Federal Strategic Sourcing Initiative (FSSI) Wireless

User Guide

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Version 2.0

Using the FSSI Wireless BPAs

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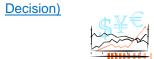6.0 Subsystems and Infrastructure

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> *NOTE: This User Guide is not meant to provide or replace the Federal Strategic Sourcing Initiative (FSSI) Wireless contractors' specific information. For contractor specific information, please reference their specific websites (Section 3.0 Contact Us).*

1.0 Getting Started

1. First considerations:
   a. Do you have existing agreements to consolidate under these BPAs? (See Section 8.0)
   b. If you are not consolidating agreements under these BPAs, you can begin the ordering process by selecting service plans that meet your requirements. (See Section 4.0)
   c. Do you have existing devices or devices you will buy from other sources that you want to subscribe to services under these BPAs? (See Section 5.2)
   d. Do you have a management system you will use to manage the devices and services you purchase under these BPAs? If so, you may connect your management system to the Business Portal Interface (BPI) to collect data from the contractors. (See Section 11.0)
   e. If you would like additional information about wireless technologies and their impact on your choice of services and devices, see Section 7.0 Technology & Business Considerations.
2. Determine Service Plans and Devices you need and the estimated usage of minutes and data
3. Identify other requirements or approaches, such as:
   a. Coverage
   b. Increased security (See Section 6.0 Subsystems and Infrastructure)
   c. Pooling of usage within the agency or sub-agency
4. Selecting a Contractor (the Fair Opportunity Decision)
5. Ordering and Implementation
6. Manage Services (See Sections 11.0 Business Portal Interface (BPI), 13.0 Billing, and 14.0 Optimizing Life-Cycle Management)

2.0 Project Overview

GSA established the FSSI Wireless project to improve the cost-effectiveness of wireless services across the government. The FSSI Wireless project will allow agencies to invest in mobile applications that deliver services more effectively and efficiently and meet the following key objectives:

- **Unified Acquisition**--Consolidates agencies' multiple wireless contracts to reduce life-cycle management costs and drive better volume discounts
- **Improved Information and Inventory Management**--Enables centralized reports and standardized usage information to optimize usage of services, more

efficiently manage inventory and wireless spending, and easily identify opportunities for cost savings

- **Center of Excellence**--Accelerates collaboration and usage of best practices across agencies and entire community of stakeholders to optimize performance and increase value

More information and resources are available on the FSSI Wireless Project Website.

3.0 Contact Us

Table 1: GSA FSSI Wireless Support Contacts

GSA's FSSI Wireless Support	Phone	Email or URL
FSSI Wireless Self Help	Not Applicable	www.gsa.gov/wirelessfssi
National Customer Support Center	888-377-0070	NCSCcustomer.service@gsa.gov
Project Manager, Debbie Hren	703-306-6604	debbie.hren@gsa.gov

Table 2: FSSI Wireless Contractors' Contacts

FSSI Wireless Contractor	Website
AT&T Mobility	www.corp.att.com/gov/fssi/
Sprint	www.Sprint.com/government
T-Mobile	gsa.tmorders.com
Verizon Wireless	www.verizonwireless.com

4.0 Service Plans

4.1 Standardized Domestic Service Plans

The contractors offer voice, data (data add-on), and data only domestic service plans. Voice service plans are focused on providing voice calling and test messaging service. Data add-on service plans are added to voice service plans to provide email, Internet access, video, Multimedia Messaging Service (MMS), and other data services. The data only service plans have similar same service capabilities as the data add-on plans but do not include voice calling service capabilities.

Domestic service is defined as offering service in the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands. Contractors may provide alternative areas as domestic. Current domestic coverage maps are provided by the contractors either through the Business Portal Interface (see Section 11.0) or on the contractors' websites. Domestic voice and data service plans shown in Table 4 are standardized across all contractors to simplify price comparison and drive competition. Metered plans are charged by the minute or megabyte (MB) used.

Table 3: Standardized Domestic Wireless Service Plans

Voice Only	Data Add-On	Data Only
Metered	Metered	Metered
Pooled 100, 400, 900 minutes	Add-On 50MB, 500MB, 5GB	Pooled 50MB, 500MB, 5GB
Unlimited	Unlimited	Unlimited

Below is a comparison of the *domestic* plan types. The ordering entity specifies the level of Pooling of domestic voice and data usage. See the FSSI Wireless Project Website for specific devices, current pricing, and links to order from the contractors' websites.

Table 4: Comparison of Standardized Domestic Wireless Plans

Plan Type	Monthly Recurring Charge (MRC)	Usage Charge?	Notes
Pooled	MRC for minutes or bandwidth shared across all pooled plans on the same agency account	Yes, for Overages	Minimizes overage costs to agency while allowing individual costs to be generally allocated according to usage. See Section 8.1 for more details.
Metered	MRC	Yes, including per text message	
Unlimited	MRC	No	

The following are included at no charge on all of the plans above except where noted otherwise:

- Cellular phones the contractor offers with the plans (See Section 5.1)
- Activation or service restoration, including porting of telephone numbers and changes to telephone number and features
- Unlimited domestic Short Messaging Service (SMS) text messages on all voice plans except metered plans (metered and international billed per send/receive)
- Domestic nights calling (9 PM (or earlier as specified by contractor) – 6 AM) and Weekends (Saturday and Sunday) except metered plans
- In-network mobile-to-mobile minutes
- Directory Assistance
- Access to contractor-owned Wireless Local Area Network (WLAN) (e.g.,Wi-Fi) hotspots
- Mute, vibrate alert, and ring alert
- Voice mail, caller ID, call blocking, and busy or no answer condition

- Blocking 900, 976, and other similar pay per call/minute services
- Wireless Priority Service (WPS)
- AC charger
- Termination

Additional features and capabilities each contractor offers will be detailed in the next version of this document.

