

*General Services Administration (GSA)*  
**CONNECTIONS**  
*Implementing National Telecommunications  
Infrastructure Solutions*

*Apptis Contract # GS00T03AHD0015*  
*Category 2 – Support Services*

Scope – National Telecommunications Infrastructure

Awarded January 2003

Full and Open Competition

Delivery / Task Order Model

Fair Opportunity

Indefinite-Delivery Indefinite-Quantity

Supports Performance-Based Contracting Approach

Fixed Price Hourly Rates on the contract are a maximum;  
prices can be lowered for individual customers.



**Contract Holder**  
Contract GS00T03AHD0015



Contract Number: GS00T03AHD0015

Term: Awarded in January 2003, CONNECTIONS is an 8-year contract (i.e., 3 base years + 5 one-year options).

Category 2: Support Services

Designation: Government-wide

Geographic Scope: Federal agencies located within the contiguous United States of America, including Alaska, American Samoa, Hawaii, Guam, Puerto Rico, Saipan, the Virgin Islands, and the remaining Northern Mariana islands.

**Description:**

CONNECTIONS is GSA's one-stop shop for any office building, campus, or base environment to deliver any level of demand for equipment, support services, or customized solutions.

**Apptis offers the following category: Category 2 – Support Services:**

Lifecycle Support Services that can be specified via task order such as analysis, systems integration, installation and testing, and operations support.

Category 2 includes different services in support of the telecommunications infrastructure, offered within three basic areas:

- The Professional Series includes network engineers, site managers, system integration engineers, LAN/MAN/WAN integrators, quality assurance engineers, and other engineering subject matter experts.
- The Technical Series includes network systems managers, operations system security specialists, communication analysts, database administrators, programmers, configuration management specialists, trainers, cable splicers, and network technicians, among others.
- The E-Business Series includes business process engineers, Web architects, webmasters, and others.

**Benefits:**

- Flexible – a large range of products and services to choose from.
- Streamline – process and procedures ensure latest products and services are available.
- Convenient - the procurement process has never been simpler or easier – all under one convenient vehicle.
- Key Information on portal
  - > FTS Points of Contact
  - > Industry Partner Points of Contact
  - > CONNECTIONS Contract
  - > Roles and Responsibilities
  - > Fair Opportunity Guideline
  - > Statement of Work (SOW) Examples
  - > Email addresses to contractors for orders
  - > Gateway to CONNECTIONS Management Reporting System: <http://www.gsa.gov/connections>

**Examples of Support Services**

- Inventory Management
- Acquisition Management
- Configuration Management
- Billing and Account Management
- Helpdesk Operations
- Network Management

- Maintenance
- Installation and Testing
- Customer Service
- Disaster Recovery
- Network Security Assessment

