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**PART I — THE SCHEDULE**

**SECTION A — SOLICITATION / CONTRACT FORM**

Standard Form 33 (SF 33) is the cover page of this solicitation.

## SECTION B — SUPPLIES OR SERVICES AND PRICES/COSTS

### B.1 PRICING OVERVIEW

The United States Court for the Southern District of Iowa, in Des Moines, Iowa, is requesting proposals in anticipation of a contract for local dial tone services and other related facilities, services, and items for the geographical area described herein. The contract will encompass all costs associated with providing digital facilities and local dial tone services and trunks, including monthly recurring charges, usage charges, one-time installation charges, and support for ongoing system maintenance over the life of the contract (up to 60 months).

The Contractor shall furnish all personnel, materials, services, equipment and items necessary to perform the requirements and specifications set forth in this contract. All travel expenses shall be included as part of the contract costs and shall be based on the Judiciary Travel Regulation (JTR).

### B.2 PRICING FORMS

The following Pricing Forms are contained in this Section:

FORM	TITLE
FORM B.1	BASE QUOTE
FORM B.2	MONTHLY RECURRING PRICES
FORM B.3	INSTALLATION PRICES
FORM B.4	INTRA-LATA USAGE PRICES

Form B.1 includes a summary of the total installation price, the total monthly recurring price, and the annual total cost for each period (base period and option periods 1 through 4) of the contract. Form B.2, Form B.3, and Form B.4 include separate pricing tables for each period of the contract.

It shall be noted that the Base Period also may be referred to as Year 1 (e.g., first year) of the contract. Option Periods 1 through 4, if exercised by the Government, may be referred to as Years 2 through 5 of the contract, respectively. Each period (base period and option periods) shall consist of twelve (12) months with dates to be adjusted as appropriate. Contract options shall be exercised pursuant to JP3 Clause 2-90D, Option to Extend the Term of the Contract; see Paragraph I.6 (including associated subparagraphs) for additional information.

The quantities identified in this contract are estimates only. Actual quantities may be less, equal, or greater than the estimated quantities at the time of contract award and/or after contract award. Any changes to these quantities will result in modification to the delivery order(s). Where quantities for facilities, services, and items change, the total prices will be adjusted based on the changed quantities using the quoted unit prices.

**FORM B.1 - BASE QUOTE - DES MOINES COURTHOUSE ANNEX**

CLIN	Year	Price Element	Table	Price	Multiply	Total Price
BM1-0000	1	Total Monthly Recurring Price	B.2 (1)	\$	x 12 Months	\$
BI1-0000	1	Total Installation Price	B.3 (1)	\$	x 1 Job	\$
BM2-0000	2	Total Monthly Recurring Price	B.2 (2)	\$	x 12 Months	\$
BM3-0000	3	Total Monthly Recurring Price	B.2 (3)	\$	x 12 Months	\$
BM4-0000	4	Total Monthly Recurring Price	B.2 (4)	\$	x 12 Months	\$
BM5-0000	5	Total Monthly Recurring Price	B.2 (5)	\$	x 12 Months	\$
<b>Total Five-Year Price</b>						\$

**FORM B.2 - MONTHLY RECURRING PRICES**  
**Table B.2 (1) - Base Period - Year 1**

CLIN	Facility/Service/Charge	Provider Designation	Quantity	Unit Price	Total Price
BM1-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		2	\$	\$
BM1-1001	Federal Access Charge: ISDN-PRI			\$	\$
BM1-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI			\$	\$
<i>BM1-100X</i>	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>			\$	\$
BM1-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		31	\$	\$
<i>BM1-200X</i>	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>			\$	\$
BM1-3000	Number Portability		620	\$	\$
BM1-3001	Telephone Directories (White and Yellow - from dominant local carrier)		110	\$	\$
BM1-3002	Blue Pages Listings (dominant carrier)		20	\$	\$
BM1-3003	Directory Assistance Listing (dominant carrier)		20	\$	\$
<i>BM1-400X</i>	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>			\$	\$
<b>BM1-0000</b>	<b>Total Monthly Recurring Price</b>				\$

**FORM B.2 - MONTHLY RECURRING PRICES**  
**Table B.2 (2) - Option Period 1 - Year 2**

CLIN	Facility/Service/Charge	Provider Designation	Quantity	Unit Price	Total Price
BM2-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		2	\$	\$
BM2-1001	Federal Access Charge: ISDN-PRI			\$	\$
BM2-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI			\$	\$
<i>BM2-100X</i>	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>			\$	\$
BM2-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		31	\$	\$
<i>BM2-200X</i>	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>			\$	\$
BM2-3000	Number Portability		620	\$	\$
BM2-3001	Telephone Directories (White and Yellow - from dominant local carrier)		110	\$	\$
BM2-3002	Blue Pages Listings (dominant carrier)		20	\$	\$
BM2-3003	Directory Assistance Listing (dominant carrier)		20	\$	\$
<i>BM2-400X</i>	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>			\$	\$
<b>BM2-0000</b>	<b>Total Monthly Recurring Price</b>				\$

**FORM B.2 - MONTHLY RECURRING PRICES**  
**Table B.2 (3) - Option Period 2 - Year 3**

CLIN	Facility/Service/Charge	Provider Designation	Quantity	Unit Price	Total Price
BM3-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		2	\$	\$
BM3-1001	Federal Access Charge: ISDN-PRI			\$	\$
BM3-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI			\$	\$
<i>BM3-100X</i>	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>			\$	\$
BM3-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		31	\$	\$
<i>BM3-200X</i>	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>			\$	\$
BM3-3000	Number Portability		620	\$	\$
BM3-3001	Telephone Directories (White and Yellow - from dominant local carrier)		110	\$	\$
BM3-3002	Blue Pages Listings (dominant carrier)		20	\$	\$
BM3-3003	Directory Assistance Listing (dominant carrier)		20	\$	\$
<i>BM3-400X</i>	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>			\$	\$
<b>BM3-0000</b>	<b>Total Monthly Recurring Price</b>				\$

**FORM B.2 - MONTHLY RECURRING PRICES**  
**Table B.2 (4) - Option Period 3 - Year 4**

CLIN	Facility/Service/Charge	Provider Designation	Quantity	Unit Price	Total Price
BM4-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		2	\$	\$
BM4-1001	Federal Access Charge: ISDN-PRI			\$	\$
BM4-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI			\$	\$
<i>BM4-100X</i>	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>			\$	\$
BM4-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		31	\$	\$
<i>BM4-200X</i>	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>			\$	\$
BM4-3000	Number Portability		620	\$	\$
BM4-3001	Telephone Directories (White and Yellow - from dominant local carrier)		110	\$	\$
BM4-3002	Blue Pages Listings (dominant carrier)		20	\$	\$
BM4-3003	Directory Assistance Listing (dominant carrier)		20	\$	\$
<i>BM4-400X</i>	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>			\$	\$
<b>BM4-0000</b>	<b>Total Monthly Recurring Price</b>				\$

**FORM B.2 - MONTHLY RECURRING PRICES**  
**Table B.2 (5) - Option Period 4 - Year 5**

CLIN	Facility/Service/Charge	Provider Designation	Quantity	Unit Price	Total Price
BM5-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		2	\$	\$
BM5-1001	Federal Access Charge: ISDN-PRI			\$	\$
BM5-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI			\$	\$
<i>BM5-100X</i>	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>			\$	\$
BM5-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		31	\$	\$
<i>BM5-200X</i>	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>			\$	\$
BM5-3000	Number Portability		620	\$	\$
BM5-3001	Telephone Directories (White and Yellow - from dominant local carrier)		110	\$	\$
BM5-3002	Blue Pages Listings (dominant carrier)		20	\$	\$
BM5-3003	Directory Assistance Listing (dominant carrier)		20	\$	\$
<i>BM5-400X</i>	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>			\$	\$
<b>BM5-0000</b>	<b>Total Monthly Recurring Price</b>				\$

**FORM B.3 - INSTALLATION PRICES**  
**Table B.3 (1) - Base Period - Year 1**

CLIN	Facility/Service/Charge	Provider Designation	Quantity	Unit Price	Total Price
BI1-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		2	\$	\$
BI1-1001	Federal Access Charge: ISDN-PRI			\$	\$
BI1-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI			\$	\$
<i>BI1-100X</i>	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>			\$	\$
BI1-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		31	\$	\$
<i>BI1-200X</i>	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>			\$	\$
BI1-3000	Number Portability		620	\$	\$
BI1-3001	Telephone Directories (White and Yellow - from dominant local carrier)		110	\$	\$
BI1-3002	Blue Pages Listings (dominant carrier)		20	\$	\$
BI1-3003	Directory Assistance Listing (dominant carrier)		20	\$	\$
<i>BI1-400X</i>	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>			\$	\$
<b>BI1-0000</b>	<b>Total Installation Price</b>				\$

**FORM B.3 - INSTALLATION PRICES**  
**Table B.3 (2) - Option Period 1 - Year 2**

CLIN	Facility/Service/Charge	Provider Designation	Unit Price
BI2-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		\$
BI2-1001	Federal Access Charge: ISDN-PRI		\$
BI2-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI		\$
BI2-100X	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>		\$
BI2-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		\$
BI2-200X	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>		\$
BI2-3000	Number Portability		\$
BI2-3001	Telephone Directories (White and Yellow - from dominant local carrier)		\$
BI2-3002	Blue Pages Listings (dominant carrier)		\$
BI2-3003	Directory Assistance Listing (dominant carrier)		\$
BI2-400X	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>		\$

**FORM B.3 - INSTALLATION PRICES**  
**Table B.3 (3) - Option Period 2 - Year 3**

CLIN	Facility/Service/Charge	Provider Designation	Unit Price
BI3-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		\$
BI3-1001	Federal Access Charge: ISDN-PRI		\$
BI3-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI		\$
BI3-100X	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>		\$
BI3-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		\$
BI3-200X	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>		\$
BI3-3000	Number Portability		\$
BI3-3001	Telephone Directories (White and Yellow - from dominant local carrier)		\$
BI3-3002	Blue Pages Listings (dominant carrier)		\$
BI3-3003	Directory Assistance Listing (dominant carrier)		\$
BI3-400X	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>		\$

**FORM B.3 - INSTALLATION PRICES**  
**Table B.3 (4) - Option Period 3 - Year 4**

CLIN	Facility/Service/Charge	Provider Designation	Unit Price
BI4-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		\$
BI4-1001	Federal Access Charge: ISDN-PRI		\$
BI4-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI		\$
BI4-100X	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>		\$
BI4-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		\$
BI4-200X	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>		\$
BI4-3000	Number Portability		\$
BI4-3001	Telephone Directories (White and Yellow - from dominant local carrier)		\$
BI4-3002	Blue Pages Listings (dominant carrier)		\$
BI4-3003	Directory Assistance Listing (dominant carrier)		\$
BI4-400X	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>		\$

**FORM B.3 - INSTALLATION PRICES**  
**Table B.3 (5) - Option Period 4 - Year 5**

CLIN	Facility/Service/Charge	Provider Designation	Unit Price
BI5-1000	<b>23B + D - ISDN PRI Signaling on DS1 / T1 with Digital Dedicated Trunks, Two-Way, DID</b>		\$
BI5-1001	Federal Access Charge: ISDN-PRI		\$
BI5-1002	Local, State, & Other Surcharges/Taxes: ISDN-PRI		\$
BI5-100X	<i>Other Related Charges: ISDN-PRI (insert and number additional rows as necessary)</i>		\$
BI5-2000	<b>DID Number Block</b> <i>(20 consecutive numbers/block)</i>		\$
BI5-200X	<i>Other Related Charges: DID Blocks (insert and number additional rows as necessary)</i>		\$
BI5-3000	Number Portability		\$
BI5-3001	Telephone Directories (White and Yellow - from dominant local carrier)		\$
BI5-3002	Blue Pages Listings (dominant carrier)		\$
BI5-3003	Directory Assistance Listing (dominant carrier)		\$
BI5-400X	<i>Other Services and Related Charges: (insert and number additional rows as necessary)</i>		\$

**FORM B.4 - INTRA-LATA USAGE PRICES**  
**Table B.4 (1) - Base Period - Year 1**

CLIN	Mileage Range	Cost For First Minute 7:00AM To 6:00PM	Cost For Additional Minutes 7:00AM To 6:00PM
BL1-1000		\$	\$
BL1-1001		\$	\$
BL1-1002		\$	\$
BL1-1003		\$	\$
BL1-1004		\$	\$
<i>BL1-100X</i>	<i>Insert Additional Rows/Columns as Necessary</i>		

**FORM B.4 - INTRA-LATA USAGE PRICES**  
**Table B.4 (2) - Option Period 1 - Year 2**

CLIN	Mileage Range	Cost For First Minute 7:00AM To 6:00PM	Cost For Additional Minutes 7:00AM To 6:00PM
BL2-1000		\$	\$
BL2-1001		\$	\$
BL2-1002		\$	\$
BL2-1003		\$	\$
BL2-1004		\$	\$
<i>BL2-100X</i>	<i>Insert Additional Rows/Columns as Necessary</i>		

**FORM B.4 - INTRA-LATA USAGE PRICES**  
**Table B.4 (3) - Option Period 2 - Year 3**

CLIN	Mileage Range	Cost For First Minute 7:00AM To 6:00PM	Cost For Additional Minutes 7:00AM To 6:00PM
BL3-1000		\$	\$
BL3-1001		\$	\$
BL3-1002		\$	\$
BL3-1003		\$	\$
BL3-1004		\$	\$
<i>BL3-100X</i>	<i>Insert Additional Rows/Columns as Necessary</i>		

**FORM B.4 - INTRA-LATA USAGE PRICES**  
**Table B.4 (4) - Option Period 3 - Year 4**

CLIN	Mileage Range	Cost For First Minute 7:00AM To 6:00PM	Cost For Additional Minutes 7:00AM To 6:00PM
BL4-1000		\$	\$
BL4-1001		\$	\$
BL4-1002		\$	\$
BL4-1003		\$	\$
BL4-1004		\$	\$
<i>BL4-100X</i>	<i>Insert Additional Rows/Columns as Necessary</i>		

**FORM B.4 - INTRA-LATA USAGE PRICES**  
**Table B.4 (5) - Option Period 4 - Year 5**

CLIN	Mileage Range	Cost For First Minute 7:00AM To 6:00PM	Cost For Additional Minutes 7:00AM To 6:00PM
BL5-1000		\$	\$
BL5-1001		\$	\$
BL5-1002		\$	\$
BL5-1003		\$	\$
BL5-1004		\$	\$
<i>BL5-100X</i>	<i>Insert Additional Rows/Columns as Necessary</i>		

## SECTION C — STATEMENT OF WORK/SPECIFICATIONS

### C.1 BACKGROUND

The United States Court for the Southern District of Iowa intends to purchase and have installed local dial tone and trunk services with digital facilities. The Contractor shall furnish all the labor and materials to perform all the work required for the complete and prompt execution of everything described herein at the prices stated on the Pricing Forms contained in Section B.

