2.1.12) to keep current, a complete and accurate inventory of EIS services provided to agencies (EIS contract Section G.7.1). Agencies will rely on the IR deliverable to manage their NS/EP service and the unique_billing_identifier associated with the NS/EP Service.

5.   In orders, will the government provide contact and address information in the formats required by the SOCN and other deliverables?

Additional Question Details
For example, will the government break up the Street information into Number, Name, Prefix, and Type? Will the government break up contact and ordering official names into First and Last?

There are no requirements in the EIS contract which define how vendors will receive TO data and EIS contract Section J.2.10.2.1.15 explicitly allows that "the government may use a variety of structured or unstructured formats" for the SO. GSA urges EIS vendors to establish an ordering template and ask agencies to include it in the TO if data must be collected in a templatic manner. Note that such templates will not be available for testing.

6.   How does a vendor handle POC information in the SO?

Additional Question Details
We assume the POC information provided in the SOs is for administrative order coordination only. Current Roles are defined only for OCO/COR.

Typically, POCs are provided for coordination purposes only. Nonetheless, if agency provided POC information, then the EIS vendor must populate this information in the appropriate CDRLs (see EIS contract Section J.2.10.2.1)

7. Can the SOCN for a change order include related CLINs marked as unchanged to clarify the final configuration of an overall service?

> *Additional Question Details*
> *When placing a change order on the Networx contract, the vendor has historically included the entire service configuration on the service order completion notification. It has been our experience that customers want to see the entire service instance and current service configuration even if they are making changes to a single line item. Many agencies load the SOCN information from the email notification into their systems and the new configuration replaces the previous configuration.*
>
> *It is the vendor's opinion that the Line Item Order Type of "none" should be used for change orders to define line items within the service configuration that have not been changed. Our agency customers would have the full service configuration on their latest notification and GSA can ignore these records in their own systems based on the N in the order_item_type_code field of the SOCN.*

Yes. The order_item_type_code N (none) can be used for this purpose and will result in the UBIs in these line items not being updated in Conexus.

8. Can a customer specify different Customer Want Date (CWD) and early installation acceptance values for each line item in a Service Order?

No. These values are at the header level (i.e., they apply to the order as a whole) in each SO. If an agency needs to use different values for various services/locations, they will submit multiple orders.

9. Can individuals other than an OCO or COR issue SOs?

No. Only the OCO and CORs can place SOs. However, it is possible that a separate order POC will be established to allow for more detailed management of provisioning.

10. Will all agency SOs be submitted using an official GSA order form?

No. The EIS vendors are encouraged to provide templates to agencies for ordering. However, the agency may choose to submit their orders in any format they desire provided it includes the required information (see EIS contract Section J.2.10.2.1.15).

11. Can a SRE CLIN be ordered by itself or must it be associated with a TO TUC or ICB CLIN?

An SRE CLIN must have a related service CLIN but that need not be a TUC or ICB.

12. What is an example of the one critical field in the FOCN – the FOC Date – not being applicable? Shouldn't it be required for the FOCN to have value?

For example: EIS Section B.4.1.13 provides EIS vendors with an Order Cancellation Charge. EIS Section G.3.3.2.3.1 provides the rules and restrictions on how to apply the Order Cancellation Charge. If this EIS vendor decided to apply the Order Cancellation Charge in accordance with the EIS Contract, then a separate SOA, SOC, FOCN and SOCN shall be generated for the new Order Cancellation CLIN, and the FOCN will be generated with no firm_order_commitment_date.

13. In the SSCN, does the time_of_state_change reflect the moment the change occurred (e.g., the moment of a quantity change resulting in a band change)?

> *Additional Question Details*
> *EIS contract Section B.1.2.4 Price Banding Structures provides a table to illustrate a banding example. In the example, the fixed and variable price components are used in combination to calculate the MRC.*
>
> *Assuming the quantity of CLIN XX00001 for the month is 10, then the price calculation for that CLIN is the fixed component for that band – $300 in this case, plus the variable component – in this case $80 per unit of the CLIN, or $800 for the month. The total price is $300 + $800 = $1,100.*
>
> *Alternatively, if the quantity of CLIN XX00001 for the month is 250, then the price for that CLIN is $200 fixed, plus $50 per unit of the CLIN, or $12,500. The total price for this item is $200 + $12,500 = $12,700 for the month.*
>
> *Using this example for the drivers behind SSCNs and the recent changes to send the SSCN NLT 5 business days before BI would the following have occurred:*
>
> *When the quantity is assumed as 10 there would be 1 SSCN sent NLT 5 days before BI showing the new ubi_state as 10:200 with the date that change occurred*
>
> *When the quantity is 250 then there would be 2 SSCN sent NLT 5 days prior to BI – one would show the Service State as 10:200 with the date that change occurred and the other would show the Service State as 200:1000 with the date that change occurred.*
>
> *Is the logic above correct?*

The logic presented in the vendor's example is correct. The time_of_state_change must reflect the date/time of the band change itself (i.e., the moment the UBI changed from 9 to 10 for a 1:10 to 10:200 change).

It is a requirement to submit a SSCN for each band change; however:

- The vendor may submit multiple SSCNs together as line items on a single SSCN submission
- If the service state change is being caused by a change order (e.g., an increase in the number of lines on a IPVS order), the vendor may simply update the state via the SOCN rather than submitting a separate SSCN
- For non-usage CLINs, the service state is preserved indefinitely and does not need to be reset to zero each month

14. Under what conditions would an unchanged CLIN be included in an order or SOCN as allowed in EIS contract Section J.2.10.1.1.4.2.6?

The line item order type "none" was added to allow agencies and vendors to fully clarify the details of an order if necessary. This option can be used for change orders to define line items within the service configuration that have not been changed. If the agency can convey to the vendor (and the vendor can convey to GSA) the full intent of an order without using this line item order type, it can be safely ignored.

15. In the case of service test failure, if the agency takes the second option under EIS contract Section E.2.2.5 and withdraws the service from acceptance testing, what further action is expected of the vendor?

If the agency chooses to withdraw a service from testing, it has determined that while the service failed one or more tests, it is still acceptable to use operationally and no further testing is required. The service is accepted as is. No further testing is required of the vendor.

16. When receiving an order via email, can the vendor assume that the order is intended to be complete and accurate and issue a SORN if not?

When a Service Order is received, a SOA will be required. It's also the EIS vendor responsibility to determine if the Service Order is complete and Accurate. If not, a SORN should be issued.

17. Do the services that are moved maintain the same UBI as prior to the move or are new UBIs assigned to the services after the move order is completed?

A move order should be treated as disconnect and new install thus a new UBI will be required. See EIS Operational Guidance v5 Section 4.4.2.3.

18. When does the order notification timeline begin for orders received via email?

> *Additional Question Details*
> *It is unclear when receiving an order via email when the ordering notification timeline begins. Does the timeline begin upon order entry of the Service Order into the BSS system?*

An email order is officially received upon receipt of the email thus the notification timeline begins at that point.

19. Will there ever be a case in which there will be a need to have a Site POC (Originating), Alternate Site POC (Originating), Site POC (Terminating), and Alternate Site POC (Terminating)?

Yes. Any service with originating and terminating locations may have a site POC at each location.

This requirement is applicable for two-sided services such as Ethernet E-LAN (ETS). Each site may have a different point of contact. For example, when populating the Port and the access CLINs for Site A in the SOCN, the POC for site A will be populated on those records.

Although there are cases where the vendor will need this data to complete an order, EIS does not require this data in the SOCN.

20. Do the non-mandatory auto-sold relationships provided by the vendor on the base contract carry over to task orders?

Yes, the vendor auto-sold relationship provided on the base contract will be used for all EIS TOs and SOs.

21. Is the "line item order type" mentioned in numerous subsections of EIS contract Section J.2.10.1.1.4 the same as the data element order_item_type_code?

Yes. The line item order type is recorded in the order_item_type_code data field (see EIS contract Section J.2.10.1.1.4, item 2). The values for this field are taken from the ORDITM reference table (see order_item_type_code definition in EIS contract Section J.2.10.3.1.2).

22. Do the requirements for auto-sold in EIS contract Section B.1.2.11 apply to cloud services as well?

It is possible to provide certain cloud services using an auto-sold mechanism. However, if the vendor is not using that mechanism for cloud services, the specified requirement does not apply.

23. When a service is changed or disconnected, does the change or disconnect order use the same CSRN as the original install order?

No. Each action is considered a separate order requiring a unique CSRN.

24. When processing a Bandwidth-on-Demand (BoD) change, should the vendor create a change order with new CSRN and associated notices or use an auto-sold mechanism?

For Bandwidth-on-Demand (BoD), the vendor may take either of the following approaches:

1. For each ETS Scalable Port CLIN, associate one or more of the ETS Scalable Port Usage CLINs (EN21001, EN21002, EN21003, EN21004) as auto-sold CLINs via contract modification
2. Ensure agencies consistently order appropriate ETS Scalable Port Usage CLINs whenever they order a ETS Scalable Port CLIN

In either case, usage of the ETS Scalable Port Usage CLINs would be based on specific agency direction as described in EIS contract Section B and the appropriate Service State rules would apply (see EIS contract Section J.2.4.1.10).

25. How are updates to be reflected on the SOCN and BI file (CSRN and SO Completion Date) for items that were not changed as part of a change order?

This will depend on how the agency submitted their change order.

If the agency submitted a change order showing all the changed UBIs and also listed the UBIs that are not impacted by the change (line item order type = none) in the service order, then the vendor must send the SOCN showing all the UBIs that were in the change order. The unchanged UBIs show order_item_type_code = None and the changed UBIs showing the correct order_item_type_code value.

If the agency submitted a change order showing only the changed UBIs, then the vendor can send the SOCN showing only the changed UBIs.

26. What NSC value is expected in the iconectiv_nsc field and terminating_iconectiv_nsc?

iconectiv_nsc is a required field in the IR and should match the values provided in the SOCN for each UBI. terminating_iconectiv_nsc is applicable for UBIs that service both ends of the (point to point) circuit such as EVC, transport, and features (in point-to-point circuits).

Also, while other approaches meet the requirements, for access the preferred solution is to use the point of service for the iconectiv_nsc and do not provide a value for the terminating_iconectiv_nsc.

27. For access circuits, where there is only a single service location and it is at the terminating end, what values are used to populate iconectiv_nsc & terminating_iconectiv_nsc?

EIS contract Section J.2.10.1.1.3 requires the vendor to use the terminating end of a dedicated access circuit for the NSC. To comply with the requirement, the vendor must populate iconectiv_nsc with this value. Since this value is already in the iconectiv_nsc, the terminating_iconectiv_nsc may be left empty.

Note: This only applies to access circuits. Point-to-point services will have both an originating end (iconectiv_nsc) and a terminating end (terminating_iconectiv_nsc).

28. Is there any reason why the vendor would ever need to submit more than one of each order notice (SOA, SOC, FOCN, & SOCN) for a given SO?

Yes, there are at least three circumstances where multiple submissions might be necessary.

1. The vendor splits the order (EIS contract Section J.2.4.1.9 & EIS Operational Guidance v5 Section 4.3.2)
2. The vendor needs to correct an erroneous submission (EIS contract Section J.2.2.2 & EIS Operational Guidance v5 Section 2.1.1)
3. The agency updates or supplements an in-progress order (EIS contract Section J.2.4.2.6 & EIS Operational Guidance v5 Section 4.2.2)

29. Is there any line item level data in the SOA, SOC, or FOCN?

Yes, each of these notices includes the ASRN values for each item in the SO. As a result, they will have at least one line item for each item in the SO (if an SO line item represents more than one CLIN, that line item will generate multiple lines of notice data)

30. For order actions that require add and remove actions (moves, feature changes, etc.), must the vendor include both actions on a single SOCN or can they be split?

Splitting is acceptable provided the order type codes match those in the EIS contract.

31. Should our SOCNs include only those UBIs that are affected by the change or should they include all UBIs that are part of the original orders?

> *Additional Question Details*
> *For example, if we need to change an existing service having CLINs EN30012, AA00215, EN31040, AA00315 and replace EN30012 with EN30013, should our SOCN also include non-updated CLINs (Case 1) or only those being updated (Case 2)?*

Either approach is acceptable for a change order. That said, it is strongly preferred that the change order SOCN contents directly reflect the change SO -- i.e., if the change SO listed the two access CLINs in your example and specified that no changes were requested for those UBIs, then the access CLIN UBIs should be on the change order SOCN with line item order type = N; however, if the change SO did not list the two access CLINs, they should not appear on the change order SOCN at all.

32. If a UBI changes state more than once, can these state changes be reported as separate line items in the same SSCN submission at the end of the billing period?

The vendor may choose to submit separate SSCNs for each event of may combine them at their discretion.

Note: some state changes require SSCNs to be submitted earlier than at the end of the billing period.

33. Is an SSCN provided after every SOCN?

No, an SSCN is not provided after a SOCN all the time. An SSCN is provided only when an UBI has changed state (e.g., an auto-sold CLIN has been activated). Please see EIS contract Section J.2.4.2.5 for details on SSCN.

34. Can the vendor reject an order if the SO prohibits order splitting but the vendor is unable to process the order as-is without splitting?

The ability of an agency to prohibit SO splitting is a contractual requirement (see EIS contract Section J.2.4.1.9, item 2). That said, the vendor is free to negotiate specifics with individual customer agencies at the TO or SO level.

35. Does the SOA submission clock start when the vendor sends back a success response to Conexus for the last fragment of the service order?

The vendor must submit the SOA within one (1) business day of receipt of the SO. The clock starts upon receipt of the order and is not dependent on any vendor action such as a "success" response.

36. Is a SOCN required every time an agency utilizes the features of a cloud service that changes the usage or elastic provisioning of a cloud service?

The applicable requirements differ based on how the associated CLINs are priced.

If the CLINs are priced such that any change in utilization results in the connection/disconnection of a UBI, then a SOCN is required for each such change. However, the requirement to submit the SOCN is only fixed with relation to submissions to GSA. EIS contract Section J.2.4.2 allows the agency to be selective in what it receives. If the agency is concerned about an overwhelming number of SOCNs, they can simply elect to not receive some of them. This would not impact the vendor's obligation to submit each SOCN to GSA as directed by the contract.

If the CLINs are priced as auto-sold CLINs attached to a standard CLIN (MRC or NRC), changes in services will only result in a change of UBI state (Active vs Inactive). UBI state changes are notified via Service State Change Notices (SSCN) which can be consolidated and submitted daily thus making the burden on the agency much more manageable. (See EIS contract Sections J.2.4.1.10 & J.2.4.2.5)

37. How is the base_line_item_price for CLINs with multiple usage prices (e.g., VI23010 or WL01001) reported on the SOCN and BI?

The vendor can populate the base_line_item_price in the SOCN with any valid value for those CLINs since they vary by country. However, once the CLIN is used, the price becomes a known value and should be reported accurately on the BI.

38. Under what circumstances would a cloud service CLIN experience a service state change and require an SSCN?

> *Additional Question Details*
> *EIS contract Section J.2.4.2.5 Service State Changes gives different rules for cloud services versus all other services regarding the SSCN timing. but does not provide an explanation for when a cloud service would change service state.*

There are multiple ways vendors can structure their cloud service CLINs. They may be priced based on MRC, usage, or via a banding structure and may be auto-sold or not. The EIS contract accommodates all such possibilities, some of which may involve UBIs for cloud services changing service state.

Each approach to CLIN structure has rules governing how the service state changes. However, the underlying concept is simply that any time a UBI is accruing charges, it should be Active (or in a band for banded CLINs) and any time it is not accruing charges, it should be Inactive.

In addition to the various state change rules, there are also variations in when the SSCN must be submitted. EIS contract Section J.2.4.2.5 requires cloud service state changes to be reported via SSCN within 24 hours of the state change. For other services, the information on state change is considered less time sensitive and may be limited to reporting monthly.

39. Are agencies allowed to provide different ASRN 2 values for each line item in an SO?

Additional Question Details
It was the vendor's understanding from the RFP process and the language of the contract that ASRN values were set at the order level. Additionally, no BSS functional testing scenario covered this possibility.

Each ASRN field is allowed to use different values for each line item in the SO. This is required by EIS contract Section 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 vendor shall include them on all deliverables that reference that order or the services included in that order."

ASRN values are at the line item level. Similar questions were also asked twice during the RFP process:

- Question 103 Answer: ASRNs are by line item.
- Question 163 Answer: The EIS contract requirement is to provide the AHC and ASRN at the line item level. Vendors can meet this requirement by either:
  (1) accepting and reporting different values for each line item in a service order or
  (2) accepting only one value for each field per service order and reporting that same value for each line item on the order. (Requires OCO concurrence)

The vendor should not rely on the BSS functional testing as fully indicative of all production scenarios. As stated throughout, testing did not include all potential use cases. EIS contract Section E.2.1.3 specifically states that testing is conducted with non-production data.

40. If completing a change SO also changes the UBI Service State, is an SSCN required in addition to the SOCN?

A SOCN is sufficient in this case

41. What UBI Service State should be listed in the SOCN for a disconnect?

Additional Question Details
Note that EIS contract Section J.2.4.1.10 states that each provisioned service is Always in one of the following states: Active, Inactive, or Band_Name, and that an Inactive state does Not apply to disconnected services.

EIS contract Section J.2.4.1.10 states: "Each provisioned service, defined by a single UBI, is always in one of the following states...". As a result, UBI Service State no longer applies once the service is no longer provisioned (i.e., disconnected). The vendor may leave the UBI Service State value unchanged from the value prior to disconnect.

42. If multiple line items are on a SO, and they complete at different times, are multiple deliverables (FOCN, SOCN etc.) generated, or must the entire SO complete first?

Vendor may split the order (EIS contract Section J.2.4.1.9) to accommodate this scenario.

If the vendor splits the order into suborders, then each suborder must be reported on a single instance of each of the standard order notices (SOA, SOC, FOCN, & SOCN).

If the vendor does not split the order into suborders but instead processes it as a single order, that order, as a whole, must be reported on a single instance of each of the standard order notices (SOA, SOC, FOCN, & SOCN).

Note: all line items on a single SOCN have the same completion date as the value is at the header level.

See EIS Operational Guidance v5 Section 4.3.2 and EIS contract Section J.2.4.1.9 (item 3).

43. What is the relationship between a Service Order and the SOC through SOCN deliverables in cases where we decide to create suborders?

When the vendor splits an order into suborders, this effectively creates additional orders. Each of these new orders must go through the full order handling process.

Example:

1. The agency issues an SO for three unrelated services
2. The vendor acknowledges receipt by submitting a SOA with CSRN-001
3. The vendor then analyzes the order to determine if they can accept the order or if they must reject it
    a. If the order is unacceptable for any reason, the vendor submits a SORN with CSRN-001 and the process ends
    b. If the order *as a whole* is acceptable, proceed to step 4
4. The vendor now analyzes the order to determine if it should be split into suborders and determines that it is best handled by splitting into three suborders
5. The vendor submits SOAs for the two new suborders with CSRN-002 and CSRN-003
6. The vendor submits SOCs for all three suborders (CSRN-001, CSRN-002, and CSRN-003)
7. The vendor begins processing each suborder
8. At the timing dictated by the details of each suborder, the vendor submits the corresponding FOCN
9. Upon completion of each suborder, the vendor submits the corresponding SOCN

Note that much of the above is detailed out notionally for illustrative purposes but would in practice likely be done at the same time (e.g., steps 3-6).

See EIS Operational Guidance v5 Section 4.3.2 and EIS contract Section J.2.4.1.9 (item 3).

44. When splitting a Service Order requiring new deliverables, does the provisioning time start date reset or is it carried forward from the original SO?

Order splitting is allowed as a management convenience for the vendor but does not impact SLAs in any way. All provisioning SLAs are measured from the time of SO submission regardless of splitting.

45. If an order must be rejected, can the vendor place it in a hold status ("soft reject") to give the agency time to correct deficiencies?

> *Additional Question Details*
>
> *For example, the Service Request processes and our BSS will require additional location and technical data be collected and validated during the 5 days from initial SO to SOC/SOR. Without this information, we will REJECT the order. This will be a "soft" Rejection as we will place the order in a holding queue for another 30 days to allow the government POCs to provide the required information for delivery. Examples of additional information include:*
>
> - o *Floor, room, and rack for Terminating SRE*
> - o *IP address and other technical information (which is CLIN dependent)*
> - o *Building access restrictions*

The EIS contract requires the vendor to either confirm or reject an SO within 5 days. Rejection is done through the issuance of a SORN which is not a "soft" reject. A SORN notifies the government that the order for service is insufficient or otherwise invalid and that the order cannot be processed. A SORN submitted by the vendor shall apply to the entire order, and the government must re-submit a complete Service Order. We expect EIS vendors to guide Agencies through this process to eliminate the need for repeated rejections.

46. If a service is on the TO and the location is on the TO, but the service isn't specified for that location on the TO, should an SO for that service/location be rejected?

Yes. Any SO that includes a service/location combination not found on the TO is not valid.

47. What order rejection code is appropriate rejecting an SO due to a service address that is not on the associated TO?

OT is acceptable in this case but in general, please use the most specific code that applies. Additionally, if the vendor discovers common cases that have no associated code, please notify your GSA COR so the table can be updated.