4.2 International Plans

There are two types of international usage for which there are service charges. International service plans are additions to voice or data plans and vary by contractor. The user should consult contractor specific plans for details.

- **International Long Distance Calling (voice only)**--Domestic to international terminations
- **International Roaming (voice, data, and text)**--Internationally originated calls or data use regardless of where the call terminates or where the data or text message is sent

International Long Distance Calling is charged by the minute and are "add-ons" to existing voice or data service pricing. Each contractor provides a discount based upon its IT Schedule 70 pricing. The amount charged is dependent upon the country that is called and whether a landline phone or a mobile phone is called (it costs significantly more to call a mobile phone in many countries than it costs to call a landline phone). International Calling is restricted on all voice plans, and requires authorization for use. See the contractors' websites for international coverage.

For International Roaming, all contractors charge by the minute for voice, by the MB for data, and by the message for text messaging. Each also provides a discount from the IT Schedule 70 pricing. Review Section 7.3 International Travel for methods to reduce international roaming costs.

5.0 Devices

The BPAs address a significant concern government users have regarding purchasing wireless devices manufactured in countries not designated in the Trade Agreements Act (TAA). On January 4, 2013, GSA's Senior Procurement Executive approved a FAR Deviation to allow contractors under IT Schedule 70, SIN 132-53 (Wireless Service) to offer no-cost service enabling devices (SEDs) in conjunction with wireless service. As telephone service in general, and wireless service in particular, is exempt from the TAA (*See* FAR 25.401(b).), GSA is using the group offer analysis described at FAR 25.503 (c)(1) to allow consideration of domestic wireless service in a group with SEDs. The deviation makes clear that the group offer analysis at FAR 25.503 (c) applies to mixed groups of services and supplies.

Subsequently, GSA amended the IT Schedule 70, SIN 132-53 solicitation to enable the Schedule (and thus, BPA) contractors to offer zero dollar ("no-cost") SEDs (including, but not limited to cell phones), bundling the devices with cellular service. The SEDs are

offered "as available" and may or may not be domestic end products or end products of a designated country. The SEDs are not available through the BPAs apart from ordering service plans.

For help selecting the right devices for your needs, see Section 7.0Technology & Business Considerations.

5.1 Devices on the BPAs

The BPAs contractors will make available to customer agencies a current list of offered SEDs from which the ordering entity may select at the time of ordering service plans. This allows the contractors to update their SED offerings as they change without modifying the IT Schedule 70 contracts or BPAs. It also allows the ordering entity to select SEDs without concern for compliance with TAA. At a minimum, each contractor offers the following SEDs for voice and data add-on plans EXCEPT metered plans:

- At least two cellular phones, one of which does not have a camera, for voice only plans
- At least two smartphones with tethering and global capabilities for data add-on plans.

In addition, the contractors *may* offer other SEDs that comply with the above requirements, including:

- Cellular phones and smartphones for metered plans
- Wireless broadband SEDs (e.g., AirCard modems, mobile Wi-Fi hotspots, MiFi)
- Accessories such as chargers, spare batteries, and headsets

See the FSSI Wireless Project Website for current pricing and links to order and select SEDs from the contractors' websites.

The following additional requirements apply:

- Contractors will provide, at no additional cost, refresh devices after no more than 20 months of activation. Actual refresh periods and any associated costs for shorter refresh periods may vary by contractors.
- Contractors' warrantees include a minimum of a 30-day device return after receipt for refund or device replacement without penalty.
- For standard domestic delivery, there shall be no additional charges for shipping of SEDs.
- For both expedited domestic shipping and international shipping, the Contractor may charge actual shipping costs (does not include handling costs) on a pass-through basis.

5.2 Devices from Other Sources

The flexibility of the FSSI Wireless BPAs allows an agency to procure devices from other sources--including open market or agencies' "Bring Your Own Device" (BYOD) programs--and subscribe to the service plans in the BPAs with those devices, which the BPAs call "Government Furnished Equipment (GFE) devices." Furthermore, the

ordering entity may include an open market purchase of devices on a BPA order if the devices are marked as "open market" purchase. If the ordering entity intends to use devices previously procured, the order entity must consult the contractor to ensure those devices are compatible with the contractor's service plans.

6.0 Subsystems and Infrastructure

Wireless Infrastructure/Subsystem components are complementary and not specific to an individual device or service plan. They may include:

- Network connectivity or transport beyond that included in purchased service plans or network transport separate from public networks, such as the Internet
- Software licenses and support services to manage devices and content Over-The-Air (OTA)
- Software licenses and support services that enable encryption and security compliance services (including FIPS 140-2 compliance)for use with cellular phones
- Temporary antenna installations to improve coverage
- Femtocells, microcells, and other coverage enhancements
- Enterprise messaging server licenses and support: Software licenses and support services that enable maintenance as well as encryption and security compliance services (including FIPS 140-2 compliance) for use with devices such as Blackberry, Android Devices, and iOS devices.

7.0 Technology & Business Considerations

To maximize an end user's productivity and minimize costs, this section discusses several technology areas that should be considered when procuring or using services. This discussion is intended only for the agency's consideration and does not recommend one contractor's solution over another. Furthermore, it does not imply that the FSSI Wireless BPAs provide all the necessary details regarding these areas. The agency may need to seek information from other sources, such as the contractors' websites, technology consultants, or other users.

