



Quick Reference Guide for GSA's FSSI Wireless Program

Thank you for considering the GSA Federal Strategic Sourcing Initiative's Wireless program as part of your agency's procurement options for mobility and wireless solutions. This guide provides a quick overview of the FSSI Wireless program, its benefits, and suggestions to help your enterprise and wireless users take full advantage of all that's offered. Our aim is to get you familiar with the tools, reference materials, and resources that are available to assist in your planning and decision-making. Throughout this document, we share tips and best practices from industry, as well as those learned from our customers.

We hope the information provided serves to make your experience in using the FSSI Wireless BPAs positive, productive, and cost-effective.

✓ **FSSI Wireless- A Better Way to Buy**

The FSSI Wireless program is GSA's solution to help Federal agencies more efficiently and effectively procure and manage wireless services and devices across their enterprise. GSA partnered with leading federal agencies to design a program that was flexible, incorporated best practices, and leveraged the buying power of the government to achieve strong savings, convenience, and improved management. Consider the following:

✓ **Pre-Competed, Up to 10 Yr. Vehicles**

Reduce your wireless acquisition effort through the use of the FSSI Wireless Blanket Purchase Agreements (BPAs), based on GSA IT Schedule 70 SIN 132-53. Task orders may extend no more than five years beyond the term of the BPA (May 20, 2023).

✓ **Zero Cost Devices**

To make ordering more convenient, the wireless device is bundled with the service plan. Users have a variety of voice only, smartphone, and data-only devices at no extra charge.

✓ **Got 22%?**

On average, GSA FSSI Wireless customers are achieving 22% savings over their current wireless costs, and many agencies are exceeding that average. That's the power of strategic sourcing and competition. And as your Contractor's total business volume increases across government, your agency benefits by FSSI Wireless' tiered-price discounts.

✓ **Top Wireless Carriers & 98% Coverage**

FSSI Wireless has negotiated BPAs with the nation's top wireless carriers—AT&T, Verizon, Sprint, and T-Mobile. With 98% service coverage of the domestic US, users can be assured of quality service coverage wherever the mission calls. Voice, text, and data coverage is also available in over 200 countries worldwide.

✓ **Right Size Your Plans**

Avoid paying for plan minutes and data capacity that go unused. FSSI Wireless' super-pooling capability enables pooling across both voice and data service plans, allowing you to tailor service plans that better fit your agency's needs.

✓ **Better Reporting & Management**

FSSI Wireless standardizes service plans through the use of a common identifier called Contract Line Identification Number or CLINs. This reduces confusion and effort when creating consolidated reports on wireless services and inventory across the enterprise—especially in a multi-carrier environment.

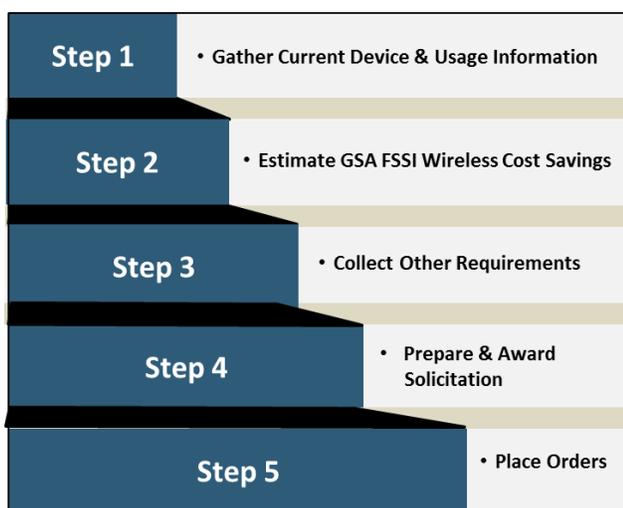
✓ **Transition Assistance**

To help ensure a successful transition, FSSI Wireless customers may request a detailed, task-order specific Transition Plan from their FSSI Contractor at no extra charge. Also, early contract termination fees will be waived for lines transferred from the Contractor's separate contract vehicle to their FSSI BP

Getting Started

Whether your existing wireless contract is soon to expire or you are seeking a way to centralize many fragmented wireless contracts across your enterprise, the FSSI Wireless BPAs offers flexibility and simplicity in meeting your objectives and improving the way wireless services are procured and managed.

