

FSSI WIRELESS
BPA QTA-0-12-PS-B-0006
AMENDMENT ~~0010~~0011

GSA Federal Strategic Sourcing Initiative (FSSI) Wireless

Blanket Purchase Agreement (BPA)
QTA-0-12-PS-B-0006

IT Schedule 70 SIN 132-53

RFQ AMENDMENT ~~0010~~0011
~~March 12~~April 9, 2013

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1 Introduction

1.1 Background

The purpose of this acquisition is to provide a procurement vehicle for a centralized government-wide cellular services program that will meet the majority of the federal government's wireless service needs offered by the cellular industry. To enable government agencies to better manage their wireless enterprise, this Blanket Purchase Agreement (BPA) includes interface requirements to a business portal for managing services and devices. This interface will enable improved ordering, reporting, and other management activities associated with the management of wireless services and devices.

The primary program components and benefits are:

- A. Unified Acquisition – Government-wide contract vehicle that is able to leverage the volume of multiple agencies to lower cost, standardize purchasing of services, and reduce management costs.
- B. Inventory and Account Information – Enable access to information and the receipt of reports and services that enable agencies to more efficiently manage their inventory and cellular spending. Increased information access will enable improved enterprise management of wireless devices and service plans.
- C. Center of Excellence – Monitoring new industry developments, identification of wireless/cellular best practices, and promotion of these “best practices.”

For the purposes of this document and its implementation, “Government” refers to all government entities that use or administer this contract vehicle. “Department” refers to a federal cabinet-level organization, which is using this contract vehicle, and all of its Bureaus or other organizations. “Agency” means “Department” or other administrative unit, such as the General Services Administration (GSA), which has signed a Letter of Intent (LOI) to use this contract vehicle. “Bureau” refers to a sub-Agency, Bureau level organization which is using this contract vehicle, where the sub-Agency Bureau is as defined by OMB (see http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s79.pdf). Services may be purchased at any level. An “Ordering Entity” refers to any Agency, state, or local Government using this contract vehicle.

1.2 Scope

All federal government agencies are hereby authorized to place orders under this BPA. State and local Governments, as well as other entities, are also authorized to place orders under GSA Order ADM 4800.2G, dated 2/16/11 and clause 552.238-79 (May 2004), as amended.

This BPA, based upon GSA IT Schedule 70, SIN 132-53, includes wireless services and devices that enable those services as well as wireless systems and subsystems.

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1.3 Objective

GSA intends to award one or more BPAs in accordance with Federal Acquisition Regulation (FAR) Part 8.4. The overall objective of the established BPA(s) is to give the Government a fast and effective way to order the services and service enabling devices (SEDs) specified herein from established schedule contracts.

1.4 Expected Volume

Several agencies have participated as committed members of the requirements development team and expect to transition to this government-wide acquisition within 18 months of award. Initial customers are expected to include DHS, USDA, DOE, DOI, DOJ, and GSA. Other agencies are supporting this government-wide program and are anticipated to participate after the initial award(s). Section 4.9 of this RFQ provides a breakdown of the volumes per CLIN per year.

The estimated business volume for all task orders in the first 5 years is \$1,600,000,000. The program ceiling of this BPA is governed by the BPA holders' GSA IT Schedule 70 contract ceiling.

1.5 Period of Performance (PoP)

The period of performance of this agreement shall be for five (5) years starting at time of award. Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA IT Schedule 70 contract that if exercised, will cover the BPA's period of performance.

The term for each task order placed under the BPA shall be specified in the individual task order. Under no circumstances may a task order be placed under the BPA if the BPA has expired, or has been terminated or cancelled by the Government. No task orders may extend beyond the expiration of the BPA. Notwithstanding anything to the contrary above, a multi-year task order placed under the BPA must be consistent with FAR Subpart 17.1 and any applicable funding restrictions. Should the BPA holder's GSA IT Schedule 70 contract option period not be exercised, the GSA IT Schedule 70 Contracting Officer will notify the GSA BPA Contracting Officer.

1.6 Place of Performance

The specific place of performance shall be included in each task order.

1.7 Review and Cancellation

- (1) In accordance with FAR 8.405-3(d), GSA shall review each BPA at least once a year to determine whether –
 - a. The GSA IT Schedule 70 Contract, upon which the BPA was established, is still in effect.
 - b. The BPA still represents the best value.

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- c. Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.
- (2) The Ordering Entity that established the BPA shall document the results of its review.
- (3) Failure to obtain a task order award during the initial base period of the BPA may allow the Government to cancel the vendor's BPA in accordance with clause 552.238-73, Cancellation.

1.8 Travel

Travel is not expected; however, if necessary, travel incurred for transportation and per diem (lodging, meals and incidental expenses) shall be billed in accordance with clause C-FSS-370 and FAR 31.205-46, Travel Costs, and the Contractor's cost accounting system. All travel must be pre-approved in writing by the appropriate Contracting Officer.