- **Coverage**—Geographical and in-building coverage
- **Network Characteristics**—Each network has unique performance, reliability, quality, and features that should be taken into account
- **Device Capabilities**—The choice of device may affect its ability to exploit network capabilities, minimize usage costs, or comply with agency-specific requirements
- **International Travel**—Although most of the international travel recommendations are also applicable domestically, they are particularly important as the cost per minute and cost per MB can be very high for international usage

7.1 Coverage

Agencies should typically consider coverage when selecting a contractor, using a detailed coverage map to confirm reasonable signal strength at the user's potential locations and travel routes as well as types of services available. An agency may request a contractor provide a detailed coverage map of specified buildings. Procurement decisions should rarely be made by strictly looking at coverage by zip codes.

Because of the importance of coverage, this contract vehicle provides several potential technology enhancements. Refer to each contractor's agreement to determine who offers them under the BPAs.

- **Access to all contractor-owned Wi-Fi hotspots at no additional cost**—This can significantly improve coverage in some areas as well as improve download and upload speeds
- **Equipment enhancement options**—Equipment such as femtocells and microcells can be used to enhance coverage in small offices or office areas. There are also offerings to enhance coverage or capacity in a building or outdoor area.

7.2 Network Characteristics

There are several differences between contractors' wireless network that need to be considered:

- Downlink/Uplink Speeds
- Network Quality and Reliability
- Features Supported

7.2.1 Downlink/Uplink Speeds

There are three generations of wireless technologies currently employed in the U.S: 2G, 3G, and 4G. For voice calls, there is little difference between the three. For data, each generation is substantially faster than the previous one. Fourth generation (4G) is particularly valuable for data-only devices, tethering, and high-usage smartphone users and should be taken into account when determining which FSSI Wireless contractor best meets your needs.

There are three types of 4G networks: Long Term Evolution (LTE), HSPA+, and WiMAX. The type of network available for a FSSI Wireless contractor's service depends on the device. Although the majority of devices now support 4G, these devices typically only support one or two of the technologies; therefore, when selecting a device, you should note the 4G technology it supports and look for a FSSI Wireless contractor whose network supports the technology that meets your needs. A mapping of this relationship is shown in the table below; note that LTE is the fastest-growing technology and the most widely available. Because of the very fast speeds offered by the 4G services, it should be noted that data usage can increase quickly and become costly.

Table 5: Supported 4G Technologies by Contractor

Contractor	LTE	HSPA+	WiMax	Future Plans
AT&T Mobility	✓	✓	X	Continue building out LTE
Sprint	✓	X	✓	Continue building out LTE
T-Mobile	✓	✓	X	Continue building out LTE
Verizon Wireless	✓	X	X	Continue building out LTE

Third generation (3G) networks support most data applications at a reasonable speed if the user does not need 4G data speeds. Second generation (2G) services are fast enough for occasional data usage, such as sending or receiving emails without attachments.

7.2.2 Network Quality and Reliability

The quality and reliability of the network are critical in day-to-day usage as well as during disasters and other emergencies. A network that drops calls or cannot be accessed can negate other advantages offered by that contractor. For instance, if a network does not have enough capacity, users may not be able to place calls and the data speeds may be either significantly reduced or the data network might not even be accessible at that location. These factors are often localized problems that can be taken into account during the procurement process by accessing third party results, talking to end users in that area, or by third party software applications that measure drop calls.

Reliability during disasters can best be predicted by reviewing the contractor's emergency and disaster plans, past performance, and backup mechanisms. Potential backup mechanisms to consider include (1) backup generators, (2) battery backup, (3) cell on wheels and similar infrastructure, (4) rapidly transportable infrastructure, (5) backup network connections in case the primary network connections are destroyed, and (6) Wireless Priority Services (WPS) (ordering entity must specify when ordering).

7.2.3 Features Supported

Traditionally, the most important network-dependent feature has been Push to Talk (PTT). PTT enables a subscriber to use the phone to initiate communication with a single button press with another person or a group. Currently PTT is only supported between users on the same wireless carrier.

Perhaps the most important new feature during the next few years is Voice over LTE (VoLTE). As the major carriers rollout this feature, voice conversations will be carried over the data network at prices significantly less than traditional voice services.

Voice over IP (VoIP) is similar to VoLTE and is available today on many smartphones and Internet devices, allowing users to place voice calls or send SMS text messages over data networks (3G, 4G or Wi-Fi/Internet). VoIP can save voice minutes and can be particularly valuable when calling or traveling internationally.

7.3 International Travel

International roaming charges for voice and data can be very costly with bills potentially running into the thousands or even tens of thousands of dollars. The following can reduce these costs:

- **Select Best International Plan**—Many times charges are excessively high due to the end user not being on the appropriate international plan or not even being on an international plan; this should be determined before initiating travel.
- **Review International Roaming**—To help ensure that a user does not roam internationally without an international plan, the Ordering Entity should carefully review how the contractor sets roaming. This can be particularly important for those working on the U.S. border since a tower in Mexico or Canada could be used and the mobile device would then be considered to be roaming.
- **Use Wi-Fi**—Data downloads and uploads are typically unlimited on Wi-Fi. Voice calls can also be made over VoIP when connected to Wi-Fi. VoIP applications can be downloaded on many phones to help reduce per minute charges.
- **Educate Users**—Many users will attempt to save money if they know the cheapest way to communicate. International travelers should understand how to connect to a Wi-Fi network. It may also be desirable to train them how to make calls using Wi-Fi or over a data network. Another example is that some text messages may be sent over a data network, which both eliminates SMS text message charges and enables these messages to be sent over Wi-Fi as well as over cellular networks.