48. How should the vendor handle orders with AHCs that do not meet the 28-character requirements?

The vendor should reject anything less than 28 characters for the AHC. The government will be providing guidance to agencies to provide 28 characters for the AHC. There is no padding requirement.

49. Can administrative change orders be used to update pricing on SRE elements?

> *Additional Question Details*
>
> *If a vendor wants to change the pricing for SRE maintenance (and not SRE install nor SRE device), would the vendor also have to submit administrative changes on the SRE Install and SRE device?*

Pricing updates for SREs [catalog items] must be provided to NHC which then transfers to Conexus. The SOAC is not for price change updates. Only administrative changes such as changes to the ASRN values can be made via the SOAC.

50. How can administrative changes be made to individual SRE pricing elements?

> *Additional Question Details*
>
> *Administrative Change Orders do not specify CLIN on the SOAC, to account for multiple CLINs*

to be associated with the UBI linked to a SOAC. SOCN inventory is identified by UBI. Since the EIS contract states that all SRE pricing elements of the same device should have the same UBI, would vendors be limited to making administrative changes to all pricing elements of an SRE or will they be expected to be allow a change at the pricing element level?

A SOCN can be used to effect an administrative change at the SRE pricing element level. See EIS MOPS Operational Guidance v5 Section 4.2.1.1.3

51. How does the government want multiple records to be presented in the SOAC following an administrative change which affects a large number of inventory records?

Additional Question Details
In setting up for Administrative Changes, the vendor is allowing changes for multiple data fields: Points of Contact, Agency Service Request Number, Agency Hierarchy Codes, SUB_BUREAU_CODE, SUB_ BUREAU_NAME etc. Changes to some of these data elements will affect multiple provisioned/delivered orders, along with associated CLINS and UBIs.

Note that as the contract matures, the number of delivered CLINS and UBIs affected by an Administrative change could grow to be quite large.

The SOAC, used to report administrative changes, uses either the UBI or the CSRN as a key to determine which inventory records to update (see EIS contract Section J.2.10.2.1.17).

- Order-level changes are keyed to the CSRN and all associated inventory records will be updated
- Line-level changes are keys to the UBI and only the specified UBI record is updated

The SOAC itself may contain as many lines as necessary to capture all the changes being made.

52. If a Change SO also includes different administrative data than the original SO, do we send an SOAC as well as an SOA?

If a change order (i.e., upgrade bandwidth) included an administrative change (See EIS Contract Section J.2.4.2.3.1 Administrative Change Restrictions) then the EIS vendor is not required to submit a SOAC. The administrative change can be reported on the SOCN.

However, for change orders that only includes administrative changes, please follow the steps described in EIS Contract Section J.2.4.2.3.2 Administrative Change Order Process.

53. What is an example of when an administrative change will occur at the order level and not at the line-item level?

This will only occur under limited circumstances when authorized by the GSA CO as indicated in EIS contract Section J.2.4.2.3.1.

54. Should the SOAC contain all values changed (e.g., ASRN, Contacts) in the order that are not cost impacting?

Per EIS contract Section J.2.4.2.3.1, Administrative changes are restricted to

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

In the case of ASRN change, the vendor should report the Admin change for each unique_billing_identifier in the SOAC xml.

Additional data elements can be subject to administrative change orders on a contract-wide or case-by-case basis with the mutual agreement of the vendor and the GSA CO.

55. How do Customer Want Date (CWD) and early installation code apply to disconnect orders?

Although the EIS contract describes both the Customer Want Date (CWD) and early installation code in terms of installation SOs, their use is not limited to such orders. This can be seen in the tying of these terms to "provisioning date" and "contractual due date" in EIS contract Section J.2.10.3.1.2. The vendor should interpret CWD and early installation as follows:

- Customer Want Date is the agency's desired service order completion (SOC) date
- Early Installation Code indicates if the agency would agree to a SOC date earlier than the specified CWD (or contractual default)

In the specific use case (disconnect orders), there are scenarios when an agency may use these values to communication important information. For example:

An agency has a site that is being closed. The site is already reassigning/relocating staff and can accept the site being disconnected immediately but recognizes that this will take some time. However, they will have no one on site to readily give the vendor access, if necessary, for the disconnect after 04/10. The agency issues a disconnect SO on 03/12

- To reflect their urgent need to have this completed by 04/10, they set the customer_want_date to 2021-04-10
- To reflect the fact that the site can be disconnected as soon as practical for the vendor, they set the early_installation_code to "Y"

56. Is the vendor allowed to issue a partial SOCN (and begin billing) for some line items on a service order while other line items wait for provisioning?

Additional Question Details
Scenario: vendor is able to provision some line items on a Service Order (SO) more quickly than other line items on the same SO

Is it permitted to issue a SOCN and commence billing on a set of delivered CLINS/UBIs, when some items remain outstanding within the corresponding order (CSRN)? The remaining items would be contained in a second SOCN perhaps the following month.

No, a service order cannot result in a series of "partial" SOCNs in the manner described. The contract allows for a single SO to result in multiple SOCNs in three scenarios. None match the example provided.

- **Fragmentary SOCN**: If the socn_fragment_sequence_number and socn_fragment_count data elements are populated, SOCN submissions with the same CSRN are interpreted as parts of the same SOCN. However, the service_order_complete_date must be the same for all SOCN fragments and all are expected to arrive in a timely manner (minutes or hours).
  See EIS contract Section J.2.10.1.4.1
- **Resubmission**: If the fragmentary SOCN process does not apply, a second SOCN submission with the same CSRN is interpreted as a resubmission for error-correction and will overwrite the data from the previous SOCN.
  See EIS contract Section J.2.2.2 & EIS Operational Guidance v5 Section 2.1.1
- **Split Service Order**: If a different Contractor Service Request Number (CSRN) is used for each of multiple SOCNs submitted in response to the same agency SO, these SOCNs are interpreted as the result of the vendor splitting the SO into multiple suborders. However, there are important

restrictions on how and when an order may be split.
See EIS contract Section J.2.4.1.9 & EIS Operational Guidance v5 Section 4.3.2

In all cases, a single order, represented by a single reported CSRN, can only have a single SOCN and all line items on that SOCN share the same service order completion date (EIS contract Section J.2.10.2.1.18). As the service order completion date also controls the date that billing begins, all line items in a SOCN will begin billing on the same date (EIS contract Section G.4.1.2).

1.4 Service Orders: Updates/Supplements

1.   Should a separate and new Service Order Confirmation be sent for the Cancellation itself?

Additional Question Details
We see no specific requirement for this SOC, but it could be useful to the government, along with automated emails to the Site POC and Order POC that there has been a cancellation.

No. A canceled order does not require CDRLs beyond acknowledgement of the cancel order (assuming a SORN is not issued).

Note: As indicated in EIS contract Section J.2.10.1.1.4.3, cancel orders are treated as a subtype of supplement or update orders. The process for supplement/update orders is found in EIS contract Section J.2.4.2.6.

2.   Does the SORN for a cancelation reference the original order or the cancelation itself?

Additional Question Details
If we are forced to reject the Cancellation due to insufficient data or due to a conflict with other services, we will issue a Service Order Reject Notice. This SORN will reference the cancellation itself.

This is incorrect. As stated in EIS contract Section J.2.4.2.6, the CSRN reported on a SORN for a supplemental order must be the same as the original order. The order_header_type_code will indicate that a cancel order is being rejected rather than the original order as a whole.

3.   Should the cancelation action have a unique and new contractor_service_request_number?

No. As stated in EIS contract Section J.2.4.2.6, the vendor must submit a SOA for the cancel order with the same CSRN as the original order. If the vendor is not rejecting the cancel, no further CDRLs are required.

4.   After an order is canceled, should the vendor provide updates to other associated notices (SOC, FOCN, etc.)?

Additional Question Details
Should those updates be in the form of re-issued previous updates on the original (now cancelled Order), e.g., SOC, FOCN with the new header types?

   o   *Header Order Type = Cancel*
   o   *Line Item Order type = Cancel*

No. A canceled order does not require CDRLs beyond acknowledgement of the cancel order (assuming a SORN is not issued) nor is re-issue of previous CDRLs on the original order required.

5. If there is a cancellation charge due to late cancellation relative to the FOCN or CWD does the vendor issue a SOCN with the NRC Cancellation CLIN based on the original order?

In this case, the vendor must process the order slightly differently. The supplement is processed as a combination of line-item cancellations for each original line plus a line item add for the cancellation CLIN (order_header_type_code = "S"). Note that this is the only case where a supplement can add a CLIN. See EIS Operational Guidance v5 Section 4.2.2.3.1 for additional information.

6. How does the vendor charge for a late cancellation as allowed in EIS contract Section G.3.3.2.3.1?

In the exception case of a CLIN cancellation beyond the cancellation deadline as described in EIS contract Section G.3.3.2.3.1, the addition of a line item for the cancellation CLIN as a supplement to the original SO is permitted. In this exception case, the canceled CLIN is removed from the SO and the cancellation CLIN is added.

See EIS Operational Guidance v5 Section 4.2.2 with particular focus on Sections 4.2.2.3.1 & 4.2.2.3.2.

7. What notifications are expected when the cancellation CLIN is applied?

For a full order cancellation requiring the application of the cancellation CLIN, the supplement is treated as a combination of line item cancel(s) and line item add of the cancellation CLIN (making it identical to a line item cancel that requires the cancellation CLIN). The order header type for the SOA of the cancellation supplement is Supplement while the order header type for the updated SOA, SOC, & FOCN (as well as the SOCN) for the original order, now updated to be only a single Cancellation CLIN, is Install.

See EIS Operational Guidance v5 Section 4.2.2 with particular focus on Sections 4.2.2.3.1 & 4.2.2.3.2.

8. Which order notices are required or permitted to have the header type of supplement?

The supplement order is treated as a separate SO from the original and thus requires its own SOA and, potentially, SORN. Only the SOA and SORN for the supplement itself should ever use the Supplement header order type. Deliverables submitted against the original order, or updated versions thereof as required by the contents of the supplement order, all use the original order header type (e.g., Install, Change, etc.).

9. Upon receipt of a supplement order for a line-item cancellation, is it acceptable for the vendor to issue a SORN and request an order submission without the CLIN that is being canceled?

No. This is not compliant with EIS contract Sections G.3.3.2.3.1, J.2.10.1.1.4.3.1, & J.2.10.1.1.4.3.2 which define requirements for canceling orders in whole or in part.

10. Once the SOA is issued for a cancel supplement, should the order be canceled in the vendor's BSS?

The EIS contract does not specify how the vendor's BSS must work internally but after issuing a supplement SOA with a header level order type of X, no further deliverables should be submitted nor should any further provisioning actions occur unless the supplement is rejected (i.e., a SORN is issued) within the contractual deadline.

11. If the agency submits a supplement including lines with line-item order type = None, how does the vendor process and report this data?

As these lines exist only to clarify the intent of the supplement, they only impact the SOA and/or SORN issued for the supplement itself and will appear as additional lines of data (capturing the associated ASRNs). See EIS Operational Guidance v5 Section 4.2.2.3.7.

12. If a SORN is submitted in response to a supplement order, will the original order continue without any change?

Yes, the original order should continue to be processed in situations where a SORN is submitted for a supplement order to the original order.

13. Does the supplemental SOA require all elements identified in the J.2.10.2.1.16 table for both affected and non-affected items?

The supplement SOA with header type S or X will need to show all the elements in J.2.10.2.1.16 but only include the ASRN1/ASRN2 lines that are affected by the supplement or included as N (none) lines on the supplement order.

14. For orders that are supplements or updates to in-progress orders, how do we handle the latest order_header_type_code for the order?

A supplement does not change the order header type of the original order except when canceling the entire order.

15. If a supplement requires a LEC-impacting location change resulting in a cancelation of the original SO, how is the supplement SOA order_header_type_code populated?

When analyzing a location changing supplement, the vendor must determine if the change impacts the LEC.

If, as in the case described, the LEC is impacted, the original SO is canceled and the SOA for the supplement is given an order_header_type_code of X.

If, alternatively, the LEC is not impacted, the original SO is updated and the SOA for the supplement is given an order_header_type_code of S.

16. If a supplement requires a LEC-impacting location change resulting in a cancelation of the original SO, does the new SO use a new CSRN?

Yes, the new order must have a new CSRN. The original CSRN has been marked as Canceled by GSA Conexus and any attempt to reuse that value will be rejected.

17. Why are CLIN additions in a supplement order prohibited?

This contractual requirement (see EIS contract Section J.2.10.1.1.4.3.4), is intended to simplify data and SLA management. Of particular concern is that the SLA management rules would lead to ambiguity should a CLIN be added to an in-process SO. Such ambiguity could, in turn, lead to unnecessary disputes and delays.

GSA recognizes that the vendor will typically work with their customer agency to develop and design solutions prior to the submission of the SO. Most issues, such as missing CLINs, would be identified and corrected during this time. If this consultation process fails to identify a missing CLIN, it is still possible to

support the agency's needs efficiently by creating and provisioning a second SO in parallel. This would involve rejection of the supplement (i.e., issuing a SORN) order and asking the agency to submit a new SO for the new CLIN. This allows all services to be provisioned as quickly and efficiently as possible with no ambiguity as to the SLAs for each. In the vendor's example, this would mean the original IPS SO would continue unaffected while a second SO for the SRE is provisioned in parallel.

See also EIS Operational Guidance v5 Section 4.2.2.3.3.

18. Is it necessary to both send a SOA to acknowledge a supplement order and send a revised SOA for the original order in response to the same supplement?

Yes. The supplement order always receives a SOA as required by EIS contract Section J.2.4.2.6, item 2.

If the original SOA sent for the SO no longer reflects the updated order post-supplement, the vendor must send a revised SOA (the same applies for any previously sent notices such as SOC and FOCN). This requirement is specified in EIS contract Section J.2.4.2.6, item 5.

19. For a full order cancel, is a SOCN required (like Networx) or only a SOA with order_header_type_code and line_item_type_code set to X?

For a full order cancellation, the only required deliverable is the SOA for the supplement with an X header order type. This is consistent with the main supplement process as the updated deliverables are expected to reflect what would have been submitted if the supplement had been applied by the agency prior to submitting the original SO. In the case of a full order cancellation, there would be no SO and thus no deliverables based on it. GSA is aware that this is a change from Networx.

Note: there is one special case where a full order cancellation is treated like a normal supplement (including the S header order type): if the cancellation triggers the cancellation CLIN (see EIS contract Sections G.3.3.2.3.1 & B.4.1.13).

1.5 Billing

1. What is the relationship between key totals and values in the BI & similar values in the BA?

Additional Question Details
We are assuming that the 4 elements in Excerpt 1 below are the same amounts as sent on the original BI file and the 3 elements in Excerpt 2 below are the adjusted amounts that are provided on the BA file only.

I. Excerpt 1 from the BA GSA Outbound File

1. *total_line_item_amount (Original Invoice line amount)*
2. *agf_amount (Original Invoice AGF amount)*
3. *billed_aggregated_tax (Original Invoice tax amount)*
4. *line_net_amount (Original Invoice net amount)*

II. Excerpt 2 from the BA GSA Outbound File

1. *adjustment_amount (CM Line amount)*
2. *adjustment_aggregated_tax (CM tax line amount)*
   - *Adjustment to aggregated tax*
3. *adjustment_detail_tax_billed (CM tax line amount)*
   - *Adjustment detail of the aggregated tax*

The stated assumption is not correct. While the four elements in the top box are original BI file values, the three elements in the bottom box are the adjustment amounts, not the adjusted amounts--i.e., they represent the deltas between the original value and the correct value. For example. If the original billed_aggregated_tax was $100 but should have been $95, the adjustment_aggregated_tax is $5.

See also EIS Operational Guidance v5 Section 6.2

2. If we are to show daily rates and units, how should we display items with a quantity greater than one (e.g., 10 seats or 10 voicemail boxes) each sold with an MRC?

The data fields such as base_line_item_price are not the daily rates. The billing_quantity is the quantity purchased in the service order (1 circuit, 1 port etc.)

3. Are MRC CLINs with zero-dollar value that are identified in the SO included or excluded from the BI?

They should be excluded. The BI includes all charges for the billing month. Any UBI without charges for that month is not included in the BI. This applies to all CLINs without charges such as TUC components, zero-cost CLINs, usage-priced CLINs that were unused, etc. All UBIs are included in the IR while they remain in inventory (i.e., until disconnect) regardless of billing status. See EIS Operational Guidance v5 Section 5.1.1.

4. What is the difference between the quantity element and the billing_quantity element?

In general, quantity = billing_quantity with some exceptions such as usage-priced CLINs and band-priced CLINs that include a fixed-price component.

For example, if 1 usage-priced CLIN is installed but the usage for the billing month is 10 (units are dependent on the CLIN and reported in the CRGUNT code), then:

- quantity = 1
- billing_quantity = 10

Note: The proration process produces a billable amount which should be entered in the base_line_item_price field. Proration does not change the quantity or billing_quantity.

5. Will GSA provide any guidance document and/or user manual for using the 3 invoicing systems identified in EIS contract Section G.4.1.7 (WebVendor, VCSS, & IPP)?

The invoicing system used by an agency will be defined in the agency Task Order. The agency will provide details. General information on each of these systems is also available on the respective web sites. IPP is system managed by Department of Treasury and WebVendor/VCSS are systems managed by GSA.

6. Will all agencies/customers be utilizing one of the three invoicing systems identified in EIS contract Section G.4.1.7 (WebVendor, VCSS, & IPP) for billing deliverables (BI, BA, TAX)?

Please note that the specified deliverables (BI, BA, TAX) will not be submitted via any of these systems for any agency. Per EIS contract Section G.4.1.7, these systems are used to capture summary billing information in addition to the billing deliverables described in Section J.2.5.

7. Would the exception to the 90-day billing requirement be made at the Service level or at the UBI level?

Granting of billing waivers is under the purview of the OCO and thus determined by the agency.

See EIS Contract Section G.4.1.3 for more details on the 90-Day Billing requirements.

8. What is the reporting level of the AGFD?

The AGFD is submitted at the contract level - i.e., the vendor will only submit one AGFD monthly.

9. What is the reporting level of the ATR?

The ATR is submitted at the contract level - i.e., the vendor will only submit one ATR monthly.

10. How and when should the service_connect_start_date_and_time and service_connect_end_date_and_time fields in the BI (and then BA) be populated?

These fields are applicable to call records.

11. Is it possible for the same UBI to appear more than once in a BI due to multiple (and different) service_connect_start_date_and_time/service_connect_end_date_and_time pairs?

Yes. In addition, there are other cases where a single UBI will appear multiple times in the BI such as pricing elements of SRE.

12. What are some examples of CLINs from EIS contract Section B in which an instance of the CLIN (UBI) could appear in the BI more than once?

All usage and SRE UBIs may be populated more than once in the BI based on usage, inventory SRE pricing elements.

Also, EIS contract Section G.4.1.3 allows 90 days after issuance of the SOCN to bill for any charges. This can result in the UBIs showing more than once in the BI with different billing periods.

13. How should the total_line_amount, agf_amount and line_net_amount be populated in the BI for an entry in which the charges are waived (contractor_charge_waiver_code is yes)?

These values should be zero (0) if the contractor_charge_waiver_code indicates no charge.

14. For an auto-sold, usage-based CLIN that is installed as inactive in the current billing period but becomes active within the same billing period, what is the billing_begin_date?

Additional Question Details
In the case of an auto-sold usage based CLIN that is connected (SOCN, Inactive state) during the current billing period and becomes active sometime thereafter during current billing period (SSCN), with what value should the billing_begin_date be populated with (service_order_completion_date from SOCN or time_of_state_change from SSCN)?

The billing_begin_date is not dependent on UBI service state. It is based on the date which the UBI was available for billed use in the billing period (in the example, use the service_order_completion_date from SOCN).

For additional information see EIS Operational Guidance v5 Section 5.3.

15. For an auto-sold, usage-based CLIN that was active in previous months, was inactive at the start of the billing month, and becomes active during the billing month, what is the billing_begin_date?

> *Additional Question Details*
> *In the case of an auto-sold usage based CLIN that was active in previous billing periods, inactive at the beginning of the current billing period and becomes active mid-way through the current billing period (SSCN), with what value should the billing_begin_date be populated with (first of the month or time_of_state_change from SSCN)?*

The billing_begin_date is not dependent on UBI service state. It is based on the date which the UBI was available for billed use in the billing period (in the example, use the first day of the billing period).

For additional information see EIS Operational Guidance v5 Section 5.3.

16. For usage CLINs, if usage has been activated, is reporting a non-zero value on the invoice the only action required?

This is correct for non-auto-sold CLINs. However, for auto-sold CLINs that are usage billed, the contract requires notification (SSCN) upon activation. The proposed interpretation would allow the vendor to submit the SSCN at the end of the month (at least 10 business days prior to the BI) but it must be submitted.

17. On the BI file what value should be used for the CSRN and service_order_completion_date for items that were included in the same install SO but were part of a change order?

The vendor should use the most recent CSRN that affected the specific UBI on the line item.

18. Are all CLINs reported on the BI report, even if the price is zero but the quantity is one?

No. Except for waived charges, only UBIs with billing charges are included in the BI unless otherwise specified in the TO. See EIS Operational Guidance v5 Sections 5.1.1 & 5.2.

