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# Volume I Technical Proposal

Prepared for  
**U.S. General Services Administration**

In Response to:  
**Solicitation#: 7TF-0600018**  
**Federal Strategic Sourcing Initiative (FSSI)**  
**Wireless Telecommunications Expense Management (TEM)**

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6/28/2007

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## 1. Executive Summary

iSYS, LLC has prepared a comprehensive response to all aspects of the solicitation requirements. This volume includes our technical response to address all requirements for the solicitation. The following paragraphs provide a summary of our overall approach, our capabilities, our past performance, and our understanding of the technical requirements.

### 1.1 iSYS, LLC

iSYS, LLC is a small disadvantaged business and is a certified participant in the U.S. Small Business Administration's 8(a) program. iSYS, LLC specializes in Telecommunications Expense Management (TEM), information technology services, software development, systems integration, help desk operations, and on-site contractor support. In addition to these capabilities, iSYS LLC has an in-depth understanding of government contracting based on personnel experiences from both the contractor and government perspectives.

### 1.2 Lifecycle Approach

iSYS, LLC [REDACTED] meet the FSSI wireless TEM Services needs. iSYS's approach reduces administrative time & expense for personnel by managing the day to day activities of ordering new equipment, replacement equipment, processing suspensions and providing visibility into the monthly usage trends of all active lines. Our approach reduces the risk to the government by [REDACTED] (per individual or across the organization) when needed. Additionally, no new equipment is required to be purchased or upgraded by the government. iSYS will provide management services including:

- A) Single point of contact and coordination for all wireless carriers
- B) Wireless program and project management services
- C) Simplified wireless network infrastructure procurement and deployment worldwide
- [REDACTED]
- E) Wireless program maintenance and upgrade services,

### 1.3 Intelligent Telecommunications Management System

Key to our approach is our Intelligent Telecommunications Management System (ITMS). ITMS is a Web based portal which allows for online ordering, updating of databases, and the ability to view reports. This cutting edge, flexible web enabled system is user-friendly and allows iSYS to capture a comprehensive set of data allowing us to manage and report on all aspects of wireless communications management. The modular system design allows for easy tailoring to agency requirements and business rules. iSYS will use this system to manage: order processing, equipment provisioning, usage trend tracking, asset management, reporting, invoice auditing & processing, and providing help desk support.

1 **1.4 Past Performance**

2 iSYS has extensive experience delivering on the same requirements as those identified in the  
3 RFP to other Federal Agencies. iSYS is currently performing on several high profile wireless  
4 cellular communications services and equipment support projects with almost the exact same  
5 requirements for the Department of Homeland Security (DHS), the Transportation Security  
6 Administration (TSA) and the Centers for Disease Control and Prevention (CDC), and  
7 Washington Headquarters Services (WHS). In all cases, iSYS is providing full lifecycle  
8 management for our customers’ wireless communication needs. Having worked with DHS,  
9 TSA, CDC, and WHS over several years, iSYS is uniquely aware of the functional, technical,  
10 and security requirements when working with Federal Agencies. Please refer to the Past  
11 Performance Volume (Volume II - Past Performance) of this document for a detailed description  
12 of our capabilities. Additionally, our teaming partner Tangoe, Inc. has a deep competency in the  
13 Wireless TEM arena as described in detail in Past Performance Volume.

14 [REDACTED]

15 [REDACTED]

16 [REDACTED]

17 [REDACTED]

18 [REDACTED]

19 [REDACTED]

20 [REDACTED]

21 [REDACTED]

22 **1.6 Conclusion**

23 Given iSYS’s technical and financial capabilities, our understanding of the requirements, and our  
24 past performance, we feel we are uniquely qualified to provide the wireless products and services  
25 specified in the RFP. iSYS also has the relationship with the wireless carriers to provide the best  
26 solution for the Government that is carrier independent. We feel we can “hit the ground  
27 running” ensuring zero down time during transition as proven on multiple occasions with our  
28 current projects. We stand ready and able to deliver the wireless solutions that are required.

29 **2. Vision**

30 This document answers the Wireless Telecommunications Expense Management (TEM)  
31 Services Indefinite Delivery/Indefinite Quantity (ID/IQ) Request for Proposal (RFP). The iSYS  
32 Team is able to fulfill the vision of GSA and to satisfy all of the requirements of the RFP to a  
33 multitude of Federal agencies and reduce their cost of using and managing wireless services  
34 while providing increased visibility and control into asset management, wireless service usage,  
35 and total lifecycle cost.

36 **3. Scope**

37 This response to the FSSI Wireless TEM RPF provides a full range of out sourced wireless TEM  
38 services for Federal Agencies to manage their wireless services and devices as well as reduce the  
39 overall costs. The services offered in this proposal are carrier independent and not offered  
40 through the Networx GWAC but rather compliment the Networx services and agency Blanket  
41 Purchasing Agreements (BPA). Additionally, wireless services for regional and local carriers

1 not provided through Networx are offered, thus providing a comprehensive wireless solution and  
2 TEM services for the Federal Government.

### 3 **4. Period of Performance**

4 The period of performance for this ID/IQ is estimated to be sixty (60) months as follows:

- 5 • A base period of twenty-four (24) months
- 6 • And three (3) twelve (12) month options.

### 7 **5. Place of Performance**

8 For a majority of the work, the place of performance will be at iSYS locations but depending on  
9 the task order and agency requirements, some work may be required to be performed at agency  
10 locations within the United States. iSYS maintains a presence throughout the Washington, DC  
11 metro area as well in Columbus, OH. iSYS is prepared to travel and/or setup support locations  
12 as required by the resulting contract and task orders.

### 13 **6. Technical Capability - Services & Technological Approach**

14 The technological approach and services offered within this proposal satisfy all the requirements  
15 found in the RFP and will be addressed in the same five areas specified in the RFP. The five  
16 categories of services are:

- 17 1. Program / Project Management Services
- 18 2. Project Startup Services
- 19 3. Wireless TEM Services
- 20 4. Wireless TEM Transition Services, and
- 21 5. Resale Services for Non-Networx Wireless Service and Devices

22 Additionally, we have also included [REDACTED]  
23 [REDACTED] TEM services. [REDACTED]  
24 [REDACTED] identified in this Volume I, Technical Proposal within a single Contract Line  
25 Item Number (CLIN). [REDACTED]  
26 [REDACTED]  
27 [REDACTED] T [REDACTED]  
28 [REDACTED] (see Volume IV – Cost Proposal, attachment 4 –  
29 Optional Sample Task 1 Quote Based on MSF). In sample task 2 [REDACTED]  
30 [REDACTED] based on the sample task 2 assumptions provided in the RFP.

31 Therefore, each agency will have the option to evaluate alternative courses of action and can  
32 choose either the individual services they may require or simply select all of the services found  
33 within this proposal [REDACTED].

#### 34 **6.1 Program / Project Management Services**

35 The iSYS Team takes a structured approach to all contract operations and understands the  
36 importance of program/project management to any program/project. As such we understand the  
37 extreme importance of proper planning and follow-through and therefore, iSYS has assigned a

1 seasoned professional in [REDACTED] as the program manager for this contract. [REDACTED]  
2 has extensive experience in project management and has a solid understanding of wireless  
3 cellular voice and data services and products. Additionally, it is standard procedure at iSYS that  
4 the Program Manager meets regularly with the executive staff to include the President and  
5 Comptroller to review program status and identify any risk areas to address.

6 Experienced Program Managers know there is no single way to manage a project. As such, a  
7 tailored and detailed Program Management Plan will be developed and maintained throughout  
8 the duration of the project as we seek continuous improvement and apply lessons learned.

### 9 **6.1.1 FSSI and GSA-Level Program Management**

10 **6.1.1.1** The Program Manager will be responsible for managing the overall FSSI and GSA-  
11 level activities. The Program Manager will manage the services, activities, and resources across  
12 multiple task orders. Additionally, the program manager will provide contract-wide  
13 management and performance reporting inherent and integral to this contract. The Program  
14 Manager will exercise control using a hierarchical organizational structure with the Project  
15 Managers for each task order reporting directly to the Program Manager. This will allow the  
16 Program Manager the necessary visibility into each task order to properly manage, track and  
17 coordinate the activities of the iSYS team to ensure successful and on-time delivery of all task  
18 orders services and deliverables.

19 **6.1.1.2** At the outset of the contract, the iSYS Team will coordinate a project kick-off meeting  
20 to meet with the Procuring Contracting Officer (PCO), Administrative Contracting Officer  
21 (ACO), Contracting Officer's Technical Representative (COTR), and all GSA Designated  
22 Representatives (GDR) to jointly review program management tasks, work assignment, roles and  
23 responsibilities, transition schedule and identify other activities. This kick-off meeting will  
24 facilitate a common understanding of the project requirements, tasks, reporting requirements and  
25 schedule.