7.4 Device Capabilities

- **Data Requirements**—Cellular phones with data features may be used for text messaging. Email or Internet access requires a smartphone versus cellular phone or a wireless broadband access device such as modem or hotspot. For an additional cost, smartphones can typically also be used as wireless modems for laptops by tethering or wirelessly as a personal hotspot saving the agency from buying a separate data card and data service.
- **Security**—Data devices may need to be FIPS 140-2 compliant
- **Network Protocol**--Devices supporting 4G will enable significantly faster uplink and downlink speeds. Some contractors have two different 4G networks and supporting both generally improves high-speed coverage. Note that some devices do not have sufficient processing power to fully utilize a 4G network, which may limit uplink and downlink speeds.
- **Network/Device-Related Features**—Some users need access to features such as Push-to-Talk (PTT), which are only available on some PTT capable phones and on some networks
- **Device Features and Applications**—Many applications are only available on certain devices or operating systems, which should be taken into account. Battery life also varies greatly per device and which networks and applications are used.

- **Mobile Application System Requirements**—The device may need to be compatible with the mobile data management (MDM) software or other infrastructure to operate in the agency's enterprise environment

8.0 Consolidating Other Agreements under the BPAs

One of the most important objectives and benefits of the FSSI Wireless BPAs is to give agencies a single-source vehicle under which to consolidate their wireless needs. The BPAs facilitate transitioning existing agreements to save money with volume discounts on the BPAs as well as consolidating multiple agreements to make managing them simpler and more cost effective. In order to maximize these benefits, agencies should take advantage of the following:

- Pooling
- Transition Assistance

8.1 Pooling

Pooling of domestic voice and data can be done within the same billing account at a level specified by the Ordering Entity. For example, if an entire agency is on the same billing account, data or voice may be pooled across that entire agency, within multiple bureaus under that agency, or multiple sub-bureaus within that agency. The contractor may require that the pooling size consist of a minimum number of units. Pooling is available within a type of plan regardless of device type (that is, voice minutes on cell phones and smart phones can be pooled; data MBs can be pooled) but not across plan types (that is, minutes cannot be pooled with MBs).

A significant benefit of pooling is to reduce or eliminate overage charges. The contractor will allocate overages only to those users that have exceeded their individual share of the pool, that is, without applying overage charges to any user that has not exceeded the user's share. Prior to calculating these overages, the contractor must distribute unused minutes or MBs across subscribers within the pool by a logical allocation; consult contractors for specifics. Alternatively, at the contractor's option, the contractor may waive all overage charges if the Ordering Entity increases the total number of pooled minutes or MBs to at least the amount of pooled minutes or MBs used during the month in which the overage occurred.

Pooling in conjunction with rate optimization provides the agency with powerful tools for reducing costs. For more guidance, see Section 14.0 Optimizing Life-Cycle Management.
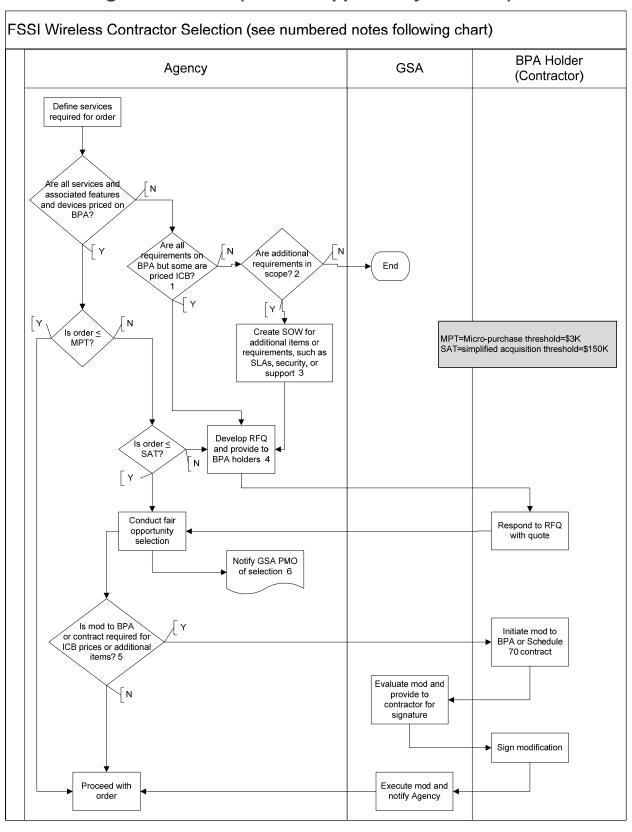
8.2 Transition Assistance

At the Ordering Entity's request the contractor will transition all identified agency users from pre-existing contracts or agreements to an order placed under the BPAs. If a BPA order is with the contractor that also provides the pre-existing services, the contractor will not charge the agency early termination fees on the pre-existing contracts. The agency can also request the BPA contractor provide a transition plan to the agency.

The agency may benefit from establishing a policy that requires the agency to use only the FSSI Wireless BPAs except where a BPA contractor cannot meet requirements. For an example, see Section 15.0 Best Practices and Lessons Learned. As part of developing and encouraging adherence with this policy, a business case will be beneficial to demonstrate the cost savings and other benefits. The agency can use the Economic Model (see Section 10.0 Pricing) in developing the business case.