Follow a five-step process for getting your agency on-board with the GSA FSSI Wireless BPAs.



Step 1 - Gather Your Current Wireless Device and Usage Information

When procuring wireless services under the GSA FSSI Wireless BPAs, devices and service plans go hand-in-hand.

To get started, you'll need to gather the following information on the specific type of device you are interested in ordering:

Voice only devices- these are the most basic wireless device available to customers.

- How many cellphones or voice only devices are needed?
- What are the average actual minutes of use for these devices?

- If the actual usage information is not available, what are the average minutes across all voice only plans?

Smartphones- are devices that use both voice and data communications and, thus require a voice service plan and an Add-on Data feature.

- How many smartphones are needed?
- What are the average actual minutes of use for these devices? What is the average actual data usage (KBs, MBs or GBs) for these devices?
- If the actual usage information is not available, what are the average minutes across all voice and data add-on plans?

Data Only Devices- require only a data service plan. This includes tablets, data cards, and other data devices.

- How many data only devices are needed?
- What is the average actual data usage (KBs, MBs or GBs) for these devices?
- If the actual usage information is not available, what are the average data usage data add-on plans?



FSSI Wireless Tip!

Collecting Usage Data

If your wireless usage data is not readily available in-house, your current wireless vendor(s) should be able to provide you with the information, once requested. Even if you use unlimited plans, wireless vendors can record voice and data usage activity from their records.

If your agency's business volume has a particularly busy time of year, request the usage information from that month(s). But always ask for the current month for the latest device count to use as a benchmark.

If you have unlimited or metered service plans, these are also available on the FSSI Wireless BPAs. Record the number of unlimited and/or metered plans by



the different device types as this will be useful later when conducting different pricing studies.

The [Data Survey Worksheet](#) (Excel, 33KB) is a useful tool to help gather inventory data and general requirements from users across the agency.

Step 2 - Estimate Your Cost Savings Using FSSI Wireless BPAs

The FSSI Wireless BPAs have delivered significant savings to agency customers since its inception. However, your savings potential may vary due to many factors. For this reason, GSA has developed the Economic Model tool to assist customers in answering the basic economic question,

What is the Savings Potential If I Use FSSI Wireless?

The Economic Model assists agencies in conducting initial pricing research using the FSSI Wireless BPAs.

The [Economic Model](#) is an Excel-based spreadsheet that is downloadable from the GSA FSSI Wireless website. It runs on Microsoft Excel 2007 or any later version.

The Economic Model presents the potential savings outcomes based on different wireless usage profiles based on the lowest awarded prices to-date by each FSSI BPA contractor.

To get started, download and save the Economic Model to your computer. Launch the EM file. Then, complete the following;

- ✓ Enter the total number of wireless devices that you currently have, or you plan to procure.
- ✓ Enter the percentage mix among the different device types.
- ✓ Enter the total monthly cost of wireless services.
- ✓ Select a usage profile from the drop-down list that most closely matches the average actual usage level for your user base across the different types of wireless devices.

The tool automatically displays the savings potential for using FSSI Wireless. Shown below is an example of the savings potential for a 5,000 unit order.

Your agency can expect to see SIGNIFICANT savings by switching to the GSA FSSI Wireless BPAs.		
FSSI Wireless Cost & Savings Estimate	Best Case	FSSI-W Average
Expected Total Cost for Wireless Services (\$)	\$175,349	\$184,485
Average Price/Device per Month (\$) *	\$33.40	\$35.14
Savings/Device per Month (\$)	\$20.68	\$18.94
% Savings	38%	35%
Annual Savings (\$) *	\$1,240,812	\$1,136,400

FSSI Wireless Tools

The Economic Model

GSA FSSI Wireless Savings Estimator

For a description and instructions for this tool, please refer to the "Read Me" tab below.

- Enter the wireless inventory amount**
Number of wireless devices/plans
- Enter the current mix of devices/plans (%)**

		Units
Voice Only	<input type="text" value="0.0%"/>	0
Smartphones (Voice and Data Add-On)	<input type="text" value="70.0%"/>	3,500
Data Only	<input type="text" value="30.0%"/>	1,500
		100.0%
- Enter the total cost of wireless services**
Average Monthly Wireless Spend (\$) \$/Unit* \$54.08
- Select a usage profile (average across the user base)**

Voice Only	200	Min
Smartphones (Voice Minutes)	240	Min
Smartphones (Data Usage)	95.0	MB
Data Only	1.1	GB

In some cases, the savings potential may show limited opportunity to use the FSSI Wireless BPAs. This may be due to exceptionally low pricing from your current contract or another factor(s). We encourage you to contact the FSSI Wireless program in order to assist you if you have questions.



