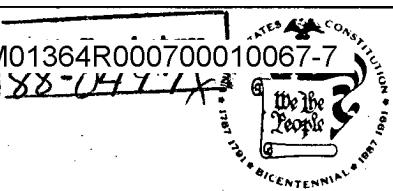




General Services Administration
Washington, DC 20405



February 25, 1988

Dear Client Agency:

In an effort to be more responsive to the needs of our customers in the Federal community, the General Services Administration (GSA) has recently undertaken a study of the procedures we use in delivering telecommunications services to our client agencies. This study was performed jointly by GSA's Public Buildings Service and Information Resources Management Service and resulted in a document entitled, The General Services Administration Telecommunications Procedures, a copy of which is enclosed.

This document accurately reflects the realities of the Federal telecommunications environment in the post-deregulation era, and specifically delineates the responsibilities of GSA and all Federal agencies regarding the provision and management of telecommunications resources in GSA controlled, Government-owned and leased space.

While GSA will be following the procedures contained in the enclosed document effective immediately, we will continue to work with individual agencies on a case-by-case basis to ensure that no agency will be denied necessary telecommunications services during the implementation of these procedures. Federal agencies will be fully responsible for compliance with the procedures on October 1, 1989 (the beginning of fiscal year 1990).

GSA is fully aware of the importance of telecommunications services to the Federal community and will remain committed to delivering up-to-date, effective, efficient, and consistent service to meet your requirements.

If you have any questions, please have your staff contact the appropriate GSA office serving your area.

Sincerely,

Terence C. Golden

Enclosure

REGISTRY

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**THE GENERAL SERVICES ADMINISTRATION
TELECOMMUNICATIONS
PROCEDURES**

FEBRUARY 10, 1988

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GENERAL SERVICES ADMINISTRATION TELECOMMUNICATIONS PROCEDURES

GENERAL

This document establishes responsibilities and procedures for the provision and management of telecommunications resources in General Services Administration (GSA) controlled Government owned and leased facilities. Telecommunications services in these facilities can be obtained from GSA's Information Resources Management Services (IRMS) consolidated service or through agency-provided exclusive service. In this document, certain responsibilities will be assigned to IRMS for all locations that receive consolidated service, and to the tenant agencies for all locations that receive exclusive service. This will consistently be shown in the following manner: "... IRMS (consolidated service) or tenant agencies (exclusive service)." Within the scope of these procedures, responsibilities will be defined for telecommunications facilities, telecommunications systems, and telecommunications technical support services.

These procedures are applicable to all Government agencies responsible for obtaining telecommunications services within GSA controlled space.

GSA's IRMS is responsible for establishing Governmentwide policy and regulations for telecommunications services; providing consolidated telecommunications services only when it is most cost effective to the Government; and making available technical support on a reimbursable basis, other than the incidental providing of routine information.

Telecommunications installation exclusive of Customer Premise Equipment (CPE), in a GSA controlled leased or Government owned building will be the responsibility of IRMS (consolidated service) or tenant agencies (exclusive service). In leased space, it is recommended that the lease term be sufficiently long to allow for the amortization of the costs of telecommunications equipment, wiring, and cabling.

IRMS (consolidated service) or the tenant agencies (exclusive service) will be responsible for deciding whether to salvage or abandon telecommunications equipment, wiring, and cabling in a leased building. In moves from leased space, IRMS (consolidated service) or tenant agencies (exclusive service) will be responsible for removing and/or abandoning telecommunications wiring and equipment provided by them in accordance with GSA regulations.

While the procedures contained herein are effective immediately, GSA will work with agencies on a case-by-case basis to determine an agency's ability to pay for the installation, wiring, and relocation of telecommunications equipment until the agency has had an opportunity to include telecommunications costs in their budget request. This should be no later than October 1, 1989, (beginning of FY 1990), at which time agencies will be responsible for assuming the financial responsibility for all matters covered in this order.