The agency can make transitions more successful by communicating its intent and policies across the agency and collecting an inventory of pre-existing agreements. A comprehensive inventory of pre-existing agreements and assessment of future requirements are critical to the business case as well as to implementing the consolidation of agreements. Agencies can collect inventory from their sub-agencies and the contractor or contract this work to a management support provider. Most contractors will provide the majority of the information needed to build the existing inventory.

9.0 Selecting a Contractor (the Fair Opportunity Decision)

FSSI Wireless Contractor Selection (see numbered notes following chart)

Agency	GSA	BPA Holder (Contractor)

Define services required for order

Are all services and associated features and devices priced on BPA? — N

Are all requirements on BPA but some are priced ICB? 1 — N

Are additional requirements in scope? 2 — N → End

Y (from first decision)

Is order ≤ MPT? — Y / N

Y (from ICB decision)

Y (from additional requirements in scope) → Create SOW for additional items or requirements, such as SLAs, security, or support 3

MPT=Micro-purchase threshold=$3K
SAT=simplified acquisition threshold=$150K

Is order ≤ SAT? — N → Develop RFQ and provide to BPA holders 4

Y

Conduct fair opportunity selection ← Respond to RFQ with quote

Notify GSA PMO of selection 6

Is mod to BPA or contract required for ICB prices or additional items? 5 — Y → Initiate mod to BPA or Schedule 70 contract

N

Evaluate mod and provide to contractor for signature

Sign modification

Proceed with order ← Execute mod and notify Agency

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Notes: 1. To determine the prices for items listed on a BPA with prices that are Individual Case Basis (ICB), the agency must request quotes from the contractors. GSA recommends agencies submit their RFQs through GSA eBuy (www.ebuy.gsa.gov).

2. The agency's contracting officer for the fair opportunity decision must determine if the requirements are in scope of the IT Schedule 70 contract and the FSSI Wireless BPAs.

3. A task order cannot deviate from the requirements, terms, or conditions of either the BPA or the IT Schedule 70 Contract. At the task order level the ordering agency can supplement but cannot contradict the IT Schedule 70 Contract or BPA terms. The agency must describe those additional requirements, generally using a statement of work (SOW), so that the contractors can (a) agree to meet the requirements and (b) accurately price them in the quotes.

4. According to FAR 8.405-3(c)(2)(iii)(A)(*1*), "the agency must provide a request for quote (RFQ) to all BPA holders offering the required supplies or services under the BPAs, to include a description of the supplies to be delivered or the services to be performed and the basis upon which the selection will be made." GSA recommends agencies submit their RFQs through GSA eBuy.

5. Once the agency has evaluated the quotes and selected a contractor, if the quote included prices for ICB items or additional requirements (see Note 3 above), GSA must modify ("mod") the BPA or the IT Schedule 70 Contract and the BPA to add the prices or additional items. First the agency notifies the selected contractor, and the contractor initiates the contract modification documentation and sends it to the GSA contracting officer for the IT Schedule 70 contract and for the BPA.

6. Once the agency has evaluated the quotes and selected a contractor, the agency should notify the GSA Project Manager for the BPAs, by email, of the selection.

10.0 Pricing

Agencies may request quotes through GSA eBuy or directly from the FSSI Wireless Contractors. Even if the task order will not exceed the Simplified Acquisition Threshold, the Agency may use an RFQ to request additional discounts or to find out if contractors are offering any promotional discounts. In addition, GSA will provide a spreadsheet-based tool, called the FSSI Wireless Economic Model, that Agencies may use to:

- Conduct market research and support development of budgets
- Perform "What If" analyses to determine the optimal service plans
- Indicate required service plans in a convenient spreadsheet to include with an RFQ or other market research request to the FSSI Wireless contractors.
- Evaluate total costs of contractors' proposals over the term defined in the task order based upon anticipated services and volumes

The FSSI Wireless Economic Model will be available on the [FSSI Wireless website](#).

11.0 Business Portal Interface (BPI)

To manage accounts and access information regarding the agency's use of services procured through the BPAs, agencies may use the contractors' business portal that is commercially available. For an agency with a management system that manages wireless expenses, tracks inventory, runs reports, and enables other data analyses, the FSSI Wireless contractors offer a Business Portal Interface (BPI) for electronic access to contractors' data. The agency's management system and BPI offer several benefits over using the contractor's commercial portal.

- Increased security management and certification
- Multi-contractor/carrier support from a unified, standard interface across the agency
- Independent, objective management of agreements and services
- Device management support including mobile application distribution and management support
- Integration with agency's IT enterprise

The contractor data provided through this interface includes the inventory and reporting data necessary to successfully manage the devices, services, and expenses (See [17.0](#) Appendix-A: Portal Interface Required Data Elements). Each contractor has agreed to provide its BPI specifications within thirty (30) calendar days of BPA award to enable the Government to develop a secure electronic interface to the contractor's business data. See Table 2 below. The interface will be fully operational and ready for government testing within ninety (90) calendar days of BPA award.

Table 6: BPI Interface Format

Transport	File Format
• Internet using Secure File Transfer Protocol (SFTP) or alternative secure near real time transfer mechanism • Other as mutually agreed upon at no additional cost to the Government	• .xml • Other formats as mutually agreed upon (e.g., text, .csv) at no additional cost to the Government

Due to security reasons, the Government or the third-party Business Portal provider must host the Secure FTP (SFTP) site unless mutually agreed upon otherwise. Each contractor has agreed to poll this SFTP site at least four (4) times per hour to check for requests or updates.