26 **6.1.1.3** A Program Management Plan (PMP) outlining the iSYS Team's approach to  
27 performing program and cross-project coordination will be developed. The PMP will clearly  
28 define the requirements of FSSI and GSA-level program. Each task order or Project will be  
29 assigned a dedicated Project Manager. A standard template for task order/project  
30 implementation and operation will be developed. All cross project reporting and coordination  
31 tasks will be identified in a Project plan template. The template will be the starting point for task  
32 order project plans and unique task order requirements will be added as required. The Project  
33 plans will contain timelines and milestones as needed. Progress from the individual Project plan  
34 tasks will be monitored and tracked. The outputs from the completed project tasks will be  
35 collected and used as an input to the overall Program Management Plan. The data will be  
36 combined and analyzed by the Program Manager. Generally, the Program Manager will review  
37 the data and any findings with the iSYS executive team to provide any additional insight or  
38 analysis. We have found this additional review helps with creating a multi-perspective view and  
39 allows for a better proactive approach to identify possible risk areas prior to them becoming  
40 issues.

41 **6.1.1.4** The [REDACTED] after  
42 contract award and updates will be delivered to GSA as required.

1 **6.1.1.5** The Program Manager will coordinate quarterly management meetings to present  
2 Program level TEM performance measures and address TEM service contract issues. The iSYS  
3 PM is capable of providing all the data elements in requested in attachment 4 for the quarterly  
4 report. Unless other negotiated, iSYS will use the format and content as specified in attachment  
5 4 of the RFP during the quarterly status meetings.

6 **6.1.1.6** The TEM Program Performance Status Reports (PSR) will be presented quarterly  
7 during the TEM management meetings. The report will provide totals across the task orders as  
8 well as detail broken out by month, agency, service type, and service carrier. The report format  
9 will follow the sample provided in attachment 4 of the Performance Work Statement. The data  
10 presented will include:

11 [Redacted]  
12 [Redacted]  
13 [Redacted]  
14 [Redacted]

15 **6.1.2 Agency and Task Order-level Project Management**

16 **6.1.2.1** [Redacted]  
17 [Redacted]  
18 [Redacted]  
19 [Redacted]  
20 [Redacted]

21 **6.1.2.2** At the initiation of a new project or task order, the Project Manager will coordinate with  
22 the GSA COTR, and if available the agency COTR. The meeting will allow for a joint review of  
23 the project management tasks, work assignments, roles and responsibilities as well as the project  
24 plan timelines and milestones.

25 [Redacted]  
26 [Redacted]  
27 [Redacted]  
28 [Redacted]  
29 [Redacted]  
30 [Redacted]  
31 [Redacted]  
32 [Redacted]  
33 [Redacted]  
34 [Redacted]  
35 [Redacted]  
36 [Redacted]  
37 [Redacted]  
38 [Redacted]  
39 [Redacted]  
40 [Redacted]  
41 [Redacted]

1 [REDACTED]  
2 [REDACTED]  
3 [REDACTED]  
4 [REDACTED]  
5 [REDACTED]  
6 [REDACTED]  
7 [REDACTED]  
8 [REDACTED]

9 6.1.2.3.1 The [REDACTED] activities  
10 that will clearly identify the steps required to ensure that no loss in service is experience by the  
11 end users. Also, the iSYS team will develop a detailed work break down structure (WBS) and  
12 schedule that clearly identifies each task to be performed as well as when and what resource will  
13 be used to perform the task.

14 6.1.2.3.2 The iSYS Team will [REDACTED]  
15 [REDACTED]. Additionally, the iSYS Team will maintain and update  
16 [REDACTED] as required throughout the performance of the task order. The [REDACTED] also  
17 include a comprehensive [REDACTED]. Additionally, Performance Metrics will  
18 be updated on a regular basis to ensure that performance on the contract can be measured and the  
19 accuracy of the metrics is maintained.

20 6.1.2.4 The Project Manager will coordinate weekly management meetings with the agency’s  
21 COTR through the project initiation, implementation and transition phases of the project to  
22 address TEM service related issues and report on project status and key TEM performance  
23 measures.

24 6.1.2.5 Through the Program Manager, the Project Manager will report quarterly to GSA on  
25 project status and progress on key project level management goals and performance measures.  
26 The reporting tasks will appear [REDACTED] for tracking and management purposes.

27 **6.2 Project Startup Services**

28 6.2.1 Within thirty (30) days of each task order award, the project manager will provide a  
29 [REDACTED] to the task order COTR. The PMP will identify all the specific steps  
30 in task order required to establish the required TEM service(s). The PMP will identify the  
31 ordering Agency tasks and deliverables as well as the iSYS teams’ tasks and deliverables. The  
32 PMP will provide a schedule and timeline for the complete implementation of the task order,  
33 through the actual cutover date to the iSYS team and any necessary follow-on actions to close  
34 out the Startup Services task order. The cutover date is the date that the iSYS team will assume  
35 day-to-day responsibility for the TEM services under the task order.

36 6.2.2 The assigned Project Manager will work closely with the agency COTR and maintain  
37 daily contact to identify/resolve issue and facilitate timely communications and information  
38 flow. The PMP will clearly identify all relevant infrastructure, wireless service, and asset data  
39 required to be uploaded into iSYS’ Intelligent Telecommunications Management System (ITMS)

1 (see paragraph 10 for ITMS details)). The requested information will be utilized to configure the  
2 ITMS and provide an initial optimization analysis.

3 **6.2.3** In accordance with the task order requirements, iSYS will [REDACTED]  
4 [REDACTED]. This [REDACTED].

5 [REDACTED]  
6 [REDACTED] Based on the information provide by the agency (identified in the PMP), the Project  
7 Manager will have a [REDACTED]  
8 [REDACTED]. These recommendations will be reported back to the agency COTR in a  
9 timely manner and if approved by the COTR, the PMP will be updated with the steps to  
10 implement the quick hit recommendations.

11 **6.2.4** The Project Manager will monitor the execution of the PMP and take the necessary  
12 actions to complete the startup tasks defined in the PMP and meet the agreed cutover date  
13 documented in the task order. On a regular basis, the Project Manager will provide the project  
14 status to the Program Manager who will perform oversight of all the task orders. The project  
15 status meetings will focus on cost, schedule and performance against the agreed PMP timelines.

16 **6.2.5** ITMS has the capability to [REDACTED]  
17 [REDACTED]. The PMP will clearly identify all tasks necessary to successfully test and demonstrate  
18 electronic data transfers with the agency’s systems. The Project Manager will coordinate with  
19 the agency COTR, the execution of the successful test and demonstration of any data exchange  
20 capability with the agency’s systems.

21 **6.3 Wireless TEM Services**

22 **6.3.1 Core Wireless TEM Services**

23 The following five services make up the iSYS teams core set of TEM services and [REDACTED]  
24 [REDACTED] CLIN:

- 25 • Wireless Service Contract/Agreement Administration Services
- 26 • Inventory Management Services
- 27 • Invoice Management and Audit Services
- 28 • Rate Plan Optimization Services
- 29 • Management Reporting Services

30 When a task order requests this CLIN, [REDACTED] will be required.  
31 Billing will begin when the database is populated with the cellular numbers and available for  
32 access.

33 **6.3.1.1 Wireless Service Contract/Agreement Administration Services**

34 6.3.1.1.1 Under this service, the iSYS team will maintain accurate and current copies of the  
35 existing wireless service contracts and agreements as well as other records that specify the carrier  
36 pricing, terms and conditions of the wireless services being received by the agency.

37 6.3.1.1.2 All critical events associated with the wireless contracts and agreements will be  
38 monitored and a notification will be sent to the agency COTR in a timely manner or at least

1 quarterly to allow for the appropriate actions to be taken. Additionally, recommended course of  
2 action will be provided with the notifications. Some examples of events to be monitored include  
3 but are not limited to: expiration dates, annual review dates, thresholds for discounts,  
4 notification deadlines and scheduled carrier service outages. These critical events will be tracked  
5 in ITMS with automated notifications.

6 6.3.1.1.3 Other measurable indicators will be monitored as agreed to by the agency and wireless  
7 carriers. These include indicators such as spending levels and line counts. The iSYS Team  
8 auditors will provide recommendations as needed to ensure the agency's attainment of any  
9 agreed upon commitment levels or spending obligations. These indicators will be tracked in  
10 ITMS.

11 6.3.1.1.4 Utilizing the iSYS Team's past experience and leveraging our existing carrier  
12 relationships, iSYS will meet regularly with agency personnel to develop strategies and provide  
13 guidance in dealing with wireless carrier contract issues. Strategies for achieving optimal pricing  
14 and service terms as well as maximizing negotiation strength in relation to the wireless carriers  
15 will be provided. As a carrier independent TEM provider, our strategies and guidance will be  
16 unbiased and straight forward.

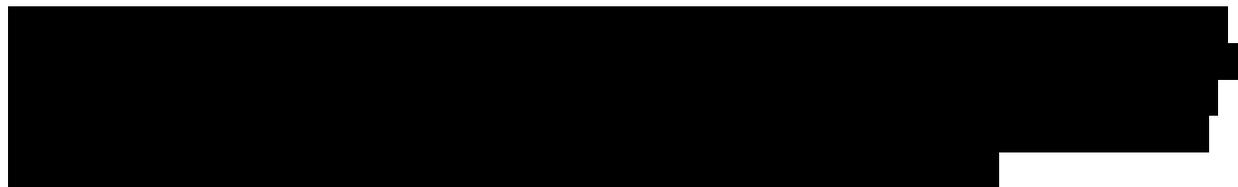
17 6.3.1.1.5 The wireless industry is constantly changing. Capabilities and service offerings are  
18 continually being added, removed or modified. Through our relationships with the carriers and  
19 visibility into the wireless industry, we can provide excellent advice on how these changes will  
20 impact the agency and devise strategies to how best take advantage of these changes to terminate  
21 old and incorporate new service offering and leverage wireless carrier capabilities.

