



Purchasing Department  
4400 University Drive, MS 3C5, Fairfax, Virginia 22030  
Phone: 703-993-2580; Fax: 703-993-2589

**REQUEST FOR PROPOSALS  
GMU-347-08**

**ISSUE DATE:** June 6, 2008  
**TITLE:** Voice Systems Maintenance Services  
**ISSUING AGENCY:** George Mason University  
Attn: Purchasing Department  
4087 University Drive, Room 400  
Fairfax, Virginia 22030-4444  
Ph. (703)993-2580, Fx. (703)993-2589  
**LOCATION WHERE WORK WILL BE PERFORMED:** George Mason University, Fairfax, VA  
**PERIOD OF PERFORMANCE:** Three (3) years from date of award with two (2) successive one (1) year renewal options.  
**SEALED PROPOSAL DUE DATE AND TIME:** July 17, 2008 @ 2:00 PM. Proposals will not be opened in public.

**Note:** A return envelope is not being provided. It is the responsibility of the offeror to ensure the proposal is submitted in an envelope, box, container, etc. that clearly identifies the contents as a proposal submission in response to this Request For Proposals. Also see section V herein.

**QUESTIONS/INQUIRIES:** E-mail all inquiries for information to:  
James F. Russell, Asst. Dir., [jrussell@gmu.edu](mailto:jrussell@gmu.edu)

**HAND DELIVER OR MAIL PROPOSALS DIRECTLY TO THE ISSUING AGENCY SHOW ABOVE**

**In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiations.**

Name and Address of Firm:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date: \_\_\_\_\_  
By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Fed ID No: \_\_\_\_\_ Signature: \_\_\_\_\_

This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia 2.2-4343.1D* or against a Bidder/Offeror because of race, religion, color, sex, national origin, age, disability, or any other prohibited by state law relating to discrimination in employment

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**RFP#: GMU-347-08**

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**ADDITIONAL RESOURCES:** The following are hereby incorporated by reference and can be downloaded from the Purchasing Department website at:  
[http://fiscal.gmu.edu/Departments/Purchasing/Purchasing\\_page.htm](http://fiscal.gmu.edu/Departments/Purchasing/Purchasing_page.htm)

1. Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors.
2. Virginia Public Procurement Act.
3. Commonwealth of Virginia General Terms and Conditions.

**I. PURPOSE:** The purpose of this request is to solicit proposals from qualified Telecommunications vendors to establish a contract through competitive negotiations for maintenance, repair and upgrade of George Mason University's Nortel PBX equipment. George Mason University is a corporate institution of the commonwealth of Virginia. Anticipated projects for the current fiscal year:

1. Procure and install a 1000E, with a split core in locations that currently utilize fiber remotes.
2. Replacement of all Nortel "Retired" and "End of life" cards and phones
3. Campus Police 911 redundancy solution
4. Procure and install a voice mail solution to replace the current Octel server.

**II. BACKGROUND:** George Mason University, located in the heart of Northern Virginia's technology corridor near Washington, D.C., is an innovative, entrepreneurial institution with national distinction in a range of academic fields. With strong undergraduate and graduate degree programs in engineering, information technology, biotechnology, and health care, Mason prepares its students to succeed in the work force and meet the needs of the region and the world. The University currently provides academic classes to nearly thirty thousand (30,000) graduate and undergraduate students at the Fairfax, Arlington, and Prince William campuses. One hundred and fifty nine (159) degree programs are offered at the undergraduate, masters, doctoral, and professional levels. In order to fulfill its missions, the University employs a faculty and staff totaling approximately five thousand (5000).

The primary goal of this RFP is to contract service with a vendor that can maintain service to and make recommendations for enhancements to PBX voice systems currently in place. George Mason University has one (1) 1000M, two (2) Option 61C's, and one (1) Option 11, and one (1) Norstar. The 1000M is connected to six (6) fiber remotes, an Octel server and two (2) 9150's. The current Octel server is slated to be replaced in 2008. The replacement equipment has not yet been determined. The University currently has approximately 300 IP phones in service. That number will increase as buildings under construction are ready for occupancy. The vendor must have technicians with expert knowledge and experience with IP trunking, Nortel IP handsets, SIP trunking and Symposium in connection with Nortel PBX equipment, and Unified Messaging. The vendor must also have expert knowledge and experience with multi-linked systems. A detailed list of all Telecom equipment model types, bay faces, and software releases, and connectivity is provided as an attachment. Should the software upgrade occur prior to the end of the current maintenance contract, some changes to the current equipment list may occur. Normal business hours for the University are 8:30 a.m. to 5:00 p.m., Monday through Friday. However, some facilities do have extended operating hours.