1.9 Ordering Procedures

Orders shall be placed in accordance with FAR 8.405-3(c) (2). Specific instructions will be detailed in the Wireless Service & Devices FSSI Ordering Guide. Task orders will be competed between the companies holding BPA awards as a result of this RFQ. GSA will post current year prices from awarded task orders to authorized federal government users of the BPAs.

1.10 Funding

There are no funds obligated or guaranteed as a result of this BPA. The Government is liable only to the amount of the funds obligated by each Ordering Entity's task order.

1.11 Contracting Officer

The GSA Contracting Officer (CO) is the only person authorized to make or approve any changes to any of the requirements of this BPA and notwithstanding any clauses contained elsewhere in this BPA, this authority remains solely with the CO. In the event the Contractor makes any changes at the direction of any other person other than the CO, the change shall be considered to have been made without authority and the Contractor performs at its own risk. All questions concerning the BPA shall be directed to the GSA CO. The Contractor shall contact the CO in writing with any questions regarding performance issues.

The CO responsible for administration of this BPA is:

Patricia A. Stang
U.S. General Services Administration
Federal Acquisition Service
10304 Eaton Place
Fairfax, VA 22030

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Telephone: 703-306-6404
Email: Patricia.Stang@gsa.gov

1.12 Contracting Officer's Representative (COR)

The COR is the individual within a program management function who has overall technical responsibility for efforts. The COR supports the COs during administration of the BPA or task order by:

1. Making final decisions regarding the acceptance/rejection of deliverables
2. Providing technical clarification relative to overall workload matters
3. Providing advice and guidance to the vendor in the preparation of deliverables and services
4. Providing acceptance of deliverable products to assure compliance with requirements

The COR does NOT have the authority to and may NOT issue any technical direction which:

1. Constitutes an assignment of work outside the general scope of work
2. Constitutes a change as defined in the "Changes" clause
3. In any way causes an increase or decrease in cost or the time required for performance
4. Changes any of the terms, conditions, or other requirements
5. Suspends or terminates any portion of efforts

The COR will:

1. Monitor Contractor's technical progress, including surveillance and assessment of performance, and recommend to the CO, any changes in requirements
2. Assist Contractors in the resolution of technical problems encountered during performance
3. Perform inspections and acceptance or recommendations for rejection of deliverables and identify deficiencies, if any. This does not replace any other quality assurance inspection requirements.

If in the opinion of the Contractor, any instruction or direction issued by a COR is outside of their specific authority, the Contractor shall not proceed but shall notify the CO. The COR responsible for this BPA is:

David Peters
U.S. General Services Administration
Federal Acquisition Service
10304 Eaton Place
Fairfax, VA 22030
Telephone: 703-306-6403

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Email: David.Peters@gsa.gov

1.13 Preparation Costs

The Government will not be responsible for any Quotation preparation costs.

1.14 Prevailing Terms and Conditions

This BPA will be subject to the terms and conditions of the GSA IT Schedule 70 contract. In the event of a conflict between the provisions of the BPA and the GSA IT Schedule 70 contract, the provisions of the GSA IT Schedule 70 contract will take precedence.

1.15 FAR 52.217-8 Option to Extend Services

Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the BPA. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 60 days.

1.16 Government Property

Upon receipt, all Quotations become government property and shall not be returned.

1.17 Subcontracting

The GSA IT Schedule 70 Contractor, and not its subcontractors, has privity of contract with GSA. The GSA IT Schedule 70 Contractor is responsible for its subcontracting activities and can delegate responsibility for performance. GSA IT Schedule 70 Contractors are limited to the supplies and services awarded under its own and its teaming partner's, if applicable, GSA IT Schedule 70 contract.

If a GSA IT Schedule 70 Contractor plans to utilize a subcontractor to perform the services, clearly describe in the technical submission the subcontractor's experience and technical capabilities that enable the subcontractor to provide the types of services proposed.

1.18 Security Requirements

Security requirements shall be specified at the task order level by the Ordering Entity.

1.19 Work Environment

Contractors are advised that the work environment will include contact with government personnel as well as personnel from other Contractors. It is expected that individuals will work in a collaborative and cooperative manner, functioning as an integrated project team.

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2 Performance Work Statement

All capabilities shall be offered unless specified “as available” in which case the capability must be offered only if the Contractor offers it commercially. The Contractor shall not propose additional service plans beyond those specified in Tables 3-1 (Voice Service Plans), 3-2 (Data Add-On Service Plans), and 3-3 (Data Only Service Plans).

2.1 Wireless Service and Network Coverage Area

The Contractor shall provide domestic wireless voice and data service to areas that are populated by more than 90% of the United States population. Domestic is defined as the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands. The Contractor shall also provide international coverage areas as commercially available; as a minimum, it shall include Canada, China, France, Germany, Netherlands, Israel, Japan, Mexico, and the United Kingdom. For both domestic and international coverage, the Contractor shall specify geographies covered and type of services available (voice, data and technology (LTE, etc)).