FSSI Wireless Support

Pricing Research Assistance

The GSA FSSI Wireless team can assist you with more complex pricing studies and analysis, free of charge. Since May, 2013, the FSSI Wireless team has supported more than 40 agencies in a variety of pricing research studies and analysis.

Please contact your agency's GSA Technology Service Manager or send an email to the program manager, jon.johnson@gsa.gov to discuss your needs.

To determine the mix of service plans using the GSA FSSI Wireless BPAs, the Economic Model provides a recommended ordering plan (Assumptions Tab) that is based on the optimal, lowest cost solution based on the assumptions entered. In some cases, a more specific pricing analysis may be necessary. GSA is able to provide assistance if needed (See FSSI Wireless Support –Pricing Research Assistance).



Step 3 - Collect Other Requirements

Once the basic requirement for devices and service plans are understood, the next step is to consider other requirements that may factor into your procurement.

✓ **Include GFE, BYOD, and/or specific devices** that are part of your agency's mobility strategy. Identifying these devices helps FSSI-W contractors refine their solutions and final pricing. Also, FSSI-W contractors often run promotions for SEDs or certain Open Market devices that are on their GSA Schedule.



FSSI Wireless Tip!

Don't Forget to Negotiate

Agencies have successfully negotiated further price discounts on features, plans, and other items by incorporating these as requirements in their RFQ Task Order.

✓ **Consider additional technical features** such as push-to-talk, tethering, and international usage that add important capabilities to different user groups. Other technical requirements which may impact mission operations or performance for end users include;

- Device security
- In-building Wi-Fi issues or other infrastructure requirements
- Machine-to-machine applications



FSSI Wireless Resources

The FSSI Wireless RFQ

The GSA FSSI Wireless RFQ, Amendment 11 is a good starting point for understanding the standard features, service set and capabilities of the FSSI BPAs.

Sections 2.2.2 thru 2.2.6, describe the standard service features and capabilities for voice, smartphone and data-only SEDs.

Also, Section 3 contains a list of common service and feature CLINs proposed by vendors;

- 3.2 Service Plans
- 3.3 Paging Services
- 3.4 Domestic to International Calling
- 3.5 International Roaming
- 3.6 Wireless Infrastructure and Sub-systems

For information on specific items or capabilities offered by each contractor, review each contractor's FSSI Wireless BPA, contact their account representative directly, or contact the FSSI Wireless program office.

✓ **Define your service coverage areas.** Even though FSSI-W's contractors serve 98% of the Domestic U.S., service coverage can vary by specific locations or areas. Factors to consider are if users are widely dispersed, work remotely, or are highly concentrated in certain locations.

For your convenience, the FSSI Wireless contractors provide service coverage maps from their business websites.



FSSI Wireless Tip!

Handling Coverage Areas

A vendor’s coverage map may not always clearly indicate network service coverage quality for a given area. One suggestion is to gather a list of specific locations and/or sample zip codes. Asking vendors to provide the performance specs at these locations will help avoid misinterpretations and give a clearer comparison among vendor’s capabilities.

For problematic coverage areas within a building (e.g., basement), FSSI-W contractors may include in-building coverage solutions or propose Infrastructure/Sub-systems and accessories. Be sure to include these requirements in your Statement of Work.

✓ **Take into account other business needs** that are important to your agency. For example,

- Delivery schedule for devices or other equipment (e.g. timeframes for device delivery)
- Transition schedule and plan
- Special reporting
- Device recycling and disposal policies

What’s the Right Refresh Period for Wireless Devices?

With the FSSI Wireless BPAs, the refresh period for SEDs varies by each contractor. Since devices are offered at “no charge” as SEDs, the refresh period sets the period that contractors have to recoup their device investment cost, which in turn, affects their monthly service pricing.

Determining the right refresh period can be a balancing act of many factors. Many agencies struggle with the tradeoffs between cost control, productivity, and the cache of providing the latest wireless devices for their user communities.