The new dial tone and trunk services will support the Court's requirements within the U.S. Courthouse Annex, 110 East Court Ave, Des Moines, Iowa, 50309.

The following Court organizations are included in this project:

- U.S. District Court
- U.S. Probation Office
- U.S. Bankruptcy Court
- U.S. Appellate Court

Unless otherwise identified, the term “**Court**” or “**the Court**” will be used henceforth to mean all court agencies referenced above.

The Court is purchasing a new Avaya Communication Manager 4.0 (S8720 Servers with G650 Gateways) telephone system for this location. The equipment vendor is:

S1 IT Solutions  
420 West Main Street, Suite 300  
Boise, Idaho 83702

Phone: 800-805-0054  
Account Manager: Jamison Johnson  
Project Manager: Kersten Wingate-Smith  
Lead Technician: James Whitaker

The specified Public Switched Telephone Network (PSTN) facilities shall be ISDN-PRI on Digital T1 for local switched-voice services and other related services and items. ***Unless otherwise changed by the Court, installation shall be complete and dial tone services and related items shall be fully operational, functioning properly, and tested by the delivery schedule specified in Paragraph F.5. Cutover shall commence after 5:00 p.m. on this date.***

Existing dial tone switched services and long distance dial tone on the FTS (Federal Telecommunications Service) network are connected to the Des Moines Courthouse Annex via digital trunks from the General Services Administration (GSA). These trunks are physically delivered to GSA in the Federal Building in Des Moines (three blocks West of the Courthouse) and are extended via fiber optic cable to the third floor Equipment Room (ER) in the Courthouse Annex. The fiber optic cable is owned by Iowa Communications Network (ICN). The existing digital trunks from GSA are converted from fiber to copper in the Annex ER

and attached to the existing telephone system via two copper T1 connections. The existing digital trunks and dial tone services from GSA will be terminated upon cutover to the new dial tone services specified herein.

GSA has agreed to release the following groups of DID telephone numbers to the Court:

- 515-284-6000 through 515-284-6199
- 515-284-6200 through 515-284-6499
- 515-284-7380 through 515-284-7399
- 515-323-2800 through 515-323-2899

The GSA Area Manager for dial tone services, who is the main point of contact regarding the transfer of the DID telephone numbers, is Barton Boggs, 402-221-3334.

The Courthouse Annex currently does not have its own stand-alone service entrance from the local dial tone provider (Qwest). Analog telephone lines to the Courthouse Annex are currently provided using the service entrance in the basement of the U.S. Courthouse (123 E. Walnut Street), on the same city block as the Courthouse Annex. Service is extended to the Courthouse Annex building via cross-connects on customer-owned underground copper cable from the Courthouse building to the Annex building. This delivery configuration will NOT be allowed for the new dial tone services specified herein.

Due to the proximity of the U.S. Courthouse Building to the Des Moines river, the basement service entrance for this building is susceptible to flooding. During the 1990s, the Courthouse service entrance was completely submerged due to the rising waters of the Des Moines river. The new dial tone services to the Courthouse Annex specified herein shall not be provisioned using Courthouse service entrance.

The Contractor shall furnish the services and facilities that are called for in strict accordance with the conditions, requirements, and specifications of this contract, including the incorporated technical proposal of the Contractor, as accepted by the Government. All references to time of day in this document are in Central Time (Central Daylight Savings Time or Central Standard Time, as appropriate), local time.

## **C.2 GENERAL REQUIREMENTS AND SPECIFICATIONS**

### **C.2.1 Minimum Dial Tone Requirements**

The Contractor shall supply the following local dial tone and trunk services with digital facilities with installation, acceptance testing, and documentation. Contractor invoices shall meet and/or exceed the requirements set forth in JP3 Clause 7-125, Invoices, and Paragraph G.2, Billing and Payment Terms.

- (1) Two (2) digital DS1 (a.k.a., T1) facilities transmitting at a rate of 1.544 Megabits per second (Mbps), with Integrated Services Digital Network Primary Rate Interface (ISDN PRI) signaling (23B+D);
- (2) Digital dedicated two-way trunk connections (Two-Way with DID, Hunting, and Answer Supervision) on the DS1 facilities with ISDN PRI signaling as noted above;
- (3) The following blocks of consecutive DID telephone numbers, owned by the General Services Administration (GSA), to be released and ported one week prior to cutover:
  - 515-284-6000 through 515-284-6199;
- (4) The following blocks of consecutive DID telephone numbers, to be ported from GSA no earlier than 5:00 p.m. on the Friday of cutover weekend:

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515-284-6200 through 515-284-6499  
515-284-7380 through 515-284-7399  
515-323-2800 through 515-323-2899;

- (5) Local telephone dial tone service, with seven-digit and ten-digit local area toll-free calling, from all digital trunks at the Court location;
- (6) Access to the Court's designated long distance carrier (Sprint FTS), for inter-LATA (Local Access and Transport Area) and intra-LATA toll call routing, via the digital trunks from the Court location.

### **C.2.2 Minimum Dial Tone Specifications**

The digital facilities and dial tone and trunk services proposed shall meet and/or exceed the requirements and specifications below.

#### **C.2.2.1 Digital Facilities**

- (1) All DS1 Network Interfaces (NI) shall be located in the room specified under Paragraph F.4 (including associated subparagraphs), Delivery Location.
- (2) Each DS1 facility shall be delivered on metallic cable pairs at the Network Interface (NI), terminated on a smart jack with RJ48 jacks. The twisted pair impedance at the NI shall be nominally 100 ohms.
- (3) All DS1 facilities shall be provided with ESF (Extended Super Frame) framing, B8ZS line code signaling, with D-channel utilization, and no line power.
- (4) Digital transmission of voice band signals shall be based on 8 kHz sampling rate, 8 bit samples, standard Pulse Code Modulation (PCM). Compressed digital voice shall not be used.
- (5) The DS1 facilities shall use ISDN PRI signaling technology to provide digital trunking and dial tone services on the DS0 channels with dedicated two-way trunk connections (Two-Way with DID, Hunting, and Answer Supervision), with four (4) digits outputted from the C.O. to the telephone system.
- (6) The ISDN PRI services shall be configured as National ISDN 1 (NI1, a.k.a., Custom) and shall have a line rate of 1.544 Mbps and information-payload data rate of 1.472 Mbps for 23B+D and 1.536 Mbps for 24B. (*Standard: ANSI T1.607 and 610; National ISDN-1 [Bellcore Pub. SR-NWT-1937], and National ISDN-2 [Bellcore Pub. SR-NWT-2120]*).
- (7) The DS1 facilities for digital trunks shall have the "23B+D" ISDN PRI service configuration. The first 23 "B" channels on these facilities shall be used for digital trunks. The 24th "D" channel shall provide "out-of-band" signaling for call set-up and take-down on the "B" channels.
- (8) All DS1 circuits shall operate independently, so that if one circuit fails, the others will continue to operate normally without any interruption in service.
- (9) The DS1 ISDN PRI facilities shall be provisioned with 23 B-Channels with digital trunks supporting flexible use of voice, video and data on any B-Channel, selectable on demand (Call-By-Call).

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- (10) It shall not be necessary for the Court to designate a type of communication path for each "B" channel to be a certain type of trunk or in a trunk group. The "B" channels on the DS1 circuits shall be dynamically allocated on a call-by-call basis (e.g., call-by-call selection). When a call is placed or received, an available channel shall be assigned to be the type of trunk necessary to complete the call.
  - (11) All digital trunks shall be in a single trunk group with Call-By-Call (CBC) and Call Party Number (CPN).
  - (12) Standard Q.931 signaling on the D channel shall be used for answer supervision and call control for all calls on all digital trunks.
  - (13) Calls arriving on digital DID trunks shall have caller number identification (transmission of caller's ten-digit telephone number, e.g., caller-ID, ANI) provided to the Court's telephone system by the Contractor. This requirement applies to all incoming calls (local, intra-LATA, inter-LATA, and international) where the Contractor is the carrier for the originating call or where the caller number identification is provided to the Contractor by a different originating carrier and where the number is not "blocked" by the caller. The Contractor shall specify the format for the caller identification information to be provided to the Court on the ISDN PRI facilities.
  - (14) If available, caller-ID with Name shall be provided.
  - (15) For outgoing calls on the digital trunks, the Contractor's network shall view the Court's telephone system as a switch on the network and shall pass the calling party number sent by the telephone system to the called party. The telephone system will be programmed to send, as the calling party number: the main billing number of the trunk group; any of the DID numbers; or, send no number (mark private); or any combination thereof, at the Court's discretion. The Contractor shall specify the digital format of the calling party number information to be sent from the telephone system on the digital trunks.
  - (16) Outbound call blocking is not required. This capability will be programmed in the vendor's telephone switch.
  - (17) All DS1 facilities shall comply with the applicable sections for DS1 service of EIA/TIA Standard 547, Network Channel Terminal Equipment for DS1 Service, latest issue, American National Standard ANSI T1.107, Digital Hierarchy Formats Specifications and American National Standard ANSI T1.102, Digital Hierarchy Electrical Interfaces and applicable standards referenced therein (e.g., T1.101).
  - (18) All DS1 facilities shall have a line rate of 1.544 Mbps and information-payload data rate of 1.536 Mbps. (*Standard: Bellcore Notes on the BOC Intra-LATA Network [TR-NPL-000275] and ANSI T1.102/107/403*).
  - (19) The DS1 interface shall be provided from a Signaling System 7 (SS7) equipped central office. (*Standard: ANSI T1.110 through T1.116 and T1.611 and Bellcore GR-317, GR-394, and TR-NWT-246*).
  - (20) The DS1 clock rates shall be based on a stratum 1 clock reference, 1.544 +/- 10E(-11) Mbps.

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- (21) All digital transmission parameters shall satisfy the values and ranges set forth in the *High-Capacity Digital Special Access Service - Transmission Parameter Limits and Interface Combinations* (Standard: Bellcore Pub: TR-INS-342).
- (22) The Court will provide Channel Service Units (CSUs) that comply with the requirements of Part 68 of the FCC rules and regulations and the applicable standards referenced herein (*Standard: EIA/TIA-547, ANSI T1.107, ANSI T1.102, etc.*).
- (23) Performance objectives for the DS1 facilities shall meet or exceed the following:
- (a) Error-free seconds 99.75% or greater, determined for a 24-hour period, where an error-free second is any second in which no bit-errors are received;
  - (b) Errored seconds of 0.25% or less, determined for a 24-hour period, where an errored second is any second in which one or more bit errors are received;
  - (c) Acceptance limits of less than one (1) errored second in five (5) minutes;
  - (d) Immediate action limits of ten (10) or more errored seconds in five (5) minutes;
  - (e) Circuit availability of 99.925% or greater during 12 consecutive months; where a circuit is unavailable when the Bit Error Rate (BER) is less than  $10E(-3)$  for a period of ten (10) consecutive seconds.
- (24) The Grade of Service (GOS) for circuit availability on the Contractors's network with the digital trunks shall meet or exceed:
- (a) Terminating calls: P.01 (Jacobsen retrial capacity tables);
  - (b) Originating calls: P.01 after dial tone (Jacobsen retrial capacity tables);
  - (c) Dial tone delay: Less than 1% for delay greater than 1 seconds;
  - (d) Availability of service: at least 99.9%

### **C.2.2.2 Additional Dial Tone Services, Trunking, and Requirements**

The Contractor shall provide dial tone services, trunking, and related items to meet and/or exceed the following requirements and specifications.

- (1) The digital trunks shall carry local, intra-LATA, inter-LATA, and international telephone traffic to and from the Court's telephone system.
- (2) The digital trunks shall not have any noticeable, perceptible, or unacceptable noise, echo or distortion for the voice and data calls and transmission.
- (3) The dial tone service shall comply with the North American Numbering Plan (NANP) including Interchangeable Central Office Codes, Interchangeable Numbering Plan Areas, and Dialing Procedure Changes.
- (4) Flat-rate, seven-digit local calling is required within Des Moines and the local calling area. The Contractor shall define the area where flat-rate service will be provided.
- (5) If telephone service in Des Moines and the local calling area is changed to ten-digit calling during the term of the contract, the Contractor shall comply and change from seven-digit to ten-digit service at no additional cost to the Court.

- (6) Local Number Portability is required for all telephone numbers as it is ordered by the FCC during the life of the contract. The Contractor shall support all new and existing telephone numbers (including number ranges/blocks) belonging to the Court. At the end of the contract term, or if the contract is canceled before the end of the term, the Contractor will be required to provide number portability to a new carrier.
- (7) The Contractor shall not allow third party billing of calls to any trunk or number provided under this contract.
- (8) Collect calls to any trunk or number provided under this contract shall NOT be blocked.
- (9) The Contractor shall carry and switch all 911 and E911 calls (e.g., emergency service/assistance) to the appropriate Public Safety Answering Point (PSAP) on all digital trunks. Address/Location Information shall be provided to the appropriate E911 PSAP. Access shall be provided when callers dial 911.
- (10) The Contractor shall provide access to the Federal Relay Service for hearing-and-speech impaired persons through the inter-exchange Switched Voice Service (SVS)/toll-free (e.g., 800) service provider.
- (11) The Contractor shall provide toll-free access to intra-LATA and inter-LATA carriers for calling-card calls, person-to-person calls, collect calls, and other services. Access shall be provided when callers dial the toll free (e.g., 800) number for the intra-LATA or inter-LATA carrier.
- (12) The Contractor shall provide listings for the Court in the “Blue Pages” (local Government listing) of the telephone directory of the dominant local exchange carrier in the Des Moines area (currently, Qwest). One listing is required for each judicial chamber and for each court unit/organization. Additional listings shall be provided if requested by the Court. The Court will coordinate with the Contractor to assign specific departments, names, and associated DID numbers to be listed.
- (13) The Contractor shall provide the Court with telephone directories (White and Yellow Pages), including delivery (f.o.b. destination) from the dominant local exchange carrier in the Des Moines area (currently, Qwest). A minimum of 110 directories shall be provided. Additional directories shall be provided if requested by the Court. The maximum number of directories to be provided, if requested by the Court, is equivalent to the number of DID telephone numbers under the U.S. Court’s account.
- (14) The Contractor shall provide listings for the Court in directory assistance (411) of the dominant local exchange carrier in the Des Moines (currently, Qwest).
- (15) The Contractor shall provide access to directory assistance from the dominant local exchange carrier in the Des Moines area (currently, Qwest). Directory assistance for the local calling area shall be provided when callers dial 411.
- (16) The Contractor shall provide access to Reverse Directory Assistance whereby callers provide a telephone number to obtain the listed name, address, and zip code information associated with the number for local or nationwide numbers. Reverse Directory Assistance shall be provided when callers dial 411.