SPACE

Through its Public Buildings Service (PBS), GSA will provide distribution capability for basic voice and data communications of tenant agencies except where the responsibility has been delegated. The space to be provided is to meet basic requirements for fire safety, security/physical protection, heating/ventilating/air conditioning systems, and electrical power for efficient operation of telecommunications equipment and local distribution within a facility. However, PBS will neither fund nor procure the installation, maintenance and operation of telecommunications system equipment including wiring, cabling, switch, and related equipment.

The space set aside for telecommunications equipment and its environmental support systems is assigned and billed to IRMS (consolidated service) or tenant agencies (exclusive service). Conduit runs between switch equipment or incoming services and wire closets for local distribution within a building are standard. In new construction or major renovation, the sizing of areas, conduits and ducts will be based on a standard planning assumption of one telephone and one data instrument for every 100 square feet of occupiable office space. In those building areas where the utilization rate is less than 100 square feet of occupiable office space, that lesser rate will be the standard. In existing buildings requiring additional conduit or ducts, the PBS will provide the additional capability required not to exceed the standard. The PBS reserves the right to provide the additional capability by utilizing acceptable substitutes instead of conduits or ducts. In new construction or major renovation, the size of conduit and duct runs will be sized to accommodate local area networks and data communications identified in the design phase of the project. Any requirements above this level are above standard and are to be reimbursed to the PBS.

The appropriate rental classifications for telecommunications switchrooms, wire closets, and related spaces will be based on construction, not on usage.

TELECOMMUNICATIONS REQUIREMENTS AND OPERATIONS

Except when the responsibility has been delegated, GSA through its PBS will provide all support facilities for the installation of telecommunications systems such as equipment rooms, closets, conduits, risers, and other pathways if required. IRMS (consolidated service) or the tenant agencies (exclusive service) will provide recommendations for the size, location and configuration of the telecommunications support facilities. IRMS (consolidated service) or the tenant agencies (exclusive service) will be responsible for the purchase, installation and maintenance of all telecommunications equipment, cabling, wiring and associated devices installed in the telecommunications support facilities. Tenant agencies will be responsible for all Customer Premise Equipment (CPE) and associated wiring. Maintenance programs for all CPE shall be the responsibility of the tenant agencies.

Where consolidated local telecommunications service is provided in GSA controlled space, (Government-owned or leased) GSA's IRMS responsibilities for wiring ends at the wire closet. All wiring from the wire closet in support of CPE shall be the responsibility of the tenant agency. Telecommunications services (basic vertical and horizontal wiring for telephone/data) in all other situations shall be the responsibility of the tenant agencies.

Maintenance and operation of architectural, mechanical, and electrical support equipment and other devices to support the telecommunications equipment shall be the responsibility of IRMS (consolidated service) or the tenant agencies (exclusive service). Maintenance and operation of building systems (e.g., air-conditioning, heating, etc.) and procurement of space shall continue to be the responsibility of GSA's PBS, except where those functions have been delegated.

Installed telecommunications facilities and systems are the operational responsibility of IRMS (consolidated service) or the tenant agencies (exclusive service). The following principles and restrictions will apply to all resources dedicated to telecommunications use:

1. No power cables will be installed in telecommunication risers, conduits, ducts on non-compartmentalized wireways. Exceptions will be addressed on a case-by-case basis.

2. Areas identified for telecommunications use will not be used for unauthorized storage of materials or supplies.
3. High voltage or radio frequency emanating equipment will not be installed adjacent to telecommunications equipment prior to determining potential for Electro-Magnetic Interference (EMI).
4. Telephone equipment rooms and closets will be equipped with locks with access limited to personnel engaged in the operation and maintenance of telecommunications systems and the building.
5. In multistory buildings, tenant agencies will not be permitted to install vertical riser wiring or cabling without permission of the GSA building manager in GSA managed space or the facility manager in delegated space.
6. All installed wire, cables, power and equipment shall be bonded, grounded or shielded in accordance with industry standards and local electrical codes.