## 22 **6.3.1.2 Inventory Management Services**

23 6.3.1.2.1 The ITMS provides for complete lifecycle asset management services. All wireless  
24 assets accountability will be tracked from initial order through disposal or final disposition of the  
25 service line and device. The iSYS team will perform the activities to build and maintain an  
26 accurate master inventory database. This includes existing devices and services as well as new  
27 devices and services added throughout the contract no matter what the source. If asset  
28 information is available through a barcode, we are able to utilize the barcode to capture the data  
29 ensure its accuracy.

30 6.3.1.2.2 The ITMS asset database is very flexible and will be configured to an agency's  
31 asset/property management policies and procedures. Therefore, ITMS can serve in lieu of the  
32 agency's system or provide manual or automated data exchanges with the agency's asset  
33 management system if so desired. Several file formats (CSV, MS Excel, etc.) and exchange  
34 methods (e-mail, SFTP, etc.) currently exist and new ones can be added based on agency  
35 requirements.

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1 6.3.1.2.4 As with our existing customers, moves, adds, changes, and deletions (MACDs) of  
2 services and devices can all be captured in ITMS which will automatically update the asset  
3 management database. A specific process to input the data into ITMS will be developed to meet  
4 each agency's requirements.

5 6.3.1.2.5 ITMS has a very robust asset management reporting capability that can be made  
6 available to the agency or through requests to the Help Desk. Reporting schedules and specific  
7 report details can be established to meet each agency's requirements. [REDACTED]

8 [REDACTED]  
9 [REDACTED]  
10 [REDACTED]  
11 [REDACTED]  
12 6.3.1.2.6 As required by the agency, iSYS will provide ITMS inventory reports and listing to  
13 support periodic government audits and will cooperate with agency audit officials.

14 **6.3.1.3 Invoice Management and Audit Services**

15 [REDACTED] The iSYS team will work with the agency to arrange for carrier bills to be provided to  
16 the iSYS audit team. The audit team will collect, organize, process, and validate paper and  
17 electronic invoices from multiple carriers. iSYS will work with the agency and carriers to  
18 streamline this process by converting to electronic billing as much as possible. The invoices  
19 from the carriers will [REDACTED]

20 [REDACTED]  
21 [REDACTED] Invoices received electronically (either on-line or via CD or  
22 other electronic transmission)  
23 [REDACTED]  
24 [REDACTED]

25 Invoices are subjected to a series of validations that include:

26 [REDACTED]  
27 [REDACTED]  
28 [REDACTED]  
29 [REDACTED]  
30 [REDACTED]  
31 [REDACTED]  
32 [REDACTED]  
33 [REDACTED]  
34 [REDACTED]  
35 [REDACTED]  
36 [REDACTED]  
37 [REDACTED]

38 6.3.1.3.2 The iSYS audit team will conduct a thorough examination of the carrier invoice to  
39 identify any type of errors. This will include:

40 [REDACTED]  
41 [REDACTED]

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[Redacted]

Based on the analysis, reports will be generated on a monthly basis notifying the agency of our findings.

[Redacted]

Modifications to the defined organizational structure are also possible after implementation.

[Redacted]

6.3.1.3.4 On a monthly basis and as coordinated with the agencies, reports identifying any billing or invoicing errors will be generated for the agency.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

6.3.1.3.8 The iSYS team will regularly review invoices and make recommendations as to improvements or [Redacted].

6.3.1.3.9 Help desk support will be provided from [Redacted].

**6.3.1.4 Rate Plan Optimization Services**

6.3.1.4.1 As stated in the task order but at least quarterly, a rate plan optimization will be provided. [Redacted]

[Redacted]

1 [REDACTED]  
2 [REDACTED]  
3 [REDACTED]

4 The iSYS Team will identify the most cost effective plans. Items and services to be reviewed for  
5 the optimization analysis include the following:

6 [REDACTED]  
7 [REDACTED]  
8 [REDACTED]  
9 [REDACTED]  
10 [REDACTED]  
11 [REDACTED]  
12 [REDACTED]  
13 [REDACTED]  
14 [REDACTED]  
15 [REDACTED]  
16 [REDACTED]

17 6.3.1.4.2 As was stated in previous paragraphs, [REDACTED]  
18 [REDACTED]  
19 [REDACTED]

20 [REDACTED]  
21 [REDACTED]  
22 [REDACTED]

23 [REDACTED]  
24 [REDACTED]  
25 [REDACTED]

26 **6.3.1.5 Management Reporting Services**

27 [REDACTED] Having access to the right information is critical to properly manage and execute a  
28 successful and efficient wireless program. iSYS will provide a series of standard reports  
29 generated monthly. [REDACTED]

30 [REDACTED]  
31 [REDACTED]  
32 [REDACTED]

33 [REDACTED]  
34 [REDACTED]  
35 [REDACTED]  
36 [REDACTED]  
37 [REDACTED]  
38 [REDACTED]  
39 [REDACTED]  
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6 [REDACTED]  
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14 [REDACTED]  
15 [REDACTED]  
16 [REDACTED]  
17 [REDACTED]

18 6.3.1.5.2 [REDACTED]  
19 [REDACTED]  
20 [REDACTED]  
21 [REDACTED]  
22 [REDACTED]

23 6.3.1.5.3 It has also been our experience with the Federal Government that it is necessary to  
24 [REDACTED]  
25 [REDACTED]  
26 [REDACTED]  
27 [REDACTED]

28 6.3.1.5.4 A feature iSYS can offer from [REDACTED]  
29 [REDACTED]  
30 [REDACTED]  
31 [REDACTED]  
32 [REDACTED]

33 **6.3.2 Optional Wireless TEM Services**

34 iSYS can provide the five optional services as specified by the RFP and listed below:

- 35 1. Contract Optimization Services
- 36 2. Ordering and Procurement Services
- 37 3. Bill Payment Services
- 38 4. Dispute Recovery Services
- 39 5. Device Disposition / Disposal Services

1 These services can augment the core wireless offerings and can be identified in the task orders as  
2 described in the RFP.

3 **6.3.2.1 Contract Optimization Services**

4 6.3.2.1.1 Providing these types of services for several years, we have acquired expert  
5 knowledge of the wireless industry and wireless carriers. [REDACTED]

6 [REDACTED]  
7 [REDACTED]  
8 [REDACTED]  
9 [REDACTED]  
10 [REDACTED]  
11 [REDACTED].

12 6.3.2.1.2 [REDACTED]

13 [REDACTED]  
14 [REDACTED]

15 Our breadth and depth of experience uniquely  
16 positions iSYS to offer these services.

17 6.3.2.1.3 [REDACTED]

18 [REDACTED]  
19 [REDACTED]  
20 [REDACTED].

21 6.3.2.1.4 Once the changes are implemented, iSYS will [REDACTED]

22 [REDACTED]  
23 [REDACTED]

24 **6.3.2.2 Ordering & Procurement Services**

25 6.3.2.2.1 ITMS Order Component

26 The ITMS ordering component will be tailored for a specific agency. [REDACTED]

27 [REDACTED]  
28 [REDACTED]

29 [REDACTED]

30 [REDACTED]  
31 [REDACTED]

32 [REDACTED]  
33 [REDACTED]

34 [REDACTED]  
35 [REDACTED]

36 [REDACTED]  
37 [REDACTED]

1 [REDACTED]  
2 [REDACTED]  
3 [REDACTED]  
4 [REDACTED]  
5 [REDACTED]  
6 [REDACTED]  
7 [REDACTED]  
8 [REDACTED]

9 [REDACTED]  
10 [REDACTED]  
11 [REDACTED]

12 [REDACTED]  
13 [REDACTED]  
14 [REDACTED]

15 6.3.2.2.2 Procurement transactions and MACDs will be processed across multiple carriers and  
16 follow the agency coordination/approval process.

17 6.3.2.2.3 [REDACTED]  
18 [REDACTED]  
19 [REDACTED]

20 6.3.2.2.4 Orders will be tracked from initiation through asset data collection and on to delivery.  
21 Devices will have asset tags applied and all agency specific information captured and input into  
22 the asset management database.

23 [REDACTED]  
24 [REDACTED]

25 6.3.2.2.6 [REDACTED]  
26 [REDACTED] help desk support between Monday through Friday, 8:00AM to 8:00  
27 PM Eastern time. This support will provide agency specific support to agency customer and  
28 telecommunications managers with procurement and ordering questions. Scripts and  
29 documented processes will ensure specific agencies receive the correct information and support  
30 for the following activities:

- 31 [REDACTED]  
32 [REDACTED]  
33 [REDACTED]  
34 [REDACTED]  
35 • [REDACTED]

36 **6.3.2.3 Bill Payment Services**

37 6.3.2.3.1 To reduce the overhead associated with managing a wireless program, iSYS can  
38 provide bill payment services. [REDACTED]

1 [REDACTED]  
2 [REDACTED]

3 6.3.2.3.2 For each pay cycle (usually monthly) a validation report and charge back information  
4 and supporting detail will be provide in electronic format to request agency approval. The  
5 supplied reports and information will allow the agency personnel to update the agency’s  
6 financial management system to correctly charge back wireless service expenses to the proper  
7 entities as well as certify the carrier invoices are accurate. The request for funding to pay the  
8 wireless carrier will accompany the reports.