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- (17) The Contractor shall provide access to directory assistance services provided by the Court's designated long distance carrier. Access to directory assistance from the long distance carrier shall be provided when callers dial 1-NPA-555-1212.
  - (18) The Contractor shall provide operator assistance for any dialing difficulties and other services offered (e.g., conference calling) in the local calling area. Local operator assistance shall be provided when callers dial 0.
  - (19) The Contractor shall provide access to operator assistance from the Court's designated long distance carrier. Access to long distance operator assistance shall be provided when callers dial 00.
  - (20) The Contractor shall provide access to international operator assistance to the Court's designated international carrier. Access to the international operator assistance shall be provided when callers dial 011.
  - (21) The Contractor shall provide operator assistance with the capability to verify whether a line is busy and to interrupt a conversation (e.g., busy line verification and busy line verification with interrupt).
  - (22) The Contractor shall provide audible notification to the Court if the called party does not accept calls from telephone numbers that have been blocked (e.g., anonymous call rejection with audible notification of rejections).
  - (23) The Contractor shall provide network intercept to recorded announcements as an inherent network capability when a call cannot be completed. The recorded announcements shall inform callers of the situation preventing the call from being completed as dialed. At a minimum, such announcements shall be provided for timed-out dialing conditions, calls to vacant or disconnected numbers, number changes, "unauthorized" call types, network congestion, and other related conditions. The Contractor shall ensure that no more than one percent of intercepted calls are delayed in excess of ten seconds before being connected to a recording. The Contractor shall update the recorded announcements throughout the life of the contract.
  - (24) The ability to "trace" abusive and/or threatening telephone calls is required.
  - (25) The provided network shall be capable of supporting integrated voice/data (e.g., multi-media) applications as well as simultaneous voice/data transmissions. As such, the following shall be supported:
    - (a) ISDN Basic Rate Interface (BRI)
    - (b) ISDN Primary Rate Interface (PRI)
    - (c) ISDN PRI to BRI inter-operability
    - (d) Circuit-modes of data transmission
    - (e) Packet-modes of data transmission
    - (f) ISDN Bearer (B) Channel sharing and utilization for two voice, voice/data, or two data channels using two Service Profile Identifiers (SPIDs).
  - (26) The provided network and associated telephone services shall provide for the following capabilities to ensure the proper termination/release of a connection (e.g., call):
    - (a) Flexible disconnect/release when either and/or both parties hang up;
    - (b) Off-hook time-out;

- (c) Release with howler;
- (d) Release without howler.

- (27) The provided network and associated telephone services shall provide for answer supervision to ensure the proper billing of calls.

### **C.2.2.3 Long Distance Carrier**

- (1) All digital trunks shall provide Circuit Switched Services/Switched Voice Services (CSS/SVS) access to the Federal Telecommunications Service (FTS2001) long distance service provider, currently Sprint. (Please note that this service was known as Virtual On-Net or VON service under the FTS2000 contract.) All required access codes for CSS/SVS service shall be programmed into the Contractor's switch so that it will not be necessary for the Court to enter access codes. The Court shall provide the required Pre-subscribed Inter-exchange Carrier (PIC) code. The Contractor also shall allow the Court to access other long distance carriers by dialing 10-10XXX (e.g., 10-10288 for AT&T) or the company-access code.
- (2) If the access or service provider for the Federal Telecommunications Service (e.g., Government's long distance service) is changed during the term of the contract, the Contractor shall comply and provide the required access to the then chosen provider, including programming all required access codes into the Contractor's switch so that it will not be necessary for the Court to enter access codes, at no additional cost to the Court. The Contractor also shall allow the Court to access other long distance carriers by dialing 10-10XXX (e.g., 10-10288 for AT&T) or the company-access code.
- (3) All inter-LATA calls and intra-LATA toll calls shall be routed to the Court's designated long distance carrier via the digital trunks. This requirement does not include provision of the long distance carrier services; just access via the Contractor's trunks.
- (4) All FTS and non-FTS international calls shall be routed to the Court's designated international carrier via the digital trunks. Compliance with the International Telecommunications Union (ITU) 15-digit dialing standard for international calls is required. This requirement does not include provision of the international carrier services, just access via the Contractor's trunks.

## **C.3 SETUP AND INSTALLATION**

The installation includes (*but is not limited to*) all services, equipment, accessories, cables, connectors, interface units, and other related items for installed dial tone and trunking services with digital facilities ready for operation by the Court. The installation shall be performed by the Contractor as described below.

- C.3.1 The Contractor shall hold a "kickoff" meeting and conduct a site visit to the Court's premises within five (5) business days after contract award. The Contractor shall identify, document, and verify all requirements and conditions necessary for a complete and successful installation, *including but not limited to*:
- a. Electrical requirements (e.g., types/specifications, and quantities of outlets, etc.)
  - b. Cabling/infrastructure requirements (e.g., entrance cable, tie cable, distribution frames, etc.)
  - c. Equipment requirements (e.g., NI, CSUs, etc.)
  - d. Environmental requirements (e.g., HVAC, space requirements, etc.)

- C.3.2 The Contractor shall amend and update the Project Schedule Plan (defined in Paragraph F.6) based on the findings from the site visit/kickoff meeting as needed. The Contractor shall present the updated Plan for Contracting Officer's Technical Representative (COTR) approval within three (3) days of the site visit/kickoff meeting. Thereafter, the Contractor shall update the Project Schedule Plan and hold additional meetings with the Court as needed and/or necessary in order to keep the project on schedule. At a minimum, the Contractor shall provide the Court with monthly updates and status reports. The Contractor also shall notify the Court immediately of any delays and/or issues that may impact the schedule and/or project.
- C.3.3 The demarcation (MPOP) and the Network Interface (NI) for the specified facilities, services, and items shall be located in the building and room specified under Paragraph F.4 (including associated subparagraphs), Delivery Location.
- C.3.4 The Contractor is responsible for providing and installing any entrance cable, riser cable, and/or any additional distribution frames, blocks, miscellaneous hardware, termination, cross connects, and other items required for the new facilities and services installation.
- C.3.5 The Contractor is required to cross-connect from the building entrance cable terminations to the tie cable terminations as required to extend the Court's demarcation point to the room specified under Paragraph F.4 (including associated subparagraphs), Delivery Location.
- C.3.6 The facilities and services shall be installed using the existing inside tie cable or new inside tie cable from the building demarcation (MPOE) to the room as specified under Paragraph F.4 (including associated subparagraphs), Delivery Location. If new tie cable is required, the Contractor shall be responsible for providing and installing this cable.
- C.3.7 The Court's telephone system contractor will provide and install the Channel Service Units (CSUs) required for connection of the DS1s to the telephone system.
- C.3.8 All equipment installed in the telephone room shall be connected to a common ground bus strip using number 6 AWG copper wire which shall be connected to earth ground in accordance with the manufacturer's specifications.
- C.3.9 The Contractor is responsible for shipping and delivery of all related equipment and materials to the Court.
- C.3.10 The installation must be complete. All facilities and trunks must operate correctly and satisfy the requirements and specifications of this contract.
- C.3.11 Installation shall be in compliance with Federal Communications Commission (FCC) and Iowa Public Utilities Commission (PUC) rules in effect at the time of cutover.
- C.3.12 All installation work must be done in accordance with applicable standards and accepted practices. The Contractor shall provide the management, technical support, operations, training, maintenance, and customer service staff required to support this contract. The Contractor shall provide personnel who have experience on projects of similar size, scope, complexity, functionality, and other relevant experience with the tools and methodologies which are being provided for use on this contract.

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Contractor personnel must be able to communicate effectively in English (verbally and in writing) with officials and staff representing the Court.

- C.3.13 Each person who is assigned to this contract effort and will work on the premises of the Court must have a security investigation and clearance completed prior to commencing work. All personnel will be expected to present a valid state-issued picture identification upon arrival to the Court's premises to begin project work. See Subparagraph H.4.7 for additional information regarding personnel security requirements.
- C.3.14 All dial tone services (e.g., facilities, services, and other items) shall be installed, fully operational, functioning properly, and tested by the delivery schedule specified in Paragraph F.5. Installation of additional facilities, services, and other items after the delivery schedule shall follow the time frames for guaranteed service delivery presented in the Contractor's response in Attachment A: Information Form, unless otherwise amended or mutually agreed to by the Court and the Contractor.
- C.3.15 The Contractor shall provide an on-site technician at the Court's premises and at the Provider's Central Office (CO) during cutover.
- C.3.16 The Contractor shall work with the current network provider (GSA) to ensure a smooth and orderly transition to the new Provider's facilities and services.
- C.3.17 The Contractor shall coordinate the interconnection of the new facilities and services with the Court's new telephone system. All facilities, services, and items shall be in place and operational upon cutover to the respective equipment and systems. The Contractor must correct any problems or disputes regarding interconnection of the facilities and trunks with the Court's equipment vendors. The Contractor shall correct any malfunctions of the facilities and trunks due to the interconnection at no additional charge to the Court.
- C.3.18 The Contractor shall coordinate intercept services (e.g., referrals) associated with number changes with the current network provider, GSA, as necessary. The Court will designate which telephone numbers require intercept services.
- C.3.19 The Contractor shall comply with all applicable statutory safety requirements during installation.
- C.3.20 All work and material shall comply with all State and Federal laws, municipal ordinances, regulations and direction of inspectors appointed by proper authorities having jurisdiction. If there are violations of codes caused by the Contractor, the Contractor must correct the situation at no additional charge to the Court. The Contractor shall obtain all required licenses and permits at its own expense.
- C.3.21 The Contractor shall properly dispose of its debris. Equipment rooms, telecom closets, and other related areas where Contractor personnel will be working shall be kept in a clean and orderly state at all times.
- C.3.22 All cables, wires, and equipment shall be firmly held in place. Fasteners and supports shall be adequate to support their loads with ample safety factors. The Contractor shall not use power nails nor nail guns.

C.3.23 The Contractor shall be responsible for replacing, restoring, or bringing to original condition any damage to floor, ceilings, walls, furniture, grounds, pavement, etc., caused by their personnel and operations. Any damage or disfigurements shall be restored by the Contractor to its original condition at the Contractor's expense.

#### **C.4 SYSTEM DOCUMENTATION**

The Contractor shall neatly and permanently label all digital facilities on the demarcation connecting blocks and the NI. Following installation and cutover, the Contractor shall prepare and deliver a Customer Service Record (CSR) for all new digital facilities and dial tone and trunk services. The CSR shall be provided at no additional charge to the Court.

#### **C.5 TRAFFIC STUDIES**

C.5.1 The Contractor shall perform conventional telephone traffic studies on the digital trunks and trunk groups for a consecutive two week period for the Court. These studies will commence thirty days after a successful and complete cutover and shall be performed at no additional charge to the Court. These studies shall include Peg Count and CCS (Centum Call Second) measurements for each hour for each trunk from 7:00 a.m. to 7:00 p.m. local time Monday through Friday. Traffic studies shall be provided to the Court within five (5) days after the study is completed.

C.5.2 Thereafter, the Contractor shall perform annual telephone traffic studies for a consecutive two week period for the Court. These studies shall be provided to the Court once a year for the life of the contract at no additional charge to the Court. The Court shall specify the dates for these studies. Traffic studies shall be provided to the Court within five (5) days after the study is completed.

#### **C.6 REPAIR AND RESTORAL SERVICES**

The Contractor shall provide the following repair services, restoral services, and other related items and services upon contract award and throughout the life of the contract.

C.6.1 The Contractor shall have a disaster recovery plan in place for the Des Moines area. The disaster recovery plan shall place the Court on the second highest level/tier for service restoration. The Contractor shall clearly define the service restoration for the proposed services.

C.6.2 The Contractor shall have a toll-free repair and emergency restoral service telephone number for trouble calls. The telephone number shall be manned by a human service agent 24 hours per day, seven days per week for the term of the contract. Requests for repair or emergency restoral may be received by telephone, fax, or E-mail.

C.6.3 The Contractor shall respond to requests for repair service on the same day as receipt of the request for service during the term of the contract. Same-day response to requests for repair service will be based on Monday through Friday, 7:00 a.m. to 5:00 p.m. local time. Next-day repair service will be acceptable for service requests received after 4:00 p.m. local time. Contractor response shall be satisfied by the arrival of the Contractor's service personnel at the Court's premises unless the service request can be completed remotely.

- C.6.4 The Contractor shall respond to requests for emergency restoral service within two (2) hours of receipt of requests for service 24 hours per day, seven days per week during the term of the contract. Emergency restoral service will be provided for failure of any digital circuit or trunk resulting in the inability to receive incoming calls or make outgoing calls on the trunks. Contractor response shall be satisfied by the arrival of the Contractor's service personnel at the Court's premises unless the service request can be completed remotely.
- C.6.5 Out-of-service facilities, services, and related items shall be restored to working order within two (2) hours of receipt of requests for emergency restoral service and within four (4) hours of receipt of requests for routine restoral service.
- C.6.6 The Contractor shall notify the Court if the Contractor determines that the malfunction and/or problem resides with the Court-owned equipment and systems and not with the provided facilities, services, and related items provided under this contract. The Contractor, however, shall work with the Court's equipment vendors to resolve and correct any malfunctions of the facilities, services, and related items provided under this contract due to interconnection issues and problems at no additional charge to the Court.
- C.6.7 The Contractor shall reimburse the Court in the event of carrier failure. Any loss of DS1 services of between four (4) to eight (8) hours will be reimbursed to the Court as credit for one-business day's use. The credit shall be determined by calculating the average day for that month's usage pro-rated. Down-time will be calculated mutually between the alarms and monitoring system installed on the Court's telephone system and the Provider's network monitoring facility.
- C.6.8 The Contractor shall designate a service executive to manage the Court's services to assure continuity of service to the Court. Upon Court request, service outages deemed "critical" by the Court shall be "escalated" to the Contractor's highest level of management for priority service restoration.

## **C.7 GOVERNMENT FURNISHED SUPPORT**

- C.7.1 The Court will provide the following items/support to the Contractor as available:
- a. The Court will designate a telecommunications project manager who will directly assist the Contractor throughout the installation process.
  - b. The Court will provide partial floor plans to the Contractor. The floor plans will show the building entrance conduit, the building demarcation (MPOP), and the Court's designated telephone room (e.g., switch room) where the demarcation point and NI for all specified facilities, services, and items will be located.
  - c. The Court will provide an on-site tour of all physical areas where telecommunications equipment, facilities, services, items, and cabling is or may be installed.
  - d. The Court will assure that all site preparation, tie cable and terminations are prepared and ready for the installation of facilities, services, and items. Site and cable preparations shall be made in accordance with the requirements presented in the Contractor's response in Attachment A: Information Form and Project Schedule Plan and verified during the Contractor's site survey.

- e. The Court will provide access to the required areas of the Court's premises for the installation of facilities, services, and items. The Court will coordinate such access with the building owner as necessary.
  - f. The Court will arrange for the telephone system vendor (e.g., technician) to be on-site during cutover of the facilities, services, and items.
  - g. Other reasonable support, access or information requested by the Contractor and agreed to by the Court.
- C.7.2 The Contractor will notify the Court of any discrepancies in the furnished items/support received within three (3) calendar days of receipt. Discrepancies and/or additional errors found are to be identified and reported by close of business on the following workday.
- C.7.3 The Contractor shall return all government resources, property, and items to the Court upon project completion. See also Subparagraph F.8.4.