Each contractor supports the following data through its business portal interface (see Appendix-A: Portal Interface Required Data Elements for the specific data elements and functions and each BPA for detailed descriptions of the interface):

- General Account Information, such as agency/bureau, agency hierarchy code (AHC), user mailing address, device refresh eligible date

- Support Functions, such as trouble ticket information, kill or wipe a device
- Order Information, such as the order date and ship date
- Plan, Usage, and Charge Information per device, such as the total charges, minutes and MB/GB used versus allowance, rate plan name and charges, detailed usages and charges

For more details regarding the FSSI Wireless Contractor's portals, visit the contractors' websites.

12.0 Ordering and Implementation

Agencies order directly from the contractors and can do so by any of the methods below.

- GSA eBuy
- Contacting the account representative at the FSSI Wireless Contractor's office
- Accessing the contractor's website
- Electronically from the agency's wireless management information system through the contractor's BPI (See Section 11.0).

See the contractors' websites for delivery timeframes.

13.0 Billing

The goal of the billing provided under the BPA agreements is to provide comprehensive information for the agency's Office of the Chief Information Officer (OCIO) and GSA's project office. This information can be used to optimize plans (as discussed in Section 14.0). More comprehensive billing information will be provided through the BPI and could be provided by each contractor outside of these agreements. If billing is required at multiple levels that are different from the pooling or task order level, the anticipated structure must be specified in the RFQ or task order. The contractor will electronically notify the Ordering Entity by the next business day if potential fraud or excessive usage is identified.

The use of Purchase Card (P-card) payments is NOT encouraged by the FSSI Wireless project because of the inefficiencies and potential accounting issues.

13.1 Agency Billing Summary Report

Billing is prorated daily for the billing period and includes both activated units and emergency units. The FSSI Wireless contractors will provide an electronic billing summary by agency to the agency's OCIO, the Ordering Entity's acquisition office, and the GSA CO each calendar month. This summary report shall contain the following information:

1. Contractor name
2. BPA number
3. Account ID
4. Account name

5. Summary of each task order above the Simplified Acquisition Threshold, which is $150,000 for FY2013 (see FAR 2.101), awarded or modified during the period, including a description of services and number of devices (GFE and SEDs) as well as awarded prices for each priced element
6. The total spend, broken down by billing code
7. Specifics shall include the following:

   i. Quantity and total costs per each MRC
   ii. Non-recurring charges
   iii. Total usage charges by type (e.g., text messages, roaming, international, data overages)
   iv. Any additional charges or fees (specify charges or fees)
   v. Any taxes by type and jurisdiction
   vi. Credits (specify credits)

13.2   Invoice Address and Frequency

The contractor will send invoices directly to the address (electronic mail or postal/physical address) designated by the Ordering Entity at the time the order is placed. All invoices will be made available online and sent monthly within 15 calendar days following the invoice period. All agencies can select from at least three different periods for the invoice period so that an agency's invoice end date could be the beginning of the month ($1^{st} – 10^{th}$), middle of the month ($11^{th} – 20^{th}$), or end of the month ($21^{st} – 30^{th}$).

14.0 Optimizing Life-Cycle Management

The BPAs offer three effective methods of controlling costs to the agencies: pooling, rate optimization, and annual review of rates.

14.1   Pooling

Pooling within an account is one method for an agency to optimize costs (see Section 8.1 Pooling). The pooling plans help the administrator of the agency's task orders on the BPA minimize costs by modifying user plans to increase the average number of minutes or MBs/GBs per plan if incurring overage charges (or perhaps coming too close to incurring overage charges), or decreasing the average number of minutes per plan if there are a significant number of unused minutes or MBs/GBs each month. This can be easily accomplished without impacting the user.

Thus, if the agency wants to reduce the number of pooling minutes for which it pays in an account from 7 million to 4.7 million because it only uses 4 million minutes per month, it might simply move 4,000 users in the account from 900 minute plans to 400 minute plans and 1,000 users from the 400 minute plan to the 100 minute plan. Users who most underutilize their plans in each of these categories could be moved to the plan with fewer minutes. Numerous other combinations exist as well for an agency to optimize its choice using the most cost-effective combination of plans in an account that provides the desired number of minutes or bandwidth.

The number of pooled minutes available should be reviewed monthly to determine if more or fewer minutes or MBs are needed. It should be investigated whether wireless modems (e.g., AirCards) can be turned off and if tethering or a personal hotspot could be used in its place, possibly reducing costs.

14.2   Rate Optimization

Another powerful way to reduce life-cycle costs is to take advantage of Rate Optimization. Every 6 months, each contractor will provide a Rate Plan Analysis Report to each federal agency of its historical spending on the contractor's BPA along with recommendations of the most cost-effective service plans available to each of the Ordering Entity's end users. The Ordering Entity can approve the switch to the more cost-effective plan through a service change request, and the contractor will change the service plans for the designated end users.

14.3   Annual Review of Rates

GSA will conduct an annual review of rates and charges with each BPA contractor. Upon review of then-current service alternatives and pricing available in the marketplace, GSA and the contractor will agree upon changes to rates and charges that are appropriate. The contractor will then implement the changes for all users of the contractor's BPA.

15.0   Best Practices and Lessons Learned

GSA encourages users to go to www.gsa.gov/wirelessfssi and share suggestions, submit questions, and see ideas from others. GSA will share best practices through a Center of Excellence (COE) which analyzes best practices and lessons learned and disseminates them to the user and vendor community. For example, DHS published *DHS Directive 060-01* requiring the agency to use only the FSSI Wireless BPAs if possible and can share a copy with other agencies as requested.