2.1.1 Coverage Maps and Indications

Current coverage maps as described below shall be provided electronically in the Contractor’s commercially available format either through the Business Portal Interface (defined in 2.6) or on a website.

1. Domestic coverage maps shall be updated or validated at least monthly.
2. At least three levels of domestic coverage shall be provided. These levels shall be defined by the Contractor.
3. Domestic coverage maps shall include type of technology used.
4. Coverage maps for international markets (outside the domestic U.S.) shall be provided to a commercially reasonable extent.

2.2 Mobile Devices

Contractors shall provide devices to enable services, hereafter called “service enabling devices” or SEDS. The technical requirements for SEDs are outlined in the sections below. The Contractor shall include SEDs for zero dollars bundled with the price of the service.

Features are not part of the base service. Features are additional capabilities that are offered beyond the voice or data services.

All SEDs shall be new except where this BPA specifically states otherwise.

2.2.1 Mobile Device Offerings

At a minimum, the Contractor’s offerings of SEDs shall include the following except for metered plans:

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

The Contractor shall offer the following SEDs as available:

1. At least one cellular phone for voice only metered plans and one smartphone for data add-on metered plans.
2. At least one Wireless broadband SED (e.g., AirCards, mobile Wi-Fi hotspots, MiFi)
3. Phones with satellite and cellular coverage. The phone's form factor and features should be similar to a cellular phone's form factor and features
4. Nationwide alphanumeric pagers. For security reasons, these SEDs shall not have any transmission functionality
5. Nationwide numeric pagers. For security reasons, these SEDs shall not have any transmission functionality

The Contractor shall make available to Ordering Entities a current list of offered SEDs from which the Ordering Entity may select when ordering. The Contractor shall include the following statement with the list of offered SEDs:

GSA Comment Regarding Service Enabling Devices.

The GSA schedule contractor has modified the contract to include zero dollar (no-cost) service enabling devices (including, but not limited to cellular phones), bundling the devices with service. The service enabling devices are offered on an as-available basis and may or may not be domestic end product or end product of a designated country. The devices are not available through this contract apart from ordering cellular service.

Cellular service is one of several services excluded from the World Trade Organization Government Procurement Agreement and the other Free Trade Agreement executed by the United States Government. See FAR 25.401 (b). The wireless service offered under this contract has been determined by the GSA Schedule Contracting Officer to be domestic in origin. See FAR 25.402 (a)(2).

As cellular service is excluded from TAA coverage, GSA has used the group offer analysis provided by FAR 25.503 (c)(1) to determine that the value of the domestic end product exceeds 50 percent of the total proposed price of the group; therefore, the bundled cellular service and service enabling device group offer is evaluated as domestic.

The Government will have the option of cancelling all orders where SEDs are on backorder at time of order placement or subsequent notification without financial penalty. SEDs shall be shipped with non-cellular and non-paging connections disabled.

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2.2.2 No Charge Cellular Phone and Service Capabilities

At a minimum, the Contractor shall provide the following cellular phone and service capabilities at no additional charge to the Government:

1. Mute functionality
2. Vibrate alert for phone calls
3. Ring alert for phone calls
4. International Roaming – Activate international roaming only upon Ordering Entity’s request (as available)
5. International Long Distance Toll Restrictions – The Government shall be able to disable international long distance calling that will result in additional tolls
6. International Roaming Indication – All SEDs shall indicate if roaming to another country where additional service fees will be applied
7. AC Charger
8. Headset (as available)
9. Holster (as available)
10. Car Charger (as available)
11. Spare or extra battery (as available)
12. Case (as available)
13. Voice Mail
14. Caller ID
15. Call blocking
16. Busy or No Answer Condition
17. Unlimited Short Messaging Services (SMS) (i.e., text messaging)
18. 900, 976, and similar pay per call/minute services shall be blocked
19. Speaker phone (as available)
20. Wireless hands-free capability with FIPS 140-2 and NIST 800-121 compliant encryption (as available)
21. WLAN Calling capability (as available)
22. Remote suspend/resume (as available)
23. Remote kill (as available)
24. Remote wipe (as available)
25. Call waiting (as available)
26. No answer transfer (as available)
27. Voice activated dialing (as available)
28. Call Forwarding (as available)
29. PIX messaging (delivery of pictures via text messaging) and multimedia messaging services (as available)
30. Three way calling (as available)
31. Camera (pictures and video) (as available)

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32. Voice recording (as available)
33. Queue Loading – Firmware updates via Over the Air (OTA), i.e. security patches and other application/system updates (as available)
34. Secure voice communications, including one or more models with FIPS compliant encryption (as available)
35. Smartphone PIN-to-PIN messaging (as available)

Contractor shall not bill for MP3 or ringtone downloads. Contractor may block these requests via its network.

