STATE OF CALIFORNIA
PUBLIC UTILITIES COMMISSION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

GRAY DAVIS, *Governor*

June 22, 1999

To Whom It May Concern:

The California Public Utilities Commission is seeking a vendor to build an OSS interface to Pacific Bell and execute test transactions through that interface. The attached Request for Proposal (RFP) outlines the scope of this project. All potential bidders will receive a copy of the Draft Final Master Test Plan which is expected to be issued on June 30, 1999.

Vendors interested in responding to this RFP must submit 10 copies of their proposal by **July 9, 1999**. Your proposal, all communications, and any specific questions should be directed to Mr. Peter Chang, Telecommunications Division, 505 Van Ness Avenue, Room 3B, San Francisco, California, 94109, (415) 703-2044.

Sincerely yours,

Charles H. Christiansen for
Michael C. Amato
Branch Chief
Market Structure Branch

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Test Transaction Generator Request for Proposal

June 25, 1999

Background

On April 23, 1999, the Assigned Commissioner in the consolidated proceeding addressing Pacific Bell's (Pacific) request for in-region interLATA authority issued a ruling containing two Telcordia reports concerning the company's Operations Support System (OSS) test plan for comment. In these reports, Telcordia recommended that an independent third party be retained to develop and implement a test of Pacific's OSS. After a series of meetings, the parties in the proceeding generally agreed that the California Public Utilities Commission (CPUC or Commission) should retain a consultant(s) to assist it in planning and implementing an independent test of Pacific's OSS. The Commission has currently retained Telcordia to advise its staff on developing the master test plan. It is anticipated that the master test plan will be finalized in mid-July. Requirements contained in this request for proposal and any subsequent contract are subject to modification once the final master test plan has been adopted.

The Commission intends to retain a consultant at Pacific's expense to assist in the construction of a test transaction generator and to administer and analyze test results. This request for proposal focuses on the test transaction generator. A subsequent request for proposal will be issued shortly for the test administrator functions.

Purpose of Engagement

The purpose of the engagement is to assist the staff of the California Public Utilities Commission to ensure that Pacific's test of its Operational Support Systems (OSS) is capable of demonstrating that Pacific's OSS are operationally ready. OSS is a collection of systems that a carrier uses to supply services. OSS interfaces are the means by which wholesale customers have access to Pacific's OSS. Operational readiness means that Pacific's OSS and OSS interfaces would have sufficient functionality, capacity and accuracy to allow a wholesale customer relying on Pacific's OSS and OSS interfaces to have a reasonable opportunity to compete. (In cases where the wholesale product has an analogous retail counterpart, this access should be at parity with Pacific's access.)

In D.98-12-069 the Commission agreed with staff's proposal to conduct a thorough review of Pacific's test plan. (p. 111) The Commission also stressed that without thorough review and prior approval of Pacific's test plan it would be unable to comment on the results of the test plan. (p. 110). As part of this engagement, the consultant will provide a test transaction generator that will be used to demonstrate that Pacific's OSS function such that a wholesale customer relying on these OSS would have a reasonable opportunity to compete and, where relevant, have equivalent access to Pacific's OSS as Pacific's retail arms. In order to complete this engagement, the consultant will build an application-to-application OSS interface and process queries and service order requests, as well as, access Pacific Bell Service Manager (PBSM) to input trouble reports. In addition to application-to-application interface testing, the CLEC Test Transaction Generator will process various orders and queries through Pacific Bell's existing Graphical User Interfaces (Verigate and LEX).

This RFP seeks bids from vendors who will operate as the Test Transaction Generator to perform the work defined herein. All work performed by the consultant will be under the direct

supervision of the CPUC Telecommunications Division staff. No work will be commenced until authorized by the Telecommunications Division staff and no task or deliverable will be considered complete until the Telecommunications Division determines that it is satisfactory. **Proposals are due Friday, July 9, 1999**

Scope

The scope of the vendor's involvement is to build OSS interfaces based upon documentation and support provided by Pacific and to process various inquiries and orders through this interface as identified by the Commission or the Test Administrator. Specifically, the vendor will:

1) Using Pacific provided parsing rules, develop the ability to parse Pacific CSR (Customer Service Record) data so that pre-ordering can be tested at anticipated volumes in full integration with ordering OSS. All knowledge gained through this process will be communicated to interested CLECs.

2) Build an application to application OSS interface (based upon baseline documentation[1] provided by Pacific Bell that can support transactions associated with preordering, service ordering, and repair and maintenance[2]. The Commission may order additional testing of an application- to- application maintenance interface that will be provided by MCI WorldCom. The vendor will not be responsible for constructing or operating this interface.