Before deciding prematurely on a particular refresh period, ask the following:

- How often do existing users refresh their devices?
- Has a mission or operational need changed?

- Is the current practice due to a mandated policy or is it an objective?
- Is the device refresh important across all users or a smaller percentage of users?



FSSI Wireless Tip!

Device Refresh Period

- A contractor may propose a shorter refresh period in its response to a task order, but is not required to do so.
- A good practice is to mention that a shorter refresh period is highly desirable for some but not all personnel and that it can be considered a strength when evaluating proposals.
- Requiring a shorter refresh period, may result in an additional fee, a non-compliant proposal, or a no-bid situation.
- An approach used by some FSSI-W customers is to ask for a shorter refresh period *on a smaller portion or number of devices* and have the standard refresh period apply on remaining devices.



Step 4 – Develop, Then Execute Your Solicitation and Task Order Award

The GSA FSSI Wireless BPAs offer the flexibility to meet your objectives and improve the way wireless services are managed and procured. Under the GSA FSSI Wireless BPAs, Ordering Entities must follow a fair opportunity selection process under Federal Acquisition Regulation (FAR) part 8.405-3(c)(2).

- ✓ **Write a Statement of Work (SOW)**-The SOW gives Contractors the relevant information on the what, where and when’s of your procurement. By following steps 1-3 above, you’ll have all the key information needed to write your SOW.
- ✓ **Complete Remaining Procurement Documentation**- In addition to the SOW, include in the Task Order RFQ, information about any pre-existing agreements, the basis of award and



evaluation criteria and any price quotation requirements needed to evaluate proposals.

At a minimum, an RFQ must include the description and quantity of supplies to be delivered or the services to be performed and the evaluation criteria upon which the evaluation will be based.

and your Ordering Entity’s acquisition policies. And finally, notify the awardee.



Step 5 – Set-Up Accounts, Transition, and Place Orders



FSSI Wireless Resources

The RFQ Template & Assistance

For your convenience, GSA has developed the FSSI RFQ Template (MS-Word) to help Ordering Entities organize their Task Order RFQ. The template contains key sections and items to be considered in your RFQ. It is downloadable via the GSA FSSI Website by clicking [here](#). Also, the FSSI-W team can provide sample SOWs (available upon request) to assist in the development of your solicitation.

- ✓ **Distribute the Task Order RFQ.** Ordering entities may send their Task Order RFQs directly to the FSSI Wireless BPA contractors (See Key Reference Information) or use [eBuy](#), GSA’s online Request for Quotation (RFQ) submission and management tool.
- ✓ **Evaluate Responses from Contractors.** FSSI-W contractors may need five to seven business days in order to respond to simple or small Task Orders (less than 500 units). Larger RFQs or those with more extensive requirements may require up to several weeks for contractors to prepare their responses.

This step covers the activities for implementing your procurement, which may be either straightforward or more involved, depending on whether your Task Order was awarded to your existing contractor or another.

Greater coordination and effort will be required if your agency is switching to a different wireless contractor (i.e., other than your current provider). A key benefit of using FSSI Wireless, is the Transition Plan option.



FSSI Wireless Resources

Contractor Provided Transition Plan

GSA has negotiated the option for FSSI Wireless customers to request a detailed, Task Order-specific Transition Plan from their contractor. The Transition Plan request is typically made after award when more specific project planning can be addressed. However, a preliminary Transition Plan may be requested as part of the source selection criteria.

If your existing carrier is also selected as your FSSI Wireless contractor, then transition will mostly be a back-office/billing effort that is seamless to end-users.

Our commitment is to make switching either contracts or carriers to GSA FSSI Wireless, as smooth as possible for your agency, ordering personnel, and end-users. The following are our suggested action items to help you achieve success.

- ✓ **Meet your FSSI Wireless Team.** Hold a kickoff meeting with the contractor and your team. This is an opportunity to learn all that the contractor has to offer and to answer any specific questions that have not been addressed. It’s an ideal time



FSSI Wireless Tip!

Using Option Years in Task Orders

The RFQ can specify the timeline for a phased approach. For total quantities that may be unknown, the agency’s RFQ could include a base requirement and options for additional quantities, if exercised.

Note: FSSI-W task orders can extend no more than five years beyond the term of the BPA (May 20, 2023).