**III. STATEMENT OF NEEDS:** Contractor shall furnish all necessary materials, labor, resources and equipment to fulfill all requirements stated in this RFP.

**A. General:** George Mason University is in the process of constructing several new buildings. These buildings range from academic to student housing. A hotel/conference center is also in the planning stage. Projected phone counts and type of equipment to be installed has not yet been determined. A Unified Messaging platform will be installed this fiscal year. Specific equipment has not been determined. The Contractor should have the capacity to provide quotes upon request for the installation of telecommunications equipment within the timeframe requested. If the contractor is unable to meet deadlines requested then Mason reserves the right to issue a solicitation for new equipment from another source.

1. The Contractor should provide PBX maintenance quotes for both the inclusion and exclusion of handsets.
2. The proposal shall include quotes for maintenance with and without an on-site maintenance technician.

**B. Mandatory Services:** Qualifying proposals should address the following requirements:

1. Maintenance Services: The Contractor shall furnish all labor, parts, and materials, etc., to provide preventative and remedial maintenance of George Mason University's PBX telephone System.
  2. The Contractor shall be responsible for all PBX support and maintenance including:
    - a. Installs of hardware and software
    - b. Notify and Schedule maintenance
    - c. Unscheduled remedial maintenance
    - d. Repair and or replacement of defective PBX components and modules, associated telecommunications equipment, power supplies, batteries, power distribution equipment and cables to the main distribution frame.
    - e. Upkeep of current repair and maintenance logs
    - f. Contractor should propose a strategy for ensuring the availability of spare parts and equipment necessary in order to perform timely repairs. The spare parts strategy should be specific including details of proposed on-site spares, crash kits, parts logistics etc
  3. Contractor shall describe their company's current Disaster Recovery and Business Continuity process that would apply in the event of a major outage or extensive damage to the University's voice system.
  4. Only Nortel Certified technicians will be authorized to service George Mason University PBX telephone systems on any and all campus locations.
  5. Contractor should provide detailed information for supplying traffic studies for all George Mason campus locations to include frequency and format.
  6. Outages involving any 24x7x365 facility or impacting life safety as determined by the University's Telecom Administration Group will be handled as an emergency, regardless of the percentage of phones affected. George Mason Police, Facilities Management and the Data Center are all open 24x7x365.
  7. Contractor must monitor all George Mason University Nortel PBX equipment and the voice circuits connected to them 24x7x365.
  8. Contractor shall notify the George Mason University Telecom Admin Manager of any and all outages, provide advance notice of routine maintenance procedures, and provide details on any procedure that may be service affecting. All maintenance, firmware downloads and patches are scheduled through the Telecom Admin Department.
  9. The Contractor shall work in conjunction with George Mason Telecom Admin staff as well as all local and long distance service providers that connect to any and all George Mason University campus equipment.
  10. Contractor shall describe the process by which support will be transitioned to them from the University's current maintenance provider.
  11. Contractor should purchase a George Mason Service and Repair parking sticker for use on any vehicle parking on campus which does not have a company logo.
- C. Options:** The University's current maintenance contract includes resident on-site technician during regular business hours, Monday through Friday. Offeror should include both of the following options in their proposal:
1. **Option I (Preferred): On-Site Technician:** In the event the decision is made to contract for an On-site technician, the University will require the following:
    - a. The Contractor should provide a dedicated on-site technician, Monday –Friday 8:30am-5:00pm
    - b. Provide telephone support and 24X7X365 monitoring for all covered equipment, with on-site support as necessary to resolve problems. All technicians providing on-site support should be familiar with George Mason University's voice systems infrastructure. Response times shall

be in accordance with those stated in Section III-A Mandatory Services.

- c. The on-site technician shall report to Main telephone room in Harris Theater on George Mason University's Fairfax campus and monitor the telephone equipment there unless travel to an alternative George Mason campus is required.
- d. The on-site technician will adhere to the rules and procedures listed on the George Mason University On-site Technician Responsibility List, section XI.
- e. The on-site technician must have a broad knowledge base of Nortel Symposium ACD software, NARS/BARS, PRI circuits, IP trunking, and SIP trunking over various types of Nortel PBX or fiber remote equipment.