9 6.3.2.3.3 [REDACTED]  
10 [REDACTED]  
11 [REDACTED]  
12 [REDACTED]  
13 [REDACTED]

14 6.3.2.3.4 [REDACTED]  
15 [REDACTED]  
16 [REDACTED]  
17 [REDACTED]

18 6.3.2.3.5 [REDACTED]  
19 [REDACTED]  
20 [REDACTED]  
21 [REDACTED]

22 **6.3.2.4 Dispute Recovery Services**

23 6.3.2.4.1 When issues are identified with carrier invoices, all necessary information will be  
24 collected and prepared to file and prosecute claims for billing and account corrections. [REDACTED]  
25 [REDACTED]  
26 [REDACTED]

27 6.3.2.4.2 Once a Letter of Agency (LOA) is in place with the carriers, iSYS will research,  
28 review, dispute and track all potential billing errors and represent the agency as authorized  
29 agents. [REDACTED]

30 6.3.2.4.3 As we do in our current contracts, written claims will be submitted to the carriers or  
31 suppliers with documentation supporting the claim. [REDACTED]

32 6.3.2.4.4 [REDACTED]. For  
33 all claims that are unresolved at the end of a task order, the iSYS team will continue to track and  
34 manage the claim until resolution.

35 [REDACTED]  
36 [REDACTED]  
37 [REDACTED]

1 **6.3.2.5 Device Disposition / Disposal Services**

2 6.3.2.5.1 The iSYS team will abide by all Federal laws and codes, state, and local laws for the  
3 disposition, replacement, sale, exchange, or disposal of electronic devices and personnel  
4 property. All processes will be approved by the agency and protect personal privacy and be safe  
5 for the environment.

6 6.3.2.5.2 [REDACTED]  
7 [REDACTED]  
8 [REDACTED].

9 6.3.2.5.3 Pulling from our public and private sector customers and utilizing industry best  
10 practices, the iSYS team will develop/draft policy and procedures that the agency can implement  
11 for disposition, replacement, sale, exchange and disposal of devices within the agency.

12 6.3.2.5.4 The iSYS team will work with the Agency to provide a simple straight forward  
13 method to collect and stage devices for disposition, replacement, sale, exchange, and disposal.

14 6.3.2.5.5 [REDACTED]  
15 [REDACTED]  
16 [REDACTED]  
17 [REDACTED].

18 6.3.2.5.6 [REDACTED]  
19 [REDACTED]  
20 [REDACTED].

21 6.3.2.5.7 [REDACTED]  
22 [REDACTED] The record will conform to the requirements of 41 CFR Chapter 102.

23 **6.4 Wireless TEM Transition Services**

24 **6.4.1** With any transition, it is critical that no service interruption occur. Therefore, if/when  
25 this contract is transferred either to or from another TEM provider or back to the agency, iSYS  
26 will [REDACTED]  
27 [REDACTED]  
28 [REDACTED]  
29 [REDACTED]  
30 [REDACTED].

31 **6.4.2** Once the transition plan is approved by the agency, iSYS will execute all actions  
32 identified in the plan as scheduled to complete the transition by the agreed upon “cutover date”  
33 in the task order.

34 **6.4.3** The transition plan will identify all the government data that will be turned over. [REDACTED]  
35 [REDACTED]  
36 [REDACTED] Additionally, any other information that iSYS has access to  
37 that will ensure a smooth transition and continued wireless program operation such as phone

1 number, points of contact for all accounts, pass codes, and carriers. The data will be delivered in  
2 an electronic format identified in the task order.

3 **6.5 (Non-Networx) Wireless Services & Device Resale Services**

4 As part of our total TEM services package, iSYS can offer open market wireless service and  
5 device resale services to the federal agencies that are not met through the Networx or other  
6 Agency established enterprise contracts. [REDACTED]

7 [REDACTED]  
8 [REDACTED]  
9 [REDACTED].

10 **6.5.1** [REDACTED]  
11 [REDACTED]  
12 [REDACTED]  
13 [REDACTED]  
14 [REDACTED]  
15 [REDACTED]  
16 [REDACTED].

17 [REDACTED]  
18 [REDACTED]  
19 [REDACTED]  
20 [REDACTED]  
21 [REDACTED]  
22 [REDACTED]  
23 [REDACTED]  
24 [REDACTED]  
25 [REDACTED]  
26 [REDACTED]

27 [REDACTED]  
28 [REDACTED]  
29 [REDACTED]  
30 [REDACTED]  
31 [REDACTED]  
32 [REDACTED]

33 [REDACTED]  
34 [REDACTED]  
35 [REDACTED]

36 [REDACTED]  
37 [REDACTED]  
38 [REDACTED]

1 **6.5.2** All services offered in the proposal will be available independent of the procurement  
2 sources. The same level of service will be maintained across the board without regard for  
3 procurement source.

4 [Redacted]  
5 [Redacted]  
6 [Redacted]  
7 [Redacted]  
8 [Redacted]  
9 [Redacted]  
10 [Redacted]

11 The iSYS Team will use a requirements driven approach to providing wireless service.  
12 [Redacted]  
13 [Redacted]  
14 [Redacted]  
15 [Redacted]  
16 [Redacted]

17 [Redacted]  
18 [Redacted]  
19 [Redacted]  
20 [Redacted]  
21 [Redacted]  
22 [Redacted]  
23 [Redacted]  
24 [Redacted]  
25 [Redacted]  
26 [Redacted]  
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8 [Redacted]  
9 [Redacted]  
10 [Redacted]

11 **6.5.4.1 Rate Plans from Carrier Model**

12 6.5.4.1.1 [Redacted]  
13 [Redacted]  
14 [Redacted]  
15 [Redacted]  
16 [Redacted]  
17 [Redacted]  
18 [Redacted]  
19 [Redacted]  
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8 [Redacted]  
9 [Redacted]  
10 [Redacted]  
11 [Redacted]  
12 [Redacted]

13 **6.5.5 Technology Refresh**

14 **6.5.5.1** Equipment activation dates will be tracked [Redacted]  
15 [Redacted]  
16 [Redacted] The iSYS Team will  
17 ensure all replacement devices are on the approved devices list discussed above.

18 **6.5.6** The iSYS Team will [Redacted]  
19 [Redacted]  
20 [Redacted]  
21 [Redacted] The iSYS  
22 Team will deliver technology upgrade recommendations to the Agency as they become available  
23 from the individual carriers. In the event that a device change will take place as a result of the  
24 technical refresh cycle, [Redacted]  
25 [Redacted]  
26 [Redacted].

27 **7. Technical and Management Constraints**

28 **7.1 Section 508 Compliance**

29 **7.1.1** iSYS understands well the requirements of the Section 508 of the Rehabilitation Act of  
30 1973, as amended by (29 U.S.C 794d) as well as the World Wide Web Consortium (W3C) Web  
31 Content Accessibility Guidelines (WCAG). [Redacted]

32 [Redacted]  
33 [Redacted]  
34 [Redacted]  
35 [Redacted]  
36 [Redacted]  
37 [Redacted].

38 [Redacted]  
39 [Redacted]

1 [REDACTED]  
2 [REDACTED]  
3 [REDACTED]  
4 [REDACTED]  
5 [REDACTED]

6 **7.2 Data Security and Safeguards**

7 **7.2.1** At iSYS, security is a top priority and we have both Certified Information Security  
8 Managers (CISM) and Certified Information System Security Professionals (CISSP) on staff.  
9 Therefore we are very familiar with industry best practices and standards. All devices offered by  
10 iSYS will meet or exceed the industry best practices and standards.

11 [REDACTED]  
12 [REDACTED]  
13 [REDACTED]  
14 [REDACTED]

15 **7.2.2** All devices offered will have built-in cloning and fraudulent serial number use features as  
16 provided by the manufacturer. Additional procedures will be provided to prevent cloning and  
17 misuse.

18 **7.2.3** The federal government may require unique security features and therefore all devices  
19 will be approved by the government before being offered under this contract.

20 **7.3 Security Clearances**

21 In supporting the federal government, possessing varying levels of security clearances may be  
22 required by iSYS personnel. [REDACTED]  
23 [REDACTED]  
24 [REDACTED]

25 **7.4 Records / Data Rights**

26 Records and data from this contract will be documented in deliverable reports in an electronic  
27 format. All database records will be delivered electronically and become the sole property of the  
28 United States Government.

29 **7.4.1** All deliverables under this contract will be the sole property of the United States  
30 Government and will have unlimited rights to information and materials developed under this  
31 contract. This will include the duplication, reuse, or disclosure of the information. The  
32 government may inspect and have rights to make copies of the mentioned items. This will  
33 include both digital files and data and other products generated under this contract. The  
34 following DFAR clauses will be include by reference:

- 35 • DFAR 252.227-7013, “Rights in Technical Data - Noncommercial Items.”
- 36 • DFAR 252.227-7017, “Identification and Assertion of Use, Release, or Disclosure  
37 Restrictions.”
- 38 • DFAR 252.227-7020, “Rights in Special Works.”
- 39 • DFAR 252.227-7028, “Requirement for Technical Data Representation.”





1 **9. Inspection and Acceptance**

2 All inspections and acceptance of the work performance reports and other deliverables for this  
3 contract will be performed by the Government representative or COTR at either an iSYS location  
4 or the Government site.

