

ONGOING PROGRAM MANAGEMENT

The Vendor shall provide DIR with an Ongoing Program Management Plan in its Response which discloses the Vendor's processes and procedures for ongoing management of DIR designated Projects or Programs which shall include but not be limited to:

A TEX-AN NG Program Manager who shall serve as the Vendor's single point of contact (SPOC) for all TEX-AN NG matters for the Term of the CTSA

1. Customer Relationship Manager;

John Fanelli
Senior Government Sales Director
301-601-2691

John is responsible for managing the relationship between Hughes and Texas DIR. Provides the first point of contact for information regarding new requirements for Texas DIR and the DIR Customers.

2. Technical Sales Support;

Paul Rabenhorst
Solution Consultant Director
301-428-2950

Paul is responsible for technical sales support, including mapping Hughes products and services to meet specific Texas DIR requirements.

3. Billing Manager;

James Sculley
Senior Director, Business Processing
301-601-6435

James is the manager of the Hughes support organization that supports billing, invoicing, and ongoing contract administration support.

4. Contract Administrator; and

Phil O'Brien
Vice President
301-601-6463

Phil is responsible for all contractual and legal matters in the relationship between Hughes and Texas DIR.

5. Key Project personnel and contact information;

Michael Gorsuch
Vice President
301-428-1641

Michael leads the Program Management Team responsible for managing government programs at Hughes. One of the Program Managers reporting to Michael will be assigned as the day-to-day Program Manager for Texas DIR. The role and responsibilities of the Program Manager are described in more detail in Subsection 4.7. Michael will hold regular program

reviews with the Hughes Program Manager assigned to Texas DIR to ensure that the program and performance objectives are being met.

To provide quality network implementation and ongoing operational support, Hughes has developed an extensive program management organization with carefully structured and proven procedures.

The Hughes Program Manager serves as the single point of contact within Hughes to manage and coordinate all resources and activities associated with the ongoing support of DIR and DIR Customers. The Program Manager leads a team of qualified individuals from the various Hughes support organizations and provides daily and long-term coordination of these resources as required to achieve successful execution of the project. Hughes Program Managers are selected for their breadth of expertise in the array of disciplines required for effective management of these types of projects. Hughes Program Managers are trained and certified in accordance with the Project Management Institute (PMI®). PMI is the world's leading association for the project management profession. It administers a globally recognized, rigorous, education, and/or professional experience and examination-based professional credentialing program that maintains ISO 9001 certification in Quality Management Systems.

The Hughes Program Manager will have responsibility for ensuring that proper coordination takes place between Hughes and DIR and DIR Customers. Typically, the deliverables from the Hughes program management team are as follows:

- Project plan and implementation schedule
- Customer site installation specification
- Coordination of overall site installation process
- Implementation of site maintenance plan
- Reporting and periodic project status reviews
- Contract administration as required

With a single point of contact (the Program Manager) responsible for managing the complete implementation of the network, Customers can stay focused on their own strategic initiatives and projects and not have to allocate precious technical resources to network implementation and management.

Procedures to control, track and manage Projects as determined by DIR

The Program Manager adapts the procedures and tools to match the specific requirements of the program. In general, the Program Manager will manage the following items to ensure that the project is implemented to the satisfaction of DIR:

- Customer introduction
- Program scope and objectives
- Contractual requirements
- End item specifications
- New developments
- Design reviews (PDR, CDR)
- Program reviews
- Target schedules
- Required resources
- Financial terms
- Risk areas (penalties, technical exposures)

- Customer training

Procedures for disaster recovery planning and execution activities;

Hughes has designed the network to obtain 99.7% network availability. However, Hughes recognizes that outages will occur. How recovery is accomplished depends on the type of failure.

Procedures to resolve interoperability problems

Interoperability problems will be resolved through the Hughes Network Engineering team. This team of networking experts will be directed and managed by the Hughes Program Manager assigned to DIR to ensure that interoperability problems are resolved quickly and thoroughly to the customer's satisfaction. Depending on the severity and specific nature of the interoperability problem the Program Manager will schedule periodic status reviews with DIR to communicate progress.

Procedures to respond to escalated Service concerns

Communication between Hughes and DIR and DIR Customers will be essential to ensure that the Customers' day-to-day operations are not being impacted by the Hughes implementation and that the network service is being delivered as planned. Based on guidance from DIR, the Hughes Program Manager will establish regular program updates, either through face-to-face meetings, teleconferences, or regular electronic or written reports. The Hughes program team is on call 24x7 and always available in the event that there are immediate issues that need resolution. Furthermore, through the Hughes Customer Gateway, DIR can always get real-time updates with respect to installation status and schedule, remote site status, trouble ticket updates, etc. Escalation procedures are clearly established on the Customer Gateway to ensure that trouble tickets and configuration requests are addressed and resolved in a timely fashion.

In addition, Hughes will provide escalation paths to DIR through:

- Account Manager, as needed
- Program Manager, as needed
- Quarterly Program reviews with functional group representation from Hughes
- Semi-annual on-site network audits
- Annual Executive Briefing

Program Manger shall participate in CTSA performance reviews;

Hughes understands and will comply with this requirement.

Program Manager shall participate in CTSA Amendment negotiations;

Hughes understands and will comply with this requirement.

Program Manager shall serve as an escalation point; and

Hughes understands and will comply with this requirement. This is consistent with the role of the Program Manager in the Hughes organization.

Procedures to manage the Vendor's individual Subcontractors to meet or exceed the Vendor's performance thresholds and all other Requirements contained in this RFO.