- ✓ **Make The Award.** Next, review all contractors’ proposals, and make the award decision following the procurement’s selection criteria



to let them know more about your agency, its mission, unique needs, and expectations.

- ✓ **Request a Transition Plan (if necessary) or Service Ordering Plan.** Some Task Orders will require greater coordination across an agency or user groups. The Transition Plan is a planning resource to help your organization implement device changes and service orders more smoothly. A service ordering plan provides the general parameters or guidelines for ordering services, e.g., 3:1 ratio of 400 Min Pooled Plans to 100 Min Pooled plans on all service orders.
- ✓ **Establish billing accounts and pooling arrangements.** To maximize potential savings under FSSI-W, it is important to properly structure the billing accounts and pooling arrangements by bureaus, departments, business units or other entity that’s specific to your agency.

- ✓ **Provide ordering guidelines and product information to ordering personnel.** To assist their users further, some agencies develop a brief user guide to explain the options and processes for ordering devices and services under the FSSI Wireless program.
- ✓ **Submit service orders to contractor.**

A Note for Contracting Officers—Use the Right Contract ID on Task Orders

Wireless carriers have hundreds of different contracts with federal agencies, many of which are based off of GSA’s Schedule 70 contracts.

When establishing the Task Order with the Contractor, it is important to clearly identify the FSSI Wireless BPA Contract number. This helps avoid account transition errors or billing issues and helps with a smooth transition.



FSSI Wireless Tip!

The Power of Super-Pooling

In contrast to the limited pooling capabilities of many existing wireless contracts, FSSI-W enables pooling across different plan types (e.g., 900 Min Plans and 100 Min Plans for Voice plan and 5G and 50MG Data plans). This enables agencies to tailor their service plan minutes to specific usage levels. This minimizes the practice of overpaying for overcapacity and maximizes savings.

FSSI-W contractors have sophisticated business operations systems that are capable of implementing specific rules to maintain service plan target objectives.

- ✓ **Provide a list of authorized ordering personnel.** Gather and provide to your contractor, a list of personnel with authority to issue service orders from the Task Order.
- ✓ **Conduct training on ordering processes, business portal functionality, and other practices.** Since each contractor has different systems and processes, ordering personnel will need to learn the BPA-specific procedures and processes.



FSSI Wireless Tip!

Contract IDs for Service Providers

The FSSI Wireless BPA Contract IDs are;

- **AT&T Mobility: GS00Q13NSA3000**
- **T-Mobile: GS00Q13NSA3002**
- **Verizon Wireless: GS00Q13NSA3003**

- ✓ **If you have any issues imputing this information into FPDS-NG, please contact the FSSI Wireless program office**

Links to FSSI Wireless Resources

- [FSSI-W User Guide](#)
- [Data Survey Template](#)
- [FSSI-W Economic Model](#)
- [RFQ Template](#)
- [GSA eBuy](#)



Key Reference Information

GSA FSSI Wireless Program

GSA's FSSI Wireless Support	Phone	URL or Email
FSSI Wireless Self Help	-	www.gsa.gov/wirelessfssi
GSA Technology Service Managers (TSMs)	See directory of TSMs assigned to your agency	http://www.gsa.gov/portal/category/105587
National Customer Support Center	888-377-0070	NCSCcustomer.service@gsa.gov
Program Manager, Jon Johnson	703-306-6481	jon.johnson@gsa.gov

FSSI Wireless BPA Contractor Information

Company	FSSI BPA Numbers (these differ from the Schedule 70 Contract Numbers)	URL or Email
AT&T Mobility	GS00Q13NSA3000	Chris Pelesky G24353@att.com 410-570-2670
T-Mobile	GS00Q13NSA3002	Paul Connelly Paul.connelly@t-mobile.com (917) 440-8903
Verizon Wireless	GS00Q13NSA3003	FSSIPricingRequests@VerizonWireless.com or Clover Franklin (240) 568-2101

BPA Period of Performance

Expiration Date of the FSSI BPA: ➤ May 20 th , 2018	With five year extension: ➤ May, 20 th , 2023 ➤ "Task orders may not exceed more than 5 years beyond the term of the BPA. Task order option periods, if included at initial issuance of the task order, may be exercised after the expiration date of the BPA, but may not extend beyond five (5) years after the expiration of the BPA."
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