#### **C.8 REPORTING AND OTHER REQUIREMENTS**

The Contractor is responsible for the timely delivery of written and oral deliverables and status information. See Section F — Deliveries or Performance for additional information regarding deliverables, reporting requirements, and other related items.

**SECTION D — PRESERVATION, PACKAGING, AND PACKING**

**D.1 JP3 CLAUSE B-5, CLAUSES INCORPORATED BY REFERENCE (AUG 2004)**

This procurement incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the contracting officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

<http://www.uscourts.gov/procurement/clauses.htm>.

<b>NUMBER</b>	<b>TITLE</b>	<b>DATE</b>
2-45	Packaging and Marking	AUG 2004

**D.2 PAYMENT OF POSTAGE AND FEES**

All postage and fees required for the submission of deliverables, return of government resources, property, and items, and/or otherwise required for the performance and completion of the contract shall be paid by the Contractor. See also Paragraph F.1.

## SECTION E — INSPECTION AND ACCEPTANCE

### E.1 JP3 CLAUSE B-5, CLAUSES INCORPORATED BY REFERENCE (AUG 2004)

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NUMBER	TITLE	DATE
2-5A	Inspection of Products	JAN 2003
2-5B	Inspection of Services	AUG 2004
2-10	Responsibility of Products	JAN 2003

### E.2 INSPECTION AND ACCEPTANCE

The Contracting Officer (CO) and the Contracting Officer's Technical Representative (COTR) may, at any time or place, inspect the services performed and the products delivered, including any documents and reports. The COTR with the concurrence of the CO may reject any services or products that do not meet the highest requirements of the contract and the highest standards of professionalism. No payment will be due for any services or products rejected under this clause. See also Subparagraph F.9.2.

### E.3 SYSTEM ACCEPTANCE TEST PLAN

After installation and cutover is completed, system acceptance tests shall be performed by the Contractor in conjunction with the telephone system vendor and in accordance with the System Acceptance Test Plan submitted by the Contractor and approved by the Court. These tests may be performed at the same time as cutover. All tests will be witnessed and verified by the COTR to ensure that the requirements and specifications set forth in this contract are met. All facilities, services, and items shall operate correctly and accordingly and shall be able to function as a single, complete system. The Court will accept the new facilities, services, and items when the acceptance tests have been satisfactorily completed and the specified criteria have been satisfied.

The Offeror's System Acceptance Test Plan shall be performed to demonstrate and include the following:

- (1) All facilities and trunks operate properly in both directions with the Court's equipment and telephone system;
- (2) Systems are able to seize and release all connected trunks without hangups or unintended disconnects;
- (3) Trunks are disconnected correctly;
- (4) All dialing (DTMF and dial pulsing) is correctly completed;

- (5) Outgoing call routing, as specified (*including but not limited to*), local, intra-LATA, FTS CSS/SVS long distance, international, directory assistance, and 911 emergency calls;
- (6) Intercept services (e.g., referrals) are working properly;
- (7) Quality and level of transmission consistent with published specifications for facilities, services, and items under operational traffic loads;
- (8) No noticeable, perceptible, or unacceptable noise, echo or distortion is detected;
- (9) All cabling, grounding and equipment installation complete, in permanent locations and in accordance with industry standards and these specifications;
- (10) Documentation for facilities, services, and items, including system documentation and traffic studies, complete and on file at the Court's premises. See Paragraphs C.4 and C.5 (including associated subparagraphs) for additional information regarding system documentation and traffic studies, respectively.

#### **E.4 SYSTEM ACCEPTANCE REPORT**

The following specifications apply to the requirements for the Court's acceptance of the Contractor's facilities, services, and items after cutover. Formal acceptance by the Court is necessary prior to any payment to the Contractor. The Contractor shall provide the COTR with the System Acceptance Test Report, which will be signed by both parties upon final acceptance by the Court. This report shall be based on the results of the System Acceptance Test Plan. The report also shall outline details of the cutover, circuit inventory, maintenance service telephone numbers, escalation procedures, and account information and telephone numbers. This report also shall contain the following:

- (1) Copy of the System Acceptance Test Plan
- (2) Test results and verification sheets (e.g., functional testing, loading testing, performance testing, etc.)
- (3) Required and measured parameters for all circuits
- (4) Circuit configurations (e.g., B8ZS/ESF, etc.)
- (5) Areas of Noncompliance
- (6) Information pertaining to other lines, services, features, and/or other related items ordered
- (7) Conclusions and recommendations
- (8) Signature Block for the COTR and the Contractor

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**E.5 CONTENTION AND RESOLUTION PLAN**

In the event that the digital facilities and dial tone and trunk services do not operate as required by the specifications in the contract, or have failed any tests defined in the System Acceptance Test Plan, the Contractor shall have a plan for identifying and resolving the cause of the problem(s). This Contention and Resolution Plan shall isolate (and correct, as necessary) faults in the facilities and trunks, copper cabling, and Court's new telephone system.

The Contractor is not responsible for correcting faults associated with equipment, services, or cabling that was not installed as part of the contract. The Contractor is responsible for correcting faults associated with facilities, equipment, trunks, services, items, and cabling that is part of this contract.

## SECTION F — DELIVERIES OR PERFORMANCE

### F.1 JP3 CLAUSE B-5, CLAUSES INCORPORATED BY REFERENCE (AUG 2004)

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NUMBER	TITLE	DATE
2-25A	Delivery Terms and Contractor's Responsibilities	JAN 2003
2-35	F.o.b. Destination, Within Judiciary's Premises	JAN 2003
2-60	Stop-Work Order	JAN 2003
7-200	Judiciary Delay of Work	JAN 2003

### F.2 JP3 CLAUSE 2-30A, TIME OF DELIVERY (JAN 2003)

- a. The judiciary requires delivery to be made according to the delivery schedule specified in Section F of the contract schedule. The judiciary will evaluate offerors' proposed delivery schedules to determine the offer with the most advantageous delivery time to the judiciary. Offers that propose delivery that will not clearly fall within the required delivery period will be deemed unacceptable. The judiciary reserves the right to award on the basis of either the required delivery schedule or the proposed delivery schedule when an offeror proposes an earlier delivery schedule than required. If the offeror proposes no other delivery schedule, the required delivery schedule will apply.
- b. The required delivery schedule may be stated in terms of days after the effective date of the contract award or specific dates.

### F.3 PERIOD OF PERFORMANCE

The period of performance for this contract is from the date of acceptance of the specified services through one entire calendar year (Base Period - Year 1), with four (4) one-year options thereafter. Contract options shall be exercised pursuant to JP3 Clause 2-90D, Option to Extend the Term of the Contract; see Paragraph I.6 (including associated subparagraphs) for additional information.

### F.4 DELIVERY LOCATION

F.4.1 Dial tone service shall be installed at:

U.S. Courthouse Annex  
110 East Court Ave  
Des Moines, Iowa, 50309.

F.4.2 The demarcation (MPOP) and the Network Interface (NI) for the specified facilities, services, and items will be located in the Court's Computer Equipment Room (ER) on the third floor. The Court's new telephone system equipment will be located in this room.

F.4.3 The specified services shall be delivered directly to the U.S. Courthouse Annex, and shall NOT be delivered via the service entrance in the basement of the U.S. Courthouse (123 E. Walnut Street), on the same city block as the Courthouse Annex.

## **F.5 DELIVERY SCHEDULE**

Unless otherwise changed by the Court, the anticipated delivery date for which dial tone services and related items shall be fully operational, functioning properly, and tested is Friday, April 18, 2008.

## **F.6 PROJECT SCHEDULE PLAN**

The Project Schedule Plan shall include a schedule and breakdown/itemization for all work to be accomplished and completed, milestones, and requirements for Contractor access to Court's facilities and premises.

The Project Schedule Plan, *at a minimum*, shall include a work schedule of the days and hours each day that the Contractor's employees will require access to the Court's facilities and premises. The Plan also shall include detailed steps and dates for the full installation process, *including but not limited to*, premises prepared by the Court, the installation and cutover process, acceptance testing, documentation, and so forth. Furthermore, the Plan shall include contingencies for any slippages in schedule.

## **F.7 INSTALLATION REQUIREMENTS**

### **F.7.1 Installation Process**

Installation shall be performed in accordance with the requirements and specifications in Section C. Setup and installation shall be performed in accordance with Paragraph C.3 (including associated subparagraphs) and the approved Project Schedule Plan as applicable. The labeling of facilities, services, and other items shall be performed in accordance with Paragraph C.4. Traffic studies, repair and restoral services, and related items shall be in performed in accordance with Paragraphs C.5 and C.6 (including associated subparagraphs).

The installation of facilities, services, and other items will be considered complete when inspection and acceptance are successfully completed and such facilities, services, and items are deemed operable by the Contracting Officer's Technical Representative (COTR). "Operable" is defined as meeting and/or exceeding the requirements and specifications set forth in this contract. This also includes, *but is not limited to*, the ability to make and receive calls over the local, regional, and long distance networks to and from the Court's equipment and systems (e.g., telephone system, voice mail system, video conferencing systems, modems, and fax and data application servers). See Section E for additional information on inspection, acceptance, and testing.

Installation of additional facilities, services, and other items after the delivery schedule (specified in Paragraph F.5) shall follow the time frames for guaranteed service delivery as presented in the Contractor's response in Attachment A: Information Form, unless otherwise amended or mutually agreed to by the Court and the Contractor.

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## **F.7.2 Delays**

The Court reserves the right to delay any installation, at no additional cost to the Government, provided that:

- (1) The Contractor receives written notice from the Contracting Officer 15 days prior to the scheduled installation date or within 30 days after award, whichever is later, or by any date which is mutually agreed to by the Court and the Contractor.
- (2) Installation delays beyond 30 calendar days must be mutually agreed to by the Contractor and the Court.

## **F.8 MINIMUM STANDARDS OF PERFORMANCE**

### **F.8.1 Execution of Effort**

The Contractor shall provide all necessary personnel, tools, test instrumentation, automation resources, supplies, services, support, and other related items required for this contract.

### **F.8.2 Consistency to Requirements**

All products, services, and other related items shall satisfy the requirements of the contract.

### **F.8.3 Timeliness**

All products, services, and items shall be delivered within established time frames. This effort will normally follow a project plan established by the Contractor and approved by the COTR. Visits to the Court's premises and the scheduling of meetings and work shall be coordinated with the COTR. The CO shall be notified immediately, in writing, of any expected delays (along with an explanation for such delays) in delivering products or services specified in the project plan.

### **F.8.4 Government Resources, Property, and Items**

All government resources, property, and items provided to the Contractor in support and/or performance of the contract shall be returned to the Government at project completion. See also Subparagraph C.7.3.

## **F.9 OTHER DELIVERABLES AND REPORTING REQUIREMENTS**

In addition to the items already identified, the Contractor is responsible for the timely delivery of the following services, support, items, and/or other deliverables.

### **F.9.1 Written Deliverables**

The Contractor shall submit deliverables in draft form. The Contractor shall provide one (1) original and three (3) copies in paper, hard copy form for each of the written deliverables. One (1) electronic copy of all written deliverables also shall be provided. The electronic copy may be provided either as a WordPerfect 10 or Microsoft Word 2003 document. Documents in Word format, however, are strongly preferred. Spreadsheets shall be provided as Microsoft Excel 2003 files.

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**F.9.2 Acceptance/Rejection of Deliverables**

The Government will review the deliverables for accuracy, quality, quantity, and completeness. The Government will provide written and/or verbal comments on draft deliverables to the Contractor. If the Government comments are extensive, the Government may request that another draft be submitted. Upon receipt of the Government's comments, the Contractor shall have five (5) working days to make any corrections, incorporate comments, if required, and deliver the final deliverable.

Determination of the acceptability of each final deliverable will be made by the Government. The Government will review and verify that all corrections have been made and comments, if any, are incorporated into the final deliverable. If acceptable, the Government will provide the Contractor with a notice of acceptance.

Acceptance or rejection of a Contractor's submitted deliverable will be formally communicated by the Contracting Officer (CO) or the Contracting Officer's Technical Representative (COTR). If rejected, the reason for such action will be clearly stated. Final acceptance of each deliverable will be made by the Government's COTR with concurrence of the CO. See also Paragraph E.2, Inspection and Acceptance.

## SECTION G — CONTRACT ADMINISTRATION DATA

### G.1 JP3 CLAUSE B-5, CLAUSES INCORPORATED BY REFERENCE (AUG 2004)

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NUMBER	TITLE	DATE
7-125	Invoices	JAN 2003

### G.2 BILLING AND PAYMENT TERMS

Contractor invoices shall be submitted monthly in arrears and shall provide an account summary showing all services, features, and items on the account. Invoices may be submitted upon the Government's acceptance of all products, services, and items as ordered and/or as rendered; payment will not be made on partial deliveries. See JP3 Clause 7-135 and JP3 Clause 7-130 for additional information regarding payments and interest on overdue payments, respectively.

Invoices for facilities, services, and other items specified shall be addressed and submitted to the Court representative who will be identified in the final contract.

Charges associated with a specific telephone number and/or number range shall be itemized and summarized on the appropriate invoice. Additions and changes to service also shall be itemized and summarized on the appropriate invoice.

Invoices shall show itemized charges, *including but not limited to*, facility charges, trunks charges, Federal Access Charges, and usage charges. The usage charges shall detail each call with the date and starting time of the call, the telephone number called, the mileage range and applicable rate, number of minutes, and total charge for the call. See JP3 Clause 7-125 for additional information regarding invoices.

### G.3 JP3 CLAUSE 7-1, CONTRACT ADMINISTRATION (JAN 2003)

- a. The Contracting Officer and Contracting Officer's Technical Representative (COTR) for the contract will be the judiciary's primary points of contact during the performance of the contract. The Contracting Officer responsible for the administration of this contract will provide a cover letter providing the Contracting Officer's name, business address, e-mail address, and telephone number. Written communications from the Contractor shall make reference to the contract number and shall be mailed to the address provided in the cover letter. Communications pertaining to contract administration matters will be addressed to the Contracting Officer.
- b. Notwithstanding the Contractor's responsibility for total management during the performance of this contract, the administration of this contract will require the maximum

coordination between the judiciary and the Contractor. All contract administration will be effected by the Contracting Officer except as may be re-delegated. In no event will any understanding or agreement, contract modification, change order, or other matter in deviation from the terms of this contract between the Contractor and a person other than the Contracting Officer be effective or binding upon the judiciary. All such actions shall be formalized by a proper contractual document executed by the Contracting Officer.

**G.4 JP3 CLAUSE 7-5, CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (JAN 2003)**

- a. Upon award, a Contracting Officer's Technical Representative (COTR) may be appointed by the Contracting Officer. The COTR will be responsible for coordinating the technical aspects of this contract and inspecting products/services furnished hereunder; however, the COTR will not be authorized to change any terms and conditions of the resultant contract, including price.
- b. The COTR, if appointed, may be assigned one or more of the following responsibilities:
  - (1) monitoring the Contractor's performance under the contract to ensure compliance with technical requirements of the contract;
  - (2) notifying the Contracting Officer immediately if performance is not proceeding satisfactorily;
  - (3) ensuring that changes in work under the contract are not initiated before written authorization or modification is issued by the Contracting Officer;
  - (4) providing the Contracting Officer a written request and justification for changes;
  - (5) providing interpretations relative to the meaning of technical specifications and technical advice relative to Contracting Officer's written approvals, and
  - (6) providing general technical guidance to the Contractor within the scope of the contract and without constituting a change to the contract.

