

Quick Reference Guide for GSA's FSSI Wireless Program

Thank you for considering the GSA Enhanced FSSI 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.

✓ FSSI Wireless- A Better Way to Buy

The Enhanced 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.

✓ Streamline Your Acquisition

Reduce your wireless acquisition effort through the use of the Request For Quote (RFQ) generator tool, based on GSA IT Schedule 70 Wireless Mobility Solutions Special Item Number (SIN) 132-53.

✓ Zero Cost Devices

To make ordering more convenient, the wireless device is bundled with the service plan. Users have a variety of devices to choose from. Many devices are available at no extra charge.

✓ Got 28%?

On average, GSA FSSI Wireless customers are achieving 28% savings over their previous wireless costs, and many agencies are exceeding that average! That's the power of competition and right-sizing your plans.

✓ Greater Choice

FSSI Wireless benefits from Schedule 70s wide scope and broad set of service providers including the nation's top wireless carriers. Use the RFQ generator tool to outline your coverage requirements including noting that you are looking for service providers with 95% coverage of the domestic US. 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 voice and data service plans, allowing you to tailor service plans to 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, reducing confusion and effort when reporting on wireless services and inventory across the enterprise—especially in a multi-carrier environment.

✓ Transition Assistance

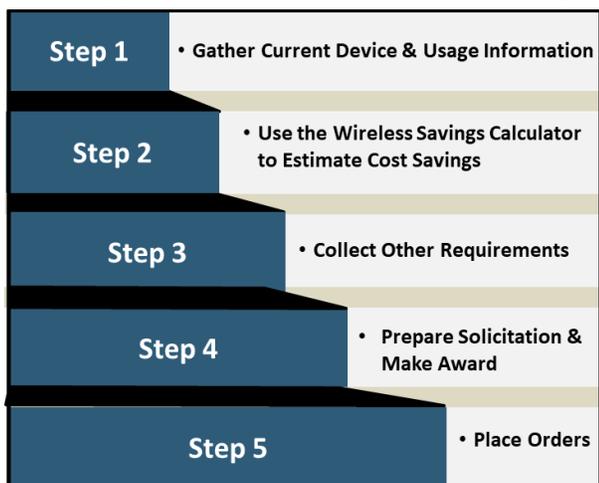
To help ensure a successful transition, FSSI Wireless customers may request a detailed, task-order specific Transition Plan from their FSSI Contractor at no extra charge.



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 program offers flexibility and simplicity in meeting your objectives and improving the way wireless services are procured and managed.

Five-step process to the GSA FSSI Wireless Program.



Step 1 - Gather Your Current Wireless Device and Usage Information

Devices and service plans go hand-in-hand. To get started, gather the following information:

Phones-

- How many smartphones, and/or voice only devices are needed? What are the average minutes of use for each of these devices?
- What is the average actual data usage (KBs, MBs or GBs) for smartphone devices?

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

If your agency's business volume has a particularly busy time of year, request the usage information from that month(s).

If you have unlimited or metered service plans, these are also available as part of the FSSI Wireless program. 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 Savings Calculator

The FSSI Wireless program has 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 Wireless Savings Calculator to assist customers in answering the basic economic question,

What is the Savings Potential If I Use FSSI Wireless?

The Wireless Savings Calculator assists agencies in conducting initial pricing research using the FSSI Wireless Program.



A downloadable Excel-based spreadsheet which runs on Microsoft Excel 2007 or any later version, is available on the GSA FSSI Wireless web site.

The Wireless Savings Calculator presents the potential savings outcomes based on different wireless usage profiles using the lowest awarded prices to-date by the FSSI contractors.

To get started, download and save the Wireless Savings Calculator to your computer. Then, complete the following;

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

The savings potential using FSSI Wireless will be displayed in the format shown below.

Your agency can expect to see **SIGNIFICANT** savings by switching to the GSA IT 78 SIN 132-53 Schedule.

Wireless Cost & Savings Estimate	Estimated Lowest Cost	Estimated Average
Expected Total Cost for Wireless Services (\$)	\$29,029	\$31,590
Average Price/Device per Month (\$) *	\$27.65	\$30.09
Savings/Device per Month (\$)	\$18.07	\$15.63
% Savings	40%	34%
Annual Savings (\$) *	\$216,807	\$187,544

* Taxes and fees not included

In some cases, the savings potential may show limited opportunity to use the FSSI Wireless program. This may be due to exceptionally low pricing from your current contract or other factor(s). We encourage you to contact the FSSI Wireless program office for assistance.

