

Managed Wireless Service (MWS)

The EIS Managed Wireless Service (MWS) enables customers to establish two-way wireless, or wireless-to-wireline communication using an array of mobile devices such as smartphones, wireless-enabled notebooks and laptops. MWS has two primary messaging functions: (1) The Short Messaging Service (SMS) that enables customers to send and receive text message up to 160 characters long; and (2) The Multimedia Messaging Service (MMS) that enables personnel to send and receive multimedia such as pictures, streaming video, audio and graphics.

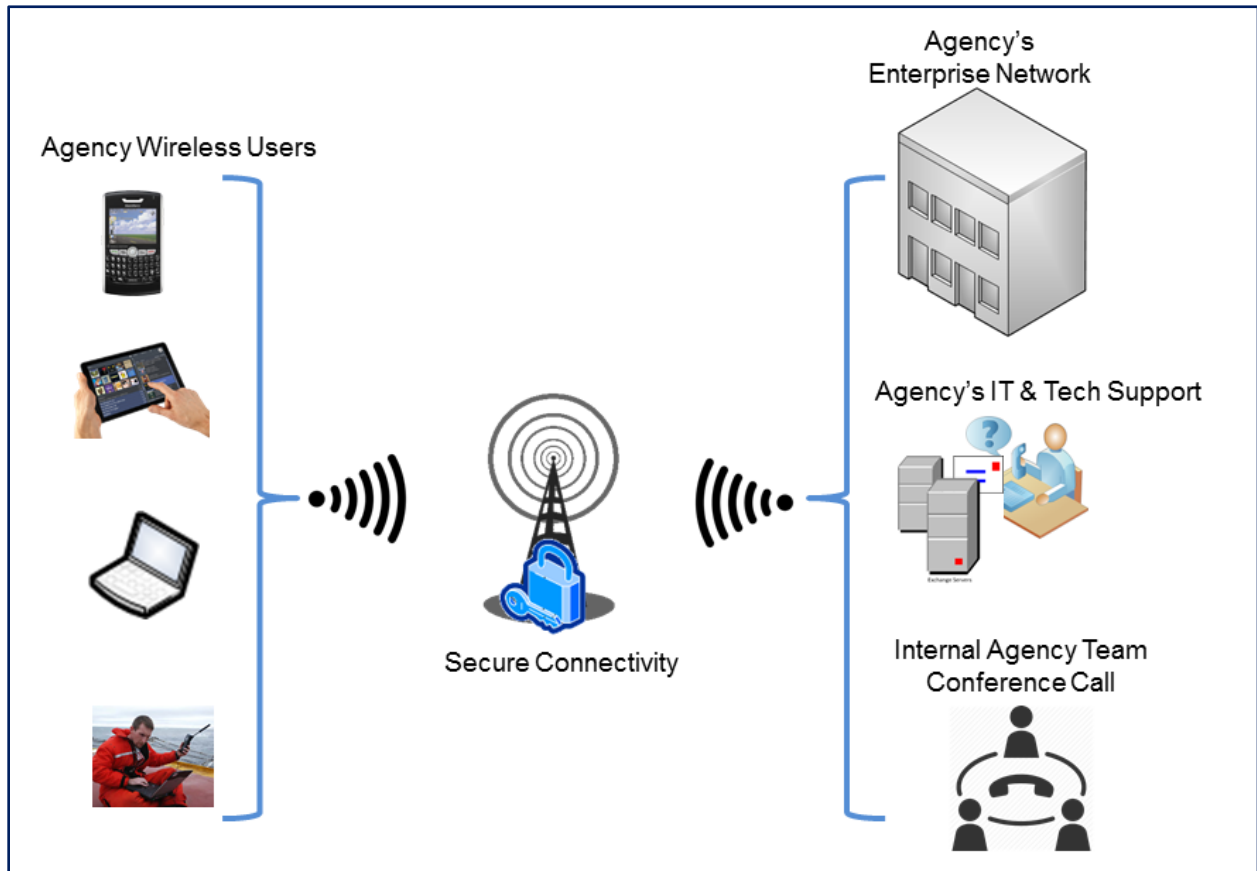
The available services and bandwidth of a particular contractor's MWS depend on the characteristics of the mobile device, the technology used in the service provider's wireless network, and the generation of the wireless service platform, i.e., 2nd Generation (2G), 2.5G, 3G, 4G LTE or greater.