DELEGATIONS OF TELECOMMUNICATIONS PROCUREMENT AUTHORITY

Agencies that have been granted Delegated Procurement Authority (DPA) for telecommunications are responsible for furnishing, installing, operating and maintaining their telecommunications systems and services. These agencies can be located in Government owned or leased space, and may obtain telecommunications support services on a reimbursable basis through existing IRMS contracts (e.g., Telecommunications Technical Service Contract (TTSC), Purchase of Telephones and Services (POTS), etc.).

GSA's PBS shall not be responsible for any cost incurred by tenant agencies issued DPA's. If an agency which has been granted a DPA must relocate due to the expiration of a lease, GSA (PBS or IRMS) will not "recreate" the switch and network at the new location.

GSA's IRMS includes the following language in DPA's/Federal Information Resources Management Regulation (FIRMR) approvals issued to agencies for telecommunications equipment installations in GSA controlled space:

"That the agency must contact the applicable regional representatives of the GSA Public Buildings Service (PBS) within 30 days to assess the impact of this procurement on assigned space; to determine the status of all building leases in relation to the telecommunications systems life and its implications on cost recovery".

Also, the PBS and IRMS will develop appropriate additional DPA language to clarify and further define PBS's review requirements. This will include a restoration requirement that will be clearly stated and included in the DPA agreement. However, the current \$50,000 blanket DPA threshold for Telecommunications may be substantially increased in the near future. If the threshold is increased, using the DPA process for advising agencies to coordinate their telecommunications requirements with the PBS will no longer be as effective. Therefore, GSA will review and modify, as appropriate, existing policies and regulations related to tenant agency responsibilities in Government owned and leased space. Existing or planned delegation of PBS building management authority will be one of the criteria used in delegating control of telecommunications.

TELECOMMUNICATIONS ADVISORY SERVICES

GSA through its IRMS will provide to PBS or tenant agencies, upon request, reimbursable advisory telecommunications services to determine tenants telecommunications needs. GSA-provided telecommunications support to tenant agencies will be obtained through the IRMS zonal telecommunications division. Tenants shall be responsible for all costs incurred for advisory services related to procurement, installation, and relocation of telecommunications equipment unless otherwise indicated. GSA, thru PBS, will provide space layout/planning services at no cost at initial occupancy. The tenant will fund for any requested building alteration after occupancy. The following are examples of services available to support client agencies program objectives and technical requirements:

- Task 1. Provide advice and recommendations to Architectural Engineer for development of telecommunications conduit distribution systems and related facilities for new buildings and major renovation projects.
- Task 2. Evaluate the availability/quality of telecommunications conduit distribution facilities/abandoned wire and cabling in a proposed lease, building purchase, or other acquisition, and provide a complete analysis of each site with recommendations and cost estimates.
- Task 3. In relocation situations, review telecommunications service costs in present location and provide in-depth cost estimates for "LIKE SERVICE" in new location.
- Task 4. In major moves, assist with developing realistic schedules and milestones for moving all telecommunications-related services.
- Task 5. Provide total oversight/coordination of all telecommunications contractors, POTS, Local Exchange Carrier (LEC), and others to ensure scheduled deadlines are met.

PHYSICAL PROTECTION

The GSA Public Buildings Service's (PBS) Office of Real Property Management and Safety, Law Enforcement Branch (LEB), provides for the physical security and protection of people and property in all GSA-controlled space by implementing a program which includes utilizing security, intrusion, duress, and communications systems and equipment.

To provide for protection of telecommunications equipment and resources, LEB regional staff will perform a physical security survey to determine tenant agency security needs. However, telecommunications equipment and resources are considered to be tenant agency operating equipment, and any special needs associated with protecting such equipment will be paid for on a reimbursable basis by the tenant agency. These physical security surveys will be conducted in accordance with the following criteria:

1. In those facilities where physical security surveys have been conducted, the LEB regional staff will perform a special one time survey to address tenant agency telecommunications requirements if not previously considered in the most current survey.
2. In those facilities where physical security surveys have not been conducted and are scheduled to be surveyed during the current year, the tenant agency telecommunications requirements will be addressed during those surveys.
3. All physical security surveys will be conducted in a coordinated manner by LEB regional staff, IRMS regional staff, and tenant agency staff.
4. If IRMS or a tenant agency requests a special physical security survey of the herein described criteria for conducting physical security surveys, LEB regional staff will conduct such physical security survey on a reimbursable basis.