3) Document the relative ease or complexity of creating the interfaces from the information and training Pacific provides the vendor. The vendor must document and inventory any additional documentation and/or support required of and provided by Pacific to create the interface. The vendor must also document every contact between the vendor and Pacific.

4) At the direction of the Test Administrator, construct and electronically submit various forms[3] associated with Local Service Requests (LSRs), Loop with Port, Basic Loop, ADSL, and Directory Listing for specific services being ordered through Pacific's EDI. Other ordering forms may be added at the Commission and/or the Test Administrator's discretion. These additional forms may include local number portability (LNP), Loop with LNP, four wire DS1, assured loops and unbundled transport.

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[1] For unbundled elements and platform orders, the "baseline" documentation provided will be the information provided to any CLEC entering Pacific's market and is more fully discussed below. Additional documentation relative to resale orders will be provided as well.

[2] For purposes of this test, the electronic gateway for activities associated with trouble reporting will not be an application-to-application, but rather will be the Pacific Bell Service Manager (PBSM). This system will be accessed through either a dedicated communications line or a dial-up connection.

[3] To verify the vendor's understanding of the pre-order, ordering, provisioning and trouble report creation rules and process, the vendor will be required to provide to the Test Administrator, the California Public Utilities Commission and Pacific, pre-order and service order LSRs/ASRs along with other sample electronic transactions in advance of the testing.

5) Construct and electronically submit service order requests (for resale, unbundled elements and platform), queries, associated trouble reports and other transactions through Pacific Bell's Graphic User Interfaces (GUIs), as well as submit trouble report to PBSM, with the specific type(s) and volume(s) to be determined by the Commission and/or the Test Administrator in the final master test plan. This element should be bid upon separately in any proposal responding to the Test Transaction Generator RFP. (i.e.: distinct bid for development of interfaces and distinct bid for order input activities)

6) Receive various Pacific confirmations, jeopardy notices, completion notices and responses back from querying the various OSS functions.

7) For any transaction or series of transactions, construct the capability to follow the sequence of transactions and responses to a logical end using in-place business processes. For those transactions/responses which require a manual response transaction (e.g. exception processing) from the Test Transaction Generator, accumulate the responses into an archive and provide to the Test Administrator to manually resolve these scenarios. The Test Transaction Generator should have the capability to accept resolved exceptions from the Test Administrator and continue processing the sequence of transactions to their logical end.

8) Build the capacity to electronically capture, archive and transmit via electronic means and other data storage media (i.e., 3.5 inch diskette or CD-ROM) in a specified file layout all timestamped data in a manner which uniquely identifies each transaction with its appropriate timestamp, matched to the transactions appropriate response(s) with its (their) associated timestamp(s).

9) Build the capability to deliver and receive a volume of transactions, including but not limited to Pre-Order transactions, Local Service Requests and Maintenance Requests that can be submitted to allow for functionality and/or capacity testing of the Pacific wholesale systems and processes as defined in the master test plan.

10) Document hardware, software and communications capabilities used to process electronic transactions.

11) Document all test results (including response times,[4] error rates and performance) to allow the performance to be evaluated based upon performance measures specified in the final master test plan. It is anticipated that the final master test plan will be adopted in mid-July.

12) Document an acceptance test plan for the Test Transaction Generator.

Additional details of the project are contained in Appendix A. Any substantive changes may be grounds for an adjustment (+/-) in the price proposal submitted by the vendor. Please note that all

[4] Every message between the Test Generator and the Pacific systems needs to be date/time stamped to provide information for performance measurements. While such date/time stamps may be conducted by Pacific, it is expected that the vendor will date/time stamp the transmission and receipt of every message to allow an independent analysis.

details in that appendix and this request for proposal are subject to change once a final master test plan has been adopted. The information in Appendix A is illustrative of the type of test to be conducted, but exact details are not finalized. Additionally, all potential vendors will receive an electronic version of the Final Draft Master Test Plan.

Resources Available to the Vendor

Information and support will be provided to the vendor to "build" the OSS interface and to "execute" the test plan.

Building the Interface

To "build" the OSS interface Pacific will provide the vendor with baseline documentation or access to web based versions of the baseline documentation. The vendor will have assigned to it an account team with relevant experience. The vendor will process all requests for documentation and/or assistance through this account team that will treat the vendor as it would any other CLEC entering the market. All communication between the vendor and Pacific must occur through this account team and must be documented.

In addition to this information, Pacific Bell will provide:

a) Support functions similar to those provided to large CLECs entering the California local market to aid in all aspects of their market entry;

b) A set of Billing Telephone Numbers (BTNs) representing test accounts that can be used for the test along with test account Customer Service Records (CSRs); and,

c) Access to Pacific's Wholesale System as a registered CLEC.