Category: Wireless Service

Complementary Services Needed: None

Definitions: Please see EIS contract [Section J.12 Glossary of Terms](#) for clarification of technical terms and acronyms.

Figure 1—Managed Wireless Service enables customers to establish two-way wireless, or wireless-to-wireline communication using an array of mobile devices such as smartphones, wireless-enabled notebooks and laptops



1. Why an Agency Might Select this Service

- MWS enables agency personnel to communicate and collaborate easily while “on the move” through email, text, and live phone calls.
- MWS provides agency employees with fast internet connectivity to conduct business anywhere, or access sensitive business information on their mobile devices without compromising security.
- The service provides a reliable means of reaching essential agency personnel when they are temporarily away from the office, or outside of normal work hours in the event of an emergency.

NOTE: Agencies considering this service may also want to compare this service with Managed Mobility Service (MMS).

2. Examples of How MWS Could be Used

- **Remote Access of Agency Data:** An agency could acquire MWS to provide remote personnel with a reliable and secure method of accessing agency data, schedules, and shared files in the cloud.
- **Coordination and Collaboration:** MWS enables personnel to easily communicate with one another and coordinate actions on agency projects no matter where they are.
- **Mobile Conferencing:** Agency employees can use MWS to conduct conferencing and media streaming while away from the office.

3. Key Technical Specifications

NOTE: This portion of the service guide has been abridged due to space considerations. For full technical details on MWS, please refer to EIS contract [Section C.2.6 Wireless Service](#).

Table 1—MWS Technical Capabilities

Capability	Description
Voice Call Origination & Receive	Capability to originate and receive voice calls from mobile phones, fixed wireline networks, and satellite-based networks.
Mobile Devices	<p>Supporting the following capabilities:</p> <ul style="list-style-type: none"> a) Cellular Phones: <ul style="list-style-type: none"> i. Built-in available features. ii. Wireless broadband devices (e.g., mobile Wi-Fi hotspots, MiFi - wireless router that acts as a mobile Wi-Fi hotspot). iii. Secure voice communications with FIPS-compliant encryption (as available). b) Smartphones: <ul style="list-style-type: none"> i. Built-in available features. ii. Email iii. Web browser iv. Personal Information Management (PIM), including contact and calendar information and documents/notes. v. Ability to sync with leading email, contact/address, and calendar platforms. vi. Vibrate alert to emails and text messages. vii. Ring alert to emails and text messages. viii. Ability to transfer photos/pictures directly to computer ix. Remote kill (as available). x. Remote wipe (as available). xi. Ability to disable audio, video, and all recording functionality (as available). xii. Transmit and receive data (e.g., run an agency specific app) while conducting a voice session (as available).

Capability	Description
<p>MWS Plans and Plan Aspects for Government Furnished Property (GFP) and User-Owned Devices</p>	<ul style="list-style-type: none"> a) Voice Service Plans including voice calling and text messaging (SMS). b) Data Add-On Service Plans including Data added to voice service plans. Data may include email, Internet access, video, Multimedia Messaging Service (MMS), and other data. c) Data only Service Plans including emails, Internet access, video, MMS, and other data transport not combined with voice service plans. d) Machine-to-machine (M2M) – M2M and telemetry products provide wireless connectivity to machines, vehicles, or assets. (NOTE: May not be available from all contractors.) e) Mobility applications for mobile device management (see EIS contract Section C.2.8.6 Managed Mobility Service). f) Mobile Roaming Plans. Domestic and non-domestic mobile roaming plans cover voice calls, messaging, multimedia, and data. g) Pooling of domestic data. Pooling of domestic data (gigabytes) within the same billing account at a level specified by the ordering entity (e.g., an entire agency or multiple sub-bureaus within an agency).
<p>Wireless Enhanced 911 (E911)</p>	<p>E911 Rules including Phases I and II as stipulated by the Federal Communications Commission. Refer to Enhanced 911 – Wireless Services page on the FCC website.</p>