2.2.3 Other Cellular Phone and Service Capabilities

Cellular phone features shall include the following:

1. Push to Talk (PTT) (as available)
2. Wireless Priority Service (WPS)
3. Directory Assistance
4. Multimedia broadcast (e.g., broadcast TV) (as available)

2.2.4 Smartphone Capabilities

Smartphone capabilities shall include the following:

1. All mandatory cellular phone and service capabilities
2. Email
3. Web browser
4. Personal Information Management (PIM), including contact and calendar information and documents/notes
5. Ability to sync with leading email, contact/address, and calendar platforms
6. Vibrate alert to emails and text messages
7. Ring alert to emails and text messages
8. Ability to transfer photos/pictures directly to computer
9. Remote kill (as available)
10. Remote wipe (as available)
11. Ability to disable audio, video, and all recording functionality (as available)
12. Transmit and receive data (e.g., surf the Internet) while conducting a voice session (as available)

2.2.5 Smartphone Features

Smartphone features shall include the following, as available:

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1. Sensitive Compartmented Information Facility (SCIF) Friendly mode feature. With a press of a single button or key, and as verified with a SCIF-mode indicator LED or icon, transmit and receive functions can be ‘turned off’ to enable use in a secure space when policy allows. In “SCIF Friendly” mode, all transmitters, receivers, microphones, speakers, transducers, GPS, and recording capabilities in the device are shutdown while still allowing the user to access the PDA functions like appointment/schedule calendars, contacts, checking previously downloaded email, and viewing documents. SCIF Friendly mode smartphones shall not be equipped with a camera
2. Multimedia Broadcast (e.g., broadcast TV)

2.2.6 Data Only Device Features

Data only features shall include the following as available:

1. Machine-to-machine (M2M) – M2M and telemetry products provide wireless connectivity to machines, vehicles, or assets
2. Fixed Wireless Solutions – These products enable users to replace traditional wireline connectivity

2.3 Service Plans

The Contractor shall offer service plans as described below. The Contractor shall offer service plans to Ordering Entities that provide their own Government Furnished Equipment (GFE) devices that are compatible with the Contractor's network technology (e.g., CDMA, LTE 4G, etc.).

1. Voice plans include voice calling and text messaging.
2. Data service plans added to voice service plans are defined as data add-on service plans. Data may include emails, Internet access, video, Multimedia Messaging Service (MMS), and other data.
3. Data only service plans shall include emails, Internet access, video, MMS, and other data transport not combined with voice service plans.
4. All satellite service pricing shall be in addition to the pricing for cellular services.
5. As available, the Contractor shall provide national and regional paging services.
6. International long distance and international roaming prices shall be “add-ons” to existing voice or data pricing.

2.3.1 Pooling

Pooling of domestic voice and data within the same billing account shall occur at a level specified by the Ordering Entity. For example, if an entire agency is on the same billing account, data or voice may be pooled across that entire Agency, within multiple Bureaus under that

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Agency, or multiple sub-bureaus within that agency. The Contractor may require that the pooling size consist of a minimum number of units – not to exceed a minimum of ten (10) units.

Pooling shall occur across all pooled plans regardless of the device type. For example, the minutes from a smartphone plan with 400 minutes shall be included in the same pool as a cellular phone with 900 minutes. Thus, if a Bureau has 100 users on a 100 minute pooled plan and 100 users on a 400 minute pooled plan, there would be 50,000 minutes available for those 200 users before overages are charged.

The Contractor shall allocate overages only to those users that have exceeded their individual share of the pool, that is, without applying overage charges to any user that has not exceeded the user's share. Prior to calculating these overages, the Contractor shall distribute unused minutes or MBs across subscribers within the pool by a logical allocation. One acceptable allocation would be to distribute these minutes or MBs proportionally as a ratio of the minutes or MBs needed by each applicable subscriber to the total of minutes or MBs needed by all pooled subscribers. For example, if the pool size for data add-on is 10,000 GBs, total data usage that exceeded individual allowances is 2,000 GBs, and total usage that is under individual allowances is 500 GBs, the net overage for the pool would be 1,500 GBs. Each user who exceeded the user's individual allowance would have 25% of the overage waived (500 divided by 2,000 is 25%). So if User A was 100 MBs over his allotment and User B was 1000 MBs over her allotment, the Contractor would first deduct 25% of each user's MBs, and then apply overage charges to the balance, resulting in 75 billed overage MBs for User A and 750 billed overage MBs for User B.

Alternatively, at the Contractor's option, the Contractor may waive all overage charges if the Ordering Entity increases their total number of pooled minutes or MBs to at least the amount of pooled minutes or MBs used during the month in which the overage occurred. This purchasing increase in minutes or MBs shall occur for at least 30 days.

2.3.2 No Additional Charge Items

There shall not be any additional charges for the following:

1. SEDs
2. International charges if the transmission originates and terminates at domestic locations, regardless of whether international roaming is activated (as available).
3. Third-party direct billing
4. Domestic nights (9 PM local or earlier as specified by Contractor to 6 AM local originating time) or weekends calling (9 PM Friday or earlier as specified by Contractor – 6 AM Monday local time)
5. In-network mobile-to-mobile minutes
6. Contractor owned Wireless Local Area Network (WLAN) (e.g., Wi-Fi) usage

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7. Activation/establishment or service restoration including internal/external porting of telephone numbers, telephone number changes, and/or to change or activate/deactivate service features
8. Termination

2.3.3 Emergency Service Plans

As available, emergency service plans will be offered for devices that typically are not used except during emergencies.