16.0   Contract and BPA Highlights

- **Contract**—Blanket Purchase Agreement (BPA) based upon GSA IT Schedule 70, SIN 132-53, established according to FAR 8.405-3
- **BPA Period of Performance**—5 years from BPA award date
- **Fee**—The contractor includes a 1.5% Program Fee (includes the IT Schedule 70 0.75% fee) in the agreement prices and pays it to the project office on the agency's behalf, without any action by the customer agency

The term for each task order placed under a BPA shall be specified in the individual task order. Under no circumstances may a task order be placed under a BPA if the BPA has expired, or has been terminated or cancelled by the Government. No task orders may extend beyond the expiration of a BPA. Notwithstanding anything to the contrary above, a multi-year task order placed under a BPA must be consistent with FAR Subpart 17.1 and any applicable funding restrictions. Should a BPA holder's

GSA IT Schedule 70 contract option period not be exercised, the GSA IT Schedule 70 Contracting Officer will notify the GSA BPA Contracting Officer. For more details, see the RFQ and individual FSSI Wireless Contractor's agreements.

17.0 Appendix-A: Portal Interface Required Data Elements

Note: Any third party data listed below will be provided as available.

Plan, Usage, and Charge Information (per device)

1. Total Charges
2. Account Status (e.g., Active/Suspend)
3. Usage Start Date
4. Usage End Date
5. Total Pooled Minute Allowance
6. Total Pooled Minute Usage
7. Total Pooled GB Allowance
8. Total Pooled GB Usage
9. Rate Plan Name
10. Rate Plan Charges
11. Data Feature Description
12. Data Feature Charges
13. SMS/MMS Feature Description
14. SMS/MMS Feature Charges
15. Other Feature Description
16. Other Feature Charge
17. Equipment/One Time Charges
18. Adjustments Charges
19. Other Usage Charges & Credits
20. Taxes & Fees
21. Minute Plan Allowance
22. Cell Minute Usage
23. Cell Overage Charges
24. Peak Minute Usage
25. Peak Minute Charges
26. Off-peak Minute Usage
27. Off-peak Minute Charges
28. Other Minute Usage
29. Other Minute Charges
30. Mobile to Mobile Usage
31. Radio (PTT) Minutes of Use
32. Radio (PTT) Charges
33. Radio (PTT) Group Call Minutes of Use
34. Radio (PTT) Group Call Charges
35. Domestic Roaming Minutes of Use
36. Domestic Roaming Charges
37. Directory Assistance Usage
38. Directory Assistance Charges
39. SMS Text Plan Allowance
40. SMS Text Usage
41. SMS Text Charges
42. Data MB (or GB) Plan Allowance
43. Data MB (or GB) Usage
44. Data Charges
45. Country Code Associated with International Charges
46. International Dial Minutes
47. International Dial Charges
48. International Roaming Minutes
49. International Roaming Minutes Charges
50. International Roaming MB
51. International Roaming Data Charges
52. International Roam PTT Minutes
53. International Roaming PTT Charges
54. International Roaming SMS Text Usage
55. International Roaming SMS Text Charges
56. WPS usage (As available)
57. WPS Minute Charges (As available)

General Account Information

1. Department/Agency Bureau
2. Bureau Organization
3. Account Number
4. Sub Account Number
5. Agency Hierarchy Code (AHC)
6. Individual User Name
7. User Mailing Address
8. Billing Address
9. Email Address
10. Mobile Number
11. Device Manufacturer
12. Device Type
13. Device Operating System
14. Electronic Serial Number (ESN) / International Mobile Equipment Identity (IMEI)
15. Subscriber Identity Module (SIM) Number
16. Summary Report Publication Date
17. Billing Cycle Start Date
18. Billing Cycle End Date
19. Activation Date
20. Device Refresh Eligible Date

Support Functions

1. Trouble Ticket Number
2. Trouble Ticket Flex Field
3. Trouble Ticket Confirmation Date
4. Activate Device
5. Deactivate Device
6. Reset voicemail passwords
7. Suspend/resume a line of service
8. Kill a device (as available)
9. Wipe a device (as available)

Order Information

1. Order Number (provided by Portal contractor unless agreed otherwise)
2. Order Date
3. Order Confirmation Date
4. Ship Date
5. Two Flexible Fields

18.0 Appendix-B: Glossary

Term	Description
Agency	"Department" or other administrative unit of the federal government, such as the General Services Administration (GSA), which is using this contract vehicle. This also includes quasi-government entities, such as the United States Postal Service.
Agency Hierarchy Code (AHC)	The AHC uses a 28 character code with the first five characters defined in the URL www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s79. pdf with the last 24 characters being defined and registered by the Agency. Except for the first 5 characters, the AHC is a 28 character string that belongs solely to the Agency; it is not to be tampered with by any other outside organization. The AHC is determined by the Agency and should follow that Agency's rules concerning the setup of their [A] – Own budgetary accounting codes (i.e., should ultimately identify the office that will actually pay for the service being provided), and/or [B] – Reporting Requirements. The AHC may also be identified with whoever is receiving the service being provided.
Base Service	A set of technical capabilities that are inherent to the service and may not be unbundled from the service price.
Billing Codes	These are specific alpha and/or numeric identifiers that are used in the Offeror's commercial billing systems to represent various billing elements (e.g., feature charge type, transmission type, etc.).
Bucket Plan	A specified number of minutes for voice plans or MBs/GBs for data plans are allocated to a user for the billing month. If the user exceeds the number of minutes allocated, an overage per minute is charged. If the user exceeds the number of MBs/GBs allocated, either an overage per MB or GB is charged or their uplink and downlink data speeds are throttled.
Bureau	A sub-Agency Bureau level organization, which is using this contract vehicle, as defined by OMB (www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s79. pdf)
Business Day	Government work days, which include Monday – Friday, excluding federal holidays