Table 2—MWS Features

Feature	Description
Wireless Priority Services (WPS)	WPS allows authorized National Security and Emergency Preparedness (NS/EP) personnel to gain access to the next available wireless radio channel in order to initiate calls during an emergency when channels may be congested.
Directory Assistance with Call Completion.	Allows the user to obtain at least two look-up phone numbers and connect to one of them.
Domestic to Non-Domestic Calling	Allows a user to make non-domestic calls.
International Mobile Roaming	Allows a user to roam internationally with wireless Internet connectivity and communications capability. (NOTE: May not be available from all contractors.)
Personal Hotspot	Enables a wireless device to be used as a hotspot to connect another device to the Internet or to a private network.
Indoor Cellular System	Femtocells and Microcells installation to allow and/or improve indoor wireless operation.
Push to Talk with Group Talk	Enables users to connect directly with other users by pressing a button on their wireless terminals. (NOTE: May not be available from all contractors.)

4. Pricing Basics for MWS

Please visit the [EIS Resources Listing](#) and locate the [Basic EIS Pricing Concepts Guide](#) to gain an understanding of EIS pricing fundamentals.

4.1 Access Arrangements

Access Arrangements are not needed for MWS.

4.2 Service Related Equipment (SRE)

- SRE must be chosen based on equipment required at each location. NOTE: SRE uses catalog-based pricing.
- Request that contractor provide pricing for any SRE that would be required, in addition to the agency’s existing infrastructure, to deliver the service.
- Please visit the [EIS Resources Listing](#) and locate the [Service Related Equipment Service Guide](#) for more detailed information.

4.3 MWS Price Components

The price structure for MWS consists of the components shown in *Table 3* below.

Table 3—MWS Pricing Components

Component	Charging Unit
Domestic Mobile Voice (MRC)	Line
Domestic Mobile Data Add-on (MRC, Usage)	Line, GB
Domestic Mobile Data Only (MRC, Usage)	Line, GB
Domestic to Non-Domestic (MRC, Usage)	Minute
International Roaming (MRC, Usage)	Line, Minute, MB, Message
Features (MRC, NRC, Usage)	Line, Call, Minute
Wireless Machine-to-Machine (M2M) (MRC, Usage)	Line, MB

Figure 2 below shows how the pricing components in Table 3 are combined to produce the total cost for the service.

Figure 2—This figure shows how the various pricing components in Table 3 would be combined to calculate the total MWS charges. NOTE: One or more of these components may not be needed to price a particular service.



The charges for the different components in Figure 2 are calculated using details provided in the pricing tables in EIS contract [Section B.2.6 Wireless Service](#). (Please visit the [EIS Resources Listing](#) and locate the [Basic EIS Pricing Concepts Guide](#) for instructions on using the pricing tables to compute the cost of a service.)