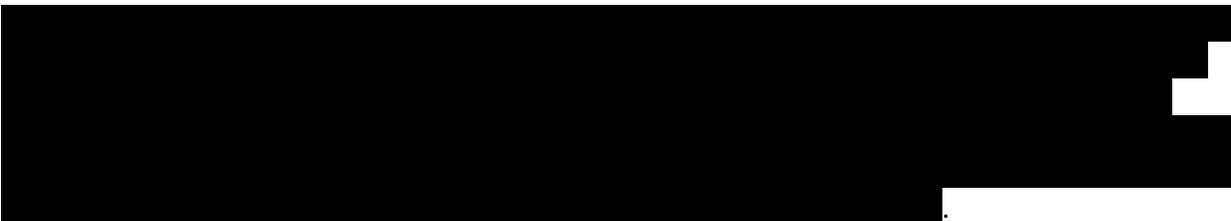
5 **9.1 Scope of Inspection**

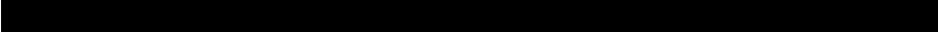
6 The iSYS team will comply with the requirements as specified in the Performance Work  
7 statement paragraph 9.1.

8 **9.2 Basis of Acceptance**

9 The iSYS team will comply with the requirements as specified in the Performance Work  
10 statement paragraph 9.2 and all subparagraphs.

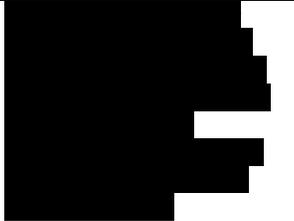
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## 11. Performance Based Contracting Matrix

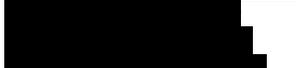
<b>Desired Outcomes</b>  <i>(What the Government wants to accomplish as the end result of this contract and/or task order)</i>	<b>Required Service</b>  <i>(What task must be accomplished to give us the desired result)</i>	<b>Performance Standard</b>  <i>(What is the expected level of quality, completeness, accuracy, etc...)</i>	<b>Acceptable Quality Level (AQL)</b>  <i>(How much error the Government is willing to accept)</i>	<b>Monitoring Method</b>  <i>(How the Government will determine that success has been achieved)</i>	<b>Incentives / Disincentives for Meeting or Not Meeting the Performance Standards</b>
<b>6.1.1 Program (FSSI- and GSA-level) Management</b>					
Opportunities for coordination, standardization and improvement of TEM services performed across federal agencies are taken advantage of by the government and TEM provider	Manage, track, and coordinate TEM activities across contract delivery orders	<u>Measure:</u> Delivery Performance (Milestones) – Measures the percentage of milestones and activity completion dates that are reached on or before their scheduled or contract due date. <u>Standard:</u> 100% of all activities and milestones are completed on or before their scheduled or contract due date.	100% of all critical program/project milestones met or exceeded. (e.g. cutover date)  95% of all non-critical milestones and activity completion dates met or exceeded.	Contracting Officer, ADR and/or COTR monitors actual milestone completions against the schedule or contract due dates;	
	Develop a program management plan	<u>Measure:</u> Delivery Performance (Plans)-- Measures the percentage of deliverable plans that are delivered on or before their contract due date. <u>Standard:</u> 100% of all plan deliverables are delivered on or before their contract due date.	100% of all plans delivered within one (1) week of the contract due date; 0% of plans delivered later than one (1) week after contract due date	Contracting Officer, ADR and/or COTR monitors actual plan delivery against the contract delivery date; Measured for each plan required on the contract/task order	
GSA and the FSSI program have awareness of the overall performance and agency satisfaction	Support program management meetings and discuss progress on issues and performance	<u>Measures:</u> Customer Satisfaction (Invoice Mgt, Inventory Mgt, Contract Administration) - Measures the customer satisfaction level of agency managers with the level of support or	4.0 or higher average on a 5-pt. Likert scale	Quarterly web-based customer satisfaction survey of agency financial managers interfacing with the TEM provider to	

ratings of the TEM provider	measures	services received from the TEM provider and how responsive the TEM provider is in resolving management issues. Standard: 4.5 or higher average on a 5-pt. Likert scale (5=highest)		oversee auditing and payment of carrier invoices	
GSA and FSSI program are able to consistently track and report the amount of total cost savings generated from each task order or agency as a result of using an outsourced TEM provider	Provide performance status reports that document and summarize program performance	<p><u>Measure:</u> Wireless Savings-- Measures the gross and net accrued savings, both in dollars and as a percentage of the agency’s annual wireless spend baseline that have been achieved through the use of wireless TEM services. Net savings should be the gross savings minus the cost of the TEM services. In addition to reporting a total dollar and total percentage, accrued savings should also be allocated and reported by the TEM service that produced that savings (e.g., Auditing, rate plan optimization, contract optimization, etc...) as well as a breakout by service type and organization.</p> <p><u>Standard:</u> None – For reporting only</p>	Greater than ten percent (10%) net savings	The annual wireless spend baseline for the 12-month period prior to the start of TEM services should be initially used and agreed to between the agency and the TEM provider. Gross and net savings then reported quarterly by the TEM provider and monitored by the agency and GSA.	
		<p><u>Measure:</u> Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard:</u> 100% of all management report deliverables are delivered on or before their contract due date</p>	95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date	COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order	
<b>6.1.2 Project (Agency- and Task Order-level) Management</b>					
The agency has immediate visibility and awareness of progress made against the project schedule baseline and the actual and projected costs to	Prepare and deliver a project management plan	<p><u>Measure:</u> Delivery Performance (Plans)-- Measures the percentage of deliverable plans that are delivered on or before their contract due date. <u>Standard:</u> 100% of all plan deliverables are delivered on or before their contract due date.</p>	100% of all plans delivered within one (1) week of the contract due date; 0% of plans delivered later than one (1) week after contract due date	Contracting Officer, ADR and/or COTR monitors actual plan delivery against the contract delivery date; Measured for each plan required on the contract/task order	

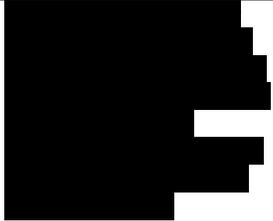
<p>perform the services required by the contract task order</p>	<p>Prepare and deliver project performance status reports</p>	<p><u>Measure:</u> Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard:</u> 100% of all management report deliverables are delivered on or before their contract due date</p>	<p>95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date</p>	<p>COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order</p>	
<p>The agency has visibility and awareness of customer satisfaction ratings given by the users on the TEM provider</p> <p>The agency and TEM provider are able to quickly communicate and resolve any and all operational issues and problems that arise during the performance of the task order</p>	<p>Support regular program management meetings with the agency COTR to review and discuss progress on issues and performance measures</p>	<p><u>Measure:</u> Customer Satisfaction (Invoice Mgt) - Measures the customer satisfaction level of agency financial managers with the level of support or services received from the TEM provider and how responsive the TEM provider is in resolving invoice management issues. <u>Standard:</u> 4.5 or higher average on a 5-pt. Likert scale (5=highest)</p>	<p>4.0 or higher average on a 5-pt. Likert scale</p>	<p>Quarterly web-based customer satisfaction survey of agency financial managers interfacing with the TEM provider to oversee auditing and payment of carrier invoices</p>	
		<p><u>Measure:</u> Customer Satisfaction (Contract Administration Management) - Measures the customer satisfaction level of agency contracting officers with the level of support or services received from the TEM provider and how responsive the TEM provider is in resolving contract/agreement administration issues. <u>Standard:</u> 4.5 or higher average on a 5-pt. Likert scale (5=highest)</p>	<p>4.0 or higher average on a 5-pt. Likert scale</p>	<p>Quarterly web-based customer satisfaction survey of agency contracting managers interfacing with the TEM provider to oversee and manage wireless carrier agreements</p>	
		<p><u>Measure:</u> Customer Satisfaction (Inventory Management) - Measures the customer satisfaction level of agency property or telecommunications managers with the level of support or services received from the TEM provider and how responsive the TEM provider is in resolving inventory management issues <u>Standard:</u> 4.5 or higher average on a 5-pt. Likert scale (5=highest)</p>	<p>4.0 or higher average on a 5-pt. Likert scale</p>	<p>Quarterly web-based customer satisfaction survey of agency property or telecommunication managers interfacing with the TEM provider to oversee asset or inventory management.</p>	

