*Contract review:*

**GSA Region 3 Telecommunications Services**

**Maintenance and Support Services (MSS2)**

Black Box provides industry leading telecommunications services to federal agencies in the GSA Region 3 that covers the states of Virginia, Pennsylvania, Maryland Delaware and West Virginia providing comprehensive maintenance and support services (Note: exclusions include agencies in Montgomery, Prince George counties in MD; Arlington, Fairfax, Loudon, Prince William counties in VA; and the cities of Alexandria and Falls Church).

* Provides a rapid acquisition vehicle for government agencies for one-stop shopping for voice and data solutions and services
* Services include on-site Tier I/II/III up to OEM-level GTAC support, Remote monitoring, moves / adds / changes, data network administration and structured cabling for telecommunications systems
* Routine or emergency technical assistance support (TAS/ETAS) is available 24x7x365
* Installation and upgrade projects for voice and VoIP systems
* Customer service team is available Monday – Friday 8:00am – 5:00pm EST for all customer service related issues and to receive quick access to the right customer services resource to handle order placement and price quotes

**The GSA Region 3 Telecommunications Services Contract encompasses a full range of products, services and solutions required for federal agencies in this region in support of the GSA, FAS Region 03-Philadelphia Regional Clients Acquisition Operations Division.**

|  |  |
| --- | --- |
| Contract # | GS03T12DSD7001 |
| POP | 2-26-12 through 2-25-17 |
| Who is Eligible | GSA Region 3 Federal Agencies |
| Agency | GSA FAS Region 03 |
| Gov’t Contact | 215-446-5822 |
| Email | [sean.mchugh@gsa.gov](mailto:sean.mchugh@gsa.gov) |

**Solution Sets**

* Voice and data equipment, services and solutions
* PBX and related equipment installation, upgrade, de-installation and support
* Project integration including design, procurement, installation and follow on support
* Structured cabling for telecommunication systems
* Network / Telecom Services
* Voice Over Internet Protocol (VoIP)
* Education and Training
* Remote monitoring 24x7
* Moves, adds and changes
* Procurement and quote services
* Equipment Maintenance
* Data network administration
* Legacy voice solutions modernization
* Program & Project Management
* Quality Assurance / Testing IV&V

**For more information:**

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