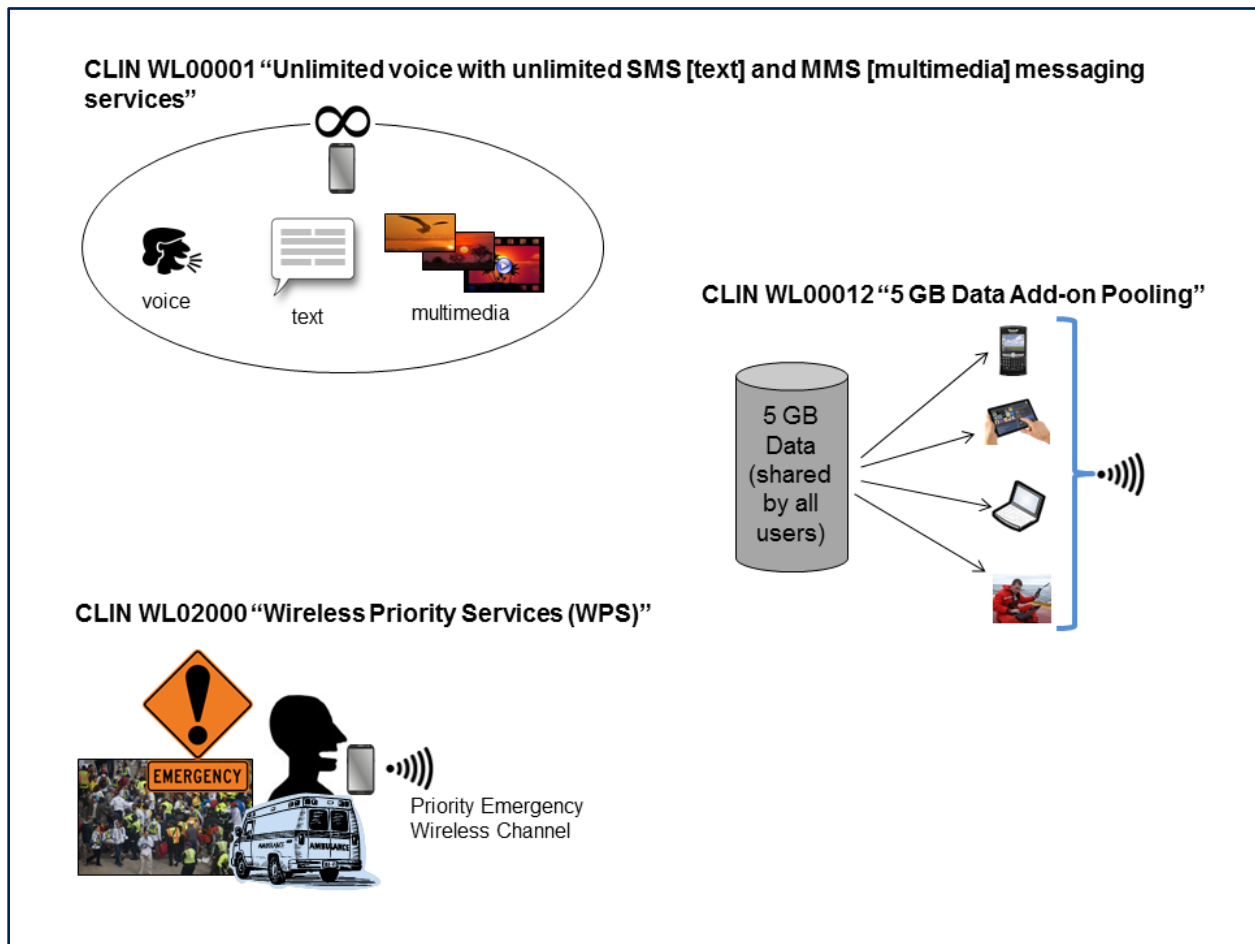
NOTE:

- (1) Domestic to Non-Domestic Mobile Calling is priced via a catalog. International Roaming *may* be catalog-based depending on the contractor.
- (2) A contractor may offer a custom variation of the service to meet an agency’s unique requirements. Such a customization would be identified with a Task Order Unique CLIN (TUC), and would include charges that would have to be added to the components in Figure 2 to determine the total cost of the service.

4.4 MWS Pricing Example

Example: Unlimited Domestic Voice and Messaging with 5GB Data and Wireless Priority Service

Figure 3—MWS Pricing Example: Unlimited Domestic Voice and Messaging with 5GB Data and Wireless Priority Service (WPS)



Service CLINs

- Choose CLIN WL00001 "Unlimited voice with unlimited SMS [text messaging] and MMS [multimedia] messaging services" (see table B.2.6.1.2—*Domestic Mobile Voice Pricing Instructions Table*).
- Choose CLIN WL00012 "5 GB Data Add-on Pooling" (see table B.2.6.2.2—*Domestic Mobile Data Add-on Pricing Instructions Table*).
- Choose CLIN WL02000 "Wireless Priority Services (WPS)" (see table B.2.6.7.2—*Wireless Feature Pricing Instructions Table*).

5. References and Other Sources of Information

- For more technical details and information on MWS, please refer to EIS contract [Section C.2.6](#); for pricing details, [Section B.2.6](#).
- For more information on service-related items, please see:
 - EIS contract [Section B.2.10 Service Related Equipment](#)
 - EIS contract [Section B.2.11 Service Related Labor](#)
- Please refer to a contractor's individual EIS contract for specifics on the contractor's MWS offerings.
- For additional EIS information and tools, visit the [EIS Resources Listing](#).
- For guidance on transitioning to EIS, please visit [EIS Transition Training](#) where you'll find several brief video training modules.