19. Is it necessary to indicate all waived charged in the SOCN or can they be waived in the BI even if not previously indicated?

Any charge can be waived in the BI at any time. The only restriction is that if the non-recurring_charge_waiver_code in the SOCN indicates the NRC will be waived, then the BI will generate an error if that NRC is not waived.

20. Should the service_order_completion_date be at the line or the header level in the BI?

The service_order_completion_date is at the SOCN header level, and UBIs with line_item_order_type other than N should have the service_order_completion_date value of the change order SOCN. UBIs with line_item_order_type of N are not impacted by the change order and should keep their old service_order_completion_date value. This value is reported in the BI, IR, and other deliverables.

21. Is the burst charge for burstable bandwidth an NRC charge that is automatically ordered?

No. The burst charge is not an NRC. It is a usage charge.

Note that:

1. A burstable port has two associated CLINs and thus two associated UBIs: the first is for the port itself and a second (auto-sold and usage-priced) is for the burst functionality.

2. A single burstable port can only have one burst charge per month.

"With burstable bandwidth, agencies shall only be charged for the amount of bandwidth used on a sustained level (95th percentile). Bandwidth shall be measured (or sampled) from the switch or router every 5 minutes. At the end of the month, the top 5% of data shall be discarded. The next highest measurement shall determine the billable usage for the month. Overages shall be billed in one-megabit per second increments for usage above the selected bandwidth commitment." (EIS contract Sections B.2.1.1.3, B.2.1.2.4, & B.2.1.7.3)

22. How is the quantity determined for billing a burst charge for burstable bandwidth?

Only one burst charge per burstable port can apply to a given billing month and the quantity is determined by the highest measured usage remaining after discarding the highest 5% of measurements for the month.

23. If burst charges are being billed for multiple months, is the quantity combined or is the UBI repeated?

As multiple billing months are involved, the burst usage UBI would appear once for each billing month in the BI with a different billing start and end date to show the appropriate billing month. Note that the 90-day billing requirement (EIS contract Section G.4.1.3) may also be applicable in this scenario.

24. Does each BI cover a single TO and each TO on only one BI (i.e., are they on a one-to-one mapping)?

A 1:1 mapping is the EIS standard, but it is not mandatory. EIS contract Section J.2.5.1.8 allows the agency to specify another billing level in their TO: "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."

25. When prorating partial months, should base_line_item_price be populated with the daily rate or the full MRC associated with the CLIN?

For partial month (pro-rated) billings of monthly charges, the base_line_item_price is the prorated (using the proration type of month length or normalized) billable amount of the line item (i.e., base_line_item_amount = [Billable Amount] from the last step in the proration process).

26. Should billing_quantity be the number of service days that month or the quantity purchased in the Service Order (1 circuit, 1 Port)?

The billing_quantity is the quantity purchased in the service order (1 circuit, 1 port etc.)

27. Where should the billable amount value be entered on a BI?

The billable amount derived from the proration formula found in EIS contract Section J.2.5.1.5.1.2 should be entered in the base_line_item_price field.

28. Should the base_line_item_price for an MRC reflect the prorated amount for the first month of install if proration is applicable even if that does not match the price shown in the SOCN?

For a scenario where the service is installed during any time of the month other than the first day of the month, the base_line_item_price for an MRC will be prorated for billing purposes. The SOCN will show the non-prorated base_line_item_price. For all subsequent full months, the base_line_item_price on the

BI must match the base_line_item_price for the SOCN. Please see the definition of total_line_item_amount in EIS contract Section J.2.10.3.1.2.

29. Does the vendor bill the original location through the day of disconnect for service moves?

Move orders are treated as two interrelated actions: a disconnect and an install. The disconnect date and install date cannot be the same day for the purposes of calculating proration as it will result in billing for the same service twice. To prevent this, the original location stops billing one day prior to disconnection (EIS contract Section J.2.5.1.5.2).

30. Does the vendor bill for the removed feature through the day of disconnect when processing a feature change?

This depends on the nature of the features being changed and if they are related-to/exclusive-of each other.

For feature changes that involve removing inherently related and exclusive features (e.g., bandwidth changes), the removal date for old feature and the add date for the new feature cannot be the same day for the purposes of calculating proration. To prevent this, the original feature stops billing one day prior to disconnection (EIS contract Section J.2.5.1.5.2).

For feature changes that involve unrelated features being added/removed such as removing Caller ID and adding Agency-Recorded Announcements on CSVS, this rule does not apply. In this case, the old feature is billed through disconnect.

31. Is quantity factored into the billed price before or after proration is applied?

Additional Question Details
Example

- *MRC = $200*
- *Qty = 5*
- *Days of Service = 18*
- *Proration type = Month-length*
- *Days in billing month = 31*

If factored in before proration:

- *MRC*QTY = $200 rate * qty 5 = $1000*
- *total_line_item_amount = ($1000/31 days) * 18 days prorated = 580.6451612903226*
- *Rounded down to 6 decimals = 580.645161*
- *base_line_item_price = 580.645161/5 quantity = 116.1290323*

If factored in after proration:

- *base_line_item_price = ($200/31 days)*18 = 116.129032*
- *total_line_item_amount = 116.129032*5 = 580.645160*
- *Variance in total_line_item_amount = 0.000001*

EIS contract Section J.2.5.1.5.1.1 (Month-Length Proration) defines the daily charge as the MRC divided by the number of days in the month. This value is multiplied by the number of days of service to get the prorated price which is rounded and entered in the base_line_item_price. The requirements do not allow multiplying the MRC by the quantity as part of this process. Further, EIS contract Section

J.2.10.3.1.2 defines the total_line_item_amount as the base_line_item_price multiplied by the billing_quantity.

Only the approach defined in the EIS contract is acceptable.

32. Is the AGF rate always 4.75% (i.e., can this value be hardcoded)?

No. Although all TOs will use the same AGF rate, the rate itself can change over the life of the EIS contract as specified in EIS contract Section J.2.10.1.1.1.1.

33. If a partial payment or an overpayment is received for the previous invoice period, what are the rules to calculate received AGF for the purposes of the AGFD and ATR?

The amount of AGF to be transferred to GSA and reported on the AGFD and ATR is based on the amount collected, not the amount billed. In the case of partial payment, the AGF is determined from what was actually paid. See also:

- EIS contract Sections H.32 & J.2.5.2 (items 3 & 4)
- EIS Operational Guidance v5 Section 5.4

34. Prior to receiving payment for the first BI in a vendor's first TO, are the AGF Detail (AGFD) and AGF Electronic Funds Transfer Report (ATR) delivered?

Yes. The AGF Detail (AGFD), and AGF Electronic Funds Transfer Report (ATR) are contract level deliverables, and not tied to a specific TO. Therefore, in the initial month of the first awarded TO these will be empty but must still be delivered as required by EIS contract Section J.2.2.5.

35. If an invoice payment is for some reason over the billed amount, what % of the total collected amount should be attributed to AGF?

If an agency overpays an invoice, the vendor should assume the billed AGF was collected and that all excess payment was due to other sources. This will allow the vendor to submit the correct amount to GSA and work with the agency to correctly credit the excess in the next billing cycle.

36. Are the AGF collected values in AGF Detail (AGFD) and the AFG Electronic Funds Transfer Report (ATR) deliverables expected to match?

Yes, typically these values will match. The AGF Detail (AGFD) and AGF EFT Report (ATR) are both part of the monthly billing submission to GSA and should both cover the same reporting period (EIS contract Section J.2.5.1.9). In addition, the required submission dates for the AGFD and ATR are the same as the required remittance date for AGF funds (EIS contract Sections G.4.6 & J.2.5.2). This is intended to allow the vendor to ensure the values remain synchronized. However, if the vendor fails to remit AGF funds one month and submits them the following month (late), the two values will not match. This is an exception case and will not occur if the vendor follows the remittance requirements in EIS contract Section G.4.6.

See EIS Operational Guidance v5 Section 5.4 for further information.

37. Does a bundling TUC CLIN always contain the price, or would it be possible for the TUC to only be a grouping mechanism with the pricing be retained at the component CLIN level?

Additional Question Details
The TUC CLIN price can be the sum of the Component CLINS, or a different price. If the TUC

> *CLIN price is different than the rollup of component CLIN pricing, we would use the component CLIN percentage to determine appropriate taxes.*

All bundling TUCs have a single price recorded with the TUC itself. The component CLINs are not priced. Per EIS contract Section B.1.2.12, a bundling TUC "shall be priced using the TUC price table of the transport service that is bundled into that combined TUC". It is not possible to comply with this requirement unless the TUC is priced as a whole and the components are unpriced.

Determining the effective pricing per component used for tax purposes is not defined by EIS and may be determined at the vendor's discretion with agency concurrence.

1.6   Billing: Taxes, Fees, & Surcharges

1.   What taxes, fees, and surcharges are allowed under EIS?

All taxes, fees, and surcharges included in the ALLTAX table are allowed.

2.   How do we determine the correct tax_item_number when there are multiple nsc_states with different tax_item_number values?

The vendor should consider the various other location qualifiers in the ALLTAX table to determine which taxes are potentially correct. Note that the ALLTAX table only shows the allowability of a particular tax; it is the vendor's responsibility to determine applicability. See EIS Operational Guidance v5 Section 9.2.4 for further information on interpreting the ALLTAX table.

3.   If the end_date for a tax in the ALLTAX table is in the past, is the tax for that item zero?

Yes, if the end_date is in the past, then tax will be zero

4.   If the ALLTAX table lists three taxes for a given service that are allowable based on the associated instructions, does the vendor include three records for the UBI?

> *Additional Question Details*
> *EXAMPLE: Vendor receives a TO, having a "No" value for the tax_exempt element, confirming that the ordering agency is taxable. Ex. Site located in Pinetop-Lakeside in Navajo, AZ would have a City tax, county tax, and federal tax:*
>
> - *Federal tax of 2.289%:*
>   - *TAX_ITEM_NUMBER FED11_6307,*
>   - *END_DATE June 30, 2018*
> - *City tax of 2.5%*
>   - *TAX_ITEM_NUMBER AZ_MU4_104*
> - *County tax of 0.5%*
>   - *TAX_ITEM NUMBER AZ_CO4_2272*
>
> *This means each ubi would have 3 records for each tax_item_number with the applicable tax for each ubi. Is this correct?*

Assuming the vendor has determined that these taxes are all applicable to a given UBI, then they would be presented in the TAX CDRL as separate records.

5. **Is the vendor required to cite the version of the ALLTAX table used to determine allowable taxes for an invoice?**

   Additional Question Details
   It is expected that the ALLTAX table will change over time which may impact which taxes can be included in each invoice.

No. The allowable taxes, fees and surcharges are those that are captured in the ALLTAX table in effect at the time of the taxable event.

For information on the update process for all reference tables, see EIS Operational Guidance v5 Section 9.1.

6. **How should taxes be reported in the TAX deliverable for a CLIN bundle since the price is loaded into the parent CLIN and the components all have a price of 0?**

This tax should be associated with the parent UBI, not the component UBIs.

7. **If an agency orders services in a location without any city/municipality taxes in the ALLTAX file but in a county with a county tax where the nsc_city is blank, is the county tax allowed?**

Yes. A county tax (tax_authority=CO) is allowable at all locations within the specified nsc_state and nsc_county except those within a city that has a corresponding entry where tax_authority = CO & nsc_city is not blank.

Please see EIS Operational Guidance v5 Section 9.2.4.2 for more information on determining allowability based on location and taxing authority.

Note: the ALLTAX file identifies taxes that are allowable but is not intended to serve as a guide to which taxes are applicable to a given service. Identification of applicable taxes is the responsibility of the vendor.

8. **If the billed_aggregated_tax field on the billing invoice file is zero for a particular line item, is there a corresponding entry in the TAX detail deliverable?**

There should not be any records to show in the Tax Detail file if the billed_aggregated_tax is $0 in the Billing Invoice.

9. **Which UBI(s) are reported in the TAX detail deliverable for a combined/bundled TUC?**

The TAX deliverable must be reconcilable against the BI. Since the BI only includes the combined TUC, the TAX deliverable should include the same.

Note: Determining the effective pricing per component used for tax purposes is not defined by EIS and may be determined at the vendor's discretion with agency concurrence.

10. **Should billing amounts be rounded to two decimal places prior to calculating taxes?**

No. This violates EIS rounding requirements. EIS contract Section J.2.5.1.6.1, item 1 specifically prohibits rounding to less than 6 digits in making calculations: "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".

11. What is the purpose of the tax_item_mod_number in the ALLTAX table and which version should the vendor use?

The vendor should use the latest (highest) tax_item_mod_number in effect at the time of the taxable event. Previous mod numbers are provided for reference only.

12. Are taxes applied based on the date/timestamp of the taxable event or based on the billing cycle?

For any taxable event, the vendor must use the tax rate in effect at the time of the event. The vendor may not use a different rate even if it is in effect at the beginning or end of the service month or at the time of invoice.

13. What is the purpose of the NTAX reference table?

The NTAX file contains taxes, fees, and surcharges that have been found to be not allowable over the past ten years. It is not referenced in the contract and the government is not required to provide it. This information is provided as a courtesy to the suppliers and has no contractual relevance (only historical). See EIS Operational Guidance v5 Section 9.2.5.

14. Where do vendors get updated copies of the ALLTAX file and other reference files?

When necessary, GSA will post updated versions of the standard reference files to the outbound Conexus SFTP folder.

1.7 Disputes & Billing Adjustments

1. What is the difference between adjustment_aggregated_tax and adjustment_detail_tax_billed amounts?

The adjustment_aggregated_tax is the sum of all adjustments to various tax/surcharges/fees that are to be reported on the BA. The adjustment_detail_tax_billed is the individual adjustment made to a specific tax/fee/surcharge line item. See EIS Operational Guidance Section 6.2

2. Why doesn't the BA file have an adjustment AGF amount? Shouldn't an upward adjustment contain an AGF fee and shouldn't a downward adjustment reflect an AGF fee refund?

The adjustment_amount includes the total adjustment to [total_line_item_amount + agf_amount]. Conexus will calculate the separate values for total_line_item_amount vs agf_amount based on the agency_agf_percent_rate. See EIS Operational Guidance Section 6.2

3. Shouldn't the value requirement specifications for the BA and the DR match?

The value requirements for items in the BA and DR have been compared and, in each instance, there are valid use cases for one to be "If Applicable" while the other is "Always". For example, not all adjustments will derive from disputes, so the dispute numbers are "If Applicable" on the BA. Similarly, not all disputes result in adjustments and even those that do may appear on multiple DRs prior to resolution so the adjustment date and amounts are "If Applicable" on the DR.

4. **What value does the vendor use for adjustment_reason and adjustment_outcome in the Dispute Report when the dispute is not yet resolved?**

The adjustment_outcome, and adjustment_reason data fields in the Dispute Report and Billing Adjustment are open format fields with 255 Alphanumeric character limit per field. If the dispute is unresolved, these fields can be populated with a brief explanation of that fact.

5. **Do the contractor_invoice_number and contractor_invoice_date fields in the Dispute data set refer to a previous invoice where the dispute originated or to the current invoice period?**

The contractor_invoice_number and contractor_invoice_date fields in the Dispute will refer to a previous invoice in which the dispute is being written against.

6. **Do the billing_period, billing_begin_date and billing_end_date fields in the Dispute data set refer to a previous invoice where the dispute originated or to the current invoice period?**

The billing_period refers to the current billing period (see EIS Operational Guidance v5 Section 5.1.3). The billing_begin_date and billing_end_date refer to the corresponding values on the originating invoice.

7. **What is the purpose of including both the billing_period and original_bill_billing_period in the Dispute data set?**

The billing_period refers to the current billing period (see EIS Operational Guidance v5 Section 5.1.3) while the original_billing_period refers to the corresponding value on the originating invoice.

8. **How, for the current billing period (billing_period field), are the BA billing_begin_date and billing_end_date fields relevant?**

> *Additional Question Details*
> *In general, the BA captures adjustments for Disputes and SLACR Responses. The behavior that warrants an adjustment occurred in a previous billing period (not the current billing period). Therefore, it is unclear how the billing_begin_date and billing_end_date fields would be populated. Could you please clarify how the billing_begin_date and billing_end_date should be populated in a BA? Note that there is no indication that these fields would be populated with the billing_begin_date and billing_end_date from the billing_period in which the offense took place. If this is the intention for these fields, please consider renaming the fields original_billing_begin_date and original_billing_end_date for clarity (as you have done with the original_billing_period field in the BA data set). Renaming also requires an entry/definition in Table J.2.10.2.1.3 Primary Data Element List.*

In the BA, the billing_period captures the current billing period to correctly associate the BA with the submission month (see EIS Operational Guidance v5 Section 5.1.3). The original_bill_billing_period indicates the billing period during which an adjustment is required. The billing_begin_date and billing_end_date indicate the dates of billing for the service in question within the original_bill_billing_period (e.g., to capture partial-month billing). The field names will not be changed as the same data is collected on the BI.

9. **How are the adjustment_detail_tax_billed, disputed_detail_tax_billed, & detail_tax_billed fields are used in the BA and Dispute data sets?**

These fields allow for the dispute and adjustment of detailed tax line items (from the TAX CDRL).

10. When using a minus sign in a BA to indicate a credit to the agency, is the minus sign counted as one of the characters in the edit mask and length limit?

The minus sign is included in the 23-character length effectively replacing the first N in the edit mask.

11. Does the Dispute Report (DR) need to be created at the Task Order level or the agency level?

Per EIS contract Section J.2.2.4, unless otherwise stated, "The scope of all deliverables shall be at the TO level with each deliverable covering only a single TO". This includes the DR.

12. What value should be used for contractor_invoice_number & contractor_invoice_date in the BA?

When reported on the BA, these values are for the current billing cycle (i.e., they should match those on the BI submitted the same month).

13. What value should be used for billing_period vs original_bill_billing_period in the BA?

In the BA, the billing_period is for the current billing cycle (i.e., it should match the value on the BI submitted the same month) and the original_bill_billing_period is the billing period for the billing cycle that is being adjusted. For SLA credits, the original_bill_billing_period is the period where the SLA failure occurred.

14. What value should be used for billing_begin_date & billing_end_date in the BA?

In the BA, the billing_begin_date & billing_end_date are the actual values for the specific UBI in the billing period that is being adjusted. See also, EIS Operational Guidance v5 Section 5.3. For SLA credits associated with the Billing Accuracy SLA (EIS contract Section G.8.2.3), which do not have an associated UBI, these values are set to the first and last days of the service month for the adjustment.

15. Should we expect Disputes submitted on multiple UBIs or will each Dispute file uniquely point to a single UBI?

The Dispute file is designed to include multiple dispute records from the Billing Invoice (BI), Inventory Report (IR), and the Service Level Agreement Report (SLAR). The agency may issue disputes against a single UBI or multiple UBIs in a single file.

16. Is the adjustment_detail_tax_billed field only populated when an adjustment is made specifically to the taxes billed (i.e., incorrect tax rate) and not a change in taxes due to a rate adjustment?

The adjustment_detail_tax_billed field to be populated when the reported amount of tax collected as shown on the TAX deliverable was incorrect and requires adjustment. This can happen for many reasons, including (but not limited to):

- The tax was calculated using the incorrect rate
- A non-allowed tax was billed
- The tax was calculated based on an incorrect CLIN price

Note, however, that these adjustments also impact related BA fields such as adjustment_aggregated_tax and adjustment_amount.

The scenario the vendor describes (a change to the legal rate for a given tax, fee, or surcharge) would not result in an adjustment unless the vendor failed to update their tax calculation tables by the specified effective date in which case the tax would have been calculated using the incorrect rate as described above.

17. If an invoice payment is a partial pay will a dispute always have preceded it?

Although a dispute is required with partial payments, the precise timing may be such that payment is received prior to receipt of the dispute. In most cases, the dispute will arrive shortly thereafter and thus resolve the issue. It is recommended that the vendor work with their agency COR and OCO if timely delivery of the dispute is in question.

1.8 Inventory Management & Administrative Changes

1. Is it correct that all provisioned services (including NRCs) are to be included in the Inventory Reconciliation (IR) each month?

MRC and Usage UBIs will remain in the IR until disconnection.

Most NRC UBIs should appear in inventory from installation through the month when the NRC is billed and excluded thereafter. Instance NRCs remain on the IR until disconnection.

See EIS contract Section J.2.7.1.4 & EIS Operational Guidance v5 Sections 4.5 & 7.1.

2. When are disconnected services removed from the Inventory Reconciliation (IR)?

Disconnected services remain in the IR until the reporting month when the disconnect occurs. After that month, they are no longer part of inventory.

3. What is the GSA Conexus process for updating their inventory baseline for orders where there is a new CSRN and new service_order_completion_date are provided on the SOCN for a change order?

GSA Conexus is using the UBI for inventory reconciliation not the CSRN. This allows considerable flexibility in updating the CSRN, however GSA recommends always using the latest CSRN impacting a UBI.

4. Is the vendor required to update the NSC of an actively billing UBI if the NSC becomes inactive? If so, how?

The NSC code for an existing service location may, on occasion, be updated in the iconectiv database. This will result in the current NSC code's status changing to inactive and new NSC code designated as the active NSC code in the iconectiv database.