Hughes has strong and effective subcontractor or management processes in place, from initial subcontractor assimilation to active oversight of performance. These processes enable Hughes to consistently deliver superior task order execution and network management services.

The key elements of the Hughes subcontractor management approach are:

- **Selection** – Perspective subcontractors are reviewed for capabilities, financial strength, past performance. Onsite interviews are conducted by Hughes to evaluate management and discuss the subcontractor agreement. A subcontractor contract is established defining the scope, objectives, quality requirements, fees, reporting requirements, and tasks the subcontractor will execute for Hughes.
- **Education** – All initial subcontractor-technician training is hands-on and face-to-face. Subcontractor employees are also given Web access to ordering and provisioning systems and are cleared to take the education/training module. Upon completion, the subcontractor employee is cleared to use the portions of the portal related to the tasks they will use for task order tracking and reporting.
- **Access to Hughes Tools** – Each subcontracted company has gone through extensive train-the-trainer programs and are required to train and certify all of their subcontractors who will be conducting installation work for us.
- **Performance Monitoring** – Execution of tasks are monitored on a day-by-day basis and performance issues identified. Every new agency is assigned an Implementation Coordinator who is responsible for agency interface activity regarding installations. The Implementation Coordinator also works with our regional Installation Managers and Installation Coordinators to ensure all scheduling is accurate, agency portal is updated, and sites are completed on time. Each subcontractor is assigned an installer certification number and all installs are tracked showing who actually performed the work at the install site.
- **Quality** – Hughes has a published Quality Assurance Program that all contractors are contractually required to follow. Photos are required to be taken at every remote site install as well as an installation site audit and release form to be signed by the site point of contact. Quality audits of sites are conducted on a random and periodic basis with Hughes internal field support personnel. The results of all audits are captured in the Hughes Quality Assurance database for use in tracking the quality of installations of all contractors and subcontractors.
- **Reporting** – Weekly performance reports are reviewed with each subcontractor and tasks identified to address any issues in performance that are identified. Open correction action tasks are reviewed monthly. Subcontractors failing to meet and/or failing to address performance objectives are subject to potential contract termination or financial penalties.

PROGRAM MANAGEMENT REPORTING

The Vendor shall provide DIR with a Weekly Electronic Status Report for all current Projects which shall include at a minimum:

- **Schedule changes**
Hughes will provide a weekly Electronic Status Report for all current projects, including current schedule and any changes.
- **Updated project plan**

Hughes will provide a weekly Electronic Status Report for all current projects, including an updated project plan.

- **Related Project Services inventory**

Hughes will provide a weekly Electronic Status Report for all current projects, including related project services inventory.

- **Risk and Issues log**

Hughes will provide a weekly Electronic Status Report for all current projects, including a risk and issues log.

- **Any other pertinent Project documentation**

Hughes will provide a weekly Electronic Status Report for all current projects, including any other pertinent documentation.

The Vendor shall deliver a quarterly Status of Projects by Customer Report to DIR including the following, at a minimum:

- Customer name;
- Project name;
- Brief Project description;
- Name of Project Manager or lead employees;
- Original planned Project completion date;
- Current planned Project completion date;
- Approximate percent Project completion;
- Project phase (Definition – gathering Requirements, design, etc.; Planning – ordering, provisioning, etc.; Implementation – turn-up, etc. through Customer Acceptance; closeout – Project review, lessons learned, etc.);
- Current status (Green – Project on track to meet planned completion date; Yellow – current issues have potential to impact completion dates; Red – critical issues will likely cause completion date slippage), and
- Current issues and risks.

Hughes will conduct Quarterly Program reviews with functional group representation from Hughes attending. These Quarterly Program reviews can be conducted with DIR in person or via teleconference, but they will include as a minimum:

DIR reserves the right, in its sole and absolute discretion, to request, in special cases (such as performance shortfalls or issue escalations), more frequent reporting as needed.

Hughes will provide, upon request by DIR, more frequent reporting as needed.

The Vendor shall, at DIR's request, support (by making its representatives available in person) periodic meetings and collaborative forums with DIR and/or Customers to discuss topics of interest and respond to questions or make presentations specific to TEX-AN NG Services.

Hughes will support (by making its representatives available in person) periodic meetings and collaborative forums with DIR and/or Customers to discuss topics of interest. We will respond to questions and develop and present presentation specific to TEX-AN NG services.

The Vendor shall be responsible for aggregating Subcontractor performance data and incorporating the Subcontractor data into required reports. Subcontractor performance data shall not be provided separately, unless specifically requested by DIR.

Hughes will be responsible for aggregating Subcontractor performance data and incorporating the Subcontractor data into required reports. This is considered standard Hughes process.

As part of its performance measures reported to State leadership, DIR must show the cost avoidance realized by the State for the products and services obtained under DIR contracts. Cost avoidance is the difference between the negotiated DIR contract price and the prevailing market price. CTSA's resulting from this RFO task the Vendor with cooperating with DIR in assembling and reporting the cost avoidance performance measures. Further, the CTSA requires the Vendor to furnish pricing from other contracting vehicles (See Appendix F).

Hughes will work in a collaborative fashion with DIR to clearly show the cost avoidance realized by the State for the products and services provided by Hughes. We feel strongly that our ability to provide exceptionally high availability through true network diversity has significant cost avoidance implications for the State. Furthermore, there is significant cost avoidance in our ability to deliver broadband Internet Access to any Small Office or Home Office location, regardless of geographical location and regardless of proximity to telephone central office or cable infrastructure.