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**G.5 JP3 CLAUSE 7-10, CONTRACTOR REPRESENTATIVE (JAN 2003)**

- a. The Contractor's representative to be contacted for all contract administration matters is as follows (Contractor complete the information):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Fax: \_\_\_\_\_

- b. The Contractor's representative shall act as the central point of contact with the judiciary, shall be responsible for all contract administration issues relative to this contract, and shall have full authority to act for and legally bind the Contractor on all such issues.

## SECTION H — SPECIAL CONTRACT REQUIREMENTS

### H.1 JP3 CLAUSE B-5, CLAUSES INCORPORATED BY REFERENCE (JAN 2003)

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NUMBER	TITLE	DATE
1-1	Employment by the Government	JAN 2003

### H.2 FAILURE TO DELIVER SERVICES

If the Court determines that the Contractor fails to provide an acceptable level of service in terms of its networking and/or its customer service and/or the Contractor cannot continue to provide local services to the Court, the Contractor shall switch the Court to another carrier of the Court's choice at no cost to the Court.

### H.3 PRICE MANAGEMENT

The Contractor shall agree that during the contract life, the prices set forth herein shall not exceed the Contractor's commercial price list (including applicable commercial discounts) and/or established tariff prices for similar (or identical) facilities, services, and items. If at any time this should occur, the Contractor shall immediately notify the Court's Contracting Officer and offer the lower prices for incorporation into this contract. Similar facilities, services, and items are defined as comparable commercial technical services, such as local dial tone services (e.g., the equivalent to the Government's Circuit Switched Services/Switched Voice Services) and/or private line services (e.g., the equivalent to the Government's dedicated transmission services).

### H.4 CONTRACTOR PERSONNEL REQUIREMENTS

#### H.4.1 Minimum Requirements

Contractor dealings with users are businesslike and courteous. Contractor will be properly attired. The Contractor also will ensure that employees assigned to this contract are able to communicate effectively in English (verbally and in writing) with officials representing technical, management, and user groups. Installation personnel must have received training and have a minimum of three (3) years of installation experience for the facilities, services, and items proposed. Replacement or addition of personnel assigned to the contract after the letting of the contract will be reviewed and pre-approved from a review of their resume and/or interview(s) by the Court.

#### H.4.2 Key Personnel Definition

Certain skilled experienced professional and/or technical personnel are essential for successful Contractor accomplishment of the work to be performed under this contract. These are defined as "Key Personnel" and

are those persons whose resumes were submitted for evaluation with the proposal, and marked by the Contractor as "Key Personnel". At a minimum, the Contractor shall designate a Project Manager as a key personnel with a minimum of three (3) years of experience. No substitutions shall be made of accepted key personnel except for sudden illness, death, or termination of employment and only then in compliance with Paragraph H.4.3, "Substitution of Key Personnel", below. If one or more of the key personnel becomes, or is expected to become, unavailable for work under the contract for any of the foregoing reasons, the contract may be modified in accordance with Subparagraph H.4.3.

<u>Key Personnel</u>	<u>Title</u>	<u>Phone Number</u>
_____	Project Manager	_____

### **H.4.3 Substitution of Key Personnel**

All Contractor requests for approval of substitutions hereunder shall be submitted in writing to the Contracting Officer's Technical Representative (COTR) and the Contracting Officer at least two weeks in advance of the effective date, whenever possible, and shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the Contracting Officer necessary to approve or disapprove the proposed substitution. An interview may also be requested. The authorized representative and the Contracting Officer will evaluate such requests and promptly notify the Contractor of approval or disapproval in writing. All proposed substitutions shall be determined by the Court to have qualifications and job status equivalent to the person being replaced or consideration shall be granted and the contract price or rates may be equitably adjusted upward or downward to compensate the Government.

### **H.4.4 Key Personnel Designation**

For the purpose of the overall contract, the Contractor's Project Manager is designated as a key personnel under this contract and shall be the Contractor's authorized point of contact with the government Contracting Officer (CO) and the COTR.

The Contractor's Project Manager shall be responsible for providing project management oversight during all hours of task order activity for all Contractor personnel. The Contractor's Project Manager also shall be responsible for formulating and enforcing work standards, assigning schedules, and reviewing work discrepancies, and communicating policies, purposes, and goals of the organization to subordinates. See also Subparagraph H.4.6, Subcontracting Technical Support.

### **H.4.5 Changes / Removal of Contractor Personnel**

The Court reserves the right to require the change/removal of any Contractor personnel from the contract, without penalty to the Government; furthermore, this right of removal may be exercised at any time during the term of the contract.

### **H.4.6 Subcontracting Technical Support**

Subcontracting is allowable for technical support personnel, as described in the Contractor's proposal, but the Contractor's Project Manager shall be a prime Contractor employee who has in-depth experience in the type of services and goods required by the contract resulting from this solicitation.

The successful Offeror/Contractor, however, shall be the prime Contractor for procurement of the services and goods offered. The successful Offeror/Contractor alone will be held responsible by the Government for performance of all Contractor's obligations under any contract resulting from the Offeror's proposal. The Government in turn will render payment of any and all charges resulting from the purchase of services and goods solely to the prime Contractor.

#### **H.4.7 Personnel Security Requirements**

- a. Security investigations and clearances shall be conducted for all personnel who will be assigned to work on this project. Due to the sensitive nature of the Court, no Contractor personnel shall have criminal records. Upon contract award, the Contractor shall complete and return authorization/release forms for the security investigations and clearances for all such personnel. Information that will be required include, *but is not limited to*, names, dates of births, and social security numbers.
- b. The Department of Homeland Security now requires that all Contractor personnel who will be working in a federal building shall complete OPM Standard Form 85P and submit it with two fingerprint cards as part of the background investigations and clearances. Additional information and the Standard Form 85P is located at the following website:  
  
[http://www.opm.gov/forms/pdf\\_fill/SF85P.pdf](http://www.opm.gov/forms/pdf_fill/SF85P.pdf)
- c. All Contractor personnel may be required to wear Court-issued identification badges when visiting and/or performing at the Court's facilities and premises.

#### **H.5 NOTIFICATION OF DEBARMENT/SUSPENSION STATUS**

The Contractor shall provide immediate notice to the Contracting Officer in the event of being suspended, debarred, or declared ineligible by any Department or other Federal Agency, or upon receipt of a notice or proposed debarment from another Government Agency, during the performance of this contract.

#### **H.6 TAXES**

The Contractor shall provide to the Contracting Officer copies of all statutes or ordinances imposing new taxes within thirty (30) calendar days of the Contractor's identification of such statutes or ordinances. See JP3 Clause 6-40 for additional information regarding federal, state, and local taxes.

#### **H.7 COMPLIANCE**

All services performed under the terms of the awarded contractual agreement shall comply with the requirements and standards specified in the Williams-Steiger Occupational Safety and Health Act of 1970 (Public Law 91-596), as well as with other applicable Federal, State, and local codes.

#### **H.8 MEETINGS/CONFERENCES**

Technical meetings and/or post-award/pre-performance conference and/or meetings during contract performance may be necessary to resolve problems and to facilitate understanding of the technical requirements of the contract. Participants at these meetings/conferences shall be members of the Contractor's

technical staff and technical representatives of the Government. These meetings/conferences shall be scheduled with the agreement and arrangements made between the CO or their representative and the Contractor. All Contractor costs associated with the attendance at these meetings shall be incidental to the contract and not separately billed.

## **H.9 PERMITS**

The Contractor shall, without additional expense to the Government, be responsible for obtaining any necessary licenses and permits, and for complying with any applicable Federal, state, and municipal laws, codes, and regulations, and any applicable freight work permits, authorizations, etc. and/or visas in connection with the performance of the contract.

## **H.10 GENERAL WORKING HOURS AND GOVERNMENT HOLIDAYS**

Normal business/office hours are from 8:00 a.m. to 5:00 p.m. Central Time (e.g., Central Daylight Savings Time or Central Standard Time, as appropriate), local time; specific working hours, however, will be identified for each task order as required.

The following Government holidays are normally observed by Government personnel: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation.

**PART II — CONTRACT CLAUSES**

**SECTION I — CONTRACT CLAUSES**

**I.1 JP3 CLAUSE B-5, CLAUSES INCORPORATED BY REFERENCE (AUG 2004)**

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<b>NUMBER</b>	<b>TITLE</b>	<b>DATE</b>
B-20	Computer Generated Forms	JAN 2003
1-5	Conflict of Interest	AUG 2004
1-10	Gratuities or Gifts	JAN 2003
1-15	Disclosure of Contractor Information to the Public	AUG 2004
2-50	Continuity of Services	JAN 2003
2-55	Privacy or Security Safeguards	JAN 2003
3-25	Protecting the Judiciary's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment	JAN 2003
3-35	Covenant Against Contingent Fees	JAN 2003
3-40	Restrictions on Subcontractor Sales to the Government	JAN 2003
3-45	Anti-Kickback Procedures	JAN 2003
3-50	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity	JAN 2003
3-55	Price or Fee Adjustment for Illegal or Improper Activity	JAN 2003
3-65	Limitation on Payments to Influence Certain Federal Transactions	JAN 2003
3-105	Audit and Records - Negotiation	JAN 2003
3-120	Order of Precedence	JAN 2003
3-140	Notice to the Judiciary of Labor Disputes	JAN 2003
3-205	Protest after Award	JAN 2003
6-30	Insurance	JAN 2003

<b>NUMBER</b>	<b>TITLE</b>	<b>DATE</b>
6-40	Federal, State, and Local Taxes	JAN 2003
7-15	Observance of Regulations/Standards of Conduct	JAN 2003
7-20	Security Requirements	JAN 2003
7-25	Indemnification	AUG 2004
7-30	Public Use of the Name of the Federal Judiciary	JAN 2003
7-35	Disclosure or Use of Information	AUG 2004
7-65	Protection of Judiciary Buildings, Equipment, and Vegetation	JAN 2003
7-85	Examination of Records	JAN 2003
7-110	Bankruptcy	JAN 2003
7-135	Payments	JAN 2003
7-140	Discounts for Prompt Payment	JAN 2003
7-150	Extras	JAN 2003
7-185	Changes	JAN 2003
7-210	Payment for Emergency Closures	AUG 2004
7-215	Notification of Ownership Changes	JAN 2003
7-220	Termination for Convenience of the Judiciary (Fixed-Price)	JAN 2003
7-230	Termination for Default (Fixed-Price - Products and Services)	JAN 2003
7-235	Disputes	JAN 2003

## **I.2 JP3 CLAUSE 2-20C, WARRANTY OF SERVICES (JAN 2003)**

- a. Definition. "Acceptance," as used in this clause, means the act of an authorized representative of the judiciary by which the judiciary assumes for itself, or as an agent of another, approves specific services, as partial or complete performance of the contract.
- b. Notwithstanding inspection and acceptance by the judiciary or any provision concerning the conclusiveness thereof, the Contractor warrants that all services performed under this contract will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this contract. The Contracting Officer will give written notice of any defect or nonconformance to the Contractor within 30 days from the date of acceptance by the judiciary. This notice will state either
  - (1) that the Contractor shall correct or re-perform any defective or nonconforming services; or

- (2) that the judiciary does not require correction or re-performance.
- c. If the Contractor is required to correct or re-perform, it shall be at no cost to the judiciary, and any services corrected or re-performed by the Contractor shall be subject to this clause to the same extent as work initially performed. If the Contractor fails or refuses to correct or reperform, the Contracting Officer may, by contract or otherwise, correct or replace with similar services and charge to the Contractor the cost occasioned to the judiciary thereby, or make an equitable adjustment in the contract price.
- d. If the judiciary does not require correction or re-performance, the Contracting Officer will make an equitable adjustment in the contract price.

**I.3 JP3 CLAUSE 2-90A, OPTION FOR INCREASED QUANTITY (JAN 2003)**

The judiciary may increase the quantity of products called for in this contract by requiring the delivery of the numbered line item identified in the schedule as an option item, in the quantity and at the price set forth in the schedule. The Contracting Officer may exercise this option, at any time within the period specified in the schedule, by giving written notice to the Contractor. Delivery of the items added by the exercise of this option will continue immediately after, and at the same rate as, delivery of like items called for under this contract, unless the parties otherwise agree.

**I.4 JP3 CLAUSE 2-90B, OPTION FOR INCREASED QUANTITY - SEPARATELY PRICED LINE ITEM (JAN 2003)**

The judiciary may require the delivery of the numbered line item, identified in the schedule as an option item, in the quantity and at the price stated in the schedule. The Contracting Officer may exercise the option by written notice to the Contractor within the period specified in the schedule. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

**I.5 JP3 CLAUSE 2-90C, OPTION TO EXTEND SERVICES (JAN 2003)**

The judiciary may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 calendar days prior to the then current expiration date of this contract.

**I.6 JP3 CLAUSE 2-90D, OPTION TO EXTEND THE TERM OF THE CONTRACT (JAN 2003)**

- a. The judiciary may extend the term of this contract by written notice to the Contractor within 30 calendar days of the expiration of the contract, provided that the judiciary gives the Contractor a preliminary written notice of its intent to extend at least 60 calendar days before the contract expires. The preliminary notice does not commit the judiciary to an extension.
- b. If the judiciary exercises this option, the extended contract shall be considered to include this option clause.

- c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months from the date of contract award.

**I.7 JP3 CLAUSE 7-115, AVAILABILITY OF FUNDS (JAN 2003)**

Funds are not presently available for this contract. The judiciary's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the judiciary for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

**I.8 JP3 CLAUSE 7-130, INTEREST (PROMPT PAYMENT) (JAN 2003)**

The provisions of the Prompt Payment Act of 1982 and OMB Budget Circular A-125 concerning interest on overdue payments are not applicable to the judiciary. Therefore, interest is not payable under this contract for overdue payments.

**I.9 YEARLY APPROPRIATIONS**

The funding for judiciary expenditures is dependent upon yearly appropriations from Congress. In the unlikely event the Court is unable to process Contractor's invoices due to a lapse in funding, the Contractor shall not interrupt, disrupt, terminate, and/or interfere with services provided and/or to be provided to the Court in any shape, form, or manner nor will the Contractor impose penalties of any sort. See JP3 Clause 7-130 for additional information regarding interest on overdue payments.

**PART III — LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS**

**SECTION J — LIST OF ATTACHMENTS**

<b><u>ATTACHMENT</u></b>	<b><u>DOCUMENT TITLE</u></b>	<b><u># OF PAGES</u></b>	<b><u>ATTACHMENT PAGE NUMBER</u></b>
A	INFORMATION FORM	Cover + 6	Attachment Ai thru A-6

**PART IV — REPRESENTATIONS AND INSTRUCTIONS**

**SECTION K — REPRESENTATIONS, CERTIFICATIONS,  
AND OTHER STATEMENTS OF OFFERORS**

The Offeror shall complete the following representations and certifications.