EIS contract Section B.4.1.5.1 requires the vendor to update pricing tables in GSA Systems (which requires a contract modification) when new NSCs are created, including those created as replacements for inactive NSCs.

Specific steps are required to ensure all systems are kept synchronized and to prevent the generation of system errors including modifying the contract to add the new NSC, modifying and TOs that directly reference the old NSC, and updating the data in all systems.

The full details of this process are described in EIS Operational Guidance v5 Section 7.3.

5. How are technical background data, such as serial numbers, updated?

Additional Question Details
Some of this data, such as hardware serial numbers and circuit IDs, can change over time based on vendor maintenance activity.

This data is considered part of the UBI's configuration and is updated via a configuration change order (EIS contract Section J.2.10.1.1.4.2.3). Note that the vendor is not permitted to submit an SO on the agency's behalf. The vendor and the agency must work together to process the configuration change order to make these changes. For additional information, see EIS Operational Guidance v5 Section 7.2.

1.9   Service Level Management

1.   Will GSA add appropriate reference data for TO-specific custom KPIs?

Additional Question Details
When a Task Order is awarded, if the new Task Order includes a KPI that has not previously been defined in GSA's reference data, do we need to work with GSA to get that value added to the reference table before we submit the KPI Task Order deliverable?

Yes. the vendor will need to work with GSA through the CO/COR to get the values added to the reference table prior to submission of TO Data.

2.   Is agency Task Order truly applicable for aggregate based metrics?

Additional Question Details
An aggregate based metric may account for several Task Orders to get the accumulated metric.

The EIS contract does not allow for reporting at an aggregate level higher than the TO and in most cases does not permit reporting at an aggregate level higher than the UBI service grouping (see EIS contract Sections G.8.2.1.1 & G.8.2.3). While it is possible that a single agency might use multiple TOs to procure a single large service and for KPIs for that service to be rationally measured across the entire network, the EIS contract does not permit the reporting of performance at that level of aggregation. In such a case, the vendor must report the performance of each constituent instance and simply provide the same actual value for each.

3.   Will SLACR submissions from the agency be in a predefined format or will they merely capture all required information in a format convenient to the agency?

If the government chooses to manually submit an SLA credit request, it will provide the vendor with a data table in MS Excel or comma-separated value (CSV) format. The data element order will be as described in EIS Section J.2.10.2.1.22. SLACR submissions via SFTP direct from GSA Conexus will come in PSV format using the same structure.

4.   How is the data element sla_item_identification populated?

Additional Question Details
We request further clarification as to what data should be included in the SLAR for sla_item_identification. We are still confused by the conflicting guidance in EIS contract Section J on this data element.

EIS vendors should always populate the sla_item_identification with a unique id for each SLA entry in the SLAR. This unique id will be used to reference the SLA whether it was met or missed.

The sla_item_identification definition in EIS Section J.2.10.3.1.2 shows how agencies will use the sla_item_identification, but the definition does not restrict populating the sla_item_identification field to only missed SLAs, it should be populated for each SLA entry.

5. What is the purpose of the five KPI reference tables?

> *Additional Question Details*
> *There are 5 KPI reference tables (KPIAO, KPILQ, KPIMU, KPISLQ, KPIUC) but only KPIUC is referred to in the SLA report. Based on the entries in these reference tables it appears that more than the KPIUC table is required in order to ascertain the KPI being reported.*
>
> *For example: VPNS Latency has a CONUS performance threshold of 70ms and an OCONUS performance threshold of 150ms. The Latency code is included in the KPIUC table but CONUS and OCONUS are in the KPILQ table, less than or equal to is included in the KPIAO table and ms is included in the KPIMU table.*
>
> *How does GSA intend for the vendor to use these 5 tables?*

The KPIUC table is used to populate the key_performance_indicator_unit_type_code in the SLA Report. The measurement unit for the reported KPI in the SLA Report will be derived from the key_performance_indicator_unit_type_code. Also, the location qualifier (CONUS, OCONUS) for the reported KPI in the SLA Report will be derived from the service iconectiv_nsc.

All 5 KPI reference tables (KPIAO, KPILQ, KPIMU, KPISLQ, KPIUC) are used to populated values in the TO Key Performance Indicators deliverable (EIS contract Section J.2.10.2.3.5 TO Key Performance Indicators).

6. How should the vendor represent the different performance thresholds related to the access circuit types?

the vendor is required to comply with the Service Specific SLA requirements in EIS contract Section G.8.2.1.1 which states: "The KPIs shall be measured and reported for each unique instance of a service which is defined at the most granular level to which the KPI is applicable but never at a level higher than that defined by the UBI service grouping (see Section J.2.10.1.1.2)".

7. For which KPI does the vendor use for the Install code since there are no installation specific SLAs?

Refer to EIS Section G.8.2.2.1.1 for Standard Service Provisioning Intervals.

8. When a single service has multiple AHCs how would you like the AHC field populated when reporting SLAs at a service level?

> *Additional Question Details*
> *With the AHC defined at a line-item level, agencies can assign different AHCs to each component on an order (Loop, AHC1; Port, AHC2; SRE, AHC3) which makes population of the AHC field on the SLA Report difficult when reporting at the service grouping level.*

The AHC used should be the one assigned to the same "primary service component" as used to select the reported UBI. See EIS contract Section J.2.10.2.1.14: "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".

9. Should the required quantity field be populated with 1 for the SLA credit adjustments?

Yes, the quantity field should be populated with 1 for the SLA credit adjustments.

10. Do we repeat a single UBI in the SLA Report if multiple KPIs apply?

> *Additional Question Details*
> *For example, VPNS service has three service KPIs and one incident based KPI (as well as billing and provisioning KPIs). This would require repeating records to capture all relevant KPIs, and some are service based while others are incident based:*
>
> - *Latency (CONUS)*
> - *Latency (OCONUS)*
> - *Av (VPN)*
> - *Time to Restore*
> - *Prov and ProvD*
> - *BCA and BDA*

Yes. If multiple KPIs apply to a single UBI, multiple SLAR records are required.

11. When measuring and reporting KPIs at the service level, is it sufficient to specify only the service identifier substring of the UBI?

No. The full UBI must be used however in this case it is acceptable to only use the primary UBI for a service that involves multiple UBI (i.e., it is not necessary to report the KPI for each UBI if the KPI is measured across multiple UBIs). See also EIS contract Section G.8.2.1.1 for further information on measuring KPIs at the level of the service.

12. What value is expected for sla_item_identification in the SLA Report?

This is a unique identifier for each KPI reported and is used in the SLACR and BA as a reference pointer. The vendor may create this value as desired within the data element constraints.

13. Which UBI is used to report the provisioning interval when the service has both an MRC CLIN and an NRC CLIN?

The provisioning SLA is associated with the provisioning of the primary service and are typically associated with the UBI for the NRC CLIN for the service. In cases where no NRC CLIN is applicable, the KPI must be associated with the MRC CLIN/UBI.

14. For provisioning times that are specified as ICB, how does the vendor report performance with respect to the TO-defined delivery schedule?

Although some services have a provisioning interval, i.e., the Acceptable Quality Level (AQL), defined in the TO, the KPI itself is defined in EIS contract Section G.8.2.2 as the interval "measured in days from the TO submission date if no service orders are used, or else from the service order date to the completion date in the SOCN". Unless specifically overridden, this is the standard provisioning KPI and applies to all provisioning events. The vendor is expected to provide the KPI results in their SLAR.

15. For KPIs where the contract indicates the AQL is to be specified in the TO but the TO does not do so, does this indicate that the KPI is effectively deleted and need not be reported?

No. If an AQL is not specified in the contract or the TO, all performance levels qualify as passing. This does not remove the KPI itself.

Note that this does not apply in cases where the contract lists multiple KPIs. For those cases, if the TO does not select the desired AQL, the vendor must apply the most lenient AQL offered in the contract. See EIS Operational Guidance v5 Section 8.6.

16. How should key_performance_indicator_measurement be populated?

The data element key_performance_indicator_measurement is intended to capture the human-readable name of the KPI as shown in EIS contract Section G.8.

17. If a standard service order is sent a supplemental order change, will the SLA reset to the original SOA timeline?

In general, supplements do not impact the provisioning SLA clock. Cases where a supplement might impact the vendor's ability to meet the provisioning SLA such as significant address changes or addition of new CLINs are not permitted by the supplement process. In these cases, the vendor rejects the supplement and the agency may choose to cancel the original order and submit a new, correct SO which does reset the clock. For additional information, see EIS contract Sections J.2.10.1.1.4.3.3 & J.2.10.1.1.4.3.4.

18. If the government reports a problem within the acceptance period, does the SOCN submission clock restart, or will it still be 3 days from the install date?

The clock for SOCN submission is reset but the nature of the reset is dependent on the reason for rejection. If there are issues with the SOCN deliverable but not the actual service, the vendor is allowed three days from the point of rejection to resubmit a correct SOCN. If there are issues with the service itself, the vendor is allowed three days from the time the issue is corrected to submit the new SOCN however in this case the service order completion date is changed to the date the service was corrected which may result in a missed provisioning SLA.

19. How does the vendor report performance of on-time submission of deliverables such as the SOA, SOC, FOCN, etc.?

Deliverable timeline requirements are tracked by GSA and the agency; performance in meeting those timelines does not need to be reported by the vendor unless otherwise stated in the contract or TO. If the TO requires such reporting, the KPIUC table includes the necessary codes (see EIS Operation Guidance v5 Section 9.2.3.1.

20. Can additional values be added to the KPIUC table?

Additional Question Details
For example, there are no codes for the following KPIs:

- *ETS - Bandwidth on Demand Changes*
- *CSVS - Grade of Service call blockage (critical)*
- *IPS – Grade of Service Data Delivery Rate (Routine)*
- *IPS – Grade of Service Data Delivery Rate (Critical)*
- *IPVS – Grade of Service Packet Loss*

The codes in the KPIUC table will cover all the examples provided.

- CSVS - Grade of Service call blockage (critical): KPIUC = GSC
- IPS – Grade of Service Data Delivery Rate (Routine): KPIUC = GS

- IPS – Grade of Service Data Delivery Rate (Critical): KPIUC = GSC
- IPVS – Grade of Service Packet Loss: KPIUC = GS
- ETS - Bandwidth on Demand Changes: There is no requirement to report this KPI unless it involves separate provisioning action (see EIS contract Section G.8.2.2.4.2). However, a KPIUC may be added in the future to support agency needs to capture this value.

21. Should the key_performance_measurement reference the KPIMU reference table?

No. The key_performance_indicator_measurement description is correct. The field is an open format field with 60 Alphanumeric character limit and is intended to capture the name of the KPI.

22. Is there an available mapping of KPIUC codes to the KPIs referenced in EIS contract Section G.8.2.1.1.1?

For standard KPIs, there is a KPI-to-KPIUC mapping in EIS Operational Guidance v5 Section 9.2.2.

23. For KPIs measured at the service level, will a SLACR list each associated UBI or only the primary service element?

The SLACR will provide a separate line item for each component UBI with each line item including the same sla_item_identification to allow the vendor to determine the full-service linkage.

Note: EIS contract Section G.8.2.1.1 requires the vendor to measure and report each KPI at the most granular (lowest) level to which it is applicable. Measuring/reporting at the service level is only permissible if the KPI is not applicable or not possible at a lower level.

24. For KPIs measured at the service level, if there is an SLA failure does the BA capture only the primary service element or does it capture each component UBI?

As the credit is calculated based on the MRC of each component, the BA must specify the detailed credit per component UBI for all UBIs with an associated MRC.

25. Which row in the KPIUC system reference table corresponds to the ETS Bandwidth on Demand KPI?

Use GS (Grade of Service - Routine or unspecified) to report the bandwidth-on-demand KPI.

26. If a single service fails a service specific KPI multiple times within a single month, are multiple credits issued or only a single credit?

Only a single credit is due. While service-specific KPIs are measured as defined in the appropriate portion of EIS contract Section C, the SLAs are adjudicated much more simply: if any of the associated KPIs fail at any time during the month, the SLA is missed and a credit is due. Note that this only applies to the service-specific SLAs listed in EIS contract Section G.8.2.1.1.

27. If a single service fails an incident-based KPI (e.g., TTR) multiple times within a single month, are multiple credits issued?

Yes. These SLAs are incident-based and thus credits apply per-incident. As stated in EIS contract Section G.8.2.1.2 "Failure to meet the AQL for an individual incident constitutes failing the SLA for that incident".

28. What values are used for key_performance_indicator_unit_type_code, and key_performance_indicator_measurement?

Per EIS contract Section J.2.10.3.1.2, key_performance_indicator_unit_type_code is the Key Performance Indicator (KPI) type that describes the KPI category using Ref: KPIUC.code. Key_performance_indicator_measurement is used to report the name of the KPI, but it's an open format field for the vendor to provide a name or description of the KPI for use when humans (as opposed to automated systems) review the report.

29. If a BI covers multiple TOs and BCA or BDA is missed due to the data from a single TO, is the credit based on that TO only or on all TOs in the BI?

EIS contract Section G.4.12 requires the Billing Data Accuracy (BDA) and Billing Charges Accuracy (BCA) to be measured at the BI level, not the TO level. It is not possible to miss either of these KPIs on a single TO within a BI. If either KPI is missed on the BI, then all TOs associated with the BI are impacted by definition.

1.10 Data Exchange & Other Tools

1. The ABCODE provided in the NHC system is longer than the one used in the ABCODE reference table. Which should be used?

Additional Question Details
The TO system presented by the NHC includes agency names with bureau name concatenated to the end. However, the code used in the ABCODE table appears to be a truncated version of that value. Please confirm which value should be in which system.

The agency_description field length as specified in EIS contract Section J.2.10.3.2.2 is 9. The ABCODE reference file uses a truncated name.

The TO System within GSA Systems shows the complete agency description that concatenates agency name, bureau name, and sub-bureau. The vendor may use this value to match to corresponding 9-character value in the ABCODE.

2. How should the vendor handle EIS contract Section B CLIN descriptions that exceed the Section J.2 limitation of 100 characters?

In general, please shorten the description as necessary to meet the length limitation while still providing a reasonably clear description to the extent possible. The intent is to capture a human-readable description of the CLIN. Using the values in EIS contract Section B is ideal but paraphrases and abbreviations are acceptable.

3. When reporting a percentage value (e.g., agency_agf_percent_rate), is this value a raw percentage (4.750000) or as a decimal conversion (0.047500)?

EIS contract Section J.2.10.3.1.1 specifies that percentages are always converted to standard decimal values. In the example provided, the correct value is 0.047500.

4. **In numeric masks in the data dictionary, is the vendor required to add zeros to the beginning of a number to match?**

    Additional Question Details
    Your expected result for an AGF rate reported in testing (0.047500) seems to contradict the NNN.NNNNNN format in that there is only one leading zero.

Leading digit indicators (N prior to the decimal) in numeric values only indicate a maximum number of digits expected. There is no requirement to always provide a value with exactly that number of digits.

Note: this does not apply to trailing digit indicators (N after the decimal).

5. **Can additional values be added to reference tables?**

    Additional Question Details
    Some reference tables (including BANDW, JCKTYP) are missing several valid code values. Can additional values be added?

For example, the CKTTYP reference table appears to contain bandwidth values (T1, OC-48, E3, etc.) but not circuit type values such as wireline, ethernet, cable, fiber to the premises, wireless, etc.

Yes, please suggest new values for each reference table where you believe it is necessary. GSA will review those suggestions and, if appropriate, update the reference tables.

6. **What value should be in the location_postal_code field in the SOCN in those cases where the iconectiv CLONES database shows a null value?**

    Additional Question Details
    The data element location_postal_code is a required (Value Requirement = Always) line-item level element on the SOCN. In a review of approximately one million location data records (from GSA's wdm_eis-loc_nsc_address reference table) the vendor finds that over 3% of locations have a null postal code value. A comparison to the iconectiv CLONES database shows that postal code is missing for these locations at that source.

In cases where the value for location_postal_code doesn't exist in the CLONES database the EIS vendor will be required to send a default value of NULL.

7. **What value should be in the street_number field in the SOCN in those cases where the iconectiv CLONES database shows a null value?**

    Additional Question Details
    The data element street_number is a required (Value Requirement = Always) line-item level element on the SOCN. In a review of approximately one million location data records (from GSA's wdm_eis-loc_nsc_address reference table) the vendor finds that over 14% of locations have a null address (street) number value. A comparison to the iconectiv CLONES database shows that address number is missing for these locations at that source.

In cases where the value for street_number doesn't exist in the CLONES database then the EIS vendor will be required to send a default value of NULL.

8. **What is the process for adding specific data to system reference files?**

    Additional Question Details
    Examples:

1. *Jack type records to the JCKTYP reference table*
2. *Framing code records to the AFRAM reference table*
3. *Line coding records to the LNECD reference table*

The vendor should provide the list to GSA CO/COR. These values will be added once validated by EIS PMO and Conexus. The Conexus team will release updated System reference files via the SFTP folder. Please see details in the Operations Guidance document on release process of updated system reference files.

9. Is case consistency expected between TO Data, TO Pricing, and DBAS datasets when loading in either Conexus or the NHC?

Case sensitivity is required for this data to ensure exact correlation between systems.

10. For data elements that are required to include a specific number of decimal places, is it acceptable if XML mapping strips trailing zeros?

Value requirements that specify the number of decimal places must have all necessary trailing zeroes when submitted in PSV format but may strip trailing zeroes when submitted via XML over web services as indicated in the XSDs/WSDLs in the contract.

11. Are we expected to convert from UTC to each specific time zone for each service delivery address?

Provided the UTC offset is included, the time of an event can be reported in whichever time zone that is most efficient for the vendor -- e.g., 2018-02-16T10:30:00-5:00 (EST) = 2018-02-16T15:30:00+0:00 (UTC) = 2018-02-17T00:30:00-9:00 (KST).

12. What value is expected for contractor_service_level_account_number for services that do not include phone numbers?

contractor_service_level_account_number is used to capture the Service Account number within the vendor's BSS. The vendor can populate the contractor_service_level_account_number with any value if the above scenario doesn't apply (i.e., the vendor's BSS does not assign such numbers).

13. Should the adjustment_outcome field, used in the DR and BA, have a mask from the ADJOUT table?

No. The adjustment_outcome data field in the Dispute Report and Billing Adjustment is open format fields with 255 Alphanumeric character limit per field.

14. Should the adjustment_reason field, used in the DR and BA, have a mask from the ADJRSN table?

No. The adjustment_reason data field in the Dispute Report and Billing Adjustment is open format fields with 255 Alphanumeric character limit per field.

15. Is the vendor correct in assuming that XML fields may be populated based on the actual data to be transmitted versus being padded-out or zero-filled to the maximum length?

In most cases, providing the meaningful data is all that is required. However, in some cases the contract and/or attached XSDs/WSDLs specify an exact length (e.g., AHC). If an exact length is specified, the vendor must submit a value of exactly that length. In the case of the pass-thru values such as the AHC, this will require working with the agency to correct the value.

In all cases (XML and PSV), edit masks must be applied which may dictate padding values. Note that leading zeroes (before the decimal) may always be omitted and trailing zeroes (after the decimal) may be omitted in XML.

16. Why are the length and mask specified for the location_country field difference from that specified for the original_location_country and terminating_location_country fields?

The location_country field uses the full country name rather than the ISO code used by the originating and terminating fields.

17. Is simple truncation acceptable when making a CLIN name/description fit in the data element length?

Truncation of the CLIN description data field due to the 100-character limitation is acceptable if the truncation is logical. However, maintaining human-readability is desired.

18. How should vendors handle case descriptions that exceed the 100-character limit in Conexus?

Additional Question Details
Many of our ICB service and case descriptions stretch beyond 100 characters in order to sufficiently describe the service. When our ICB/catalog descriptions are translated into the CLIN description field on the BI and SOCN, our system truncates them down to 100 characters. The issue is we may lose valuable description data. Below are two proposed options:

1. *We continue to submit longer descriptions on the mod/catalog side, but then internally we abbreviate for our BSS/Portal. This means we have two different descriptions and extra work.*

2. *We abbreviate whatever we need to do to get the descriptions down to 100 characters PRIOR to submitting mods/catalog updates to GSA so we are in sync. The problem with that is we potentially must remove/drop important information.*

GSA understands the limitations involved in abbreviating descriptions to only 100 characters. Both proposed options are acceptable, and neither is preferred over the other.

19. Is it acceptable for the vendor's web interface to require the upload of Service Orders using a specified order form?

Yes. An order form of this type would fall within the bounds of EIS contract Section J.2.10.2.1.15: "When submitted via the vendor'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".

20. Is the vendor's web interface required to have unique fields for each required data file in a Service Order?

No. However, the vendor is required to validate the SO and ensure all required data is collected as indicated in EIS contract Section J.2.10.2.1.15.

21. Can a customer submit a dispute or SLA Credit Request via Secure FTP?

Additional Question Details
An inbound SFTP request for something like this seems wholly unlikely ever, especially direct

from an agency but this is allowed in EIS contract Sections J.2.6.3.1 (Dispute) & J.2.8.3.1 (SLACR)?