2.3.4 Ownership of Privacy Data

The Government will own all user privacy data, including the name of the individual using the service, all contact information, usage information and inventory data. The Government will also own all content sent to the Government including emails, text messages, data, and voice mails.

2.4 Infrastructure/Subsystems and Accessories

The Contractor shall provide the following infrastructure/subsystems as available as part of a wireless service order:

1. A direct connection from Contractor's wireless network to an Ordering Entity's network to ensure secure, private transport that does not include public Internet-based transport
2. Software licenses and support services to manage devices and content over-the-air (OTA)
3. GSM circuit-switch data service
4. Temporary antenna installations to improve coverage
5. Femtocells, microcells, and other coverage enhancing offerings
6. Software licenses and support services that enable maintenance as well as encryption and security compliance services (including FIPS 140-2 compliance) for use with cellular phones.
7. Cellular connectivity to a wide area network (WAN)

Contractors may include in-building coverage solutions to address concentrated areas of users or weaknesses in coverage.

2.5 SEDs Replacement/Refresh

2.5.1 Warranty

The Contractor shall state its warranty policy, which shall include a minimum of a 30 day SEDs return policy following receipt during which period the user may return the SED and obtain an equivalent replacement or refund without penalty.

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2.5.2 Device Refresh

The Contractor shall offer refresh SEDs after no more than 20 months of activation. An Ordering Entity may refresh SEDs with the device options and obligations of a new activation. For SEDs activated less than 20 months, the Contractor shall publish its method for determining the refresh price.

2.6 Business Portal Interface

2.6.1 General Interface

At no additional charge, the Contractor shall provide the electronic interface information and specifications to enable the Government or a portal provider to develop a secure electronic interface to the Contractor's business data. All contractor data required by this BPA shall be accessible via this interface. These interface specifications shall be provided within thirty (30) calendar days of BPA award with the interface fully operational and ready for government testing within ninety (90) calendar days of BPA award.

The testing will consist of the following:

1. Confirmation to receive and submit information specified in Appendix A of the RFQ
2. Confirmation of data accuracy
3. Measure of latency between data entry and data updates

The Contractor(s) will be notified in advance of the testing and will receive results of the testing.

2.6.2 Interface Format

The interface format is defined below in Table 2-1.

Table 2-1 Interface Format

Interface	Transport	File Format
Ordering, Reporting, and Support	- Internet using Secure File Transfer Protocol (SFTP) or an alternative secure, near real time information transfer mechanism - All acknowledgements and updates shall be via SFTP or an alternative secure, near real time information transfer mechanism - Other as mutually agreed upon at no additional cost to the Government	.xml - Other formats as mutually agreed upon (e.g., text, .csv) at no additional cost to the Government

Due to security reasons, the Government or the third-party Business Portal provider shall host the Secure FTP (SFTP) site unless mutually agreed upon otherwise. The Contractor shall poll this SFTP site at least four (4) times per hour to check for requests or updates. All data files and acknowledgements from the Contractor shall also be placed in this SFTP site.

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The minimum set of data elements to be supported is identified in Appendix A.

2.6.3 Ordering Interface

The Contractor shall accept and store up to three flexible fields that originate from the Business Portal. One of the fields shall store the Agency Hierarchy Code (AHC), which may contain up to 28 characters. This special 28 character field may consist of just one field of 28 characters or it could be divided into seven (7) sub-fields of four (4) characters each.

Orders shall also include feature additions and deletions, telephone number and International Mobile Equipment Identity (IMEI)/Electronic Serial Number (ESN) updates, and changes to all other attributes within a device database record. All orders shall include an acknowledgement when the order is successfully entered into the Contractor's system. Shipping acknowledgements and order updates (if applicable) shall also be sent to the portal via the SFTP site.

The Contractor shall immediately notify the Government via the Business Portal of any backordered SEDs and the expected delivery date. This backorder message shall also be included in order acknowledgments.

2.6.4 Support Interface

The interface shall support the following commands being sent to the Contractor. The Contractor shall state the target and maximum amount of time that the below commands shall take.

1. Activate and deactivate devices
2. Reset voicemail passwords
3. Suspend/resume a line of service
4. Kill a device (as available)
5. Wipe a device (as available)
6. Submit trouble tickets

The Contractor shall provide acknowledgements of all command completions, which shall be sent to the SFTP site. Trouble ticket updates shall also be added to the SFTP site.

2.6.5 Usage Data and Notifications

In addition to the above interfaces, the Contractor shall provide usage data information and excessive usage notifications (as available). This includes a summary of how many minutes and how much data has been used within an ongoing billing period to potentially provide an agency with an advanced indication that it may run over its allocated pooling minutes/GBs.