FSSI Wireless Support

Pricing Research Assistance

The GSA FSSI Wireless team can assist you with more complex pricing studies and analysis, free of charge. Please contact your agency's GSA Technology Service Manager or send an email to the program, wireless@gsa.gov to discuss your needs.

To determine the mix of service plans using the GSA FSSI Wireless program, the Wireless Savings Calculator provides a recommended ordering plan (Assumptions Tab) that is based on the optimal, lowest cost solution using the assumptions entered.



Step 3 - Collect Other Requirements

Once the basic requirement for devices and service plans is 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 contractors refine their solutions and final pricing.



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 include;

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

✓ **Define your service coverage requirement**

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 indicate coverage quality for a specific area. We suggest developing a list of specific locations or sample zip codes. Asking vendors to address these locations will provide a more clear comparison of their capabilities.

For problematic coverage areas within a building (e.g., basement), vendors 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?

The refresh period for SEDs varies. 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 on a particular refresh period, ask the following:

- How often do 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
- Typical refresh period is 20 months.



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

The GSA FSSI Wireless program offers the flexibility to meet your objectives and improve the way wireless services are managed and procured. Under



the Wireless Mobility Solutions SIN 132-53, Ordering Entities must follow a fair opportunity selection process under Federal Acquisition Regulation (FAR) part 8.405-3(c)(2).

- ✓ **Use the RFQ generator tool to prepare your RFQ / Statement of Work (SOW)**-The RFQ gives Contractors the relevant information on the what, where and when of your procurement.
- ✓ **Complete Remaining Procurement Documentation**
- ✓ **Don't recreate the wheel.** We have already negotiated the terms and conditions of the FSSI Wireless program. Those terms and conditions protect you and the vendor. Adding additional terms and conditions lengthens the process to receive pricing (by as much as four weeks) and can increase your cost.

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.

FSSI Wireless Resources

The RFQ Template & Assistance

For your convenience, GSA has developed the FSSI RFQ Generator tool to help organize your Task Order RFQ. The web based tool contains key sections and items to be considered in your RFQ. It is accessed on the Acquisition Gateway [here](#). A login via OMB MAX is required.

- ✓ **Distribute the Task Order RFQ.** Ordering entities may send their Task Order RFQs to industry using [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. Adding additional terms and conditions will lengthen this process.



FSSI Wireless Tip!

Using Option Years in Task Orders

The RFQ can specify the timeline for a phased approach. For unknown quantities, the agency's RFQ can include a base requirement and options for additional quantities, if exercised.

- ✓ **Make The Award.** Next, review all proposals, and make the award decision following the procurement's selection criteria and your Ordering Entity's acquisition policies.



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

Implementing your procurement may be straightforward or more involved, depending on whether your Task Order was awarded to your existing contractor or another.

Greater coordination and effort is required if your agency is switching to a different wireless contractor.

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. 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.

The following are our suggested action items to help you achieve success.

- ✓ **Meet your FSSI Wireless Team.** Hold a kickoff meeting with our team, 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.



- ✓ **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 resource to help your organization smoothly implement device changes and service orders.
- ✓ **Establish billing accounts and pooling arrangements.** To maximize potential savings, it is important to properly structure billing accounts and pooling arrangements by bureaus, business units or other entities specific to your agency.

- ✓ **Conduct training on ordering processes, business portal functionality, and other practices.**
- ✓ **Provide ordering guidelines and product information to ordering personnel.**
- ✓ **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. When establishing the Task Order, it is important to clearly identify the SIN 132-53 Subcategory 1. This helps avoid account transition errors or billing issues.

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



FSSI Wireless Tip!

The Power of Super-Pooling

In contrast to the limited pooling capabilities of many 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.

Links to FSSI Wireless Resources

- [FSSI-W User Guide](#)
- [Data Survey Template](#)
- [FSSI-W Wireless Savings Calculator](#)
- [RFQ Generator](#)
 - [Acquisition Gateway → IT Category → MSCT → RFQ generator tool](#)
- [GSA eBuy](#)

- ✓ **Provide a list of authorized ordering personnel.**

Key Reference Information

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 Office		wireless@gsa.gov