Regardless of the perceived likelihood of disputes being submitted via SFTP, support for such submissions is an EIS requirement.

22. When multiple data transfer mechanisms are specified for vendor deliverables, is the deliverable to be submitted via all methods or by any one of them?

Additional Question Details
For example, EIS contract Section J.2.5.3.2 specifies that the transfer mechanism for the BI is SFTP, Email (if requested by the customer), Vendor's Web Interface, and Other means as agreed or required in the TO. Are all used or merely all optional? Similar requirements can be found for deliverables listed in EIS contract Sections J.2.4.3.2, J.2.6.3.1, J.2.7.3.1, & J.2.8.3.2.

As described in EIS contract Section J.2.9.1.2, if multiple transfer mechanisms are listed for the vendor deliverable, then the vendor must submit using all methods - e.g., if the deliverable specifies delivery by SFTP, Web interface and email (if requested) then the vendor must submit via SFTP and make the deliverable available on their web interface and, if the agency has requested it, to also email the deliverable.

23. Is there a standard expected using the data exchanges (e.g., EDI, ANSI, etc.)?

There is no standard expected such as EDI/ANSI. The data exchange requirements are described in Deliverables and Data Exchange under each subsection of EIS contract Section J.2, and further defined in EIS contract Section J.2.9. There are certain deliverables that are required to be submitted via web services calls [DBAS, SOA, SOC, FOCN, SOCN, SORN, SSCN]. The associated WSDL and XSD for each are defined in Section J.2.10.1.3.3. There are deliverables provided via SFTP that are pipe separated [.psv files].

24. Should files transferred via SFTP in PSV format include a header line?

Yes, a header row should be included in PSV files.

25. How are the various folders on the SFTP server used?

The /deliverables is the folder the vendor must use to provide deliverables via SFTP. The other folders are for Conexus to provide any files to the EIS vendors. For more information, please contact the Conexus Help Desk.

26. Is there an API for the EIS Unit Pricer website?

No. There is no API for the EIS Unit Pricer website. The prices shown in the EIS pricer are the updated prices submitted by EIS vendors and approved by GSA.

27. Is it possible to submit the SSCN as a PSV file via SFTP?

This is not possible for multiple reasons:

1. Currently there are no provisions in the EIS contract for handling errors in data submitted via SFTP with any mechanism other than opening a dispute. While the dispute process is perfectly appropriate for most SFTP deliverables, it is too time-consuming and resource-intensive to work well with the SSCN.

2. Developing a more appropriate error-handling mechanism would require creating a new data set for the reporting of errors from GSA to the vendor. This would require all vendors to modify their BSS to pick up those error notices, process them and respond which would necessitate development on their part and further BSS integration testing to ensure each vendor's BSS properly handled the new data exchange with GSA Conexus.

3. Assuming such a mechanism were created and tested successfully, the process would still be subject to time constraints that would likely be impossible to meet in practice. In most cases, SSCN is only required 10 days prior to submission of the BI on which the associated charges appear. That is not enough time to handle even rudimentary error correction given the batch processing of SFTP submissions.

4. It is unclear how this change would present a benefit to GSA, the agency, or even most vendors. While it is true that the SSCN may become somewhat large for submission in a single transaction, there is no requirement to submit all SSCN transactions in a single deliverable. The vendor could submit the monthly SSCN set as two, ten, fifty or more separate submissions based on their specific needs.

28. Can we add additional fields to a deliverable such as the SLAR?

Adding new fields/columns to contractual deliverables would require a contract modification (without a mod, it violates EIS contract Section J.2.2.3).

2   EIS Contracting

1.   What is the legal authority for having service orders under a task order?

Service Orders (SO) are a telecommunications specific term where the customer can place an order (service request) to the telecommunications service provider to install, move, or disconnect a service at a particular location or exercise other administrative activities relevant to the specific service. SOs are not task orders. A task order (TO) is a term of art defined in FAR part 16. Under EIS, SOs can be used to initiate services that have already been defined in the Task Order and funds have already been obligated on the TO. SOs are utilized under the authority of an awarded TO. EIS requires SOs to be associated with a specific TO number. They are not intended to obligate funds or modify TOs. The EIS RFP defines a SO in Section G.2 & G.3 and in Section J as the documentation that contains all information required to obtain a service.

FAR 16.505(a)(7) defines all of the elements that must be included in all TOs. Those include:

- Date of order.
- Contract number and order number.
- For supplies and services, contract item number and description, quantity, and unit price or estimated cost or fee.
- Delivery or performance schedule.
- Place of delivery or performance (including consignee).
- Any packaging, packing, and shipping instructions.
- Accounting and appropriation data.
- Method of payment and payment office
- North American Industry Classification System code (see 19.102(b)(3)).

GSA believes that a TO with all the elements required in FAR 16.505(a)(7) could be awarded with a not to exceed price (or ceiling price if TO is for T&M) if the requirement is described to allow for flexibility in the quantity of services. Because the requirement includes a maximum quantity, the quantity is not indefinite and therefore not an IDIQ under an IDIQ. For example, an agency may need up to 1000 IPVS(VOIP) lines in Washington, DC during the period of performance of the TO. The TO would include an obligation to cover all 1000 IPVS circuits. At TO award, the agency has 800 existing lines to be installed immediately. The remaining may be installed throughout the period of performance of the TO. If the OCO delegated authority to a COR to place SOs, then the cognizant COR could place SOs for up to the remaining 200 VOIP lines.

The EIS delegation of procurement authority specifically addresses SOs. It states that "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. 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." Each OCO will determine their delegation of authority to CORs. Should an agency not approve of CORs placing SO, that authority could be withheld by the OCO.

FAR 1.102(d) states that "[t]he role of each member of the Acquisition Team is to exercise personal initiative and sound business judgment in providing the best value product or service to meet the customer's needs. In exercising initiative, Government members of the Acquisition Team may assume if a specific strategy, practice, policy or procedure is in the best interests of the Government and is not addressed in the FAR, nor prohibited by law (statute or case law), Executive order or other regulation, that the strategy, practice, policy or procedure is a permissible exercise of authority." Since the FAR

doesn't address SO and they don't violate any laws or regulations, the OCO must determine if SOs are in the best interest of their organization.

2. Why is telecommunications not considered a utility?

FAR part 41 is not applicable for cable television or telecommunication services because it is explicitly exempted from being a utility in FAR 41.102. The FAR states:

41.102 Applicability.

(a) Except as provided in paragraph (b) of this section, this part applies to the acquisition of utility services for the Government, including connection charges and termination liabilities.

(b) This part does not apply to—

(1) Utility services produced, distributed, or sold by another Federal agency. In those cases, agencies shall use interagency agreements (see 41.206);

(2) Utility services obtained by purchase, exchange, or otherwise by a Federal power or water marketing agency incident to that agency's marketing or distribution program;

(3) Cable television (CATV) and telecommunications services;

(4) Acquisition of natural or manufactured gas when purchased as a commodity;

(5) Acquisition of utilities services in foreign countries;

(6) Acquisition of rights in real property, acquisition of public utility facilities, and on-site equipment needed for the facility's own distribution system, or construction/maintenance of Government-owned equipment and real property; or

(7) Third party financed shared-savings projects authorized by 42 U.S.C. 8287. However, agencies may utilize Part 41 for any energy savings or purchased utility service directly resulting from implementation of a third party financed shared-savings project under 42 U.S.C. 8287 for periods not to exceed 25 years.

3. Why do we need to establish task orders under EIS?

EIS is an Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract under FAR 16.5 (https://www.acquisition.gov/far/html/Subpart%2016_5.html). As such, FAR part 16.505 includes the ordering procedures under IDIQ contracts which includes the requirement for task orders. The requirements of a task order are itemized in FAR 16.505(a)(7) listed below:

FAR 16.505(a)(7) states:

Orders placed under indefinite-delivery contracts must contain the following information:

(i) Date of order.

(ii) Contract number and order number.

(iii) For supplies and services, contract item number and description, quantity, and unit price or estimated cost or fee.

(iv) Delivery or performance schedule.

(v) Place of delivery or performance (including consignee).

(vi) Any packaging, packing, and shipping instructions.

(vii) Accounting and appropriation data.

(viii) Method of payment and payment office, if not specified in the contract (see 32.1110(e)).

(ix) North American Industry Classification System code (see 19.102(b)(3)).

4.   What are the benefits of having task orders?

Task orders are in compliance with the FAR and provide a contractual relationship between an ordering entity and the contractor. Contracts require the following elements: a) an offer; b) an acceptance of that offer which results in a meeting of the minds; c) a promise to perform; d) a valuable consideration (which can be a promise or payment in some form); e) a time or event when performance must be made (meet commitments); f) terms and conditions for performance, including fulfilling promises; g) performance.

Should there be some type of performance issue during the period of performance of the task order, the ordering entity can enforce the terms of the contract (i.e. service level agreement credits) or can terminate services under 52.249-8 Default (Fixed-Price Supply and Service) or a special agency clause for the cancellation or termination of orders under communication service contracts with common carriers in accordance with FAR 49.505(c).

5.   How many years can a task orders period of performance last under EIS?

FAR 16.505 does not prescribe a timeframe for period of performance for task orders other than a five-year limit on task orders for advisory and assistance services. Agencies should review their FAR supplements for additional agency-specific guidance.

FAR 17.204(e) states "Unless otherwise approved in accordance with agency procedures, the total of the basic and option periods shall not exceed 5 years in the case of services, and the total of the basic and option quantities shall not exceed the requirement for 5 years in the case of supplies. **These limitations do not apply to information technology contracts.** However, statutes applicable to various classes of contracts, for example, the Contract Labor Standards statute (see 22.1002-1), may place additional restrictions on the length of contracts." The Product Service Code (PSC) used for reporting information in FPDS combines Information Technology and Telecommunications in Category D. The agency should verify in their agency supplement, whether its organization considers telecommunications to be IT. If telecommunications is not considered IT, the agency may follow the agency procedures for exceeding the 5-year limit.

6.   What are acceptable methods for producing a TO solicitation that takes into account the potential of future services that cannot at this time be forecasted for quantity and geography?

FAR 16.505(a)(2) states in part that "[i]ndividual orders shall clearly describe all services to be performed or supplies to be delivered so the full cost or price for the performance of the work can be established when the order is placed." Ordering entities may use priced options to include additional services, locations, or quantities. They may also define a dynamic requirement (i.e., inclusive of adds, moves, and changes) over the period of performance of the task order. A combination of both is also allowable. The obligation of funds for options will occur when the options are exercised.

7.   Can an agency TO be incrementally funded?

The FAR does not provide authority to incrementally fund fixed price and time and materials contracts with the exception of those agencies which have requested and received statutory authority to do so. FAR guidance on incremental funding is limited to Subpart 32.7, Contract Funding, and to the clauses

that subpart prescribes for use in cost-reimbursement contracts. A general reference to the topic appears in FAR 32.703-1(b): "If the contract is incrementally funded, funds are obligated to cover the amount allotted and any corresponding increment of fee." FAR 32.705-2(b) directs the Contracting Officer to insert the clause at FAR 52.232-22, Limitation of Funds External link to a government website, in solicitations and contracts "if an incrementally funded cost-reimbursement contract is contemplated." The clause describes how to manage the funding of cost-reimbursement contracts and establishes the rights and responsibilities of the parties while the contract remains partially funded.

Agencies should review their FAR supplement to see if they have existing authority to fund fixed price and time and material contracts.

8.   How can multiple task orders be awarded from a single fair opportunity solicitation?

There is no prohibition against awarding multiple task orders from a single fair opportunity solicitation. An agency may want to award multiple TOs if their solicitation contained multiple services or requirements that can be awarded in specifically separate TOs as long as each TO complies with the FAR. FAR 16.505(a)(2) states in part that "[i]ndividual orders shall clearly describe all services to be performed or supplies to be delivered so the full cost or price for the performance of the work can be established when the order is placed." FAR 16.505(a)(7) specifies the information required by each TO, especially the contract item number and description, quantity, and unit price or estimated cost or fee for the requirements included in the TO.

For example a solicitation that lists multiple geographic areas could award a TO to the best offeror for each geographic area. Multiple TOs can be administered by different OCOs.

9.   How long can a task order last? Do task orders expire at the end of the each base period? Does that mean they have to recompete a task order during the 15 year period of performance on EIS?

A TO can last the entire 15 years if it is not prohibited by the particular agency's FAR supplemental or policies, and prices have been submitted by the offerors and evaluated prior to award for the entire period. The POP and options will be designated by the OCO. If an agency uses yearly appropriated funds, the task order will need to be set up with options that are exercised on a yearly basis. While it is not required, we do recommend that agencies consider recompeting FOs over the 15 years in order to obtain better pricing and possibly move to more efficient technologies. Refer to FAR and your agency supplement and regulations for specific guidance on Task Order Period of Performance, Exercising Options, and obligating funds.

10. After a task order is awarded, what are the agency responsibilities? Do they still have to submit service orders?

If the TO contains all of the information required to provision the service(s), there is no need to place service orders. Section G.2.2.1 covers the agency's role in EIS as follows:

Agency Role

With regard to task orders (TOs), service orders and billing for services, agencies are responsible for:

1.   Placing TOs according to FAR Subpart 16.505, and service orders in accordance with the terms and conditions of the contract.

2. Accepting or rejecting the services rendered by the contractor under TOs and service orders in accordance with Section E.2.2 EIS Services Verification Testing, and coordinating corrective actions with the contractor and GSA if required.

3. Coordinating resources and service providers to facilitate scheduling and communications for implementing and maintaining service. This includes:
   a. Identifying the agency's Local Government Contacts (LGCs) for each location involved in a particular project or other TO or service order activity, if possible.
   b. Monitoring and facilitating coordination between the contractor and LGC and other agency vendors and service providers as appropriate.
   c. Coordinating with users, and with other contractor(s) that are providing the location with telephone switching or other telecommunications facilities, upon notification by the contractor of changes regarding the date of scheduled activities or site requirements.

4. Paying the contractor for services provided.

5. Notifying the contractor of billing errors and facilitating the resolution thereof.

6. Additional roles and responsibilities contained in any Delegation of Procurement Authority (DPA) issued by a GSA Contracting Officer (GSA CO) to a warranted agency Ordering Contracting Officer or authorized official.

7. Additional roles and responsibilities contained in any Contracting Officer's Representative (COR) Designation Letter.

11. What are the roles/responsibilities of the agency and GSA when a delegation of procurement authority is given to the agency?

The roles and responsibilities of the agency and GSA are covered in Section G.2 of the EIS RFP. The agency OCO is responsible for all aspects of the TO acquisition process and the resulting TOs. See Section J.3 DPA of the EIS RFP.

12. When will DPA training be available on Defense Acquisition University (DAU)?

DPA training is available on DAU. The course number is FAC 066.

13. Who is required to take DPA training?

Any Ordering Contracting Officer who will issue task orders under EIS will need to take DPA training and be issued a Delegation of Authority letter by an EIS Contracting Officer.

14. Can GSA confirm how the task order process will work in terms of what GSA will provide after the award is done and what Agencies are expected to do?

After the award of the EIS IDIQ contract by GSA, if agencies would like to use EIS for their requirement an Agency Ordering Contracting Officer (OCO) will need to take training and request a Delegation of Procurement Authority (DPA) from an EIS CO. The agency will then need to follow their internal acquisition process, define requirements, secure and obligate funding for the acquisition, prepare and issue a solicitation and offer Fair Opportunity in accordance with FAR 16.505, evaluate proposals and select the EIS contractor (or contractors if using one solicitation to award multiple TOs for separate requirements) that best meets the evaluation criteria, and document the selection decision and award a Task Order. The agency follows its own Task Order award, funding, and invoice process and forms. EIS

RFP Section G.4.1.7 requires EIS Contractor's to support electronic billing and provides several examples. The agency will need to specify the electronic billing method in the TO.

The agency's OCO will be responsible for administering, and closing out the Task Order.

GSA conducts with in-scope solicitation reviews prior to solicitation release. GSA provides agencies with a Solicitation Assist Tool (SAT) that can aid agencies with development of their solicitations. GSA offers some transition assistance to those customers who currently have contracts under Networx or the Local LSAs. GSA provides training, guides and handbooks on EIS. GSA also provides agencies use of Tools, such as a tool similar to the Pricer under Networx, GSA provides access to the GSA Conexus system, which houses task order data and provides billing dispute and Service Level Agreement management reporting, among other capabilities. Further details are provided in the Fair Opportunity and Ordering Guide and the Management and Operations Handbook.

15. For each service under EIS, will GSA's selection produce a list of vendors that can provide those services?

Yes, the list of services offered by each contractor will be located on (EIS WEBSITE).

16. Will there be a "pricer tool" (similar to Networx)? How will the CLIN's be structured? Will it list all the vendor prices?

The EIS agency pricer is contained in the Network Hosting Center. It hosts prices for all EIS Vendors for the Fixed Price CLINS, Individual Case Basis CLINs, Task Order specific CLINs, Task Order Unique CLINs, and Catalog Item CLINs. This could be useful for pricing well-defined services for which a like-for-like replacement is required. However, the agency should consider whether an alternative solution could meet the requirements; in such case, the agency could define the requirements functionally within a solicitation and release it for EIS contractors to propose their best solution at the best price.

17. What are Agencies expected to do with the output of the pricer tool?

The agencies can use the pricer for research and budget development. If the requirement is below the Simplified Acquisition Threshold, the award methodology is LPTA, and all CLINs exist as Fixed Price in the pricer tool than the agency may use the pricer to make a fair opportunity selection for a Task Order in accordance with Fair Opportunity under FAR Subpart 16.505. This could be useful for pricing well-defined services for which a like-for-like replacement is required. However, the agency should consider whether an alternative solution could meet the requirements; in such case, the agency could define the requirements functionally within a solicitation and release it for EIS contractors to propose their best solution at the best price.

18. For certain remote geographical locations, the supplier base is limited and there is a Regional contract with a local supplier. The large providers will not have coverage in the remote location. If the local supplier today is not chosen as an overall EIS supplier, will an Agency have to purchase the same services from the local supplier but via a sub-contract through the larger supplier? How is this scenario addressed?

If the local supplier is not chosen as an awardee under EIS, the EIS prime contractor will have to subcontract with the local supplier. The Task Order will be between the agency and the prime contractor.

One possible approach is for the agency to develop a single solicitation that lists multiple geographic areas and specify that each area will be awarded to the best offeror for that geographic area. This will

allow offerors to identify the areas they can serve (either on their own or subcontracting with a local supplier). The agency may then award one or more TOs as needed by geographic area to get the best overall coverage at the best price.

19. What are structuring strategies for Task Orders to get the broadest coverage of services in a single task order?

Agencies should begin by verifying existing IT and Telecommunications Inventory and consider which services are still needed, which services can be upgraded to newer technologies and which services are no longer needed. Agencies may consider grouping like services, grouping simple requirements vs. complex requirements, grouping services by location or grouping services by sub-agencies.

20. Is the GSA EIS schedule similar to other GSA schedules in that there are multiple awardees who can provide services under various SINs?

The EIS contract is not a schedule contract. It is a multiple award IDIQ, under FAR Part 15. Fair Opportunity and the issuance of task orders must be done in accordance with FAR 16.505. FAR Part 8 is not applicable and shall not be used.

21. Is it allowable that an ordering agency can create a BPA with 1 or more schedule holders under EIS (as with other schedules) which will streamline the agency's future ordering process and provide for continuity of related services from a limited pool of contractors?

The EIS contract is not a schedule contract. EIS does not allow BPAs. Only Fixed Price with EPA or Time & Material Task with EPA orders are allowable under EIS. It is at the discretion of the agency ordering contracting officer as to whether to conduct multiple Fair Opportunity Solicitations and award multiple task orders to several EIS Contract Holders, provided each task order complies with the FAR. FAR 16.505(a)(2) states in part that "[i]ndividual orders shall clearly describe all services to be performed or supplies to be delivered so the full cost or price for the performance of the work can be established when the order is placed." FAR 16.505(a)(7) specifies the information required by each TO, especially the contract item number and description, quantity, and unit price or estimated cost or fee for the requirements included in the TO.

22. What is meant by creating "fair opportunities" under the EIS schedule? Fair opportunity is a process to achieve an event or outcome (award of an order); however the way it is described by "creating" fair opportunities it is inferred as an outcome.

Please refer to FAR 16.505 regarding the fair opportunity process.

23. There is some reference in the information to limiting fair opportunities. What is meant by this?

Please see the information that was pulled from the FAR below on Fair Opportunity and the Exceptions.

FAR 16.505

(b) *Orders under multiple-award contracts--*

   (1) *Fair opportunity*.

      (i) The contracting officer must provide each awardee a fair opportunity to be considered for each order exceeding $3,500 issued under multiple delivery-order contracts or multiple task-order contracts, except as provided for in paragraph (b)(2) of this section.

