

ORDER PROCESS MANAGEMENT PLAN

- **For Managed Services, price quotes will be provided by the Hughes Account Manager: John Fanelli**

And example price quote is provided at the end of this document.

a. Service ordering process

- Orders will be processed to TexanNG-orders@hughes.com
- Hughes will publish a catalog of the products and services for the state of Texas and post on their web site. <https://government.hughes.com/how-to-buy/state-local-contracts/texas>
- The Account Manager will provide a quote for the specific equipment and services. An example of this quote is attached at the end of this section. Once the contract line items that are required have been identified, it is expected that the Texas DIR will submit a purchase order to Hughes identifying the deliverables, Customer contacts, and schedule requirements. The FSS order will be received by the Hughes Program Manager and an acknowledgment will be provided to Texas DIR within three business days.

The Vendor shall provide DIR with an Order Process Management Plan in its Response which discloses the Vendor's processes and procedures for maintaining the integrity of the end to end order process which shall include, but not be limited to Standard intervals for the following:

- 1. Order Acknowledgement (OA)**
Hughes will provide an order acknowledgement as follows:
 - Satellite Services – No later than three business days.
- 2. Order Confirmation (OC)**
Satellite Services – included as part of OA.
- 3. Firm Order Confirmation (FOC)**
Satellite Services – no later than 30 business days from OA.
- 4. Order Completion Notice (OCN)**
Satellite Services – no later than 30 business days from OA.
- 5. Order Rejection Notice (ORN)**
Satellite Services – no later than 15 business days from OA.
- 6. Moves, Adds, Changes, Disconnects (MACD)**
Satellite Services – no later than 30 business days from OA.
- 7. Order cancellations**

Satellite Services – no later than 30 business days from OA.

The Vendor shall recognize and accept Orders from DIR that include both a DIR assigned Customer Circuit Record Code (CKR), which ties all location and billing elements together under one Service instance and a DIR assigned Telecommunications Service Record number (TSR).

CKR:	Customer Circuit Record Code
Example:	313100.HCGA.013883.TXNGA
Format:	313100 = agency/division HCGA = circuit call letters 013883 = 6 digit from format: CKRLog.Program TXNGA = Vendor
TSR:	Telecommunications Service Record number
Example:	10060001
Format:	FYMMXXXX (FY = fiscal year, MM = Month)

Hughes will recognize and accept Orders from DIR that include both a DIR assigned Customer Circuit Record Code (CKR), which ties all location and billing elements together under one Service instance and a DIR assigned Telecommunications Service Record number (TSR). Hughes will utilize a Site Activation Number (SAN) to uniquely identify each site so the TEXAN sites can be easily identified within the Hughes system. Remedy and Netplus have a field that is 15 digits long.

Order Confirmation (OC) will contain the minimum required data elements as required by the Vendor for its Inventory Management.

The Hughes Order Confirmation will contain the minimum required data elements as necessary for Inventory Management.

The data elements contained in the Service Order (SO) and Order Confirmation Notice (OCN) shall accurately reflect the related price quote and Order.

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The Vendor shall cite the applicable CKR on all correspondence and acknowledgments for each Service instance throughout the ordering process.

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The Vendor shall cite the applicable CKR on the Monthly Consolidated Invoice.

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The Vendor shall reject an Order for only the following reasons:

- **Order has a Monthly Recurring Charge (MRC) and does NOT contain both a CKR and a TSR.** Hughes will reject an Order that has a Monthly Recurring Charge and does not contain both a CKR and a TSR.
- **Order is for a Service not provided by the Vendor under the CTSA.** Hughes will reject an Order for Service that is not provided by Hughes under the CTSA.

- **Order contains one or more data elements that are incorrect, incomplete, inaccurate or otherwise insufficient.** Hughes will reject an Order that contains one or more data elements that are incorrect, incomplete, inaccurate or otherwise insufficient.
- **Order escalations are to be directed to the Program Manager: Bill Snider or Pat Olesen (for DPS)**

Name of Contractor: Hughes Network Systems
100 Lake Forest Blvd #583, Gaithersburg, MD 20877
Attn: John Fanelli
301-548-1953
john.fanelli@hughes.com

Hughes DUNS Number: 056886380

Hughes Tax Identification Number (TIN): 11-3735091

Name, address, and contact information of Consignee: **CUSTOMER OR DIR PLEASE PROVIDE**

Exact Installation Address for the dish: **CUSTOMER OR DIR PLEASE PROVIDE**

Point of Contact (phone/cell and e-mail) for Installation for the dish: **CUSTOMER OR DIR PLEASE PROVIDE**

Billing Address and Billing Contact: **CUSTOMER OR DIR PLEASE PROVIDE. IF TAX EXEMPT, PLEASE PROVIDE EXEMPT CERTIFICATE.**

Payment Method (Credit Card, Invoice, etc.) – **CUSTOMER OR DIR PLEASE PROVIDE**