**K.1 JP3 CLAUSE B-1, SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (AUG 2004)**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the contracting officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this address:

<http://www.uscourts.gov/procurement/clauses.htm>.

<b>NUMBER</b>	<b>TITLE</b>	<b>DATE</b>
3-15	Place of Performance	JAN 2003
3-60	Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions	JAN 2003

**K.2 JP3 PROVISION 3-5, TAXPAYER IDENTIFICATION (JAN 2003)**

a. *Definitions*

“Common parent,” as used in this provision, means that corporate entity that owns or controls an affiliated group of corporations that files its federal income tax returns on a consolidated basis, and of which the offeror is a member.

“Taxpayer Identification (TIN),” as used in this provision, means the number required by the Internal Revenue Service (IRS) to be used by the offeror in reporting income tax and other returns. The TIN may be either a social security number or an employer identification number.

- b. All offerors shall submit the information required in paragraphs (d) through (f) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A and 6050M, and implementing regulations issued by the IRS. If the resulting contract is subject to the payment reporting requirements, the failure or refusal by the offeror to furnish the information may result in a 31 percent reduction of payments otherwise due under the contract.
- c. The TIN may be used by the government to collect and report on any delinquent amounts arising out of the offeror’s relationship with the government (31 U.S.C. 7701(c)(3)). If the

resulting contract is subject to payment recording requirements, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

d. *Taxpayer Identification Number (TIN):*

\_\_\_\_\_

TIN has been applied for.

TIN is not required, because: \_\_\_\_\_

\_\_\_\_\_

Offeror is a nonresident alien, foreign corporation or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;

Offeror is an agency or instrumentality of a foreign government;

Offeror is an agency or instrumentality of the federal government.

e. *Type of organization:*

sole proprietorship;

partnership;

corporate entity (not tax-exempt);

corporate entity (tax-exempt);

government entity (federal, state or local);

foreign government;

international organization per-26 CFR 1.6049-4;

other \_\_\_\_\_ .

f. *Common parent*

Offeror is not owned or controlled by a common parent as defined in paragraph (a) of this provision.

Name and TIN of common parent

Name \_\_\_\_\_

TIN \_\_\_\_\_

**K.3 JP3 PROVISION 3-20, CERTIFICATION REGARDING DEBARMENT, SUSPENSION, PROPOSED DEBARMENT, AND OTHER RESPONSIBILITY MATTERS (JAN 2003)**

- a. (1) The offeror certifies, to the best of its knowledge and belief, that:
- (i) the offeror and/or any of its principals:
    - (A) are \_\_\_ are not \_\_\_ presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any federal agency;
    - (B) have \_\_\_ have not \_\_\_, within the three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) contract or subcontract; violation of federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property;
    - (C) are \_\_\_ are not \_\_\_ presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(1)(i)(B) of this provision; and
  - (ii) The offeror \_\_\_ has \_\_\_ has not \_\_\_, within a three-year period preceding this offer, had one or more contracts terminated for default by any federal agency.
- (2) "Principals," for the purposes of this certification, means officers; directors; owners; partners; and, persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions).
- (3) This certification concerns a matter within the jurisdiction of an agency of the United States and the making of a false, fictitious, or fraudulent certification may render the maker subject to prosecution under Section 1001, Title 18, United States Code.
- b. The offeror shall provide immediate written notice to the Contracting Officer if, at any time prior to contract award, the offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- c. A certification that any of the items in paragraph (a) of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the offeror's responsibility. Failure of the offeror to furnish a certification or provide such additional information as requested by the Contracting Officer may render the offeror nonresponsible.

- d. Nothing contained in the foregoing will be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- e. The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the offeror knowingly rendered an erroneous certification, in addition to other remedies available to the judiciary, the Contracting Officer may terminate the contract resulting from this solicitation for default.

**K.4 JP3 PROVISION 3-30, CERTIFICATE OF INDEPENDENT PRICE DETERMINATION (JAN 2003)**

- a. The offeror certifies that:
  - (1) the prices in this offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement, with any other offeror or with any competitor relating to:
    - (A) those prices;
    - (B) the intention to submit an offer; or
    - (C) the methods or factors used to calculate the prices offered.
  - (2) The prices in this offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or contract award unless otherwise required by law; and
  - (3) no attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.
- b. Each signature on the offer is considered to be a certification by the signatory that the signatory:
  - (1) is the person in the offeror's organization responsible for determining the prices in this offer, and that the signatory has not participated, and will not participate, in any action contrary to paragraphs (a)(1) through (a)(3) of this provision; or
  - (2) (i) has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate, in any action contrary to paragraphs (a)(1) through (a)(3) of this provision

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*[insert full name of person(s) in the offeror's organization responsible for determining the prices in this offer, and the title of his or her position in the offeror's organization];*

- (ii) as an authorized agent, does certify that the principals named in subdivision (b)(2)(i) of this provision; have not participated, and will not participate, in any action contrary to paragraphs (a)(1) through (a)(3) of this provision; and
  - (iii) as an agent, has not personally participated, and will not participate, in any action contrary to paragraphs (a)(1) through (a)(3) of this provision.
- c. If the offeror deletes or modifies paragraph (a)(2) of this provision, the offeror shall furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

**K.5 JP3 PROVISION 3-130, AUTHORIZED NEGOTIATORS (JAN 2003)**

The offeror represents that the following persons are authorized to negotiate on its behalf with the judiciary in connection with this solicitation (*offeror lists names, titles, and telephone numbers of the authorized negotiators*).

Name: \_\_\_\_\_

Titles: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

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**SECTION L — INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS**
**L.1 JP3 PROVISION B-1, SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (AUG 2004)**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the contracting officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this address:

<http://www.uscourts.gov/procurement/clauses.htm>.

<b>NUMBER</b>	<b>TITLE</b>	<b>DATE</b>
2-15	Warranty Information	JAN 2003
3-10	Data Universal Numbering System (DUNS) Number	JAN 2003
3-80	Submission of Offers	JAN 2003
3-85	Explanation to Prospective Offerors	AUG 2004
3-90	Late Submission, Modifications and Withdrawal of Offers	JAN 2003
3-95	Preparation of Offers	JAN 2003
3-100	Instructions to Offerors	JAN 2003
3-125	Acknowledgment of Solicitation Amendments	JAN 2003
7-60	Judiciary-Furnished Property or Services	JAN 2003

**L.2 JP3 PROVISION 3-210, PROTESTS (AUG 2004)**

- a. The protestor has a choice of protest forums. It is the policy of the judiciary to encourage parties first to seek resolution of disputes with the contracting officer. If the dispute cannot be resolved with the contracting officer, then it is the policy of the judiciary to encourage parties to seek a judiciary resolution of disputes with the Administrative Office of the United States Courts. However, if a party files a formal protest with an external forum on a solicitation on which it has filed a protest with the judiciary, the judiciary protest will be dismissed.
- b. Judiciary protests will be considered only if submitted in accordance with the following time limits and procedures:
  - (1) any protest shall be filed in writing with the contracting officer designated in the solicitation for resolution of the protest. It shall identify the solicitation or contract protested and set forth a complete statement of the alleged defects or grounds that

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make the solicitation terms or the award or proposed award defective. Mere statement of intent to file a protest is not a protest.

- (2) a protest shall be filed not later than ten (10) calendar days after the basis of the protest is known, or should have been known. A protest based on alleged improprieties in a solicitation which are apparent prior to the closing date for receipt of offers, shall be filed prior to the closing date for receipt of offers. The judiciary, in its discretion, may consider the merits of any protest which is not timely filed. The office hours of the Administrative Office are 8:30 a.m. to 5:00 p.m., eastern time. Time for filing a document expires at 5:00 p.m., eastern time, on the last day on which such filing may be made.
- (3) the protest shall include the following information:
  - (i) name, address, and fax and telephone numbers of the protester or its representative;
  - (ii) solicitation or contract number;
  - (iii) detailed statement of the legal and factual grounds for the protest, to include a description of resulting alleged prejudice to the protester;
  - (iv) copies of relevant documents;
  - (v) request for a ruling by the judiciary;
  - (vi) statement as to the form of relief requested;
  - (vii) all information establishing that the protester is an interested party for the purpose of filing a protest; and
  - (viii) all information establishing the timeliness of the protest.

- c. Protests that are filed directly with the judiciary, and copies of any protests that are filed with an external forum, will be served on the contracting officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

Mary Weibel, Contracting Officer (CO)  
Clerk of Court, U.S. Bankruptcy Court  
110 East Court Ave, Suite 300  
Des Moines, Iowa 50309  
Telephone: 515-323-2841  
E-mail: Mary\_Weibel@iasb.uscourts.gov

- d. The copy of any protest shall be received in the office designated above within one day of filing a protest with an external forum.

### **L.3 JP3 PROVISION 4-1, TYPE OF CONTRACT (JAN 2003)**

The judiciary plans to award a firm-fixed price contract under this solicitation, and all offers shall be submitted on this basis. Alternate offers based on other contract types will not be considered.

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**L.4 PROPOSAL SUBMISSION**

The Offeror is responsible for any and all expenses related to the preparation and submission of a proposal in response to this solicitation. The Court shall incur no obligation except pursuant to the execution of a contract by the Court and the successful offeror (Contractor).

**L.5 MINIMUM ACCEPTANCE PERIOD**

All offers and pricing shall remain valid for a period of ninety (90) calendar days (e.g., minimum acceptance period) from the date specified for the receipt of offers, unless another time period is specified in an addendum to this solicitation. Offerors may specify a longer acceptance period than the Government's minimum requirement; an offer allowing less than the Government's minimum acceptance period, however, may be rejected. All pricing contained in the offer shall be in terms of U.S. currency.

The offeror agrees to perform all tasks and functions and furnish all facilities, services, and items in compliance with its offer for the quoted prices, as accepted by the Government, if awarded the contract within the acceptance period. It shall be noted that the longer acceptance period whether specified by the Government or by the offeror will be used to determine the actual minimum acceptance period.

**L.6 AMENDMENTS TO THE PROPOSAL**

Changes (e.g., revisions, updates, amendments and/or modifications) to the Offeror's proposal shall be accomplished by amended page(s) as follows:

- L.6.1 Changes from the original page shall be indicated by a vertical line, adjacent to the change, on the outside right margin of the page.
- L.6.2 Inserted pages shall be numbered appropriately using the volume number followed by a dash and standard Arabic numbers and (Page # of Total Pages). Examples are as follows:
  - a. **I-1(1 of 1)** would be the page number for the page inserted after Page 1, Volume I;
  - b. **II-2(1 of 2)** and **II-2(2 of 2)** would be the page numbers for the two (2) pages inserted after Page 2, Volume II.
- L.6.3 The date of the amendment shall be included on the lower right-hand edge of the page.
- L.6.4 Changes shall be submitted in the same format, manner, and quantities as required for the initial proposal submission and are subject to JP3 Provision 3-90, "Late Submissions, Modifications, and Withdrawals of Offers."

**L.7 SUBMISSION ADDRESS AND DUE DATE**

- L.7.1 Proposals are due no later than 12:00 p.m. Central Time on February 15, 2008. Offers will be subject to JP3 Provision 3-90, "Late Submissions, Modifications, and Withdrawals of Offers."
- L.7.2 Proposals must be delivered sealed and the outside of the proposal envelope must reference the Solicitation Number as specified below. Proposals shall be submitted in the format, manner, and quantities as required under Subparagraph L.9.2 to:

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Mary Weibel, Contracting Officer (CO)  
Clerk of Court, U.S. Bankruptcy Court  
110 East Court Ave, Suite 300  
Des Moines, Iowa 50309  
Telephone: 515-323-2841  
E-mail: Mary\_Weibel@iasb.uscourts.gov

Attn: RFP NUMBER: USC-IAS-DIAL-2008.01

- L.7.3 Proposal submission by facsimile and/or other electronic methods is not permitted under this solicitation.

## **L.8 INQUIRIES AND MANDATORY SITE SURVEY**

The individual responsible for supplying additional information and answering questions concerning this solicitation is the Contracting Officer. All questions and clarifications shall be **submitted in writing** via fax, e-mail, or hard copy by 12:00 p.m. Central Time on Wednesday, February 8, 2008. Answers to questions and clarifications will be provided to all Offerors, giving due regard to the proper protection of proprietary information. All questions and clarifications shall reference the RFP Number for this solicitation and shall be submitted to **BOTH** of the following:

Mary Weibel, Contracting Officer (CO)  
Clerk of Court, U.S. Bankruptcy Court  
110 East Court Ave, Suite 300  
Des Moines, Iowa 50309  
Telephone: 515-323-2841  
E-mail: Mary\_Weibel@iasb.uscourts.gov

Douglas Johnston, Contracting Officer's Technical Representative (COTR)  
Network Manager, U.S. Bankruptcy Court  
110 East Court Ave, Suite 300  
Des Moines, Iowa 50309  
Telephone: 515-323-2832  
E-mail: Douglas\_Johnston@iasb.uscourts.gov

The Mandatory Vendor Site Survey is scheduled for Tuesday, February 5, 2008 at 9:00 a.m. Central Time. Offerors must participate in the site survey in order to submit a proposal.

Offerors interested in participating in the site survey shall notify the Contracting Officer's Technical Representative (COTR), in writing, of its interest. The Offeror shall provide the COTR with a list of names along with contact information (e.g., address, telephone number, and e-mail address) for the participants who will be attending the site survey by no later than 4:00 p.m. Central Time on Thursday, January 31, 2008. Offerors may bring a maximum of three (3) participants.

All participants will be required to go through security screening upon arrival at the Courthouse. No photographic, recording, and/or similar equipment is allowed in the Courthouse.

## **L.9 GENERAL INSTRUCTIONS FOR THE PREPARATION OF PROPOSALS**

This section provides general instructions on how to prepare and submit a proposal in response to this Solicitation. The Offeror's proposal shall provide all of the information requested below. A cover letter may

accompany the proposal to set forth any additional information that the Offeror wishes to bring to the attention of the Court.