(ii) The contracting officer may exercise broad discretion in developing appropriate order placement procedures. The contracting officer should keep submission requirements to a minimum. Contracting officers may use streamlined procedures, including oral presentations. If the order does not exceed the simplified acquisition threshold, the contracting officer need not contact each of the multiple awardees under the contract before selecting an order awardee if the contracting officer has information available to ensure that each awardee is provided a fair opportunity to be considered for each order. The competition requirements in Part 6 and the policies in Subpart 15.3 do not apply to the ordering process. However, the contracting officer must--

(A) Develop placement procedures that will provide each awardee a fair opportunity to be considered for each order and that reflect the requirement and other aspects of the contracting environment;

(B) Not use any method (such as allocation or designation of any preferred awardee) that would not result in fair consideration being given to all awardees prior to placing each order;

(C) Tailor the procedures to each acquisition;

(D) Include the procedures in the solicitation and the contract; and

(E) Consider price or cost under each order as one of the factors in the selection decision.

(iii) Orders exceeding the simplified acquisition threshold*.*

(A) Each order exceeding the simplified acquisition threshold shall be placed on a competitive basis in accordance with paragraph (b)(1)(iii)(B) of this section, unless supported by a written determination that one of the circumstances described at 16.505(b)(2)(i) applies to the order and the requirement is waived on the basis of a justification that is prepared in accordance with 16.505(b)(2)(ii)(B);

(B) The contracting officer shall—

(1) Provide a fair notice of the intent to make a purchase, including a clear description of the supplies to be delivered or the services to be performed and the basis upon which the selection will be made to all contractors offering the required supplies or services under the multiple-award contract; and

(2) Afford all contractors responding to the notice a fair opportunity to submit an offer and have that offer fairly considered.

(iv) *Orders exceeding $5.5 million*. For task or delivery orders in excess of $5.5 million, the requirement to provide all awardees a fair opportunity to be considered for each order shall include, at a minimum—

(A) A notice of the task or delivery order that includes a clear statement of the agency's requirements;

(B) A reasonable response period;

(C) Disclosure of the significant factors and subfactors, including cost or price, that the agency expects to consider in evaluating proposals, and their relative importance;

(D) Where award is made on a best value basis, a written statement documenting the basis for award and the relative importance of quality and price or cost factors; and

(E) An opportunity for a postaward debriefing in accordance with paragraph (b)(6) of this section.

(v) The contracting officer should consider the following when developing the procedures:

(A)

(1) Past performance on earlier orders under the contract, including quality, timeliness and cost control.

(2) Potential impact on other orders placed with the contractor.

(3) Minimum order requirements.

(4) The amount of time contractors need to make informed business decisions on whether to respond to potential orders.

(5) Whether contractors could be encouraged to respond to potential orders by outreach efforts to promote exchanges of information, such as—

(i) Seeking comments from two or more contractors on draft statements of work;

(ii) Using a multiphased approach when effort required to respond to a potential order may be resource intensive (*e.g.*, requirements are complex or need continued development), where all contractors are initially considered on price considerations (*e.g.*, rough estimates), and other considerations as appropriate (*e.g.*, proposed conceptual approach, past performance). The contractors most likely to submit the highest value solutions are then selected for one-on-one sessions with the Government to increase their understanding of the requirements, provide suggestions for refining requirements, and discuss risk reduction measures.

(B) Formal evaluation plans or scoring of quotes or offers are not required.

(2) *Exceptions to the fair opportunity process.*

(i) The contracting officer shall give every awardee a fair opportunity to be considered for a delivery-order or task-order exceeding $3,500 unless one of the following statutory exceptions applies:

(A) The agency need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays.

(B) Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized.

(C) The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already issued under the contract, provided that all awardees were given a fair opportunity to be considered for the original order.

(D) It is necessary to place an order to satisfy a minimum guarantee.

(E) For orders exceeding the simplified acquisition threshold, a statute expressly authorizes or requires that the purchase be made from a specified source.

(F) In accordance with section 1331 of Public Law 111-240 (15 U.S.C. 644(r)), contracting officers may, at their discretion, set aside orders for any of the small business concerns identified in 19.000(a)(3). When setting aside orders for small business concerns, the specific small business program eligibility requirements identified in part 19 apply.

(ii) The justification for an exception to fair opportunity shall be in writing as specified in paragraphs (b)(2)(ii)(A) or (B) of this section. No justification is needed for the exception described in paragraph (b)(2)(i)(F) of this section.

(A) *Orders exceeding $3,500, but not exceeding the simplified acquisition threshold.* The contracting officer shall document the basis for using an exception to the fair opportunity process. If the contracting officer uses the logical follow-on exception, the rationale shall describe why the relationship between the initial order and the follow-on is logical (*e.g.*, in terms of scope, period of performance, or value).

(B) *Orders exceeding the simplified acquisition threshold.* As a minimum, each justification shall include the following information and be approved in accordance with paragraph (b)(2)(ii)(C) of this section:

(1) Identification of the agency and the contracting activity, and specific identification of the document as a "Justification for an Exception to Fair Opportunity."

(2) Nature and/or description of the action being approved.

(3) A description of the supplies or services required to meet the agency's needs (including the estimated value).

(4) Identification of the exception to fair opportunity (see 16.505(b)(2)) and the supporting rationale, including a demonstration that the proposed contractor's unique qualifications or the nature of the acquisition requires use of the exception cited. If the contracting officer uses the logical follow-on exception, the rationale shall describe why the relationship between the initial order and the follow-on is logical (*e.g.*, in terms of scope, period of performance, or value).

(5) A determination by the contracting officer that the anticipated cost to the Government will be fair and reasonable.

(6) Any other facts supporting the justification.

(7) A statement of the actions, if any, the agency may take to remove or overcome any barriers that led to the exception to fair opportunity before any subsequent acquisition for the supplies or services is made.

(8) The contracting officer's certification that the justification is accurate and complete to the best of the contracting officer's knowledge and belief.

(9) Evidence that any supporting data that is the responsibility of technical or requirements personnel (*e.g.*, verifying the Government's minimum needs or requirements or other rationale for an exception to fair opportunity) and which form a basis for the justification have been certified as complete and accurate by the technical or requirements personnel.

(10) A written determination by the approving official that one of the circumstances in (b)(2)(i)(A) through (E) of this section applies to the order.

24. Does EIS have the capability of adding "new IT/Telecommunications services" as they are developed?

Emerging technologies can be added as long as they are within scope of the EIS contract and the agency task order. The EIS RFP describes upgrades and enhancements in RFP Section C.1.6 but there is no clause or guidance in the contract that describes the process. The contractors are required to submit a

proposal to add the technology and/or service and it would be a bilateral modification to the EIS IDIQ contract.

25. This process is very different from the way Networx invoices have been processed. Does GSA have a clear outline of how this will work under EIS, including the various ways this can be done?

The Task Order (TO), funding, and invoice process is specific to the agency. EIS RFP Section G.4.1.7 requires EIS Contractor's to support electronic billing and provides several examples, including Treasury's IPP. The agency will need to specify the electronic billing method in the TO. This process is different from the current Networx process due to changes in the FAR. The EIS process is required to follow the "typical" task order process.

26. Please confirm that the agency will obligate funds to the contractor at the Task Order level.

Yes, the agency must obligate sufficient funds on the task order to cover the base period of the task order.   Please refer to the EIS Fair Opportunity and Ordering Guide (FOOG) and the Management and Operations Handbook.

27. Where will the contractor submit its invoice? To the IPP system? If not, what system will be used? And how can funding obligated on the Task Order (in the agency's system) interface with that other system?

The contractor submits a billing invoice to the agency (via IPP) or other method specified in the TO and a copy of the invoice is sent to GSA. The funding obligation will follow the agency's normal operating practices.

28. How will contractors submit invoices, how will agencies review and approve invoices, how will payment be made to contractors, and other aspects of the funding, invoicing, and payment processes.

The requirements for contractors are specified in the EIS contract. Please see EIS Contract Section G.4 Billing and Section J.2.5 Billing for the billing processes contractors must follow.   GSA does not require an agency to alter their internal invoice approval and payment processes.

29. Why do CORs need to be Government employees?

EIS follows the guidance in FAR Subpart 1.602-2(d)(1) that requires that the COR be a Government Employee unless otherwise authorized in the agency's regulation. See FAR guidance below.

1.602-2 -- Responsibilities.

Contracting officers are responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract, and safeguarding the interests of the United States in its contractual relationships. In order to perform these responsibilities, contracting officers should be allowed wide latitude to exercise business judgment. Contracting officers shall --

(a) Ensure that the requirements of 1.602-1(b) have been met, and that sufficient funds are available for obligation;

(b) Ensure that contractors receive impartial, fair, and equitable treatment;

(c) Request and consider the advice of specialists in audit, law, engineering, information security, transportation, and other fields, as appropriate;

(d) Designate and authorize, in writing and in accordance with agency procedures, a contracting officer's representative (COR) on all contracts and orders other than those that are firm-fixed price, and for firm-fixed-price contracts and orders as appropriate, unless the contracting officer retains and executes the COR duties. See 7.104(e). A COR—

> **(1) Shall be a Government employee, unless otherwise authorized in agency regulations;**

> (2) Shall be certified and maintain certification in accordance with the current Office of Management and Budget memorandum on the Federal Acquisition Certification for Contracting Officer Representatives (FAC-COR) guidance, or for DoD, in accordance with the current applicable DoD policy guidance;

> (3) Shall be qualified by training and experience commensurate with the responsibilities to be delegated in accordance with agency procedures;

> (4) May not be delegated responsibility to perform functions that have been delegated under 42.202 to a contract administration office, but may be assigned some duties at 42.302 by the contracting officer;

> (5) Has no authority to make any commitments or changes that affect price, quality, quantity, delivery, or other terms and conditions of the contract nor in any way direct the contractor or its subcontractors to operate in conflict with the contract terms and conditions;

> (6) Shall be nominated either by the requiring activity or in accordance with agency procedures; and

> (7) Shall be designated in writing, with copies furnished to the contractor and the contract administration office—

> > (i) Specifying the extent of the COR's authority to act on behalf of the contracting officer;

> > (ii) Identifying the limitations on the COR's authority;

> > (iii) Specifying the period covered by the designation;

> > (iv) Stating the authority is not redelegable; and

> > (v) Stating that the COR may be personally liable for unauthorized acts.

30. Can an agency issue multiple task orders for the same exact requirement, same service and for same locations?

Although there is no FAR prohibition on awarding multiple task orders, under this scenario it could appear to look like a second tier IDIQ and GAO does not approve of them. There is case law on protests for contracts that appear to look like second tier IDIQs. Please see the protest that was sustained by GAO for Harris IT Services - October 2015.

31. Can an agency use a "Not to Exceed Value" on a task order?

Yes, however the "Not to Exceed Value" must be realistic and cover actual cost of the services.

For example: If the NRCs to establish a network are one million dollars, but the Task Order has a "Not to Exceed Value" of $500,000, this is not realistic.

32. Can an agency price all 15 years on a task order?

There is no prohibition in EIS, however the contractors may object to having fixed prices for 15 years.

33. Do we request Subcontracting Plans at the task order level?

No. Per FAR Part 19, a contract may have no more than one subcontracting plan. Subcontracting plans are required from all large businesses that compete for an EIS contract. Agencies shall not request subcontracting plans at the task order level.

34. How does FAR Part 51 apply to EIS?

Only in very limited circumstances. Only Government COs can place orders and obligate funds on behalf of the Government. One exception to this is in Part 51. It states:

(a) If it is in the Government's interest, and if supplies or services required in the performance of a Government contract are available from Government supply sources, contracting officers may authorize contractors to use these sources in performing—

(1) Government cost-reimbursement contracts;

Therefore, the supplies or services must be used in performance of the cost reimbursement contract. For instance, if an agency has a cost reimbursement contract with Company ABC to operate a data center, and the data center requires some type of telecomm service available under EIS, then an agency could authorize Company ABC to use EIS to acquire the service(s). An agency may not authorize Company ABC to order telecomm services for the agency that are not used in performance of the cost reimbursement contract.

3   EIS Transition
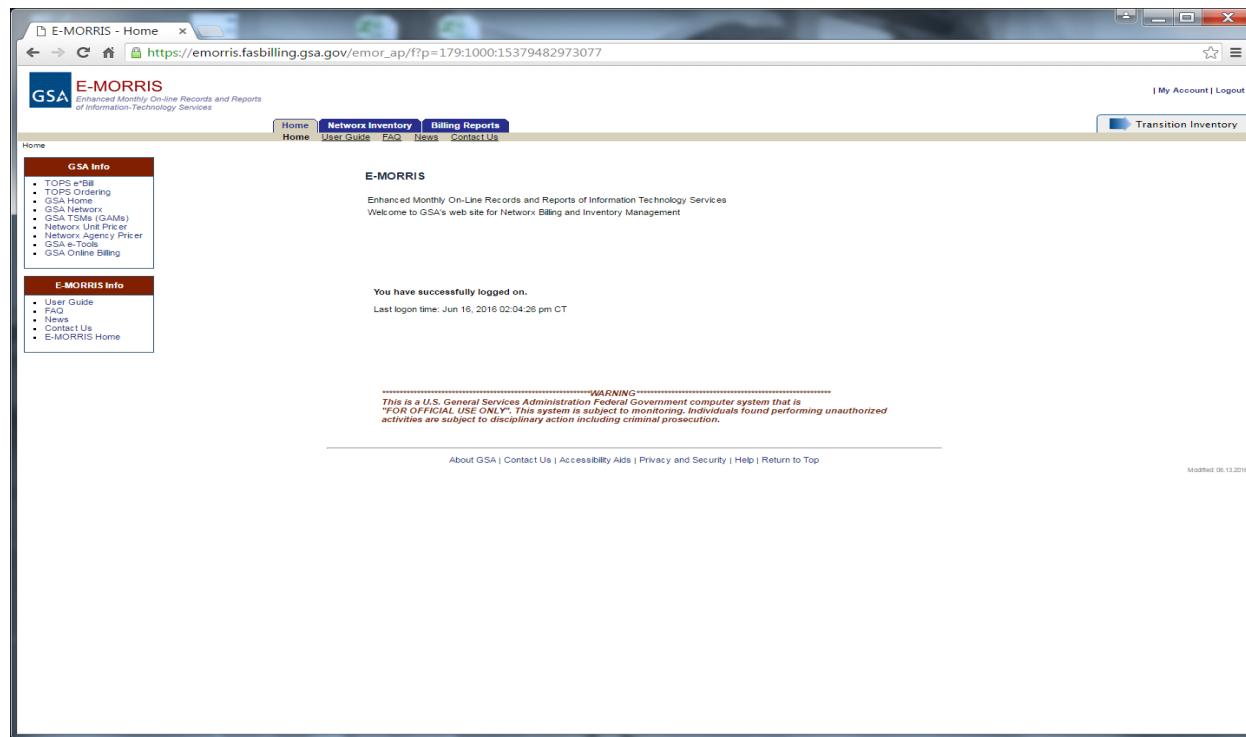
3.1   Transition Inventory

1.   Background

The General Services Administration's (GSA's) strategy for the next generation of telecommunications and information technology (IT) is Network Services 2020 (NS2020). NS2020 provides a roadmap for the future of GSA's Network Services Program (NSP). The Enterprise Infrastructure Solutions (EIS) contract is the follow on to the Networx, WITS3, and Regional local service contracts.

Transition Inventory Confirmation

GSA has created a Transition Inventory (TI) of all *service instances* to assist agencies in transitioning their telecommunication services from expiring contracts. GSA performs a monthly refresh to reflect service changes and disconnects. The TI can be accessed via the Networx E-MORRIS application at https://emorris.fasbilling.gsa.gov.

Transition Inventory was validated in January, 2016. The next step in the transition process is confirmation of the Transition Inventory. Each agency is required to review and confirm their transition inventory no later than **October 31, 2016**. Agency inventory *confirmation* will be communicated as part of the Agency Transition Plan (ATP).

GSA is using the existing E-MORRIS online application to provide secure, authorized access to agency TI data. Instructions on how to access and maneuver through E-MORRIS are available in the TI User Guide located on the EIS Transition webpage, www.gsa.gov/eistransition.

2. Where did TI data come from?

GSA gathered Networx, WITS3, and Regional local service inventory data from multiple sources, identified in the table below.

Contract(s)	Data Source
Networx	Contractor /Service provider Inventory Snapshot Source Telecommunications Ordering and Pricing System (TOPS) Networx Inventory Management (NIM) E-MORRIS Billing Reports
WITS3	Service@Once Prime Biller Extended Edition (PBEE) Level 3 Portal
Regional local services	TOPS Contractor/service provider invoices and billing data Customer Service Records (CSRs) Local Service Agreements

Contractors and service providers have varying terminology and definitions for available services. GSA's first step to provide the inventory was to normalize the inventory data across the various contracts and providers. Once normalized, business rules were defined to establish a commonly defined inventory at a service instance level.

3. What does my TI represent?

If a service instance record was found in a source, it was added to the TI. Once an inventory record was verified across more than one source, it was considered validated and marked in TI with a "Y" in the Validation data field. If a record was NOT found across sources, or if the GSA team questioned its validity, it was considered NOT validated and marked in the Validation data field with an "N." Validated records are used for transition progress statistics and reporting. GSA will continue to investigate all non-validated records to ascertain their correct status and make appropriate updates in TI.

GSA is providing sub-service instance records, identified with a "Y" in the Sub-Service Instance data field. A sub-service record is a record that is transitioned with a primary service record and cannot be considered a stand-alone service. These non-primary transition service records cannot be transitioned to another contract without the primary source. Examples of sub-service instance records are Direct Inward Dial (DID) numbers. DID records may appear as stand-alone inventory, but are part of a Primary Rate Interface (PRI) and will be transitioned with the PRI.

4. What is a service instance?

The service instance transition inventory is a set of inventory records reflecting active services that must be transitioned from the expiring Networx, WITS3, and Regional local service contracts. Service instances are:

- *Active* services that must be transitioned off of the expiring Networx, WITS3, and Regional local service contracts
- A summarized or "grouped" roll-up of active service records (features, components, attributes)
- A single record representing each ordered service.

Service instance level inventory data provides GSA and agencies a consistent measure to track transition progress. Throughout transition, GSA shall update the service instance inventory to reflect services as they are disconnected from the expiring contracts and as new services are added to the existing contracts.

5. Can I use TI data to place orders?

No. Service instance level data is not sufficient in detail to prepare transition orders as it is summarized rolled up data and does not contain all the attributes and/or components needed to place orders. Agencies may need to obtain detailed TI data from their current providers or other sources to support statement of work and/or transition orders.

6. How do we validate inventory since we can't validate using E-MORRIS?

GSA already has validated the Transition Inventory (TI) data. Agencies should review their TI data and confirm that it is accurate and sufficient for transition planning and for tracking transition progress. Agencies will not have to flag an inventory record unless there is an issue with a record. In the Agency Transition Plan due to GSA by October 2016, the agency must include a statement that it has reviewed and confirmed the TI. Instructions for reviewing and confirming TI data can be found in the Transition Inventory User Guide.

7. What do the agencies need to do to confirm their inventory?

Each agency shall confirm their TI no later than October 31, 2016. Steps include:

1. Identify agency points of contact to retrieve their TI
2. Gain access to TI through the E-MORRIS registration process
3. Review TI data
4. Identify exceptions and/or missing records
5. Work with GSA and/or service providers to have sources updated (this will result in TI updates). For example: a service is showing active, but it has been disconnected; an AHC or AB code is incorrect; or services are shown as active but no longer needed.
6. Work with their designated GSA AM to address questions about the data or to coordinate a discussion with the GSA TCC inventory team
7. Retrieve and review the data to validate ongoing updates and changes
8. Provide a statement in the Agency Transition Plan that the agency has confirmed the TI data.

8. How do I access my agency's TI data?

Agency data is available via the Transition Inventory module in GSA's E-MORRIS application.

GSA's E-MORRIS website https://emorris.fasbilling.gsa.gov provides the instructions to:

- Register a new user account or add access to TI
- Reset a password
- Request assistance.

User accounts require access to the TI module (select Networx Inventory under module access on the registration form) and authorized agency bureau and/or hierarchy codes. New user requests will be routed to the agency DAR Administrator for approval before the accounts are created. The E-MORRIS site includes a TI User Guide and Frequently Asked Questions to help users through the registration process.

Once the authorized user is logged into E-MORRIS:

1. Select the "Transition Inventory" tab in the top right corner of the E-MORRIS main page to access, review, and/or download agency transition inventory data. Then from the main TI page, select one of the menu items to browse, view, search, filter, and download TI data. An additional menu item allows the user to submit missing records.

2. The default TI will view displays 16 data fields and the first 15 lines of inventory data at the bottom of the page and filtering options at the top of the page. Users can view additional field columns either by choosing the "All Available Columns Report" or clicking the "Actions" button to create a custom report. View additional records either by changing the number of rows to be displayed or by scrolling through the pages using the selector in the bottom left corner of the page. The total set of inventory records that can be accessed is based on the user's credentials. Some users may see a warning notice in the middle of the page that indicates not all records are being displayed due to the large number of records available. This situation is easily resolved by entering filtering criteria to reduce the dataset being viewed.

3. Filtering choices are shown in the top portion of the page. Use one or more of the dropdown or text boxes to enter filter criteria, and then click the "Go" button. The module will re-query the database and return the results.