An agency is able to cost effectively make the move to an outsourced TEM provider quickly and easily with little or no notice by the agency’s wireless users	Prepare and deliver an implementation plan	<u>Measure:</u> Delivery Performance (Plans)-- Measures the percentage of deliverable plans that are delivered on or before their contract due date. <u>Standard:</u> 100% of all plan deliverables are delivered on or before their contract due date.	100% of all plans delivered within one (1) week of the contract due date; 0% of plans delivered later than one (1) week after contract due date	Contracting Officer, ADR and/or COTR monitors actual plan delivery against the contract delivery date; Measured for each plan required on the contract/task order	
	Efficiently accomplish all of the startup tasks by the “cutover date” and at or below the projected cost estimate	<u>Measure:</u> Delivery Performance (Milestones) – Measures the percentage of milestones and activity completion dates that are reached on or before their scheduled or contract due date. <u>Standard:</u> 100% of all activities and milestones are completed on or before their scheduled or contract due date.	100% of all critical program/project milestones met or exceeded. (e.g. cutover date)  95% of all non-critical milestones and activity completion dates met or exceeded.	Contracting Officer, ADR and/or COTR monitors actual milestone completions against the schedule or contract due dates;	
	Successfully demonstrate and test all required electronic data or user interfaces				
Help the agency make address changes for all billing invoice deliveries	<u>Measure:</u> TEM Database Update Accuracy - Measures the percentage of wireless service and device inventory and account changes that are entered accurately into the TEM provider’s database or system. <u>Standard:</u> 100% of all changes that should be made to the TEM provider’s databases are captured accurately	98% of all sampled actions (changes) from the previous quarter are accurately captured and reflected in the TEM database	Quarterly Inspection. Random sampling of 2% - 5% of all MACD actions from the previous quarter		
<b>6.3.1.1 Wireless Service Contract/Agreement Administration Services</b>					
An agency’s contracting personnel and telecommunication’s	Maintain and be able to recall accurate copies of all agency wireless agreements	<u>Measure:</u> Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract	95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered	COTR monitors actual report delivery dates against the contract delivery dates; Measured	

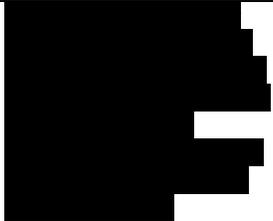
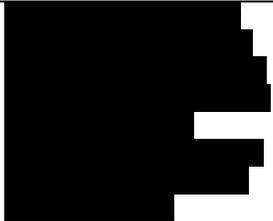
<p>managers have rapid access to accurate information and details about all of its wireless service agreements</p>	<p>and pricing</p>	<p>due date. <u>Standard:</u> 100% of all management report deliverables are delivered on or before their contract due date</p>	<p>later than one (1) week after contract due date</p>	<p>for each monthly or quarterly report required by the contract or task order</p>	
<p>Agency contracting and telecommunications managers are aware of upcoming events and market trends that may necessitate changes or actions regarding their wireless service agreements or contracts</p>	<p>Monitor wireless service agreements, spending, and inventory for key events and activity</p>				
<p>Agency contracting and telecommunications managers obtain responsive and valuable input from subject matter expert regarding wireless contracts and agreements</p>	<p>Meet with and advise agency personnel regarding strategies and trends that affect their wireless agreements</p>	<p><u>Measure:</u> Customer Satisfaction (Contract Administration Management) - Measures the customer satisfaction level of agency contracting officers with the level of support or services received from the TEM provider and how responsive the TEM provider is in resolving contract/agreement administration issues. <u>Standard:</u> 4.5 or higher average on a 5-pt. Likert scale (5=highest)</p>	<p>4.0 or higher average on a 5-pt. Likert scale</p>	<p>Quarterly web-based customer satisfaction survey of agency contracting managers interfacing with the TEM provider to oversee and manage wireless carrier agreements</p>	
<p><b>6.3.1.2 Inventory Management Services</b></p>					
<p>Agency contracting and telecommunications managers have immediate access to accurate inventory and accountability information regarding their wireless devices and service lines</p>	<p>Maintain an accurate inventory database of devices and service lines from ordering through final disposition</p>	<p><u>Measure:</u> TEM Database Update Accuracy - Measures the percentage of wireless service and device inventory and account changes that are entered accurately into the TEM provider's database or system. <u>Standard:</u> 100% of all changes that should be made to the TEM provider's databases are captured accurately</p>	<p>98% of all sampled actions (changes) from the previous quarter are accurately captured and reflected in the TEM database</p>	<p>Quarterly Inspection. Random sampling of 2% - 5% of all MACD actions from the previous quarter</p>	

<p>Inventory data is rapidly and accurately maintained as a result of wireless device and account MACD's</p>	<p>Establish a process to accurately identify, track and accomplish MACD driven changes to the inventory database</p>				
	<p>Prepare and deliver inventory management reports</p>	<p><u>Measure:</u> Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard:</u> 100% of all management report deliverables are delivered on or before their contract due date</p>	<p>95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date</p>	<p>COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order</p>	
<p>Agency hardware devices are accurately marked or labeled prior to deployment with agency-approved asset tag</p>	<p>Support and accommodate asset tagging during device acquisition and disposition</p>	<p><u>Measure:</u> Asset Tag Deployment Accuracy - Measures the accuracy and complete deployment of asset tags on all accountable devices. <u>Standard:</u> 100% of all newly deployed wireless devices have an accurate asset tag applied at deployment</p>	<p>99% of all newly deployed wireless devices have an accurate asset tag applied at deployment</p>	<p>Have users check and report problems back to COTR for any incorrect or missing tags during receipt of property</p>	
<p><b>6.3.1.3 Invoice Management and Audit Services</b></p>					
<p>Agency accurately pays only for those services and devices it ordered at rates and terms that it agreed to per current service agreements</p>	<p>Collect, process, validate and audit carrier invoices against agency wireless agreements and organizational information</p>	<p><u>Measure:</u> Billing Dispute Resolution Success Rate - Measures the number of billing errors found and the percentage of submitted billing error claims accepted and agreed to (or refunded) by the carriers as an indicator of how accurate the TEM provider is with respect to catching "true" errors. <u>Standard:</u> 99% of all claims identified (or submitted) to the carriers are upheld or agreed to by the carrier</p>	<p>90% of all claims identified (or submitted) to the carriers are upheld or agreed to by the carrier</p>	<p>Monthly report generated and submitted by the TEM provider; (or the agency if the TEM isn't actually submitting the claims)</p>	
<p>Agency managers have are able to review,</p>	<p>Prepare and deliver spending and usage</p>	<p><u>Measure:</u> Delivery Performance (Management Reports) -- Measures the</p>	<p>95% of all plans are delivered no later than one (1) working</p>	<p>COTR monitors actual report delivery dates</p>	

<p>analyze and understand historical information regarding their spending and usage patterns from a carrier, employee, organization, and functional perspective</p>	<p>reports in various formats and allocation views</p>	<p>percentage of management reports that are delivered on or before their contract due date. <u>Standard:</u> 100% of all management report deliverables are delivered on or before their contract due date</p>	<p>day after their contract due date; 0% of plans delivered later than one (1) week after contract due date</p>	<p>against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order</p>	
<p>Agency financial and contract managers are able to smoothly and rapidly process and authorize invoice payments and reimbursement/dispute claims for a multitude of wireless carriers</p>	<p>Provide subject matter expert advice, recommendations and support to agency financial and telecommunications managers</p>	<p>Prepare and deliver electronic reports regarding invoice validation/audit and billing errors for agency use or review</p>	<p><u>Measure:</u> Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard:</u> 100% of all management report deliverables are delivered on or before their contract due date</p>	<p>95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date</p>	<p>COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order</p> 
<p><b>6.3.1.4 Rate Plan Optimization Services</b></p>					
<p>Each agency wireless user is subscribed to the wireless carrier service(s) that provides adequate coverage and capability to accomplish their duties or mission.</p>	<p>Analyze user carrier and rate plan features and coverage to identify needed changes</p>	<p><u>Measure:</u> Rate Plan Optimization - Completion Progress - Measures the percentage of total service lines that have been “optimized” within the last 12 months (or some other prescribed period). <u>Standard:</u> 98% of active service lines have been reviewed and “optimized” at least once during the last 12 months</p>	<p>90% of active service lines have been reviewed and “optimized” at least once during the last 12 months</p>	<p>Reported by the TEM provider as a monthly performance measure</p>	
<p>Agency’s service lines and wireless accounts are “optimized” to the supplier’s rate plan based on the user’s actual recent usage patterns resulting in the lowest possible</p>	<p>Analyze monthly usage and costs at an individual subscriber line level and provide recommended changes to user subscriptions</p>	<p><u>Measure:</u> Wireless Savings-- Measures the gross and net accrued savings, both in dollars and as a percentage of the agency’s annual wireless spend baseline that have been achieved through the use of wireless TEM services. Net savings should be the gross savings minus the cost of the TEM services. In addition to</p>	<p>Greater than ten percent (10%) net savings</p>	<p>The annual wireless spend baseline for the 12-month period prior to the start of TEM services should be initially used and agreed to between the agency and the TEM provider. Gross and net savings then</p>	

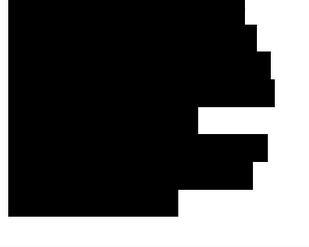
<p>“total” wireless service cost for the agency</p> <p>The number and type of rate plans for each carrier are rationalized to strike a balance between: providing users with the right features and capabilities; keeping the number of rate plan choices at a manageable and understandable level; and ensuring the agency only pays for minutes they use at the lowest possible effective cost per minute (or KB)</p>	<p>Recommend rate plan, carrier, and plan changes based on rate and usage analysis</p> <p>Provide subject matter expertise to agency managers and contracting personnel</p>	<p>reporting a total dollar and total percentage, accrued savings should also be allocated and reported by the TEM service that produced that savings (e.g., Auditing, rate plan optimization, contract optimization, etc...) as well as a breakout by service type and organization.</p> <p><u>Standard:</u> None – For reporting only</p>		<p>reported quarterly by the TEM provider and monitored by the agency and GSA.</p>	
<p><b>6.3.1.5 Management Reporting Services</b></p>					
<p>Agency managers receive standardized reports on a routine basis that provide them insight on key aspects of their wireless spending, savings, inventories and usage patterns.</p>	<p>Compile, prepare, and deliver standardized management reports containing accurate information from the TEM provider’s data system</p>	<p><u>Measure:</u> Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard:</u> 100% of all management report deliverables are delivered on or before their contract due date</p>	<p>95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date</p>	<p>COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order</p>	
<p>Agency managers have immediate access to qualified and knowledgeable TEM provider personnel that can assist them to answer detailed</p>	<p>Provide subject matter expertise and assistance to agency managers</p>				

