



U.S. General Services Administration

Federal Acquisition Service

Network Services 2020

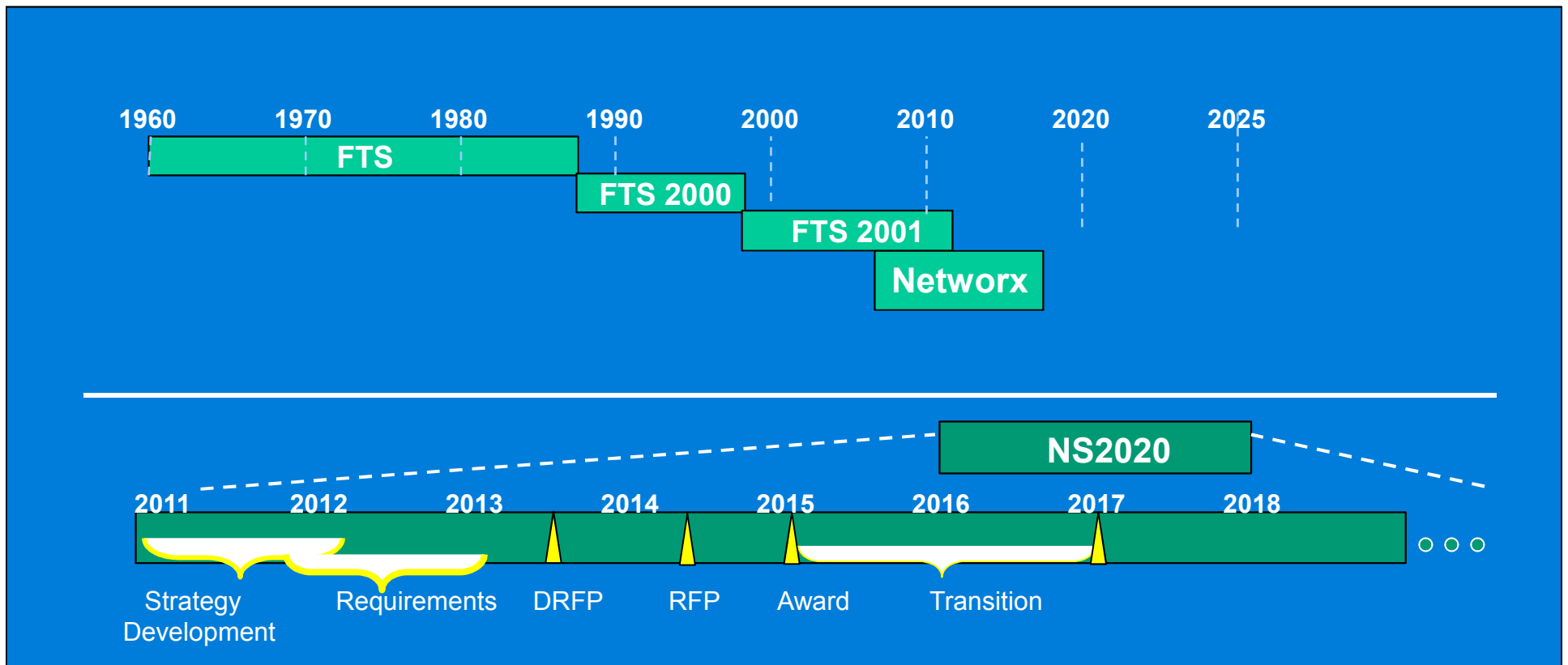
ACT-IAC Networks & Telecommunications SIG

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Network Services 2020 Schedule





Network Services 2020 Overview

- Watching the Calendar
- Now in Concept Development Phase
 - Lessons Learned
 - New Technology Assessment
 - Customer Requirements
 - Broad Network Services Portfolio
- Focus on Lessons Learned
- Questionnaire
- New Program Goals
- NS2020 Program Strategy
- Acquisition Phase



Questionnaire

Strengths and Weaknesses of the Networx Program

- Acquisition Strategy and Program Goals
 - Success of acquisition strategy goals and objectives
 - Value to customers, industry, stakeholders
- Operations
 - Ordering, Billing, and Inventory Systems
 - Hosting Center, Pricer
 - Ease of Use
- GSA Contract Management
 - Fair Opportunity Model
 - SLAs contract compliance, program management, Mod Process



Questionnaire

- Technical / Pricing
 - Services
 - Solutions
- Regional Applications for local telecommunications services
- Vendor Operations
 - Vendor contract operations and service delivery
 - Effectiveness of the terms & conditions
- Transition Lessons Learned
- Other Areas



Additional Questions

1. What do you consider the most valuable attributes of the Network program and services?
2. What areas are most in need of improvement?
3. How could GSA improve Network service delivery?
4. How could GSA improve the Regional programs?
5. How could Industry improve their service delivery?
6. Scope of services offered – too many, too few, about right?



Network Goals

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1. **Service continuity**. Agencies request that in structuring the follow-on contract, FTS defines and includes all services that are currently provided on the FTS2001 contract. The realization of this goal will facilitate a smooth transition of all services from FTS2001 to the new contract.
2. **Highly competitive prices**. Agencies aggregate their requirements on a single contract in order to achieve better prices than they could negotiate individually. Given the volume of services on the FTS contract, agencies desire and expect that prices will continue to be better than prices available elsewhere in the telecommunications marketplace.
3. **High quality service**. Agencies request that the service on the Networkx contracts will be provided by high quality telecommunications providers. Furthermore, agencies request that the Networkx contracts include enforceable agreements that will ensure that high quality service is delivered throughout the term of the contracts.
4. **Full service vendors**. Agencies request that vendors awarded contracts on Networkx provide a broad array of services and can provide follow-on service where desired to avoid costly duplication of administration and contracting processes and procedures.
5. **Alternative sources**. Agencies request continuing competition among a greater number of vendors on new enhanced services and emerging technologies in order to ensure best value throughout the life of the program.
6. **Operations support**. Agencies request FTS provide fully integrated ordering, billing and inventory management to improve management and control costs of agency telecommunications programs.
7. **Transition assistance and support**. Agencies request that the contracts include provisions that facilitate transition coordination and support to ensure that transitions occur timely and efficiently.
8. **Performance based contracts**. Agencies request that FTS provide performance based contracts with Service Level Agreements to the extent possible.