4. Users may mark an individual record with an exception flag when they believe an issue exists. Flag a record by selecting the checkbox in the left column and then clicking the "Flag as Exception" button to select the reason for the flag. Once the flag is applied, click the "Send to GSA Now" button; the TCC will receive a notification and then begin to investigate the issue(s). Related buttons are available to filter based on these flags.

5. Users may mark a single record, group of records, or all records associated with current search criteria with the optional "Reviewed" flag. Flag a record "Reviewed" or batch of records "Reviewed" by selecting the checkbox in the left column and then clicking the "Mark as Reviewed" button. Users can also select "Mark All Reviewed" if they wish to mark all records that are part of the dataset of the search criteria; not just the records displayed on the screen. Users cannot flag "Disconnected" records as "Reviewed." Additionally, users cannot flag a record as "Reviewed" if it is already flagged as an exception. Flagged exceptions that have been sent to GSA are locked and only can be unlocked by GSA.

6. Records may be reviewed and analyzed offline by clicking the "Download" button. E-MORRIS will generate a CSV format file containing the first 20,000 records resulting from the current filters set and the Report view selected. Users should submit a request to schedule a download job greater than 20K records, which will become available in approximately 1 hour.

7. Select the "Missing Inventory" page from the top menu and then follow the procedures on the page to submit missing records. An MS Excel template can be downloaded from the page to upload the missing data.

9. Where can I find more details on a service instance?

In the TI module within E-MORRIS, click on the paper icon on the far left of the record. This will provide additional order level details about the specific service instance.

10. Why am I only seeing my Networx data in the E-MORRIS TI module?

The Networx Inventory tab provides access to only Networx inventory. To view the TI, select the "Transition Inventory" indicator on the far right side of the display screen.

11. What are the reporting column headings that I can choose from?

Available column headings can be viewed by selecting "All Available Columns" from the Reports dropdown menu and "Select columns" from the Actions dropdown. Functionality allows for the selection and de-selection of columns as well as adjustments to the order in which the columns appear. Selectable columns include:

• AB Code	• Contract ID	• NSC	• State
• Address	• Contractor	• Order Type	• Status
• Agency Name	• Country	• Orig NIC	• Sub-Agency Name
• AHC	• Customer ID	• Phone Number	• Subcategory Code
• ASRN	• Customer Number	• Product Code	• Sub Service Instance
• ASRN2	• DAR	• Product Description	• System ID
• BAC	• Disconnect Date	• Region	• Term NIC
• BAN	• Full Service	• Service	• UBI
• BAN LG	• GSA Tracking Id	• Service Description	• Validation Status
• Category	• Identifier 1	• Service Instance Identifier	• Work Site ID
• Circuit ID	• Identifier 2	• Service Instance Status	• Zip
• City	• Install Date	• Service Order	
• Contract	• Line/Service Type	• Shared Tenant	

12. Why do some of the data look like scientific notation or have some leading zeroes missing?

TI data is exported in the comma separated value (CSV) text format. Some tools (MS Excel or MS Access) may 'reformat' some of the data after importing it. The two most common "translation" issues are 1) that leading zeroes get lost; and 2) that large numbers are sometimes converted to scientific notation.

To avoid these problems when using MS Excel, use the following import procedure:

1. Open MS Excel
2. Click on the "Data" menu and choose "From Text"
3. Select the file from the file location and click on "Import"
4. The Text Import wizard will appear
5. Choose the file type to be "Delimited" and click Next
6. Choose the Delimiter to be "Comma" and the "Text Qualifier" to be double quote (") and choose Next
7. Click on the "AHC" column in the Data preview section of the wizard and update the "Column data format" to Text
8. Perform the same prior to for any other column that needs to be treated as a text not a number (AB_Code, Phone No, BAC, BAN, BAN_LG, etc.)
9. Click Finish
10. When the data loads, choose File, Save As, and Save As Excel format

To avoid these problems when using MS Access:

1. Open MS Access
2. Select import Text File from the "External Data" menu
3. Navigate to and select the CSV file to be imported, then OK
4. In the next window of the Text Import wizard, choose "First Row Contains Field Names" near the top of the dialog window and select the "Advanced..." button at the bottom left
5. At the bottom of the Server apps Import Specification window, select all the fields in the "Field Information" table and set the "Data Type" to "Short Text"
6. At the top of the Server apps Import Specification window, choose "Delimited", make the "Field Delimiter" a comma (,), and enter a double quote (") is in the "Text Qualifier" box, then click OK
7. Choose Next in the next two Import Test Wizard windows
8. In the last Import Test Wizard window, give a name to the imported data in the "Import to Table" field, and then click Finished

13. Is the inventory in TI a current snapshot or will it change?

TI data is updated monthly to reflect services as they are disconnected, added, or changed from the expiring Networx, WITS3, or Regional local service contracts. The "What's Changed" tab allows an agency to view a summary of counts and/or the actual records for new records and changed records since the last refresh, refresh - 30 days, refresh - 60 days, and refresh - 90 days. Additionally, a cumulative total is provided for disconnects and exceptions.

GSA is continuing to investigate non-validated records, exceptions, and anomalies. As the correct disposition of these records is determined, the records will become validated or archived (removed from view). GSA will continue to work with the providers, as necessary, to address records requiring source updates. GSA will update and maintain TI data at the service instance record level, using the most current and accurate data available. Newly installed records will be added, changes accounted for, and disconnects tracked to provide transition progress statistics and reporting.

14. Has the TI been compared against billing?

GSA validates TI records with other data sources, including billing. However, GSA only uses billing data as a validation source for Regional records at this time. Validated TI records have "Y" in the Validation data field.

15. Where is the functionality to mark reviewed inventory records within the TI module?

The TI module provides functionality that allows the user to mark inventory items that have been reviewed. However, since confirmation is an exception based process, the agency only needs to report exceptions where applicable. The use of the review flag is provided solely for the use by the agency and has no effect on GSA's reporting or confirmation activities.

16. How should discrepancies be identified to GSA?

The TI module has functionally that allows users to mark one or more records as exceptions, where the agency believes there is a discrepancy. The user can provide supporting comments within the module and view the status of actions being taken to resolve the exceptions. Additionally, agencies should send exception records to eistcc.inventory@gsa.gov for GSA review and response.

17. Should I mark all of my exceptions at once or do you want them identified as I find them?

The user can both mark and send individual exceptions as they are found or mark several exceptions and send them all at once, depending on the method that best suits their agency's process. However, it may be more manageable to identify and send exceptions in similar groups or timeframes. The TI module also allows a user to load a batch file of exceptions.

18. How do I inform the TCC of records that are missing from my agency inventory?

The user can load batch files of missing records in the TI module. A template is provided for the file layout. The TCC will analyze, investigate, and provide resolution to the agency for all missing inventory.

19. Why am I seeing some of my TI inventory service records as two service instances?

TI includes local service inventory procured through the GSA regions and long distance service inventory procured through Networx. GSA-procured local service requiring long distance service requires the service number to be sent to a Networx service provider selected through the agency fair opportunity process. As a result, the service appears twice in TI because it is under two separate contracts. TI allows

agencies to view the local and long distance service together. While the expectation is that the services will be transitioned together as a combined service to EIS, an agency may need to transition the two services separately.

TI utilizes three key fields for almost all service instances in order to make each TI record unique: UBI (for Networx only), circuit id, and telephone number -- or any combination thereof. One or more of these fields must be populated for each service instance. If the same identifier is repeated across more than one record intentionally, then the record will have at least one more field populated that differentiates that record from the other. The additional field generally ties to the reason for duplication. For example, if the same telephone number appears as two records in TI due to that service being present on two different contracts, then the contract field will be used as the differentiator. Common fields that may be repeated across multiple service instances include contract, service type, and other field distinctions.

20. How do I locate corresponding Local and Long Distance service instances in TI?

Sort the TI dataset on Phone No or Service Instance Identifier, and then filter out all services except VS (Voice) and Service Descriptions that are not either Voice or Voice Service. The long distance service inventory will have Networx as the contract and the local service inventory will have Regional or WITS as the contract.

21. If I tell the GSA TCC that my record should be disconnected, will they communicate that to the provider?

No. It is the agency's responsibility to submit all service change orders to their provider.

22. What GSA resources are available to help with this process?

Area	Source	Email	Phone Number
Transition Inventory (TI) module access in E-MORRIS	FAS Billing Systems Help Desk	fasbilling.help@gsa.gov	877-944-8677 (toll-free)
Transition Inventory Questions	National Customer Service Center (NCSC)	ITCSC@gsa.gov	855-482-4348 (ITaid4U)
Transition Inventory Data - Detailed	Transition Coordination Center (TCC)	eistcc.inventory@gsa.gov	
General	Agency Manager	See Office of Network Services Programs Customer Support listing	See Office of Network Services Programs Customer Support listing

A Transition Inventory User Guide is available on the EIS Transition webpage, www.gsa.gov/eistransition.

3.2   All Agency Inventory

1.   How does AAI and AAI with Billing information assist agencies with transition?

Lessons learned from previous transitions identified that agencies do not always have the most current inventory nor know where to obtain inventory information. To assist agencies, GSA's Transition Coordination Center (TCC) inventory team created the All Agency Inventory (AAI), to:

- Assist with the Fair Opportunity (FO) process requirements development
- Support network planning
- Assist with evaluation criteria

- Facilitate data population in creating like-for-like service orders
- Assist with new EIS services budgeting
- Assist with Independent Government Cost Estimates (IGCEs)

There are several benefits to the agencies; AAI:

- Improves transition timelines
- Expedites the FO process
- Displays data in a usable format or malleable to an agency's needs
- Relieves agencies from having to gather inventory data on their own
- Augments agency information by normalizing inventory data
- Provides over 85% of required transition service order information
- Addresses issues with contractors' inventory prior to transition execution
- Minimizes transition planning costs

2. When does the TCC inventory team distribute AAI Reports?

GSA's TCC refreshes AAI data on a monthly basis after the monthly Transition Inventory (TI) refresh. Over 40 reports were pushed on a monthly basis through December 2019. Beginning January 2020, the TCC is "pushing" approximately half of the specialized AAI reports and delivering on a quarterly basis. Reports are stored on the T:/ drive by agency transition entity at: T:/!!QT3C/TelecomServices/QT3CDB/Transition/AgencyAssistance/AAI_Inventory/Monthly_Reports and is placed on E-MORRIS upon agency request.

3. What is the difference between TI and AAI?

The primary difference between TI and AAI is:

- TI is a collection of agency data compiled at the Service Instance Record (SIR) level. An SIR reflects a summarized roll-up of a current base service comprised of Networx, WITS 3, and GSA Regional local service (RLS) contract data for both active and disconnected services.
- AAI extends current TI SIRs to a more detailed level. The data is based on active services only and does not include disconnects. AAI data includes Contract Line Item Numbers (CLINs), Service Enabling Device (SED) CLINs, features, bandwidth, and other data elements not included in TI.

The table below identifies how TI and AAI offer value to agencies.

No.	Description of Value to the Agency	TI	AAI
1	Improves agency transition timelines by relieving agencies from having to gather inventory data on their own.	X	X
2	Assists agencies with transition activities; Provides inventory information to assist agencies with requirements development, FO solicitations, evaluation criteria, acquisition strategy, and more.	X	X
3	Assists agencies with summary information for transition planning. Provides inventory information for pre-planning activities that are necessary in the Agency Transition Plan (ATP).	X	X
4	Provides robust, detailed, usable data to assist agencies with the development of their Statement(s) of Work (SOWs). Customized reports provide specific information needed for SOW requirements.		X
5	Provides robust, detailed, usable data to assist in the development of Independent Government Cost Estimates (IGCEs) and budgets. Customized reports provide specific as-is information needed for IGCE and budget development.		X
6	Facilitates data population for transition service order creation in like-for-like transition. Provides over 85% of required transition service order information.		X
7	Provides consistent and integrated data for use of the SOW Assist Tool. Provides inventory driven information for the J.2 embedded object.		X

No.	Description of Value to the Agency	TI	AAI
8	Used to track transition progress metrics; Measures transition progress for services transitioned and proportional weighted value (PWV) services transitioned. Indirectly assists with business volume transition progress.	X	
9	Allows for issues discovered with contractor's inventory to be addressed now, instead of during transition. (E.g. Issues such as disconnected services still being billed and/or showing as active, incorrect assignment of Agency Hierarchy Code (AHC) of service, components missing, etc.)	X	X

No.	Description-Attributes of Data	TI	AAI
1	Comprised of Networx, WITS 3 and GSA RLS data	X	X
2	Data is updated monthly	X	X
3	Data is delivered to E-MORRIS monthly	X	
4	Primary sources of data include; inventory, billing and ordering from contractors/vendors	X	X
5	Normalized and standardized data such as: agency names, addresses, services, bandwidth, contractor names	X	X
6	Addresses are based on Network Site Code (NSC) and iCONECTIV database when available	X	X
7	Utilizes NHC Pricer information (CLINs, NSCs, Core Based Statistical Areas (CBSAs))		X
8	Data validated by GSA and confirmed by the agency	X	
9	Data is provided at SIR level	X	
10	Summarized roll-up of a current base service	X	
11	Detailed level of data		X
12	Includes CLINs, features, bandwidth, termination information		X
13	Includes equipment information		X
14	Includes current billing data at an AAI record level for current month, and contains summarized grouped data for a rolling 12-month period		X
15	Archive of individual data records	X	
16	Data based on both active AND disconnect records	X	
17	Data based on active records only; Does not include disconnects		X
18	Refreshed data is pushed quarterly [formerly monthly through December 2019] to the T:/ drive by transition entity for all agencies; Available to authorized agency users on E-MORRIS as zipped files/reports, and available for download upon request		X
19	Special requests for data grouping, different combinations of transition entities, or delivery method must be requested via an AAI Request form and sent by e-mail to EISTCC.INVENTORY@GSA.GOV; Special request data is provided directly to the authorized requestor (AMs, TSM, TOA an TCC Staff) via the T:/ drive, Email, Google drive, SAFE, or file transfers via E-MORRIS		X
20	Data available on demand via the E-MORRIS application	X	
21	Mapping of current services to EIS services		X
22	Mapping of locations to CBSAs		X
23	Mapping of current CLINs to EIS CLINs		X
24	Includes mapping of EIS contractors awarded CBSAs, CLINs, and services		X
25	Includes pre-defined reports delivered as a 'package' representing a summary, grouping, or set of data comprised of specific fields and/or combinations of fields.		X
26	Errors, exceptions, and missing inventory addressed at root cause and/or source level in conjunction with contractors/vendors and/or agencies	X	X
27	Contains 53 specific fields of data	X	
28	Contains 91 specific fields of Inventory data and 105 specific fields of Inventory with Billing data		X

Lastly, the following tables illustrate the composition of a service record in TI and the component level depiction in AAI.

TI:

Ex	Agency	Address	City	St	Service	Circuit/TN	Contractor	Contract	Source	UBI
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	Verizon	Networx	V	LEESVAMN-987564-NBVPN

AAI:

Ex	Agency	Address	City	St	Service	Circuit/TN	CLIN	Chg Type	Chg Unit	CLIN Description
	TI	TI	TI	TI	TI	TI	Source-NIM, Bill	CLIN Map	CLIN Map	CLIN Map
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	144002	MRC	Per circuit	TSP Rest One Local Acc Crd
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	760311	MRC	Per circuit	T-1 Access Charge
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	916332	MMRC	Per device	Cisco CISCO2921-SEC
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	213845	MRC	Per port	CONUS Enhanced DS1
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	289010	MRC	Per line	CONUS Managed Bus Line

4. Why are disconnected records kept in TI, but not AAI?

TI is the complete inventory of all current and past SIRs since January 2016, which includes active and disconnected SIRs. TI is used for high level planning and tracking transition progress.

AAI includes only the active records to assist with the development of FO solicitation requirements and strategic planning. It is also used for transition execution. Once records are disconnected, they are no longer useful in AAI, and therefore not retained.

5. How does a user get additional information about AAI?

Supporting documentation is available for both TI and AAI at: https://www.gsa.gov/eistransition, or by contacting the TCC inventory team directly. Documents include:

- AAI User Guide
- AAIREAD User Guide
- TI User Guide

GSA also provides the following AAI training courses. These courses are scheduled periodically, and/or are available upon request.

- AAI Module I (Overview)
- AAI Module II (Using Reports)
- AAI Report Engine Ad Hoc Database (AAIREAD)

For additional inventory information, users are encouraged to contact their agency's Solution Broker (SB) as their first point of contact. To identify agency SBs, go to: https://gsa.gov/nspsupport.

Additionally, users can contact the TCC inventory team via the National Customer Service Center (NCSC) Help Desk at ITCSC@gsa.gov or 855-482-4348 (ITaid4U). Lastly, users can contact the TCC inventory team directly at EISTCC.INVENTORY@GSA.GOV.

6. Why does AAI contain so many reports?

There are numerous AAI reports available due to the abundant amount of data captured and reported (over 100 fields). Canned reports provide multiple options and allow users to view data from various

aspects to answer business questions. There is NO expectation that a user will utilize all of the available canned reports. The TCC inventory team created reports based on agency requirements but encourages users to review all report options to find those that best suit their needs. ALL data is contained in Report 8 (AAI without billing) and Report 37 (AAI with billing) if a user wants to create their own report.

7. How does a user create their own report or query, and extract data not already contained in one of the canned AAI reports?

The TCC inventory team created AAIREAD to provide users with an avenue to create their own reports. AAIREAD is updated and pushed quarterly to the T:/ drive along with the AAI reports by transition entity for all agencies.

AAIREAD is a reporting mechanism based on Report 8 (AAI without billing) and Report 37 (AAI with Billing). It may be used to:

- Create and save custom reports from the database
- Assist in manipulating very large AAI file(s)
- Allow selection of fields, groups, criteria, and exporting of the report/data
- Assist users in the development of SOW requirements during the FO process
- Assist users in preparing transition order information

AAIREAD uses data manipulation made through a GUI which allows for immediate customization of AAI data. Some of the benefits include:

- Provides standardized and normalized data for logical definable groupings (e.g. locations, services)
- Proves the ability to reuse reports month to month with new datasets

8. How does a user get additional inventory data not contained in AAI or TI?

AAI is comprised of data for services available to GSA. Technical specifications, network utilization, and agency specific information unavailable in sources GSA receives must be obtained by the agency. The agency should contact the contractor directly or consult other resources such as contractor portals, EIS Pricer, Networx Pricer, Service@Once, iCONECTIV, and regional support teams to obtain more information.

9. If an inventory data issue and/or error is identified, how does a user get it resolved?

All data issues/errors discovered must be reported to the TCC inventory team. The TCC inventory team will analyze and investigate all reported items and either correct the issue/error or direct the user to work with the contractor or inventory source (GSA RLS Team, WITS 3 team) for remediation. To report data issues/errors, users should complete the Error Template in its entirety. Error forms for GSA team members are located at:

T:/!!QT3C – Telecom Services/QT3CDB - Transition/TCC/Inventory/AAI_Training_062917/AAI_Error_Reporting_Template

Agency users should request the form from the GSA Solutions Broker (SB). Once the form is completed, forward it to the TCC inventory team at EISTCC.INVENTORY@GSA.GOV.

The TCC inventory team will contact the sender with questions or clarification, if needed.

10. Will the TCC inventory team reach out to the contractor if there is an issue and/or error with an agency's inventory data?

The agency should contact the TCC inventory team (EISTCC.INVENTORY@GSA.GOV) when they believe there is a discrepancy with their inventory data. In most cases, an agency will be directed to contact the contractor directly to make changes to their services (e.g., disconnects) or corrections (DARs, addresses, etc.) to the inventory source data. The TCC inventory team does NOT have the authority to make changes to agency data. Contractually, most updates or changes made must be initiated by a designated agency representative (DAR).

11. Is AAI completely comprehensive of an agency's inventory?

AAI is as accurate and complete as the information provided by the contractors and/or various data sources. The TCC inventory team does NOT make judgements on the accuracy or applicability of the data provided by the contractors. The TCC inventory team provides all components and values that are received and leaves the confirmation to the users of the inventory. Agencies utilizing the service with knowledge of the inventory status, components, and applicability should alert the TCC inventory team of any discrepancies for remediation.

12. Why don't all records contain NSCs?

NSCs are required for services acquired under the Networx contract, but not for those acquired under WITS 3 or GSA RLS contracts. Even so, there are cases where NSCs are missing from the Networx source data used to create the TI and AAI reports. In these cases, and for WITS 3 and GSA RLS, the TCC inventory team will populate the NSC field if a valid code can be obtained based on the address or other WITS 3 and GSA RLS data (e.g., BAC) provided.

13. Why are some terminating locations missing in AAI?

Terminating locations are included in AAI if the information has been provided by the contractors and/or other data sources. Often the terminating location is not provided by the contractor. In those cases, the agency may have other data (or access to data) that can assist in providing termination information. If a user cannot locate the termination information, they should contact the contractor directly.

14. Is the awarded contractor information (services, CBSAs, CLINs) kept current?

Yes. When the original EIS contract awards were made (July 2017), AAI was populated with all awarded service, CBSA, and CLIN information (received via the EIS Pricer). As modifications are awarded, the information is captured in the EIS Pricer. In turn, AAI receives a monthly feed containing newly awarded information thereby keeping AAI current.