FIRE PROTECTION

Standard Level of Protection

In initial space assignments, PBS will provide systems necessary to achieve a standard level of fire protection in electronic communications equipment areas, including switch (PBX) rooms. These systems will include:

1. Wet pipe automatic sprinkler system with on-off style sprinkler heads, using sprinkler head guards. This system will protect the facility from catastrophic loss associated with damage from an uncontrolled fire originating within or from adjacent facilities. The on-off sprinkler heads and guards will limit accidental water damage.
2. Fire rated partitions. These partitions will serve to separate telecommunications areas from possible fire exposure from the outside. Also, portions of facilities will be subdivided with fire rated partitions to reduce the potential for loss from exposure within the facility. These areas would typically include: data storage areas, redundant switches, battery rooms.
3. Area smoke detectors. This system will provide the facility with an early fire warning system. Once activated, manual investigation and suppression activities can be initiated in sufficient time so that the above protection systems should not have to be called into service.
4. Portable fire extinguishers for Class A Fires (pressurized water) or Class A, B and C Fires (Multipurpose), and Classes B and C Fires (Carbon Dioxide).

Existing PBX rooms not in compliance with the above requirements must be altered to comply with the standards. Installation of required fire protection systems in existing assignments to be altered or converted to PBX rooms, will be performed by the PBS on a reimbursable basis consistent with building delegation agreements.

Optional Protection

IRMS may request the following systems, at their discretion and expense, and/or at the discretion and expense of tenant agencies, to be paid for on a reimbursable basis, subject to technical review by Regional PBS Safety and Environment Management Branch:

1. Halon 1301 fire extinguishing systems in mission critical facilities. This system would be designed to PBS criteria and be installed in addition to the automatic sprinklers.
2. Sprinkler protection in wire closets with connecting blocks. This is considered optional protection if the wire closet installation is not in the primary facility and sprinkler protection is not required by other criteria (e.g., high rise).

MOVES

A forced relocation means any move in which an agency is directed to move from its present space assignment in whole or in part. GSA's PBS or the responsible forcing agency will assume certain costs identified below to provide similar space and building services at a new location for the relocated agency. The PBS will pay for moving costs, Initial Space Alterations (ISA's) and existing above-standard building requirements when PBS has caused the relocation. When another agency is responsible for the relocation, that forcing agency must pay for moving costs and existing above standard building requirements of the dislocated agency. GSA's PBS will pay for the ISA's of the relocated agency.

As a result of the deregulation of the telephone industry, telecommunications equipment, wiring and hook ups are now considered customer premise equipment or CPE, and GSA will not assume the costs of providing similar services at the new location. GSA will assume only the costs of providing the space and the horizontal and vertical conduit for the telecommunications requirements as part of the ISA's for the relocated agency. However, where consolidated local telecommunications service is provided in the new location, GSA through its IRMS, will provide wiring to the wire closet. All wiring from the wire closet in support of CPE shall be the responsibility of the tenant agency. In all other service situations, telecommunications services, e.g., switches and basic vertical and horizontal wiring for telephone/data, shall be the responsibility of the tenant agency. GSA will not provide wiring to or for local area networks at the new location. The relocated agency will be required to budget for the funds necessary to cover the cost of the level of telecommunications services they deem appropriate at the new location beyond those provided by GSA as part of the ISA's or consolidated services.

In the event that an agency must relocate as the result of an extraordinary event (e.g, fire, natural disaster, etc.) which renders the current space unusable and requires that the facilities be vacated, GSA's PBS will assume the costs of moving and providing space and conduit. However, PBS will not replace any agency program equipment including telecommunications equipment, wiring or hook ups, and wiring to local area networks.