- 2. **Option II Onsite Service as Required:** Offeror may choose to propose a combination of remote support and onsite response in lieu of a resident onsite technician. 24x7x365 monitoring and phone support for all covered equipment is required. A Nortel certified technician must be designated as the primary on-call responder for George Mason University voice system problems, and must be based within one hour driving time from the Fairfax campus. Offeror may propose a modified list of responsibilities and response times for non-emergency services based on the attached On-site Technician Responsibility List if bidding this option.

- D. **Terms:** Proposals should include all pertinent costs, including but not limited to, hourly rate for work performed after normal business hours, annual maintenance, and minimum discount off list for Nortel products.

#### IV. **EVALUATION AND AWARD CRITERIA:**

- A. Evaluation Criteria: Proposals will be evaluated using the following criteria:

<u>Point Value</u>	<u>Description</u>
--------------------	--------------------

- |    |  |
|----|--|
| 1. | 30 points Conformance to Statement of Needs  |
| 2. | 30 points Expertise, qualifications and experience of firm in providing this type of service |
| 3. | 30 points Cost of Service  |
| 4. | 10 points References   |

- B. Acceptance or Rejection: The University reserves the right to accept or reject any or all proposals, in whole or in part, to take exception to any RFP specifications, to make an award based solely on the proposals received or to negotiate further with one or more offerors. GMU also reserves the right to negotiate a contract with the selected offeror(s), which is at variance with the RFP initially prepared by GMU and/or responded to by the offeror. Failure to comply with the RFP by an offeror, as determined by GMU, may be grounds for the exclusion of such offeror from further consideration by the University.

- C. Selection: The selection by the University of any proposal as ultimately negotiated will be at the University's entire discretion, which discretion shall extend to purely subjective considerations solely exercisable by the University without regard to a claimed lowest cost by any proposed vendor. The University is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous (Section 2.2-4359D, *Code of Virginia*)

#### V. **PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:**

- A. **GENERAL REQUIREMENTS.**

1. **RFP Response.** In order to be considered, Offerors must submit a complete response to this RFP. Proposals must be submitted to the University's Purchasing Office prior to the due date and time stated in this RFP. Offerors are required to submit (1) complete, signed original and (1) copy on CD. If proposal contains proprietary information then (2) copies of each proposal must be submitted (1) with proprietary information and (1) without proprietary information. The Offeror shall make no other distribution of the proposals.

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested must be submitted.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
- c. Proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.
- d. Proposals should be organized in the order in which the requirements are presented in the RFP. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
- e. Ownership of all data, material and documentation originated and prepared for the University pursuant to the RFP shall belong exclusively to the University and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of Section 2.2-4342D of the Code of Virginia in writing, either before or at the time the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary or trade secrets. Labeling the entire contents of a proposal is not acceptable and may result in rejection and return of the proposal.

3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the University. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. The University will schedule the time and location of these presentations. Oral presentations are an option and may not be conducted. Therefore, proposals should be complete.

The university will expect that offerors who are invited to give an oral presentation will utilize the person or persons who will be working on the project to make the presentation so quality and experience of the contractor's staff can be evaluated prior to making selection. Should presentations be required we have scheduled them for 8/18/08 – 8/22/08. These dates are critical so please allow for proper scheduling.

**B. IDENTIFICATION OF THE PROPOSAL ENVELOPE:** The signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

FROM: Name of Offeror	Due Date	Time
Street or Box Number		RFP Number
City, State, Zip Code		RFP Title

Name of Contracting Officer: \_\_\_\_\_

**VI. SPECIAL TERMS AND CONDITIONS:**

- A. AUDIT: The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- B. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

- C. BEST AND FINAL OFFER (BAFO): At the conclusion of negotiations, the offeror(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the offeror(s). The offeror's proposal will be rescored to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.
- D. BACKGROUND CHECKS: The University reserves the right to require that the Contractor and his/her employees successfully complete a criminal background check prior to the start of their services.