Capability	A technical service requirement that is a component of the base service.
Cellular Phone	A mobile telephone using a cellular network. The cellular phone may be a voice-only phone, a phone that supports text messaging, or a smartphone.
Data Plan	Includes web browsing, send and receive email, download attachments, download applications (NMCI restrictions apply where applicable).
Device	Also called handheld wireless devices, these include handheld devices that are capable of wireless voice or data communications. The devices support cellular or paging technologies augmented by technologies such as WLAN and satellite.
Domestic	Defined as the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands. For the purposes of this agreement, American Samoa, Guam and Northern Marianas are not domestic.
Feature	An enhancement beyond base service that is to be selected at the option of the user. Features are normally separately priced, although some features have been defined to be not separately priced (NSP). Each feature must be ordered separately even if not separately priced.
Federal Agency	An agency as listed in "Appendix C" of OMB Circular No. A–11 (2102); see http://www.whitehouse.gov/sites/default/files/omb/assets/a11_current_year/app_c.pdf
FIPS	Federal Information Processing Standards
GB	Gigabyte or 1000 MB of data
Government	All government entities that use or administer this contract vehicle
GFE	Government Furnished Equipment the Government procures outside this BPA and provides to use the services in this BPA. This may include personally-owned devices approved by the Agency for Government use.
Incident Commander	Responsible for directing and/or controlling resources by virtue of explicit legal, Agency, or delegated authority.
International	Defined as areas that are non-domestic, or outside of the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands.
Lines of Service	Sum total of number of voice plans plus number of data only plans.

MB	Megabyte, a common term used to describe the amount of data being sent over a wireless network
Mbps	Megabits per second, a common term used to describe wireless transmission speeds
Metered Service	Monthly service plans where primary rate structure is based on volume use during the monthly period – per minute, per MB, per text, etc. Metered service may also have a monthly recurring component that is less than the plans that come with specified usage volumes.
Mobile to mobile calls	Calls from mobile devices (voice, smartphone) to other mobile devices within service provides network.
Ordering Entity	Any Agency, sub-Agency, state or local government that is using this contract vehicle.
Ordering Agency	The Government Agency that is using this contract vehicle. There may be one or more Ordering Entities under an Ordering Agency.
Overage	When a user goes over the minutes or MBs/GBs allowed under the ordered plan. The additional amount may be charged against the overage amount. This fee for the extra minutes or MBs/GBs is called overage fees or overage charge.
Pooled Plan	Pooled plans allow a large number of users to collectively pool their plan minutes or MBs/GBs together. Pooling is typically limited to those phones contained within an individual fair opportunity.
Secure Communications	Communication services that includes security components such as encryption to ensure the privacy and integrity of the communications.
SED	Service Enabling Device provided for zero dollars bundled with the price of the service
Smartphone	A cellular phone with built-in and downloadable applications, text messaging, Internet access, email, Web browsing, still and video cameras, and other built-in functions.
Subsystem	A subsystem is a set of elements, which is a system itself, and a component of a larger system. For instance, a subsystem could include both the encryption software and the related software on the server.

Tethering	Connecting a computer or tablet to a cellular phone by a cable or wireless connection to obtain cellular connectivity.
Text Messaging or SMS	Text Messaging or Short Message Service (SMS) is the exchange of brief written messages between cellular phones, smartphones, and data devices over cellular networks.
Third-Party Direct Billing	The receipt of invoices from parties other than the Contractor for services within or outside the scope of this agreement.
Trade Agreements Act (TAA)	The TAA of 1979 governs trade agreements negotiated between the U.S. and other countries. Its stated purpose is to: 　(1) Approve and implement the trade agreements negotiated under the Trade Act of 1974 [19 U.S.C. 2101 et seq.]; 　(2) Foster the growth and maintenance of an open world trading system; 　(3) Expand opportunities for the commerce of the United States in international trade; and 　(4) Improve the rules of international trade and to provide for the enforcement of such rules, and for other purposes. The TAA designated countries are listed in the following web site: http://gsa.federalschedules.com/Resource-Center/Resources/TAA-Designated-Countries.aspx
Transition	Moving service(s) from existing wireless agreements or contracts with one or more carriers separate from this BPA to this BPA.
Trouble Ticket	Also called a trouble report, this is the documentation of a service or device failure that impacts the service. The ticket enables an organization to track the detection, reporting, and resolution of some type of problem.
WLAN Calling	Wireless Local Area Network: Enables a wireless handset to make and receive calls via an internet-connected WLAN (e.g., Wi-Fi network) instead of the cellular network
Wireless	Wireless infrastructure, servers, and software that enable an enterprise to

Systems and Subsystems	enhance its cellular coverage, increase cellular capacity, and enable enterprise solutions (e.g., BlackBerry Enterprise Server) using services offered by the wireless industry
24/7 phone support	Technical support and user assistance is provided by telephone and Internet 24 hours a day, 365 days (or 366 during leap years) per year.

19.0 Appendix-C: Change History

Version	Description of Changes	Date
1.0 beta	Initial provided to sample agencies to test	9/6/12
1.0	Initial, with beta comments addressed	9/17/12
1.1	Revised with changes to RFQ Amendment 0010	5/4/13
2.0	Revised with changes to RFQ Amendment 0011 and updated tips for ordering	6/7/13