- L.9.1 The Offeror shall submit a single proposal (e.g., offer and/or bid) in response to this Solicitation. Multiple and/or alternate proposals from the same offeror will not be accepted. The submitted proposal, however, may contain facilities, services, and other items that are furnished and/or supplied by multiple providers.
- L.9.2 The Offeror shall furnish one (1) original and three (3) copies of the proposal in paper, hard copy form. One (1) electronic copy of the proposal also shall be provided. The electronic copy of the proposal shall be provided in Adobe Acrobat 7.0 format and the Pricing Forms shall be provided in Microsoft Excel 2003 format. All proposals shall consist of three (3) parts — Volume I: Business Proposal, Volume II: Technical Proposal, and Volume III: Assumptions, Conditions, and/or Exceptions.
- L.9.3 The Offeror shall tailor its proposal volumes to the Solicitation (same as RFP) format; specifically, each proposal paragraph shall be identified with the corresponding Solicitation paragraph/subparagraph number(s) being addressed. Pages in each proposal volume are to be consecutively numbered using the volume number followed by a dash and standard Arabic numbers (e.g., I-1, II-1, and III-1).
- L.9.4 All proposals must be in writing, signed by a representative of the Offeror who is authorized to make a proposal, and valid for a period of ninety (90) calendar days from the Submission Due Date, unless another time period is specified in an addendum to this solicitation. See also Paragraph L.5 and Subparagraph L.7.1 for additional information regarding the minimum acceptance period and submission due date, respectively.
- L.9.5 All proposals must be delivered sealed and marked as specified in Subparagraph L.7.2. Failure to properly address the outside of the proposal envelope could cause an offer to be misdirected.

**L.10 GENERAL FORMAT OF PROPOSALS**

The following is a summary of the required volume parts and sections prescribed in the paragraphs (including associated subparagraphs) below:

**VOLUME I: BUSINESS PROPOSAL**

- Part 1: Cover Sheet
- Part 2: Solicitation Sections
- Part 3: Pricing Forms

**VOLUME II: TECHNICAL PROPOSAL**

- Part 1: Contract Compliance: Solicitation Requirements
- Part 2: Installation Requirements
- Part 3: System Acceptance Test Plan
- Part 4: Contention and Resolution Plan
- Part 5: Management and Business Risk
- Part 6: Management and Business Risk: Past Performance

**VOLUME III: ASSUMPTIONS, CONDITIONS, AND/OR EXCEPTIONS**

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**L.11 VOLUME I: BUSINESS PROPOSAL**

This volume of the proposal shall consist of the three (3) parts/sections described below:

**L.11.1 Volume I: Part 1 - Cover Sheet**

Blocks 12 through 16 of Standard Form 33 (Section A of the RFP) shall be completed by the Offeror, and Blocks 17 and 18 shall be signed and dated to show that the Offeror has read, understands, accepts, and agrees to comply with all the conditions and instructions provided in the solicitation document, including all requirements, specifications and provisions. Therefore, the form shall be executed by a representative of the Offeror who is authorized to commit the Offeror to contractual obligations. Erasures or other changes shall be initialed by the individual signing the offer. Offers signed by an agent are to be accompanied by evidence of the agent's authority.

**L.11.2 Volume I: Part 2 - Solicitation Sections**

The Offeror shall complete all blocks in Paragraph G.5 and Subparagraph H.4.2 of the solicitation document and include the full paragraphs in this part of Volume I: Business Proposal. Additionally, the Offeror shall check or complete all applicable boxes or blocks in the paragraphs (including subparagraphs) under Section K and include the full section in this part of Volume I: Business Proposal.

**L.11.3 Volume I: Part 3 - Pricing Forms**

- a. The Offeror shall incorporate the complete Section B of the solicitation document and agree to comply with these provisions. Offerors are required to provide separate pricing for each Contract Line Item Number (CLIN) using the pricing forms provided in Section B.
- b. All prices shall be on a fixed-price arrangement for all specified services, features, and requirements in Section C for each applicable period of the contract and for the total life of the contract. Offerors shall provide the total price for all basic and/or mandatory requirements and the total price for all options. See Paragraph G.2 for information regarding billing and payment terms.
- c. The facilities and services (including items) and price shall *include (but not limited to)* all services, equipment, accessories, cables, connectors, interface units, and other related items for installed facilities, services, and items ready for operation by the Court. Any material, equipment, or information specified in the Contractor's proposal which are necessary for complete and operational facilities, services, and items for which a price is not specifically identified by the Offeror shall be considered to be included in the price of another item or provided at no cost to the Government unless otherwise provided in this contract.
- d. The following are special instructions for completing the Pricing Forms.
  - (1) The quantities identified in this contract are estimates only. Actual quantities may be less, equal, or greater than the estimated quantities at the time of contract award and/or after contract award. Any changes to these quantities will result in modification to the delivery order(s). Where quantities for facilities, services, and

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items change, the total prices will be adjusted based on the changed quantities using the quoted unit prices.

- (2) The Offeror shall provide supporting documentation explaining the “basis” for the proposed pricing (e.g., commercial list price, GSA Schedule, and so forth).
- (3) Form B.1, Base Quote, contains the total installation price, the total monthly recurring price, and the total cost for each period of the contract. These prices must be consistent with the corresponding prices shown on Form B.2, Monthly Recurring Prices and Form B.3, Installation Prices.
- (4) Form B.4, Intra-Lata Usage Prices, contains the per-call usage charges for intra-LATA calls. These schedules shall list the per-minute usage charges for all calls outside the flat-rate calling area during normal business hours (from 7:00 a.m. to 6:00 p.m., Monday through Friday). The Offeror also shall attach a sample invoice for the facilities, services, and items specified, including example calls with usage charges detailing (e.g., mileage range and whether calls are to the second or rounded up to the next minute). The Offeror shall insert rows in the table as necessary to list all charges.
- (5) The price tables on Form B.2 and Form B.3 shall include a complete list of all facilities, services, and items required to satisfy the requirements and specifications stated herein. The Offeror shall insert rows in the tables as necessary to list all facilities, services, and charges required to meet the requirements and specifications herein.

Generic names for each required facility, service, and charge are listed in the second column of Form B.2 and Form B.3. Because these items are referred to with different marketing names by the different providers, the Provider Designation (third column) on these forms shall be completed. This designation will be the marketing name the Contractor uses to refer to the facility, service, or charge listed. For example, providers may refer to the DS1 facility as DSS (Digital Switched Services), T1, HiCAP, or another designation.

- (6) The unit prices for facilities, services, and other items shall not include federal, state, or local taxes and duties in effect on the contract date that the taxing authority is imposing and collecting of the transactions or property covered by this contract. A separate, itemized list of these taxes that would be included in the monthly invoices, including the name of the tax, jurisdiction by name, and applicable tax rate shall be provided. Excepted taxes, as defined in JP3 Clause 6-40, shall be included in the contract clause but not itemized on the monthly invoices. See Paragraph H.6 for further information regarding taxes. See Subparagraph L.11.3c for additional information regarding prices.
- (7) The Total Price for each item listed in Forms B.2 and B.3 should equal the Unit Price multiplied by the Quantity for that item. As such, the Total Price for each item listed should equal the Unit Price multiplied by the Quantity for that item.

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- e. All prices shall be firm-fixed prices. For those Offerors whose pricing for each year is controlled by a tariff, Offerors shall propose a projected fixed price based on historical information for evaluation purposes only. Once the year is exercised, the price will be adjusted according to the tariff agreement. Historical prices must be supported by documentation to show that the projected amount is reasonable.

## **L.12 VOLUME II: TECHNICAL PROPOSAL**

Volume II: Technical Proposal shall be used to determine the technical acceptability of the Offeror/ Contractor with regards to its understanding, acceptance, and compliance with the requirements and specifications set forth in the Statement of Work/Specifications.

Section C describes the facilities, services and items that the Court is planning to acquire through this solicitation. The requirements and specifications for these facilities, services and items are defined in Paragraphs C.2 through C.8 (including associated subparagraphs). Section E describes the requirements for inspection and acceptance. These requirements, however, may be further defined in other sections of this solicitation as appropriate.

Every effort has been made to use industry standard terminology throughout the solicitation, but the Offeror is advised that industry standard terminology is not used by all service providers and, in many cases, no industry standard terminology exists. It is the responsibility of the Offeror to define the terminology used in its proposal if believed a question may occur as to its meaning.

This volume of the proposal shall consist of the six (6) parts/sections described below:

### **L.12.1 Volume II: Part 1 - Contract Compliance: Solicitation Requirements**

- a. **Section 1, General Requirements and Specifications:** This section shall include the Offeror's response to Paragraph C.2 and each of its subparagraphs. The Offeror shall describe how it proposes to meet each requirement and specification. This description shall be at a level of detail sufficient to allow the Court to fully understand how the proposed solution would meet — or possibly exceed — the minimum mandatory requirements. Statements such as "the requirement is fully met" or "the requirement is met as described in the documentation supplied" will not be considered acceptable. Merely repeating the requirement and specification with a statement that the Offeror/Contractor will meet the requirement and specification is not sufficient, and the proposal may be rejected from further consideration.
- b. **Section 2, Minimum Standards of Performance and Other Requirements:** This section shall include the Offeror's response to Paragraph C.8, which is further defined in Paragraphs F.8 and F.9 (including their associated subparagraphs). The Offeror shall refer to the directions under Subparagraph L.12.1a for instructions in the preparation of responses for this section.
- c. **Section 3, Information Form:** This section shall include the completed Attachment A: Information Form, which shall be used to provide additional information regarding the Offeror/Contractor's abilities and approach to meeting the requirements and specifications of this contract.

### **L.12.2 Volume II: Part 2 - Installation Requirements**

The Offeror shall refer to the directions under Subparagraph L.12.1a for instructions in the preparation of responses for this section.

- a. **Section 1, Setup and Installation:** The Offeror shall respond to Paragraph C.3 and each of its associated subparagraphs.
- b. **Section 2, Project Schedule Plan:** The Offeror shall prepare a Project Schedule Plan which sets forth all of the steps associated with the project, propose realistic dates for each to be accomplished, and identify who is responsible for accomplishing the task (whether it be the Court or the Contractor) to meet the required cutover dates specified in the delivery schedule in Paragraph F.5. See Paragraph F.6 for additional information regarding the Project Schedule Plan.
  - (1) The Plan shall include a description of start-up methods proposed to meet the Court's requirements, including any Court responsibilities for preparing the premises and facilities for installation of the specified digital facilities, services, and items. The Plan must identify crucial steps, and the impact to the cut-over date, if schedule slippage should occur.
  - (2) The Plan shall clearly identify any work and/or level of effort where subcontractors will be used to meet the requirements. See Subparagraph L.12.5c for additional information regarding subcontractors.
- c. **Section 3, Government Furnished Support:** The Offeror shall review the information in Paragraph C.7 (including associated subparagraphs) and elaborate on each of the Court-listed responsibilities and/or furnished support, as it coincides with the Contractor's Project Schedule Plan. Responsibilities may include steps for the preparation of the site, including what should be made available by the Court. If the Offeror requires additional steps/tasks which need to be performed by the Court, these must be added and detailed.
- d. **Section 4, System Documentation and Traffic Studies:** The Offeror shall respond to Paragraphs C.4 and C.5 (including their associated subparagraphs).

### **L.12.3 Volume II: Part 3 - System Acceptance Test Plan**

The Offeror shall refer to the directions under Subparagraph L.12.1a for instructions in the preparation of responses for this section.

The Offeror shall develop and provide a complete, detailed System Acceptance Test Plan. This plan shall include testing of all proposed facilities, services, and items. At a minimum, the test plan shall meet the requirements of Section E, Paragraph E.3 (including associated subparagraphs). All tests shall be performed according the Offeror's System Acceptance Test Plan, as approved by the Court.

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**L.12.4 Volume II: Part 4 - Contention and Resolution Plan and Repair and Restoral Services**

The Offeror shall refer to the directions under Subparagraph L.12.1a for instructions in the preparation of responses for this section.

- a. The Offeror shall develop and provide a complete, detailed Contention and Resolution Plan. This plan shall include procedures by which the Contractor will identify and resolve problems which may surface during the course of this effort. At a minimum, the plan shall meet the requirements of Section E, Paragraph E.5 (including associated subparagraphs).
- b. The Offeror shall develop and provide a complete, detailed plan for the repair and restoral of services and other items. This plan shall include procedures for reporting service issues and other problems and/or troubles. At a minimum, repair and restoral services shall meet the requirements of Section C, Paragraph C.6 (including associated subparagraphs).

**L.12.5 Volume II: Part 5 - Management and Business Risk: Corporate Experience and Personnel**

- a. **Section 1, Contractor Personnel:** The Offeror shall propose specific team members who possess the qualifications needed by the Court in accordance with all of the requirements defined herein, including those of the Project Manager.

Resumes for proposed key personnel shall be included in this section. Each resume shall be no more than three (3) pages in length and shall contain the following information (the same information must be provided for each personnel proposed through subcontracting opportunities):

- (1) Full name.
  - (2) Title of skill category for which individual is proposed.
  - (3) Education (including degrees awarded).
  - (4) Chronological work experience (*starting with the most recent*) that substantiates by involvement and duration the skill positions and services that they are being proposed for, including company name and phone number of immediate supervisor.
  - (5) Three (3) client references to verify qualifications. Client references shall include the client's name, title, address, and current telephone number.
  - (6) A brief narrative relating work experience to the effort required herein.
  - (7) A statement of availability and commitment for this contract of the individual(s) designated as key personnel.
  - (8) A dated and signed statement by the individual certifying that the information of the resume is true and accurate.
  - (9) A dated and signed statement of an official of the company certifying that the information of the resume is true and accurate to the best of his/her knowledge.
- b. **Section 2, Corporate Experience:** The Offeror shall provide references for up to five (5) sites (preferably larger Government agencies) at which the facilities, services, and items described herein have been provided, installed, and are currently being operated, in the Des Moines area. At a minimum, each reference site description shall include the following information:
    - (1) Business/organization name and agencies supported.
    - (2) Technical Point of Contact (name, title, address, and telephone number).

- (3) Contracting Officer (name, title, address, and telephone number).
  - (4) Original contract value and duration, and total value to date of all modifications/ follow-ons to the original contract.
  - (5) Description of facilities, services, and items provided, the contract effort, and the installation date.
- c. **Section 3, Subcontracting:** Where subcontractors will be used to meet the requirements, they must be included as Contractor personnel but separately identified as a subcontractor. The Offeror shall describe any work which will be accomplished by a subcontractor (including the percent of effort to be provided), provide the rationale for such subcontracting, and specify the lines of authority between any proposed subcontractor and the prime Contractor. The Offeror also shall provide a description of the subcontractor's experience applicable to the work which will be performed by the subcontractor on this proposal, include information on similar tasks completed by the subcontractor for other clients.

#### **L.12.6 Volume II: Part 6 - Management and Business Risk: Past Experience**

Past performance will be evaluated to determine both the Offeror's capability to perform the requirements of this RFP and to determine recent customer satisfaction with the Offeror and the facilities, services, and other items provided under their contract. The Contractor must have been in business for the same or similar work for a minimum of five (5) years. The references provided in response to Subparagraph L.12.5 will be used as the basis for the evaluation. The Contracting Officer and/or the technical point of contact will be contacted to validate the Offeror's written response and to determine satisfaction with the Offeror and the facilities, services, and other items provided under their contract. See Subparagraph M.5.1 for additional information regarding the evaluation of past performance.

#### **L.13 VOLUME III: ASSUMPTIONS, CONDITIONS, AND/OR EXCEPTIONS**

The Offeror shall include all (if any) assumptions, conditions, and/or exceptions upon which the contractual and cost/price terms and conditions of the Offeror/Contractor's proposal is based. If not included in this Section, it will be assumed that none exists and that the Contractor agrees to comply with all of the terms and conditions set forth herein this solicitation document, including all requirements, specifications, and provisions. It is not the responsibility of the government to seek out and identify assumptions, conditions, and/or exceptions buried within the Offeror/Contractor's proposal.