The criminal background investigation shall include a review of the Contractor and his/her employee's records to include Social Security Number Search, Credit Report (if related to potential job duties), Criminal Records Search (any misdemeanor convictions and/or felony convictions are reported) in all states in which the employee has lived or worked over the past seven years, and the National Sex Offender Registry. In addition, the Global Watch list (maintained by the Office of Foreign Assets Control of the US Department of Treasury) should be reviewed.

George Mason University currently uses HireRight ([www.HireRight.com](http://www.HireRight.com)) to conduct criminal background investigations on their selected employees and HireRight has agreed to extend this rate to affiliated Contractors. Contractors of outsourced services are responsible for all costs associated with conducting background checks.

- E. CANCELLATION OF CONTRACT: The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- F. CONTRACTOR'S TITLE TO MATERIALS: No materials or supplies for the work shall be purchased by the contractor or by any subcontractor subject to any chattel mortgage or under a conditional sales or other agreement by which an interest is retained by the seller. The contractor warrants that he has clear title to all materials and supplies for which he invoices for payment.
- G. CONTRACT PARTICIPATION: (If Applicable):

It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or (Name of issuing institution)'s affiliated corporations may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify (Name of issuing Institution) in writing of any such entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from (Name of issuing Institution). (Name of issuing Institution) shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that (Name of issuing Institution) is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

- H. **INDEMNIFICATION**: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.
- I. **MINORITY/WOMEN OWNED BUSINESSES SUBCONTRACTING AND REPORTING**: Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such business to minority and/or women-owned businesses. Names of firms may be available from the buyer and/or from the Division of Purchases and Supply. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided.
- J. **PRIME CONTRACTOR RESPONSIBILITIES**: The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- K. **PARKING**: Contractors performing work on any Mason campus are required to obtain their own parking permit. Further details can be found at:  
<http://www.gmu.edu/univserv/parking/policy.html#Permits>
- L. **MANDATORY PREBID/PREPROPOSAL CONFERENCE**: A mandatory prebid/preproposal conference will be at 2:00 PM on June 19, 2008 at Innovation Hall, Room 105. The purpose of this conference is to allow potential bidders/offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

Due to the importance of all bidders/offerors having a clear understanding of the specifications/scope of work and requirements of this solicitation, attendance at this conference will be a prerequisite for submitting a bid/proposal. Bids/Proposals will only be accepted from those bidders/offerors who are represented at this prebid/preproposal conference. Attendance at the conference will be evidenced by the representative's signature on the attendance roster.

Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

- M. **RENEWAL OF CONTRACT**: After the first three (3) year period this contract may be renewed by the university for two (2) successive one (1) year period under the terms and conditions of the original contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the university's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.
1. If the university elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased/decreased by more than the percentage increase/decrease of the "Services" category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

If during any subsequent renewal periods, the university elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the "Services" category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve



months for which statistics are available.

- N. **REFERENCES:** Provide a list of at least 3 references where similar goods and/or services have been provided. Each reference shall include the name of the organization, the complete mailing address, the name of the contact person and telephone number.

<u>ORGANIZATION</u>	<u>ADDRESS</u>	<u>CONTACT PERSON</u>	<u>TELEPHONE</u>
1.			
2.			
3.			

- O. **OBLIGATION OF OFFEROR:** By submitting a proposal, the Offeror covenants and agrees that he has satisfied himself, from his own investigation of the conditions to be to be met, that he fully understands his obligation and that he will not make any claim for, or have right to cancellation or relief from this contract because of any misunderstanding or lack of information.

- P. **PROPOSAL ACCEPTANCE PERIOD:** This proposal shall be binding upon the Offeror for 90 calendar days following the proposal return date. Any proposal on which the Offeror shortens the acceptance period may be rejected. At the end of the 90 days, the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled

**VII. CONTRACT ADMINISTRATION:** Upon award of the contract the University shall designate, in writing, the name of the Contract Administrator who shall work with the contractor in formulating mutually acceptable plans and standards for the delivery, installation and on-going service and/or maintenance that may be required.

- A. The Contract Administrator shall use all powers under the contract to enforce its faithful performance. The Contract Administrator shall determine the amount, quality and acceptability of work and shall decide all other questions in connection with the work.
- B. All direction and orders from the University shall be transmitted through the Contract Administrator, or his designee. However the Contract Administrator shall have no authority to order changes in the work which alter the concept or scope of the work or change the basis for compensation to the contractor.