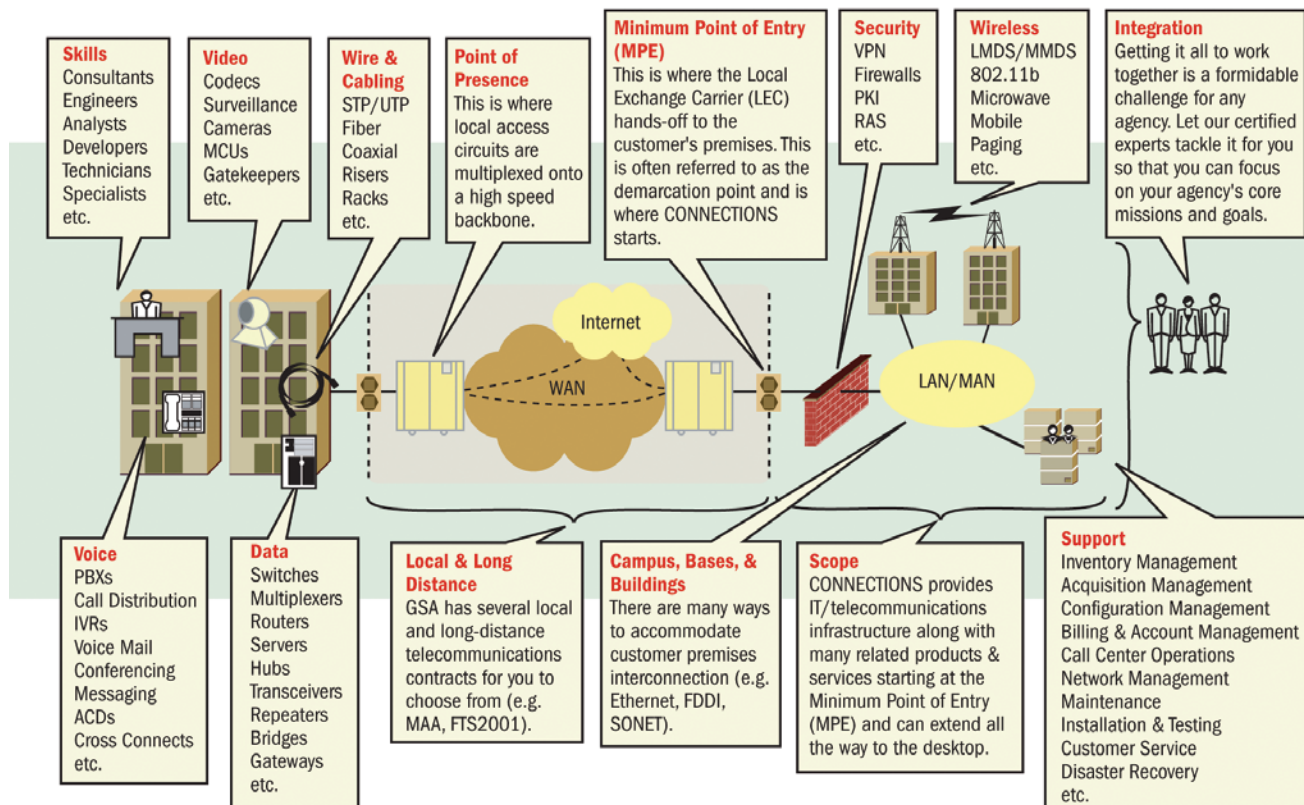
**Sample Skills**

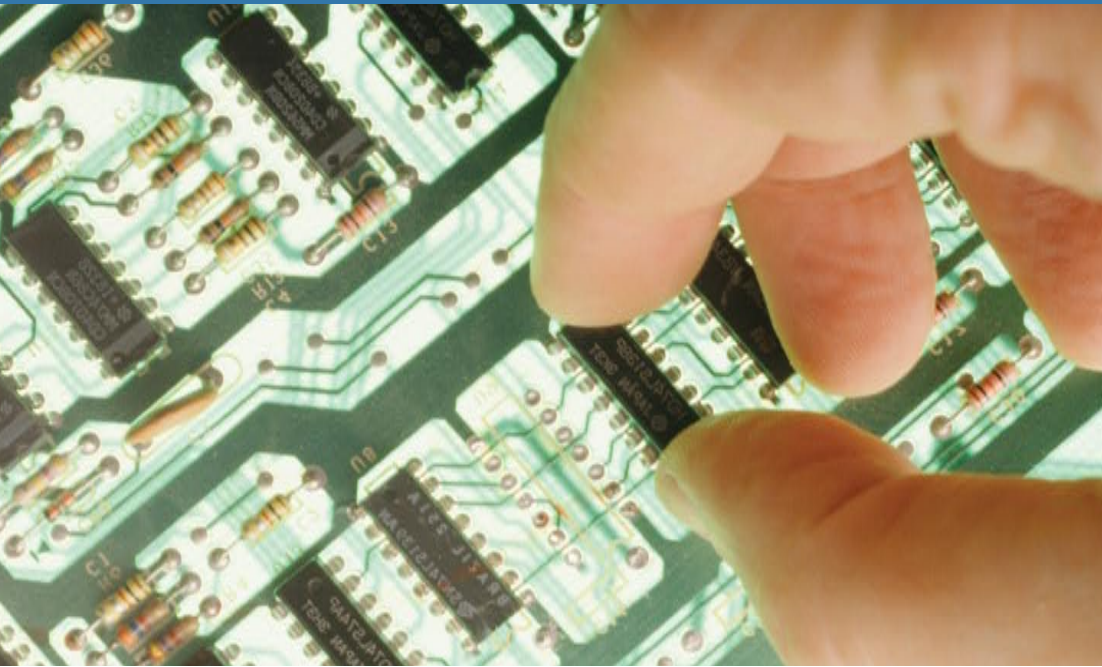
- Consultants
- Engineers
- Analysts
- Developers
- Technicians
- Specialists



Enterprise Architecture	Web Hosting Redundancy	Secured Remote Access
Complete exhibit 300	Provide risk assessment	0% intrusion susceptibility
Business process analysis	Configure network load sharing	99.99 % availability
Assess network infrastructure	Manage content/updates	24 x 7 support
Determine a remote configuration solution	Provide cost estimate & recommendation	2 Hr MTTR
Gather agency/end user requirements		Implement within 6 months
Staff helpdesk		
Provide cost estimate & recommendation		

## The Big Picture –





#### **About GSA – [www.gsa.gov](http://www.gsa.gov)**

GSA's mission is to "help federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services and management policies." GSA consists of the Federal Acquisition Service (FAS), the Public Buildings Service (PBS), and various Staff Offices, including the Office of Governmentwide Policy (OGP). Eleven Regional Offices extend GSA's outreach to federal customers nationwide.

GSA Regional Offices are located in Boston, New York, Philadelphia, Atlanta, Chicago, Kansas City, Fort Worth, Denver, San Francisco, Auburn (Washington), Washington, DC.

#### **U.S. General Services Administration Office of Regional Services**

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#### **About Apptis—[www.apptis.com](http://www.apptis.com)**

For more than two decades, Apptis has been providing IT solutions and services to government and industry. Applying leading technologies to diverse needs, Apptis delivers inspiring solutions that are agile, trusted and business-aligned for optimized performance. The company's robust enterprise-wide capabilities include:

- ▼ Software and System Engineering
- ▼ Enterprise Management
- ▼ Network Engineering
- ▼ Information Assurance
- ▼ Program Management

The company values integrity and partnership, encouraging its knowledgeable, ethical and flexible professionals to build strong collaborative relationships with customers. Apptis is privately held with headquarters in Chantilly, Virginia.

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