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2.7 Billing

Billing shall be prorated daily for the billing period and include both activated units and emergency units.

2.7.1 Agency Billing Summary Report

The Contractor shall provide an electronic billing summary by Agency to the Agency's office of the CIO, the Ordering Entity's acquisition office, and to the GSA CO each calendar month. This summary report shall contain the following information:

1. Contractor name
2. BPA number
3. Account ID
4. Account name
5. Summary of each task order above the Simplified Acquisition Threshold, which is \$150,000 for FY2013 (see FAR 2.101), awarded or modified during the period, including a description of services and number of devices (GFE and SEDs) as well as awarded prices for each priced element
6. The total spend, broken down by billing code
7. Specifics shall include the following:
 - i. Quantity and total costs per each MRC
 - ii. Non-recurring charges
 - iii. Total usage charges by type (e.g., text messages, roaming, international, data overages)
 - iv. Any additional charges or fees (specify charges or fees)
 - v. Any taxes by type and jurisdiction
 - vi. Credits (specify credits)

2.7.2 Invoice Address

The Contractor shall send invoices directly to the address (electronic mail or postal/physical address) designated by the Ordering Entity. This address will be determined at the time the order is placed.

2.7.3 Invoice Frequency

All invoices shall be made available online and sent monthly within 15 calendar days following the invoice period. All Agencies shall be offered at least three different periods for the invoice period so that an agency's invoice end date could be the beginning of the month (1st – 10th), middle of the month (11th – 20th) or the end of the month (21st – 30th).

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2.7.4 Billing Fraud or Excessive Usage

The Contractor shall electronically notify the Ordering Entity by the next business day if potential fraud or excessive usage is identified.

2.8 Device Recycling and Disposal

Due to the sustainability initiatives within the Government, Contractors shall administer a device recycling and disposal process, if available, and identify if it meets the security specifications below. This includes whether the Contractor will accept devices from other Contractors or carriers. The Contractor shall propose the method that they will use to determine the amount that they will pay and how they will communicate the payment amount for used devices (if available).

A device recycling and disposal process shall include a process, in accordance with NIST SP800-124 *Guidelines on Cell Phone and PDA Security* §3.1.1 and §4.1.4 and NIST SP800-88 *Guidelines for Media Sanitization*, for completely erasing the memory of a device by completely overwriting it or expunging all data to keep the contents from being recovered and analyzed.

A device recycling and disposal process must demonstrate that all facilities engaged in device dismantling and recycling have been certified by an accredited, independent third-party auditor that they meet specific standards to safely recycle and manage electronics. The two standards recognized in this procurement are the Responsible Recycling (R2) Practices and the e-Stewards Standard.

If a device recycling and disposal process is provided, the Contractor shall maintain an auditable record of each item's final disposition status and deliver monthly disposition reports to each ordering Entity that enables each organization to meet the personal property management reporting requirements of Title 40 of United States Code and the Federal Management Regulation (41 CFR chapter 102). The disposition report should include the following:

1. IMEI/ ESN
2. Model Number
3. Asset Tag Number
4. Service Status
5. Wipe Date
6. Disposition Status (reused, recycled)
7. Location (not applicable if device is destroyed)

2.9 Contractor Deliverables

The Contractor shall provide the deliverables listed in Table 2-3.

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Table 2-3 Contractor Deliverables

ID	Deliverable Name	Frequency	Deliver To	Section Reference
1	Device Disposition Report (if provided by Contractor)	Monthly, by 15 th calendar day of the month	GSA CO, Ordering Entity CO	2.8
2	Agency Billing Summary	Monthly, by 15 th calendar day of the month	GSA CO, GSA COR, Ordering Entity CO	2.7.1
3	Rate Plan Analysis Report	30 days after each 6-month anniversary date	GSA COR, Ordering Entity CO	3.11
4	Transition Plan	As requested by Task Order and if requested at Quarterly Program Review	GSA CO, Ordering Entity, GSA COR	2.11.3
5	Program Management Plan	Quarterly	GSA CO, GSA COR	2.10.1

2.10 Program Management

The Contractor shall provide program and project management support in order to effectively plan, control, and execute this agreement and resultant task orders. This includes all activities related to agreement compliance and all entities supporting project management, including, but not limited to, subcontractors, vendors, other service providers, and internal departments such as marketing, legal, finance, sales, provisioning, network management, billing, engineering, and program control.