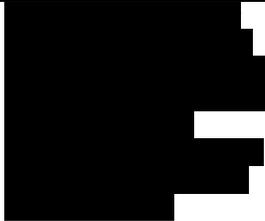
questions regarding their wireless service spending, savings, inventories, and usage patterns.					
Agency managers have rapid access to ad hoc or non-standard management reports about their wireless spending, savings, inventories, and usage patterns.	Provide standardized reports and assistance running queries or answering management questions	<u>Measure</u> : Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard</u> : 100% of all management report deliverables are delivered on or before their contract due date	95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date	COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order	
<b>6.3.2.1 Contract Optimization Services</b>					
Pricing, terms and conditions on agency agreements and contracts for wireless services and devices are continually monitored for improvement and cost savings opportunities and updated to provide improved service at a lower total cost	Perform contract optimization analyses  Provide improvement recommendations  Provide subject matter expertise	<u>Measure</u> : Contract Optimization - Completion Progress - Measures the percentage of carrier service agreements or contracts that have been “optimized” within the last 12 months (or some other prescribed period). <u>Standard</u> : 98% of carrier service agreements have been reviewed and “optimized” at least once during the last 12 months	90% of carrier service agreements have been reviewed and “optimized” at least once during the last 12 months	Reported by the TEM provider as a monthly performance measure	
<b>6.3.2.2 Ordering and Procurement Services</b>					
Agency personnel are able to go to a central location to review options and quickly place and coordinate an order for wireless services, devices and accessories that are consistent with agency operating and IT policies	Develop and maintain a working web-based ordering portal to handle orders and MACDs for wireless services, devices and accessories	<u>Measure</u> : Ordering Portal / Website Availability - Measures the percentage of time that the TEM provider’s web-based ordering portal and any management reporting website (if provided) is operating and available for use by the agency. <u>Standard</u> : 99.9% system availability	98.0% system availability	Tracked and reported quarterly by the TEM provider. Reporting should be subject to Government audit or IV&V	

	<p>Provide Help Desk Support Services between hour of 8:00am and 8:00pm eastern time</p>	<p><u>Measure:</u> Help Desk Response &amp; Closure - Measures the percentage of help desk calls that are resolved and closed within a specified period of time. Standard: - 100% of calls answered</p> <ul style="list-style-type: none"> <li>- Customer reaches a live support person within two (2) minutes or is given an approximate wait-time estimate and opportunity to leave a voice mail and get a call back</li> <li>- Calls shall be returned within 30 minutes for L1 customers and within 60 minutes for L2 customers</li> <li>- 75% of calls received are resolved during the initial help desk call</li> <li>- 96% of calls received are resolved and closed within one (1) business day</li> </ul>	<p>- Same as performance standard</p>	<p>Random sampling of call activity logs showing time of call receipt and closeout of trouble tickets</p>	
	<p>Accept and validate orders against agency policies and standards</p>	<p><u>Measure:</u> Wireless Device and Rate Plan Policy Compliance - Measures the percentage (%) of orders for non-compliant wireless devices or rate plans that have an agency-approved waiver or deviation. <u>Standard:</u> 100% of orders for non-compliant wireless devices or rate plans have an approved waiver on file at the time of order placement</p>	<p>98% of orders for non-compliant wireless devices or rate plans have an approved waiver on file at the time of order placement</p>	<p>TEM provider will provide a listing of all orders placed during the previous month that did not comply with agency ordering policies. COTR or their representative will randomly sample and review 10-15% of the orders to validate that an approved waiver was submitted with the order.</p>	
	<p>Quickly and accurately place and track orders with wireless carriers</p>	<p><u>Measure:</u> Timeliness of Order Placement - Measures the time it takes a TEM provider to enter an agency request into their data system and submit a new order to the carrier for a wireless account move, change, or de-activation. <u>Standard:</u> TEM provider accurately enters 100% of all new orders to the carrier within one (1) working day from when the request or</p>	<p>99% of all orders or actions submitted to the carrier within two (2) days of submittal by the agency</p>	<p>Quarterly Report generated by the TEM provider from data captured by the web-based ordering portal; In addition to a total (consolidated) percentage for all MACDs, separate percentages should be reported for adds (new</p>	
	<p>Provide SME and help desk support to address questions and</p>				

	problems from agency managers and users	action was submitted by the agency.		service/device), moves, changes, and de-activations.	
Agency managers have rapid access to the status of orders and MACDs	Provide status reporting capability of all orders and MACDs from order receipt until order delivery	<u>Measure</u> : Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard</u> : 100% of all management report deliverables are delivered on or before their contract due date	95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date	COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order	
<b>6.3.2.3 Bill Payment Services</b>					
Wireless telecommunications service provider invoices are promptly and accurately paid with little to no effort by agency personnel	Receive, validate, code, and accurately pay carrier invoices for the agency	<u>Measure</u> : On-Time Invoice/Bill Payment Rate - Measures the percentage of carrier invoices validated and paid by the invoice payment due date. <u>Standard</u> : 100% of all "valid" invoices paid on or before the due date (assuming availability of government funding)	95% of all "valid" invoices paid on or before the due date	Reported by the TEM provider on the monthly invoice status report	
Payment records are accurately maintained and all required charge back entries and updates to agency financial systems are made in a timely manner	Track and maintain accurate payment records and provide reports or electronic data feeds to agency financial systems	<u>Measure</u> : Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard</u> : 100% of all management report deliverables are delivered on or before their contract due date	95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date	COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order	
<b>6.3.2.4 Dispute Recovery Services</b>					
Agency is able to quickly recover and/or preferably avoid payment for incorrectly billed or	Collect supporting information and submit claims to the carriers for erroneous	<u>Measure</u> : Billing Dispute Resolution Success Rate - Measures the number of billing errors found and the percentage of submitted billing error claims accepted and agreed to (or refunded) by	90% of all claims identified (or submitted) to the carriers are upheld or agreed to by the carrier	Monthly report generated and submitted by the TEM provider; (or the agency if the TEM isn't actually	

<p>inaccurate invoices for wireless services received from wireless service providers</p>	<p>billing</p> <p>Track conduct and handle all correspondence with the carriers on behalf of the agency in attempts to recover or correct billing</p>	<p>the carriers as an indicator of how accurate the TEM provider is with respect to catching “true” errors. <u>Standard:</u> 99% of all claims identified (or submitted) to the carriers are upheld or agreed to by the carrier</p>		<p>submitting the claims)</p>	
<p>Agency employees have rapid access to the status and information about all claims filed with the carriers by the TEM provider and the billing accuracy rates for individual wireless carriers</p>	<p>Provide accurate and up-to-date information to agency managers regarding claims status</p>	<p><u>Measure:</u> Delivery Performance (Management Reports) -- Measures the percentage of management reports that are delivered on or before their contract due date. <u>Standard:</u> 100% of all management report deliverables are delivered on or before their contract due date</p>	<p>95% of all plans are delivered no later than one (1) working day after their contract due date; 0% of plans delivered later than one (1) week after contract due date</p>	<p>COTR monitors actual report delivery dates against the contract delivery dates; Measured for each monthly or quarterly report required by the contract or task order</p>	
<p><b>6.3.2.5 Device Disposition / Disposal Services</b></p>					
<p>Wireless devices that are broken, obsolete, or no longer needed by an agency user are cost effectively collected and disposed of IAW federal guidelines and if possible, in a way that recovers the residual value for the benefit of the agency</p>	<p>Collect, stage, redeploys, exchange or dispose of agency wireless devices IAW 41 CFR Chapter 102</p>	<p><u>Measure:</u> Disposal/Disposition Pickup Time - Measures the elapsed time between when the TEM provider was officially notified that a device was ready for disposal or disposition and the time that device accountability was officially transferred and the device physically removed or received by the TEM provider. <u>Standard:</u> - 100% of all devices transferred and collected within 1 week (5 working days) of notification</p>	<p>- 90% of all devices transferred and collected within 1 week (5 working days) of notification</p> <p>- 99% of all devices transferred and collected within 3 weeks (15 days) of notification</p>	<p>Reported monthly by the TEM provider</p>	
<p><b>6.4 Wireless TEM Transition Services</b></p>					
<p>An agency is able to quickly and smoothly move Wireless TEM service responsibility and its wireless</p>	<p>Prepare and deliver a transition plan</p> <p>Efficiently</p>	<p><u>Measure:</u> Delivery Performance (Plans)-- Measures the percentage of deliverable plans that are delivered on or before their contract due date. <u>Standard:</u> 100% of all plan deliverables</p>	<p>100% of all plans delivered within one (1) week of the contract due date; 0% of plans delivered later than one (1) week after contract due</p>	<p>Contracting Officer, ADR and/or COTR monitors actual plan delivery against the contract delivery date; Measured</p>	