Executing the Test Plan

To "execute" the test transactions through the OSS interface, the vendor will be provided the test plan that will identify the unique transactions that need to be executed. The test plan will identify the type and quantity of unique transaction requests that represent reasonably foreseeable volumes and mixes to be executed during the capacity test. For the stress and volume portions of the test, the vendor will process transactions and responses through an automated interface. However, the vendor will have to provide personnel to provide support for items such as error/reject follow-up and correction. For those transactions/responses requiring manual responses/transactions (e.g., exception processing), the vendor will accumulate Pacific responses into an archive which is sent to the Test Administrator for analysis. The Test Administrator will direct the Test Transaction Generator in the running of these tests. The Commission will identify the Test Administrator.

The Proposal

Vendors interested in responding to this RFP must submit 10 copies of the response by July 9, 1999 to the Commission. Responses must provide a clear demonstration of the vendor's understanding of the objectives and deliverables of this engagement and illustrate the vendor's approach to meeting these objectives in a timely and comprehensive fashion. The proposal response should include the following:

1. Detailed description of the vendor's qualifications to perform the Test Transaction Generator functions. Vendor should discuss its general experience in building

electronic interfaces and performing comprehensive tests of information systems and system interfaces. Vendor should also discuss its specific experience, if any, in building and in testing telecommunications OSS interfaces.

2. Details on the engagement team. Vendor must provide name and credentials of the specific vendor team members who will be involved.

3. Organizational structure for the engagement. The vendor must provide the structure of how its resources will be involved in the project (including the time and unit price).

4. Price proposal. The vendor shall provide a fixed price bid for the project. The vendor should detail any assumptions going into the price bid. The fixed price shall be inclusive of all expenses associated with the creation of the deliverables, including travel and incidentals. Payments under the contract will be made according to a negotiated schedule of deliverables, with a significant portion retained until completion of execution of the test. Proposals should identify key milestones for payment.

5. A detailed description of any existing contracts or agreements with Pacific Bell or its affiliates and define any work it or its affiliates have done for Pacific Bell or its affiliates in the past two years.

6. Full disclosure of any and all discussions between the vendor and Pacific Bell representative and any documents or correspondence related to the following:

   a) Pacific Bell OSS or legacy systems

   b) The testing or validation of OSS or legacy systems.

7. A detailed description of any existing contracts or agreements with any party to this proceeding or its affiliates and define any work it or its affiliates have done for any party to this proceeding or its affiliates in the past two years. The Parties to this proceeding are identified in Appendix B (Commission 271 Service List).

8. Full disclosure of any and all discussions between the vendor and all representatives to any party in this proceeding and any documents or correspondence related to the following:

   a) Any party's OSS or legacy systems

   c) The testing or validation of OSS or legacy systems.

Your proposal, all communications, and any specific questions should be directed to Peter Chang, Telecommunications Division. He can be reached at (415) 703-2044 or pyc@cpuc.ca.gov.

Schedule

The Commission proposes the following schedule for this phase of the project. If a bidder wishes to propose a different schedule, please include a full justification including milestones.[5]

June 22, 1999	Issue RFP
July 9, 1999	Vendor proposals due
July 14-15, 1999	Vendor Interviews
July 19, 1999	Vendor selected & provided baseline documentation
August 19, 1999	Testing of vendor systems concluded
August 23, 1999	Execution of Test Plan Begins

[5] This schedule assumes that Pacific has in place all functionalities, definitions and, business rules necessary for the test.

Appendix A: Additional Information on Test

Scope:
The role of this work effort will be a simulation of various CLEC activities. The software development/ connectivity will be for interfaces that support Pre-ordering, Ordering and Trouble Reporting. DataGate, a SBC proprietary system, will be utilized for Pre-ordering. Pre-ordering functionality tests include eight types of transactions: CSR Access, Address Validation, Telephone Number Reservation, Due Date Availability, Feature Availability, Common Language Location Identification (CLLI) Code, Dispatch, and Preferred Interexchange (IXC) Carrier (PIC) selection. EDI will be used for Ordering. It is based on industry standards. An existing system, PBSM will be used for trouble reporting.

Pacific has planned two types of tests, one being a Functional/ETE Test that will utilize DataGate for Pre-ordering and EDI for ordering and transmitting approximately 600 LSRs supporting Loop with Port, Basic Loop, ADSL, and Directory Listings. An Ordering Capacity Test will consist of these products and Resale and Local Number Portability, with a total of approximately 8,400 LSRs. The Request Types for these tests will include A, B, C, E, M and J. A Pre-ordering test via DataGate will consist of approximately 40,000 transactions. A dedicated circuit to a Pacific facility in Fairfield, California will provide access to the required Pacific systems. The OSS Interface Testing may also consist of Verigate and LEX (GUIs), and should be included as a distinct and separate element of any proposal.