GSA's PBS may require a forced relocation if the action is in the best interest of the Government and it would not unreasonably interfere with the agency's performance of its mission. The best interest of the Government shall be determined by an economic analysis and is defined as the lowest cost. The total costs used in the analysis of each alternative shall include moving and alterations expenses, telecommunications expenses to be incurred by the tenant agency and all other allowed expenses. The GSA determination that there is no unreasonable interference with the performance of the agency's mission may be appealed by the agency through the normal appeal procedures set forth in FPMR Temporary Regulation D-73, Section 101-17.207.

GLOSSARY OF TERMS

- Consolidated Service. A telecommunications system managed by GSA which provides local telecommunications service in a primary or supplemental service location.
- Customer Premise Equipment (CPE). User owned or leased telecommunication equipment, wiring and/or cable located at customer premise.
- Delegated Procurement Authority (DPA). A delegation from GSA to procure a telecommunications system outside of consolidated service.
- Distribution Capability. Infrastructure components and/or space required to enable the provision of telecommunications services to client agencies, e.g. conduits, ducts, raised flooring, shafts, etc.
- Electromagnetic Interference (EMI). Any conducted, radiated, or induced voltage which degrades, obstructs, or repeatedly interrupts the desired performance of electronic equipment.
- Exclusive Service. A telecommunications system that is procured and managed by an agency other than GSA and may provide common use services for all federal agencies at the location.
- Federal Information Resources Management Regulation (FIRMR). Codified uniform policies and procedures governing the management, acquisition and use of information resources by Federal and Executive agencies (as applicable), and by Government Contractors as directed by agencies.

Like Service.

Telecommunications equipment, cabling or wiring providing similar grades and classes of service as presently available to a user.

Local Exchange Carrier (LEC).

A local telephone company.

Purchase of Tele-phones and Services (POTS)

A GSA contract program by which all Federal agencies are able to purchase telecommunications equipment and services from a fully competed contract

Telecommunications Technical Service Contract (TTSC).

A GSA contract for obtaining telecommunications consulting services.

ASSISTANT REGIONAL ADMINISTRATORS
FOR PUBLIC BUILDINGS SERVICES

<u>SYMBOL</u>	<u>ADDRESS</u>	<u>TELEPHONE</u>
2P	Richard B Welsh, Jr. 26 Federal Plaza Room 22-102 New York, NY 02109	8-264-4284
3P	Thurman M. Davis Federal Building & U.S. Ninth & Markets Sreets Philadelphia, PA 19107	8-597-1129
4P	Thomas E. Davis Richard B. Russell Federal Building and Courthouse 75 Spring Street, NW Room 346 Atlanta, GA30303	8-242-5129
5P	James G. Whitlock John C. Kluczynski Federal Building 230 S. Dearborn Street Room 3700 Chicago, IL 60604	8-353-5572
6P	J. Wayne Roy 1500 East Bannister Road Room 1137 Kansas City, MO 64131-3088	8-926-7231
7P	Earl W. Eschbacher, Jr. 819 Taylor Street Room 5A27 Fort Worth, TX 76102	8-334-2522
9P	A. O. Barton 525 Market Street San Francisco, CA 94105	8-454-9070
WP	Lewis M. Pearson 7th & D Street, SW Washington, DC 20407	8-472-1891
WQ	Paul Chistolini 7th & D Street, SW Washington, DC 20407	8-472-1891

ASSISTANT REGIONAL ADMINISTRATOR
FOR INFORMATION RESOURCES MANAGEMENT SERVICES

<u>SYMBOL</u>	<u>ADDRESS</u>	<u>TELEPHONE</u>
3K	Joe Thompson Federal Building & U.S. Ninth & Market Streets Philadelphia, PA 19107	8-597-4921
4K	Janice Mendenhall Richard B. Russell Federal Building and Courthouse 75 Spring Street, NW Room 346 Atlanta, GA 30303	8-242-5104
7K	Darrell Clokey 819 Taylor Street Room 5A27 Fort Worth, TX 76102	8-334-2871
9K	Ed Messerly 525 Market Street San Francisco, CA 94105	8-454-7577
WK	Don Vennenberg 7th & D Street, SW Washington, DC 20405	8-453-4100