<p>inventory, contract, invoice, and usage data from one TEM provider to another on schedule and with little to no notice by the agency’s wireless users.</p>	<p>accomplish all of the transition activities by the cutover date</p> <p>Successfully deliver all agency information and records needed for another TEM supplier or the agency to assume TEM services responsibility</p>	<p>are delivered on or before their contract due date.</p>	<p>date</p>	<p>for each plan required on the contract/task order</p>	
<p><b>6.5 Non-Network Wireless Service &amp; Device Resale Services</b></p>					
<p>Agencies have a single contract agreement and point of ordering for needed wireless telecommunication services and devices not available through the GSA Networkx enterprise contracts</p>	<p>Receive, validate, and place authorized orders with carriers not available on Networkx</p>	<p><u>Measure:</u> Ordering Portal / Website Availability - Measures the percentage of time that the TEM provider’s web-based ordering portal and any management reporting website (if provided) is operating and available for use by the agency. <u>Standard:</u> 99.9% system availability</p>	<p>98.0% system availability</p>	<p>Tracked and reported quarterly by the TEM provider. Reporting should be subject to Government audit or IV&amp;V</p>	
	<p>Receive, validate, and place authorized orders with carriers not available on Networkx.</p>	<p><u>Measure:</u> Timeliness of Order Placement - Measures the time it takes a TEM provider to enter an agency request into their data system and submit a new order to the carrier for a wireless account move, change, or de-activation. <u>Standard:</u> TEM provider accurately enters 100% of all new orders to the carrier within one (1) working day from when the request or action was submitted by the agency.</p>	<p>99% of all orders or actions submitted to the carrier within two (2) days of submittal by the agency</p>	<p>Quarterly Report generated by the TEM provider from data captured by the web-based ordering portal; In addition to a total (consolidated) percentage for all MACDs, separate percentages should be reported for adds (new service/device), moves, changes, and de-activations.</p>	
		<p><u>Measure:</u> Wireless Device and Rate Plan Policy Compliance - Measures the percentage (%) of orders for non-compliant wireless devices or rate plans</p>	<p>98% of orders for non-compliant wireless devices or rate plans have an approved waiver on file at the time of</p>	<p>TEM provider will provide a listing of all orders placed during the previous month that did</p>	

		that have an agency-approved waiver or deviation. <u>Standard:</u> 100% of orders for non-compliant wireless devices or rate plans have an approved waiver on file at the time of order placement	order placement	not comply with agency ordering policies. COTR or their representative will randomly sample and review 10-15% of the orders to validate that an approved waiver was submitted with the order.	
	Receive ordered equipment and service line information from the carriers, activate equipment and distribute hardware to the customer within established delivery standard	<u>Measure:</u> Timeliness of Order fulfillment - Measures the time it takes from receipt of an approved order or request for MACD or repair/warranty service until the activated device or service is delivered to the customer. <u>Standard:</u> 100% of activated equipment/service is delivered within 1 week of order receipt	90% of activated equipment/service is delivered within 1 week of order receipt & 100% of activated equipment/service is delivered within 2 weeks	Quarterly Report generated by the TEM provider from data captured by the web-based ordering portal; Timeliness should be reported for new orders as well as for all MACDs and repair/warranty requests. Separate percentages should be reported for each.	
		<u>Measure:</u> Order Fulfillment Accuracy - Measures the accuracy that delivered supplies and wireless services are: (1) the items as ordered in the correct quantities, (2) shipped to the correct delivery point, and (3) delivered and serviced to perform in the functional manner and working condition for which the item or service was designed. <u>Standard:</u> 100% of all delivered wireless devices and services accurately match the order received from agency	98% of all delivered wireless devices and services accurately match the order received from the agency	TEM will report monthly the number of customer complaints or returns related to the accuracy of order fulfillment	

1 **12. Capacity**

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18 **12.3 Proven Track Record**

19 **12.3.1** [Redacted]  
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26 **13. Management Approach**

27 iSYS, LLC employs a carrier independent, cradle-to-grave lifecycle management solution for all  
28 of our customers and will do the same to meet the FSSI wireless TEM Services needs. The  
29 management of the contract to be awarded under the RFP will be through the application of  
30 processes and procedures in accordance [Redacted]

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1 **13.1 Corporate Management**

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## 14. Sample Tasks

### 14.1 Sample Task 1

iSYS will take a full lifecycle approach to providing TEM Support to address the requirements of this Sample Task. The following sections describe in detail the steps that iSYS will take to meet the objectives of this Sample Task.

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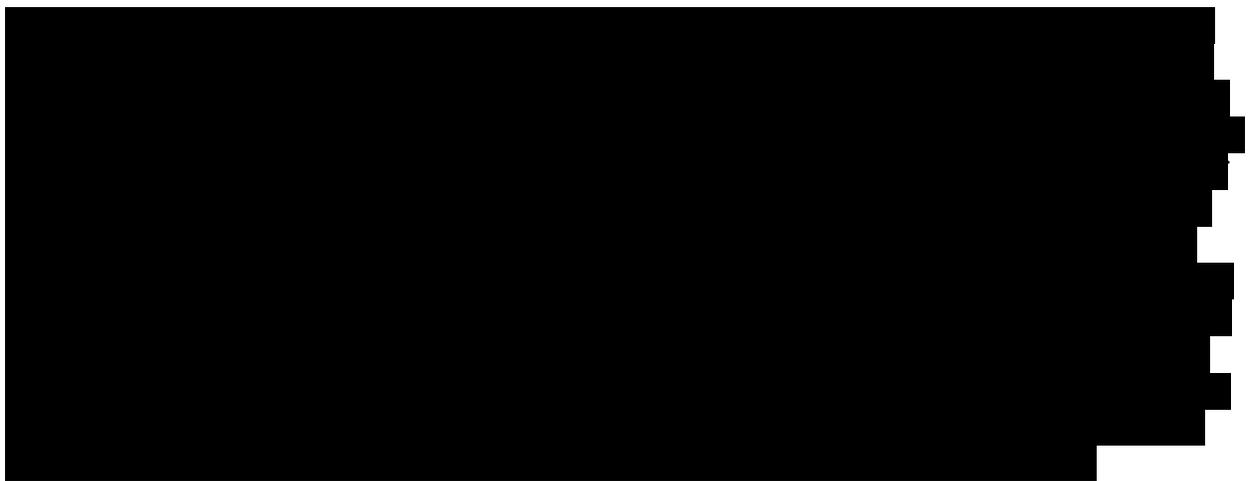


16 **14.1.3.2 Inventory Management and Device Disposition/Disposal Services**

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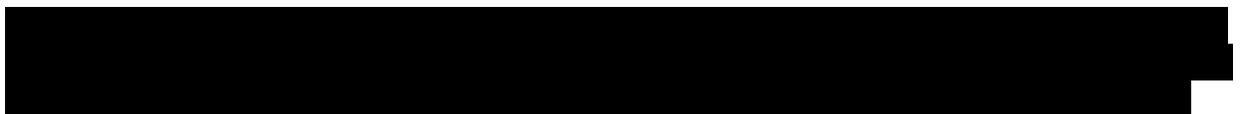


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40 **14.1.3.3 Invoice Management, Auditing and Bill Payment**

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9 **14.1.3.4 Rate Plan Optimization Services**

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21 **14.1.3.5 Management Reporting Services**

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1 **14.2 Sample Task 2**

2 **14.2.1 Project Kick-Off Meeting**

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7 **14.2.2 Project Implementation**

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9 [REDACTED]  
10 [REDACTED]  
11 [REDACTED]  
12 [REDACTED]  
13 [REDACTED]

14 [REDACTED]

15 [REDACTED]  
16 [REDACTED]  
17 [REDACTED]  
18 [REDACTED]  
19 [REDACTED]  
20 [REDACTED]  
21 [REDACTED]

22 **14.2.2.2 Order Management Configuration**

23 [REDACTED]  
24 [REDACTED]

25 [REDACTED]  
26 [REDACTED]  
27 [REDACTED]  
28 [REDACTED]  
29 [REDACTED]  
30 [REDACTED]  
31 [REDACTED]  
32 [REDACTED]  
33 [REDACTED]

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[Redacted text block]

**14.2.2.3 Data Collection** [Redacted]

[Redacted text block]

[Redacted text block]

[Redacted text block]

**14.2.2.4 Reports Configuration**

[Redacted text block]





Goal/Task Number	Task	Start	Dependencies
	[REDACTED]		
■	[REDACTED]	[REDACTED]	
■	[REDACTED]	[REDACTED]	■
	[REDACTED]	[REDACTED]	
■	[REDACTED]	[REDACTED]	
■	[REDACTED]	[REDACTED]	■
	[REDACTED]	[REDACTED]	■
[REDACTED]	[REDACTED]		
	[REDACTED]	[REDACTED]	■
	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	■
[REDACTED]	[REDACTED]		
	[REDACTED]	[REDACTED]	■
	[REDACTED]	[REDACTED]	
■	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]		



Goal/Task Number	Task	Start	Dependencies
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