15. What is the purpose of the Primary and Secondary GSA Tracking Ids and how do they help?

The TI GSA Tracking Id is unique for each SIR Identifier and is never repeated across records. However, the GSA Tracking Id in TI is called the Primary GSA Tracking Id in AAI and is repeated on records. The Primary GSA Tracking Id is used as the main identifier to group records together which comprises all records for the service in AAI. By grouping on this identifier, a user will note all components, CLINs, and attributes associated with the service. Other key identifiers such as the unique billing identifier (UBI), circuit Id, and telephone number are NOT always consistent across all components.

The Secondary GSA Tracking Id is only used to group regional records in special circumstances. The Secondary GSA Tracking Id is unique for each regional SIR Identifier and allows for multiple Primary GSA

Tracking Ids to be grouped together. This occurs when both a billing telephone number (BTN) and primary rate interface (PRI) are placed on the same service record. Both the BTN and PRI will receive their own unique Primary GSA Tracking Id but will possess the same Secondary GSA Tracking Id to link them together.

16. How does a user identify records that are part of the Full Service Program?

 TI and AAI both contain GSA RLS and Networx Long Distance (LD) records (where applicable) that are part of the Full Service (FS) Program:

- All GSA RLS records are FS
- Networx records that have an LD component associated with GSA RLS records are FS
- Not all GSA RLS records have an associated Networx LD record
- In TI, the same telephone number shows twice; once for GSA RLS and once for Networx LD

To isolate FS inventory in TI and AAI, set the values for the appropriate fields to:

- Contract Field=Regional and/or Networx
- Full Service=Y denotes part of the full service program

AAI Report 24 (FS Inventory) identifies services and attributes that are associated with the GSA RLS program for both the local and long distance sides. The report includes all GSA RLS and the corresponding Networx LD records where applicable. Reference the AAI User Guide for additional information.

17. How does a user determine the DIDs associated with a specific PRI?

AAI Report 9 (Service Type TI Detail Records) contains direct inward dialing (DID) numbers and PRI Circuit IDs. Users should filter on Current Service Descriptions, DID, and PRI. While this does not guarantee a direct correlation in all cases, it will assist users with making the association between the DIDs and PRIs.

18. Do all DIDs that belong to an agency show up in AAI?

No. Both the GSA RLS and WITS 3 programs load all DIDs. These DID numbers will appear in AAI. However, for non-WITS 3 and non-regional LD numbers in Networx, contractors provide inventory records for individual DIDs when the Primary Interexchange Carrier (PIC) has been transferred to the new carrier and loaded into their provisioning systems. Note that in many cases, DIDs are part of a dial plan but are not individually PIC'd. In these cases, the numbers are NOT provided to GSA, and therefore do NOT appear in TI or AAI. Sometimes, the individual numbers may show up in usage billing files if billing is made to the individual station level. In this situation, the numbers would only be visible in Report 37 (AAI with Billing) for the month the usage appears.

19. What does the EIS CLIN mapping information provide?

AAI provides a user with the EIS CLIN that maps to, or closest to, the current contractual CLIN in a like-for-like transition scenario. This represents the permissible individual pricing element.

The current contract to EIS CLIN mapping is a manual effort and does NOT always provide a direct map (e.g. current equipment CLINs do not map to the EIS catalog(s) for Service Related Equipment (SRE)). For GSA RLS local records, the category, sub-category, and CLIN description were used to produce the mapping between GSA RLS services and EIS.

EIS CLIN mappings should be used judiciously and NOT in lieu of information received in responses to SOWs. Also note that the current contract information provided does not always provide all necessary CLINs to configure the service (see questions 20 and 21 below).

20. Are all the CLINs appearing in AAI appropriate and needed for the transition from a current service to an EIS service?

Not necessarily. The inventory represents ALL CLINs that are found in monthly inventory, billing, and ordering files from the contractors. The AAI composition is built strictly with the CLINs found in the sources. Note that current contract CLINs may not be needed when configuring the service requirements; and as-is inventory alone does NOT always provide the configuration needed under EIS.

Field 37, CLIN Source, notes the data source where the CLIN is identified. Values include contractor inventory (I), billing data (B), order/inventory data for Networx (O). The table below shows a service scenario; where the CLINs are found, and how they are represented in AAI.

As stated in question 19, the provided CLINs may NOT provide all CLINs necessary in a like-for-like environment in EIS.

TI Record to Source	Inventory	Order	Billing	All Inventory	CLIN Source
TI Record 1	144002	144002	144002	144002	Populate with Source(s) (ex. I, O, B)
TI Record 1	760311	760311	760311	760311	Populate with Source(s) (ex. I, O, B)
TI Record 1	213896		213896	213896	Populate with Source(s) (ex. I, B)
TI Record 1	213845		213845	213845	Populate with Source(s) (ex. I, B)
TI Record 1		916332		916332	Populate with Source(s) (ex. O)
TI Record 1		289010		289010	Populate with Source(s) (ex. O)
TI Record 1			212699	212699	Populate with Source(s) (ex. B)
TI Record 1			212899	212899	Populate with Source(s) (ex. B)

21. For a particular service, does AAI capture all the EIS CLINs needed assuming a like-for-like transition?

Usually no. As stated in the response to question 20, AAI is strictly based on data received from the contractor's inventory (I), billing (B), and ordering (O) files on a monthly basis. For example, usage CLINs may show up one month in billing, but not again for several months. Because the CLINs are gathered each month, the usage CLINs via billing will only show up the month they appear in the billing file. If a contractor omits previously billed non-recurring charges (NRCs), auto sold CLINs, and/or other pertinent CLINs to the service, that data would NOT be included in AAI even though the information is needed for EIS service considerations.

AAI should be used to create the baseline of requirements based on current CLIN provided configurations of the service. However, users must be mindful that it is NOT always a complete list and requires additional analysis and augmentation to create the full set of requirements needed for EIS SOWs.

22. Why are there so many "UNMAPPED" CLINs listed under the EIS CLIN field?

In most cases, EIS CLINs appear as unmapped because there is no comparable EIS CLIN to the current contractual CLIN. In other cases, there is not enough information to determine the appropriate CLIN. Each Unmapped CLIN includes a description providing information as to why it is unmapped. Users should pay

particular attention to UNMAPPED 009, 010, and 016 as there was not enough information available to determine EIS equivalents for these CLINs.

EIS_CLIN	UNMAPPED_DESCRIPTION
UNMAPPED001	Equipment - Catalog Priced
UNMAPPED002	Mileage - Contractor Derived
UNMAPPED003	NA - Taxes
UNMAPPED004	NA - Surcharge
UNMAPPED005	NA - Usage
UNMAPPED006	NA - Included in Service CLIN
UNMAPPED007	Need New EIS CLIN
UNMAPPED008	NA - Directory Listing
UNMAPPED009	Additional Research Required - Billing
UNMAPPED010	Additional Research Required - ICB
UNMAPPED011	NA - PIC Related
UNMAPPED012	NA – Labor
UNMAPPED013	NA - Number Portability
UNMAPPED014	NA - Software/License
UNMAPPED015	(Reserved for future use)
UNMAPPED016	Additional Research Required - Insufficient Information
UNMAPPED017	NRC - Install - Insufficient Information
UNMAPPED018	NA - Non Service
UNMAPPED019	NA - NRC - Expedite
UNMAPPED020	NA - NRC - Move
UNMAPPED021	NA - NRC - Change
UNMAPPED022	MNS – Contractor Defined Attributes
UNMAPPED023	NA - NRC - Order
UNMAPPED024	NA - Long Distance Call Record

23. What can a user do if they feel a current contract CLIN is not mapped correctly to EIS CLINs?

Report it to EISTCC.INVENTORY@GSA.GOV. Provide the current CLIN, proposed EIS CLIN(s), and rationale for the change in mapping. Someone will contact you to discuss the possible change.

24. Why can't a user see the CLINs associated with Usage?

The government has millions of telephone lines. Most of those lines place numerous calls each month and each call could use as many as 19 Usage CLINs. The TCC inventory team is unable to process this much data monthly.

The data made available in AAI aggregates the usage with a domestic or international designation. Additionally, the TCC inventory team sums the calls, minutes of use, and usage charges for each number or circuit where the calls are charged. This information is provided in Report 31 (Usage Detail). The report includes the current service description and the location of the line placing the calls.

25. Do all GSA RLS and WITS 3 records also contain a Networx long distance record?

No. Not all GSA RLS and WITS 3 records contain a long distance component (e.g. Private Line, equipment, T-1, etc.), and not all local services (that have a long distance component) use Networx as the long distance contract. Some agencies chose to order their own long distance service via Networx where they had GSA RLS or WITS 3 local service. In TOPS, the local record is set to NetId=N, which means GSA does not place the long distance order. When an agency has chosen to place their own order for a GSA RLS or WITS 3 local service in Networx, TI and AAI only capture the data via the contractor's inventory/billing/order files. If an agency has not successfully placed an order with a Networx contractor, the long distance portion of the local service will NOT appear in TI or AAI.

In most cases, regional staff set up both the local and long distance in TOPS (regional) where the local service contains a long distance component (Centrex, Business Line, BRI, etc.). For WITS 3, a daily feed for the long distance component is sent to TOPS. In both cases, TOPS sends daily feeds to the appropriate Networx long distance contractor for the long distance. In these cases, TI and AAI will contain both a local and long distance records as the information is obtained from TOPS.

Report 22 (Net Id=N Records) provides a list of GSA RLS and WITS 3 local records where the agency is responsible for setting up the long distance and the PIC with the Networx contractor. The TI record flag will denote if it is loaded with a Networx contractor or not. As stated above, GSA does NOT place the long distance order for these records. The report provides both the local and long distance (when present) records. If the number only appears once, then there is NO long distance set up with a contractor.

26. What is the difference between Spend Reports 34 -36 and 37- 43?

AAI Spend Reports 34 through 36 provide a rolling 12 months of billing data. The report(s) provides a dropdown list that allows the user to display either billing charges (usage volume, usage charges, monthly recurring charges (MRCs), NRCs, tax surcharge, Universal Service Fund (USF), fee adjustment credit, total charges) for an individual month, all months, the monthly average, or 12-month total at a summary level. These reports roll up the data at the Agency, Contract, Contractor, Service, AHC, or Service level.

AAI Spend Reports 37 through 43 provide billing charges for the current or most recent billing period. These reports provide greater detail; billing is applied to the CLIN level, where available.

27. Why do so many billing records not match directly to AAI records?

While billing is used as a primary source to create AAI records, there are many cases where a billing record will not match AAI directly. In some cases, billing records are applied at a corporate or account level and cannot be ascribed directly to an inventory record. In other cases, usage charges are provided, but not at CLIN level for attribution; or usage is only provided at an identifier level with domestic or international differentiators. Even still, taxes, USF charges, and surcharges may not apply at a service level or sometimes an account level; consequently, they would not match directly to an AAI CLIN inventory record.

AAI contains a field dedicated to noting the match, or lack thereof, for billing records. The "Billing Code" field is always populated with a value/code noting how billing records relate to specific AAI records, SIRs, or with no match at all. For those records where the TCC inventory team can match an AAI record to a billing record, the "Billing Code" field reflects the value AAIREC. Appendix J of the AAI User Guide provides a full list of billing codes and descriptions that can be used to determine the reason a billing record may not tie directly to AAI.

28. How is usage volume measured?

Most usage volume is measured in minutes. However, users should review the CLIN Charge Unit field associated with CLINs that have a Charge Type=Usage, as usage volume can also include increases in bandwidth, replays, surveys, and other measurable units.

29. Which report helps a user understand an agency's network?

There is no direct way to identify inventory as part of a network. Contractor data available to the TCC inventory team does not provide a specific identifier showing services belonging to a network. An agency may have grouped on inventory specific to a network, using identifiers (AHC, Agency Service Request Number (ASRN), or some other key field).

However, it may be possible to back into a network. To do this, start with Report 9 (Service Type Detail Records), which captures current TI inventory by service and location for each SIR. If the user knows all locations for the network, the user can query the data at those locations for that specific service. In other AAI reports (e.g. Report 8), additional information is available at a detailed level, including current service mapping to the equivalent EIS service description.

Additional reports containing mapping and summary information that can be used to capture SOW requirements, include:

- Summary of SIRs by current service description
- Summary of SIRs by EIS service description
- Summary of SIRs by sub agency
- Summary of SIRs by service location by service description

30. Which reports provide information needed to prepare an SOW or FO solicitation?

The Solicitation Assist Tool requires location level inventory data for each EIS service included in the SOW. A user will also need a list of EIS CLINs and quantities at each Network Site Code (NSC) location. This is provided in Report 20 (J.2 Attachment to SOW). In addition, the SOW Assist Tool requires all features requested for that service. The services and the features are identified in Report 4 (CLIN Information Mapped to EIS CLINs). Use the EIS CLIN description to identify the relevant features.

Alternatively, some agencies have used Report 13 (Service Detail Requirements), which was available before Report 20 was developed. Each EIS service and all EIS CLINs are identified at each NSC. A separate worksheet is provided for each service type, and each SIR is identified by the unique Primary GSA Tracking ID. Also, included with each SIR is the associated EIS CLINs.

31. Which reports identify contractors who can bid on FO solicitations?

Report 18 (CBSA Mapping by Awarded Contractors) identifies currently awarded contractors by CBSA and by service. Both Report 8 (AAI) and Report 37 (AAI with Billing) display which contractors have been awarded an EIS service, EIS CBSA, and EIS CLIN for a specific AAI record.

Note: ALL EIS contractors can bid on an SOW. If a contractor does not currently have awards for services/CLINs/CBSAs needed to fulfill SOW requirements, the contractor must modify the contract to provide the services/CLINs/CBSAs that are awarded in a Task Order.

Additionally, the EIS Contractor Awardee Crosswalk field provides a list of EIS contractors that have been awarded the specific EIS CBSA, EIS service, and EIS CLIN applicable to the AAI record. If the service is NOT CBSA based (0), then the crosswalk is based only on service awardees. If the service is one-sided (1) CBSA based, the contractor must be an awardee for the service and at the originating CBSA. If the service is two-sided (2) CBSA based, the contractor must be an awardee for the service and at the originating CBSA and terminating CBSA.

32. Which report provides service specific information needed to place an order for services under the EIS contract?

After funding approval and contractor selection, a contractor needs service specific information. This information is found in Report 8 (AAI). All service components are determined by grouping on the Primary GSA Tracking Id. Awarded contractors will require varying degrees of, and in some cases different information. Additionally, services being installed with a new contractor or transitioning to EIS under the incumbent contractor will require different levels of information.

33. How can a user identify which locations are served by a PBX?

To identify which locations are served by a Private Branch Exchange (PBX), use Report 9 (Service Type TI Detail Records), and go to the Service Description field to identify the information by grouping on the following current services:

- DIRECT INWARD DIALING
- PRIMARY RATE INTERFACE
- PRIVATE BRANCH EXCHANGE LINE
- PRIVATE BRANCH EXCHANGE SYSTEM
- CIRCUIT SWITCHED DATA SERVICE

Additionally, as stated in the response to question 16, use Report 24 (Full Service Inventory) to determine where an agency has service behind a GSA PBX.

34. How can a user assess Toll Free Service?

Using Report 9 (Service Type TI Detail Records), go to the Service Description field, and filter on Toll-Free. Sort the data by State, City, Address, Circuit ID, and Phone Number.

Report 31 (Usage Duration Detail) can also be sorted by State, City, Address, Current Service, Group Level, and Phone Number to assess toll free service.

- Select Group Level=Duration and Usage; Numbers without usage for the year are probably not being used.

35. How are addresses populated and standardized in AAI?

Most contractors provide address, NSC, and Networx Inventory Code (NIC) information via their inventory files, which are used for Networx records. Additionally, the TCC inventory team obtains address information from TOPS (for regional services), Service@Once, and the Level 3 portal data for WITS.

Once an NSC is determined, an address is standardized via the iCONECTIV database to ensure consistency. A match is made between the obtained NSC and the corresponding address found in iCONECTIV. For roughly 3% of records, an NSC CANNOT be obtained. In those cases, the address is formatted with standardization rules to assist with grouping of data. See the table below for specific rules by program.

Contract	Address Information Located
Networx	- Not all contractor snapshots (inventory files) provide an address. - All contractor snapshots provide a NIC; the NSC is then derived from the NIC. - The address is obtained from the iCONECTIV database by using the NSC. - If the snapshot NIC is missing or incorrect, NIM and/or billing files are used to determine the NSC where available. - If the NSC still cannot be determined, the TCC Inventory Team utilizes the Unique Billing Identifier, or UBI (Verizon) to obtain the city and state. - If the NSC cannot be determined for voice records, the NPANXX is used to determine the city and state. - For long distance records with a corresponding GSA or WITS local record, but with a NetId=N, the TOPS system and worksite provides the address that is then standardized.

Contract	Address Information Located
GSA RLS and Corresponding Networx Long Distance	• NSCs are not required for regional records (see question 12). • Addresses are assigned to a system and worksite by the Regional Order Entry Team. • The TCC inventory team uses the worksite address and submits it in the NHC Pricer Address Lookup tool • When there is a direct match in the tool, the correct NSC and corresponding iCONECTIV address is provided and used. • When the algorithm does not provide a direct match, the TCC inventory team uses portions of the address to manually locate an NSC from the iCONECTIV DB tables. • When an NSC cannot be determined in iCONECTIV, a standardized address is created and used based on normalization rules. • When there is a corresponding long distance (Networx) record to the GSA RLS record, address population stays consistent with the GSA RLS record.
WITS and Corresponding Networx Long Distance	• NSCs are not required for WITS records (see question 12). • Addresses are assigned by the WITS contractors to a Location Group (LG). • The TCC inventory team uses the location group address and submits it in the NHC Pricer Address Lookup tool. • When there is a direct match in the tool, the correct NSC and corresponding iCONECTIV address is provided and used. • When the algorithm does not provide a direct match, the TCC inventory team uses portions of the address to manually locate an NSC in the iCONECTIV DB tables. • When an NSC cannot be determined in iCONECTIV, a standardized address is created and used based on normalization rules. • When there is a corresponding long distance (Networx) record to the WITS local record, address population stays consistent with the WITS local record.

36. What is the Billing Code field and what do the populated values represent?

The billing code field provides additional information a user must consider when utilizing AAI data to prepare IGCEs and budgets. Simply grouping or summing billing fields (Usage, MRC, NRC, Taxes/Surcharges, USF, Adjustments, and Total) is not advisable. Users should exclude specific billing codes and/or accounts when compiling IGCE and budget data.

Every record in AAI contains one or more billing codes. Seventeen (17) different billing codes are used in various combinations to provide specific information relating billing to inventory for the record(s). As an example, records that have an accompanying AAI record are marked with the AAIREC billing code. However, the NOBILL billing code is used to denote that an inventory record does not have an accompanying billing record. BO006 denotes when a record has back billing associated with it. A user should exclude these records when compiling IGCE data. See Appendix J of the AAI User Guide for additional information regarding billing codes.

37. How is the billing period represented in AAI for the different programs?

The table below provides an example of how billing dates are represented in AAI for a particular month.

Program	AAI Sent	AAI Inventory Data	IGCE Data Month	Billing Invoice Period	Billing Invoice Date
WITS	Oct 5, 2018	Sep 2018	July 2018	07/01/18-07/31/18	08/23/2018
Regional	Oct 5, 2018	Sep 2018	July 2018	07/24/18-08/23/18	08/23/2018
Networx	Oct 5, 2018	Sep 2018	July 2018	07/01/18-07/31/18	08/10/2018

38. What happens to TI when a current voice service is transformed to a VoIP service under Networx?

If an agency transforms from Networx Voice Service (VS) to Networx Voice over Internet Protocol (VoIP) Service, the telephone numbers (TNs) associated with the inventory and billing will change attributes in

both TI and AAI. Verizon and AT&T do NOT show the individual TNs associated with VoIP service in the inventory. However, individual TNs for VS do appear in inventory (see question 18 for exceptions). Consequently, individual TNs that show in TI with VS will become disconnected records when they transform to VoIP service. Only the VoIP access (SIP Trunk) and primary off net usage CLINs, unassigned to individual TNs, appear in inventory.

CenturyLink continues to show VoIP TNs individually in inventory. For CenturyLink an agency will see a disconnected TI record for the VS and then subsequently an active record for the same TN as VoIP Service.

While most usage for VoIP service is not billed per call as part of the MRCs, individual calls may incur usage and bill to the station level (TN) for off net calls. When this occurs, the usage billing will appear on Report 31 as its own record. The TI service will appear as VoIP, but the billing service will show as it is reported from the contractor billing files.

39. How has the availability of AAI reporting changed as of January 2020?

AAI report delivery transitioned from monthly to quarterly beginning in January 2020 and the number of canned reports delivered has been reduced from 45 to 21. The reduction of canned reports was made after consultation with agencies and GSA. Moving forward, the following AAI reports will be delivered on a quarterly basis: Reports 1 – 3; 5 – 6; 8 – 9; 11 – 12; 20 – 21; 24; 26; 28; 30 – 31; 34 – 35; 37; 42; and 45. Contact the TCC inventory team if additional AAI reports are required. TI data continues to be available monthly in E-MORRIS and includes disconnect information updated on a weekly basis.