**VIII.METHOD OF PAYMENT:** Contractor shall be paid 30 days after receipt of proper invoice.

**IX. BUSINESS STATUS:** To be filled out by offeror:

- A. Type of organization (circle one):

Individual	Partnership	Corporation
Sole Proprietor	Government	Other (explain)

- B. Category (circle one):

Manufacturer/Producer	Mfgr's Agent	Retailer
Service Establishment	Distributor	Wholesaler
Other (explain)		

- C. Status (circle one):

- 1. (MB) MINORITY OWNED. Defined as actively managed and at least 51% owned by an American Citizen of one of the following ethnic backgrounds; Native American, Black, Hispanic, Asian or Asian Pacific.

2. (WB) WOMAN OWNED. Defined as actively managed and at least 51% owned by a woman or group of women.
3. (SB) SMALL BUSINESS: Defined by the US Small Business Administration as independently owned and operated, with annual revenues less than \$5M (services) or less than 500 employees (manufacturing). May include non-profit or publicly owned business entities.

**X. RFP Schedule: GMU-347-08**

Issue in eVA:	6/6/08
Re-advertise in Washington Post:	6/8/08
Pre-bid Conference	6/19/08
Proposals Due:	7/17/08 @ 2:00PM
Proposals to committee:	7/17/08
Review and score proposals:	7/18/08 – 7/31/08
Scores due to Purchasing:	8/5/08
Oral presentations:	8/18/08-8/22/08
Negotiations:	8/27/08-9/3/08
Best and Final Offers:	9/4/08-9/9/08
Award:	9/12/08
Contract start date:	9/17/08

## **XI. Additional Requirements**

### **Process for George Mason PBX Maintenance On-Site Technician**

#### Daily Routines

1. Check queue for any alarms/outages entered by vendor dispatch
2. Check the history file in Fairfax call server
3. Check Magic program for any tickets

#### Major Outages

##### T-1

- Contact Telecom Admin (3-3546)
- Provide circuit number
- Telecom admin staff will place a trouble call to the Verizon LEC

##### PRI

- Provide circuit number
- Telecom admin staff will place a trouble call to the Verizon LEC

##### IP Network

#### Magic

Hard copy of ALL tickets will be kept on file for two (2) weeks.

##### New Installs

- Print Magic ticket
- Verify building
- Check building cable count
- Check frame for spare pair.
- Assign cable pair, enter on Magic ticket then assign to Mason field tech.
- Run cross connects BEFORE due date.

#### Upgrades

##### Analog to Digital

- Mason field tech to coordinate moving of cable pair from analog to digital TN with On-Site tech.
- Enter cable pair on Magic ticket
- Assign Magic ticket to Mason field tech.
- Print Magic ticket.
- Mason field tech to coordinate moving of cable pair from analog to digital TN with On-Site tech.

## Digital to Digital

- All digital to digital upgrades will be completed by Mason field tech.
- Mason field tech to contact On-Site tech as needed.

## Moves

### Within the same building

- Print Magic ticket.
- Trace TN to cable pair and enter on Magic ticket.
- Assign Magic ticket to Mason field tech.
- Mason field tech is to coordinate with On-Site tech.

### Building to building, using existing TN

- Print Magic ticket
- Assign new cable pair (if needed) and enter on Magic ticket.
- Assign Magic ticket to Mason field tech.
- Mason field tech is to coordinate with On-Site tech regarding cable pair assignments.

### Building to building, requiring new TN

- Print Magic ticket.
- Assign new cable pair and enter on Magic ticket.
- Assign Magic ticket to Mason field tech.
- Run cross connects BEFORE due date.

## Repairs

### REPAIRS ARE GIVEN PRIORITY OVER MOVES AND INSTALLS.

- Print Magic Ticket.
- Within one (1) hour of receipt, verify TN has dial tone at the frame.
- If dial tone is good, enter cable pair number on Magic ticket and assign to Mason field tech. Note "OK at frame" on Magic ticket.
- If no dial tone, enter cable pair on ticket and assign to Mason field tech.

Note: DO NOT make any changes to cable pair or TN until Mason field tech confirms state of dial tone.

## Disconnects

- Enter cable pair on Magic ticket.
- Print ticket.
- Remove cross connects to free up facilities.
- Assign Magic ticket to Mason field tech.
- Mason field tech is to remove cross connects in specific buildings as time permits.