## SECTION M — EVALUATION FACTORS FOR AWARD

### M.1 JP3 CLAUSE B-5, CLAUSES INCORPORATED BY REFERENCE (AUG 2004)

This procurement incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the contracting officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

<http://www.uscourts.gov/procurement/clauses.htm>.

NUMBER	TITLE	DATE
2-85A	Evaluation Inclusive of Options	JAN 2003

### M.2 SUBMISSION OF INITIAL PROPOSALS

The Government reserves the right to make award on the basis of the initial proposal submission; therefore, Offerors should submit initial proposals which respond most favorably to the Government's requirements.

### M.3 EVALUATION PROCESS - GENERAL

This procurement is being conducted using formal source selection procedures, and contract award will be made to the Offeror whose proposal conforms to the solicitation, and is determined to be most advantageous to the Government, price and other factors considered, in accordance with the requirements stated below.

The evaluation will be conducted using the evaluation criteria as set forth in this Section. The Government reserves the right to determine the specific order and duration of individual activities as the evaluation proceeds, or call for discussions, proposal clarifications, or revisions at any time as may be determined to be in the Government's best interests. However, each initial offer should contain the Offeror's best terms from a price and technical standpoint. Proposal clarification/revision requests may be issued which encompass any and all written documentation submitted in response to the RFP as may be deemed necessary by the Contracting Officer, to fully explore and evaluate the merits of proposals submitted.

Each proposal shall be initially evaluated for: (1) responsiveness to the solicitation, agreed upon terms and conditions, and (2) the ability to satisfy the requirements of the solicitation. The Court reserves the right to consider as acceptable only those proposals that are submitted in accordance with all requirements set forth or referenced in this solicitation. Offerors shall demonstrate an understanding of all requirements and a capability to provide the required facilities, services, and items. Offerors who are not in compliance with all requirements herein shall be rejected. The Court reserves the right to reject proposals that do not address the totality of the solicitation requirements, including the contract terms and conditions. Only those proposals considered to be in compliance with all requirements herein shall be evaluated further for technical acceptability, technical and management excellence, and price reasonableness.

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#### **M.4 EVALUATION PROCESS - TECHNICAL ACCEPTABILITY**

The Government will evaluate each Offeror's proposal for compliance with the requirements of Paragraph C.2 (including associated subparagraphs) and Paragraph C.8, which is further defined in Paragraphs F.8 and F.9 (including associated subparagraphs). To be considered technically acceptable, a proposal must address and clearly indicate compliance with all the requirements of these Paragraphs (including associated subparagraphs), in accordance with the instructions contained in Section L, Subparagraph L.12.1. Any Offeror failing to comply with all of the requirements and specifications of these Paragraphs (including associated subparagraphs) will be deemed technically unacceptable, and will be dropped from further consideration for contract award.

#### **M.5 EVALUATION PROCESS - TECHNICAL AND MANAGEMENT EXCELLENCE**

The Technical and Management Excellence Factors will be evaluated to determine which proposal offers the best value to the government. Although price/cost is considered secondary to technical capabilities, it will be a significant criterion for award as part of an integrated assessment with the Technical and Management Excellence Section.

The following factors are of equal importance. For each factor, the evaluation will consist of an assessment of the degree to which the facilities, services, and items offered in the proposal provide added value, added capability, and/or reduced risk. Answers to the questions contained in Attachment A: Information Form will be evaluated as part of this assessment. It shall be noted that some factors may consist of sub-factors which are of equal importance. See subparagraphs (including associated subparagraphs) referenced below for a list of associated sub-factors.

##### Technical and Management Excellence Factors

- a. Installation Requirements (Subparagraph L.12.2)
- b. System Acceptance Test Plan (Subparagraph L.12.3)
- c. Contention and Resolution Plan and Repair and Restoral Services (Subparagraph L.12.4)
- d. Management and Business Risk - Corporate Experience and Personnel (Subparagraph L.12.5)
- e. Management and Business Risk - Past Performance (Subparagraph L.12.6)

The evaluation assessment of items a through e, will be depicted by narrative and an overall score for each proposal based on the following:

- a. EXCELLENT: Enhanced performance and/or service level that is of benefit to the judiciary, and/or the proposed approach is of low risk.
- b. GOOD: Satisfactory performance and/or service level and the proposed approach is of moderate risk.
- c. MARGINAL: Reduced performance and/or service level, and/or the proposed approach is of high risk.
- d. POOR: Unacceptable performance and/or service level and/or the proposed approach is of unacceptably high risk.

##### **M.5.1 Evaluation of Past Performance**

- a. Past performance will be evaluated to determine both the Offeror's capability to perform the requirements of this RFP and to determine recent customer satisfaction with the Offeror and the facilities, services, and items provided under their contract. As part of this assessment, the Government will consider the Offeror's abilities for successful performance of the

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contract, abilities to meet contractual schedules within proposed costs, abilities to fulfill and deliver customer requirements, the actual performance of facilities, services, and other items provided, and the level of customer satisfaction.

- b. The Government will also consider the number of references provided by each Offeror. Offeror's with less past performance (fewer references) will not be penalized in the point scoring. The score for the experience provided will be averaged based on the number of references provided. Similarly, Offerors with no past performance will receive a "neutral" rating. However, the amount of past performance will be considered as a risk factor in the source selection, decision-making process, with less past performance considered a higher risk to the Government.

### **M.5.2 Evaluation of Information From Other Sources**

The Government reserves the right to utilize all information available at the time of evaluations. The Government may rely on information made available through reference checks, information available through commercial sources (such as Dunn and Bradstreet reports), and information publicly available (such as articles contained in periodicals). If information obtained through sources outside of the Offeror, substantially disagrees with the Offeror's proposal, the Offeror will be given an opportunity to address the inconsistencies during discussions and negotiations. Current users of the service also may be contacted to determine satisfaction with the Offeror/Provider's facilities, services, and related items.

### **M.6 EVALUATION PROCESS - PRICE EVALUATION**

Offerors' proposed prices will be evaluated for reasonableness and offers containing unrealistic prices will not be considered for award. The total price for the base period and all option periods will be added together resulting in the total evaluated price. See Paragraph M.7 for additional information regarding unrealistic proposals.

### **M.7 UNREALISTIC PROPOSALS**

Offerors are placed on notice that any proposals which are unrealistic in terms of technical commitment or unreasonably high or low in cost or price may be deemed reflective of an inherent lack of technical competence or indicative of failure to comprehend the complexity and risk of the contract requirements and may be grounds for the rejection of the proposal.

### **M.8 EVALUATION OF OPTIONS**

Evaluation of options will not obligate the Government to exercise the options. Offers containing any charges for failure to exercise any option will be rejected.

### **M.9 CONTRACT AWARD**

The Government intends to award a single contract resulting from this solicitation. Contract award will be made to the responsible Offeror whose offer represents the best overall value to the Government, given the outcome of the Government's evaluation of each Offeror's technical proposal and price. In selecting the best overall value, the Government will consider the quality offered for the evaluated price. The relative quality of offers will be based upon the Government's assessment of the tradeoffs between the technical excellence offered in the proposal and whether it provides added value, added capability, and/or reduced risk.

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With regard to determining Contractor responsibility, the Government reserves the right to conduct a site survey/visit on the apparent awardee's facility prior to award.

**M.10 JP3 PROVISION 3-70, DETERMINATION OF RESPONSIBILITY (JAN 2003)**

A determination of responsibility will be made on the apparent successful offeror prior to contract award. If the prospective contractor is found non-responsible, that offeror will be rejected and will receive no further consideration for award. In the event a contractor is rejected based on a determination of non-responsibility, a determination will be made on the next apparent successful offeror.

**ATTACHMENT A:  
INFORMATION FORM**

**ATTACHMENT A: INFORMATION FORM**

1. Provide a list of all cities in the **local calling area for flat-rate calling (without usage charges)** to and from the Court with the proposed dial tone service.
  
2. Describe the **flat-rate local calling area** in terms of size and boundaries.
  
3. Describe any local network usage charges, zone charges, and other such charges that apply within the local calling area for the Court with the proposed dial tone service.
  
4. Describe the size and boundaries of geographic area(s) covered by the local network that includes usage charges.
  
5. Provide a list of all cities in the intra-LATA calling area and provide rate information to and from the Court with the proposed dial tone service.
  
6. Describe the intra-LATA calling area in terms of size and boundaries and how such calls are billed (e.g., six-second increments, rounded to the next full minutes, and so forth).
  
7. Describe any requirements for attaching the DS1 circuits with ISDN PRI signaling to the Court's new Avaya telephone system.
  
8. Specify any Court requirements for line buildout (LBO) and any other requirements for the signal from the Court's telephone system to the NI (e.g., signal attenuation, crosstalk control, sealing current magnitude, etc.)

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9. Provide a detailed technical description of the network interface (NI) to be located in the telephone system switch room.
- a. Specify if a conventional NI with registered jacks (RJ48C, RJ48H, RJ48M) or DSX-1 Interface will be provided and the type of medium (e.g., copper, fiber, and so forth) that will be used to deliver services to the Court.
  - b. If twisted pair will be used as the medium, specify if the twisted pair impedance at the NI will be nominally 100 ohms.
10. Will it be possible for the Court to trace abusive or threatening telephone calls received on any or all of the digital trunks? Describe any requirements for providing this call trace capability.
11. Provide information on the Contractor's disaster recovery planning and their ability to continue service during regional electrical power outages, floods, earthquakes, fires, central office outages, etc. Please provide detailed information to include the following:
- a. Does the Contractor provide alternate routing to another carrier if the Contractor's network goes down?
    - (1) If so, how will this be accomplished and to whom?
    - (2) If not, how will service be restored?
  - b. Does the Contractor agree to place the Court on the second highest level/tier for service restoration on the disaster recovery plan?
    - (1) What is the expected time frame for service restoration?
    - (2) Who else is included in this service level?
    - (3) Where will this place the Court in terms of service restoration in the second highest level/tier of service recovery?
12. Where are the Contractor's offices for administration, billing, and repair services located?

13. Does the Contractor dispatch service technicians in the Des Moines area?
  - a. Are the service technicians a part of the Contractor's organization or a separate subcontractor?
  - b. What are the hours of operation for the service center/technicians (e.g., 24 hours a day/7 days a week)?
  
14. Are repair services included in the normal monthly recurring charges?
  - a. How does the Contractor define routine repair service?
  - b. What is the expected time for response? The specified response time shall include the arrival of the contractor's service personnel to the Court's premises unless the service request can be completed remotely.
  
15. Are emergency restoral services included in the normal monthly recurring charges?
  - a. How does the Contractor define "emergency" restoral services?
  - b. What is the expected time for response? The specified response time shall include the arrival of the Contractor's service personnel to the Court's premises unless the service request can be completed remotely.
  
16. Describe the remote maintenance, testing, and monitoring included as part of the proposed services.
  - a. Identify the type and frequency of the monitoring, capabilities to detect outages, types of alarms, and circumstances under which the Court is notified of alarms or out of service conditions.
  - b. Is this included in the normal monthly recurring charges?
  
17. Will remote loop-back testing be done on the Contractor's side of the NI or through the CSUs?

18. Are the facilities, services, and items proposed tariffed under the Iowa Public Utilities Commission (PUC) and/or the Federal Communications Commission (FCC)? If so, please specify all applicable tariffs, including whether a separate tariff needs to be applied for in order to meet the requirements of this contractual agreement.
19. Will the Contractor **provide and own** the required entrance cable for the proposed facilities and services to each Court location?
- a. If NO:
- (1) What company will own the entrance cable?
  - (2) Is the Contractor authorized to use this entrance cable?
  - (3) What associated costs, if any, will be passed onto the Court for the use of this cable?
20. Does the Offeror propose to resell facilities, services, and items from a different contractor than the Offeror's company?
- a. If Yes, what company will be the contractor (e.g., provider) of the facilities, services, and items?
21. Will the provided facilities and services be co-located or virtually co-located with facilities, services, and items that may be provided by others?
- a. If Yes, is there sufficient co-location space and/or virtual co-location space to allow for the required facilities, services, and items to be installed and delivered as specified in the delivery schedule?
22. What is the Contractor's guaranteed service delivery time from receipt of order, *including but not limited to* installation, testing, and acceptance, for new facilities, services, and items at the Court's premises for the following:
- a. DS1
  - b. ISDN PRI
  - c. Analog Business Trunk

- d. Analog Business Line
  - e. ISDN BRI
  - f. Centrex Line
  - g. Other (*please list*):
23. If the Court determines that the Contractor fails to provide an acceptable level of service in terms of its networking and/or its customer service and/or the Contractor cannot continue to provide local services to the Court, will the Contractor switch the Court to another carrier of the Court's choice at the Contractor's expense and cancel said contract (without termination charges and other related fees) if the Court desires?
24. If it is determined that the Contractor cannot continue to provide competitive local dial tone services to the Court, will the Contractor allow the Court to terminate the contract and leave the Contractor's network? What is the procedure if the Court decides to terminate the contract and leave the Contractor's network (e.g., paperwork, notice, termination charges, etc.)?
25. Provide information about the following billing procedures and conditions:
- a. Will the Contractor provide a 45 to 60 day billing cycle for the Court to make payment after receiving a bill?
  - b. Does the Contractor agree not to interrupt, disrupt, terminate, and/or interfere with telecommunications service provided and/or to be provided for the Court in any shape, form, or manner nor impose any penalties of any sort if the Court is unable to pay their bills as a result of a lapse in federal funding?
26. What toll blocking and/or toll screening capabilities are available from the Contractor?

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27. What is the proposed DID telephone number range (block) that will be provided by the Contractor for the Court?
28. What is the duration for which the proposed DID telephone number range (block) will be guaranteed to be available to the Court from the due date for proposal submissions?
29. Provide the following information with respect to the Offeror's network, services and/or facilities:
- a. Distance and loss objective (in dB) between the serving central office and the subscriber location (e.g., Court premises)
  - b. Switch technology at serving central office
30. Describe how the specified services will be delivered directly to the Court's Computer Equipment Room (ER) on the third floor of the U.S. Courthouse Annex without passing through the service entrance in the basement of the U.S. Courthouse (123 E. Walnut Street), on the same city block as the Courthouse Annex:
- a. Will new entrance cable be installed into the Courthouse Annex, or will existing cable be used?
  - b. If new entrance cable will be installed into the Courthouse Annex, describe the type of cable to be installed (e.g., 100-pair copper, 6-strand single-mode fiber).
  - c. If new entrance cable will be installed into the Courthouse Annex, describe the cable routing and termination locations (e.g, manhole in street to first-floor telecom entry room, and from first-floor telecom entry room to third-floor telecom room, with terminations in both rooms).
  - d. If new entrance cable will be installed into the Courthouse Annex, describe any facilities or access to be provided by the Court (e.g., new conduit, wall space, power, etc.).