2.10.1 Program Management Plan

The Contractor shall submit a Program Management Plan that describes the approach to performing program and project coordination tasks required to meet the requirements of this agreement. Updates to the plan shall be delivered quarterly unless specified otherwise. The Program Management Plan shall include a description for how and when common performance measures will be collected and reported as well as how any performance problem trends and disputes are to be addressed for resolution. The Program Management Plan shall address, at a minimum, the following:

1. Quality Assurance
2. Billing and Financial Management
3. Reporting
4. Government support organizational chart
5. Program Leadership/Management/Escalations

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2.10.2 Quarterly Program Management Reviews

The Contractor shall participate in quarterly reviews with the GSA CO and COR, and other customer agencies as invited by the GSA CO and COR. The purpose of these meetings will be to discuss the overall status, issues, and future opportunities. The following topics shall be presented by the Contractor in these meetings:

1. Sales under this agreement broken down by Agency (or Bureau), state and local government summary results, and other authorized entities in accordance with the orders (summary results only), including the following:
 - i. Quantity and total charges per each MRC
 - ii. Non-recurring costs (NRC)
 - iii. Total usage charges by type (e.g., text messages, roaming, international, data overages)
 - iv. Overage charges
 - v. Any additional charges
2. Performance measures as described in the Program Management Plan
3. Process improvements that may be undertaken by the Contractor, the Government, or both parties to create additional efficiencies or cost savings
4. Planned technology enhancements, in support of ongoing refresh of SEDs and services offered under this agreement
5. Any invoicing, technical or other programmatic issues
6. The status of the carrier's network expansion, improvement and enhancement plans
7. Potential contract vehicle impacts by changes in the wireless telecommunications industry or by new wireless service offerings
8. Modifications: Completed, In-Process, Potential
9. New sales opportunities
10. Projected Business Volume for the upcoming quarter
11. Marketing activities, including agency meetings and conferences
12. Upcoming meetings/conferences
13. Other items deemed important by the Contractor or the Government

2.10.3 Government Letter of Authorization (LOA)

The Contractor shall only require one Letter of Authorization (LOA) to authorize an agency-designated third-party to act on the Ordering Entity's behalf (see sample template in Appendix B). The Contractor shall extend the same service, cooperation, and courtesy as they would directly to the Ordering Entity. The Contractor may require the third-party to sign a Non-Disclosure Agreement (NDA) prior to agreeing to the LOA.

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2.10.4 Training

The Contractor shall provide technical and training support under this BPA for major projects as requested at no additional charge, which could include but are not limited to, new SEDs training. The Contractor shall submit details of their training capabilities that will be included at no additional charge.

2.10.5 Marketing Support

The Government encourages the Contractor to maintain a website promoting this agreement and provide the URL to the Government to allow the Government to create a link on its public website(s). The website may include the list of offered SEDs accompanied by the GSA comment required in Section 2.2.1, Mobile Device Offerings.

Further, the Contractor shall cooperate with the Government to promote the availability of the services on this BPA at the contracted discount to the agencies. Marketing support may include, but not be limited to, advertising this contract vehicle in publications targeted to the federal government or at government-sponsored conferences, such as the annual GSA Expo conference.

2.11 Transition

2.11.1 Transition Scenarios

Many agencies have existing wireless agreements or contracts with one or more carriers. It is the intent of this BPA to allow and facilitate agencies to Transition services from these existing contracts to this BPA. Moving service(s) from a separate contract(s) with the Contractor's company to this BPA is a "transfer" type of Transition; moving service(s) from separate contract(s) with other carriers to this BPA is also a Transition. At the request of the Ordering Entity, the Contractor shall complete Transitions of either type or a combination thereof.

2.11.2 Waiver of Termination Fees for Transfer

If any Ordering Entity has contracted with the Contractor under a separate contract and later requests to purchase pursuant to this BPA, then, upon the Ordering Entity's request, the Contractor shall consent to the termination of such separate contract and the transfer of the Ordering Entity's service to a task order under this Agreement. No early termination fees will be applied to lines that are transferred from the Contractor's separate contract vehicle to this BPA. Any outstanding, unsatisfied commitments under such pre-existing agreement will be addressed between the Ordering Entity and the Contractor.

Example: Incumbent provider to Agency XYZ is Company Brown. Agency XYZ requests pricing from all of the BPA holders for the agency requirement. Agency XYZ selects Company Brown as the best value. Company Brown will transfer identified agency users from the prior

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contract with Company Brown to this BPA order without Agency XYZ incurring any cancellation charges or financial penalties.

2.11.3 Transition Plan

At the request of the Ordering Entity in a task order to Transition services, the Contractor shall submit a Transition Plan that details how wireless accounts, plans, and devices previously provided under a separate contract(s) will Transition in a quick, reliable, and accurate manner to this BPA. Individual task orders may require the plan to specify staffing, logistics, and the schedule for SED delivery.

2.12 Operations Support

2.12.1 Network Problem Reporting

In the event of a major outage, the Contractor shall notify the Government when it occurs and keep the Government advised regarding the status of the outage through its resolution.

2.12.2 Emergency/Disaster and Special Event Coverage

The Contractor shall provide a copy of its emergency and disaster plan to reasonably ensure continuous coverage and satisfactory data performance for events such as presidentially declared emergencies, hurricanes, floods, wildfires, terrorist events, etc. If available, the plan shall also address special events such as presidential inaugurations, and G8 summits.

2.12.3 Network Operations

The Contractor shall provide 24x7 support for network operations and security issues with Government network operations centers. If available, the Contractor shall remotely “suspend” or “kill” cellular phones and devices in the event of theft or loss. The Contractor shall resume service upon request by the Ordering Entity.

2.12.4 System Security Requirements

If the Contractor becomes aware of any unauthorized access to an agency’s Confidential Information or a security breach that compromises or reasonably could compromise an agency’s Confidential Information (an “incident”), the Contractor shall take appropriate immediate actions to contain the incident, in accordance with applicable law, and notify the Ordering Entity as soon as reasonably possible. The Contractor shall provide the Ordering Entity with information regarding any incident as may be reasonably requested by the Ordering Entity and that is in the Contractor’s possession, custody, or control at the time a request is received. Upon request of the Government, the Contractor will reasonably cooperate with the Government to investigate the nature and scope of any incident and to take appropriate actions to investigate and otherwise respond to the incident or associated risks. (As used in this Section, “compromise” means that

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the information has been exposed to any unauthorized access, inadvertent disclosure, known misuse, or known loss, alteration or destruction of Confidential Information other than as required to provide the services.)

2.13 FSSI Wireless Small Business Goals

The FSSI Wireless Program has considerable goals for small business participation. During performance of the BPA's, the Contractor is expected to strive to meet the following small business utilization standards:

- Small Business- 25%
- Veteran Owned Small Business (including Service Disabled & Non-Service Disabled)- 3%
- Service Disabled Veteran Owned Small Business- 3%
- Woman Owned Small Business- 5%
- HUBZone Small Business- 3%
- Small Disadvantaged Business (including 8(a) and non-8(a)) - 5%

The Contractor shall report the above through the existing Schedule 70 reporting process and tools.

2.14 Electronic Access to BPA via Internet

The Contractor is hereby advised that a redacted version of the BPA and all modifications shall be made available on the Internet. Within 15 calendar days of the award and all modifications, the contractor shall provide the proposed redacted BPA to the GSA Procuring Contracting Officer for approval. The Contractor shall prepare the proposed redacted version in accordance with Freedom of Information Act guidance. After receiving approval from the GSA PCO, the Contractor shall post the redacted contract to its public web site. As necessary, and upon approval of the GSA PCO, the Contractor shall correct and repost redactions at no additional cost to the Government.

The redacted version of the BPA shall include current contract period pricing.

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3 Pricing

3.1 General Structure

The aggregate participation of the committed agencies in this effort and other agencies should result in pricing that is more competitive than that which a single agency can achieve. To this end, the Contractor is strongly encouraged to offer BPA prices that are lower than pricing offered to any other Federal Agency.

This section contains price schedules for the services and related priced features described in Section 2 of this RFQ. All prices shall conform to the format and structure defined herein.

Features are normally separately priced; although, some features have been defined to be not separately priced (NSP). For purposes of this RFQ, any NSP item shall have a price of zero (\$0) entered in the Price Tables (spreadsheet).

The Contractor shall maintain current electronic updates of the Price Tables submitted with its successful Quotation for the full agreement period. All prices shall be binding at the time of award, be specified for the entire agreement period, and shall not increase over the period of the agreement.

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3.2 Voice and Data Domestic Service Plans

3.2.1 Voice Service

The Contractor shall provide Voice Service Plans as defined in Table 3-1.

Table 3-1 Voice Service Plan Prices

CLIN	Plan Description	GSA Schedule	Year 1 – BPA	Year 2 – BPA	Year 3 – BPA	Year 4 – BPA	Year 5 – BPA
1000	Metered MRC (Nights, weekends, in-network minutes, and SMS texts are billed per minute or per text)						
1001	Metered Usage Per Minute						
1002	Metered Per Text						
1003	100 min pooled MRC						
1004	400 min pooled MRC						
1005	900 min pooled MRC						
1006	Pooling Overage Per Minute (Overage rate applies to all pooling plans)						
1007	Unlimited MRC						
1008	Emergency Units MRC (As available)						

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3.2.2 Data Add-On Service

The Contractor shall provide Data Add-On Service plans as defined in Table 3-2.

Table 3-2 Data Add-On Service Plan Prices

CLIN	Plan Description	GSA Schedule	Year 1 – BPA	Year 2 – BPA	Year 3 – BPA	Year 4 – BPA	Year 5 – BPA
1100	Metered MRC (only offered in conjunction with a metered voice plan)						
1101	Metered Usage Per MB						
1102	50 MB Pooled						
1103	500 MB Pooled						
1104	5 GB Pooled						
1105	Pooled Overage Per GB (Overage rate applies to all pooling plans)						
1106	Unlimited MRC						
1107	Emergency Units MRC (As available)						

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3.2.3 Data Only Service

The Contractor shall provide Data Only Service plans as defined in Table 3-3.

Table 3-3 Data Only Service Plan Prices

CLIN	Plan Description	GSA Schedule	Year 1 – BPA	Year 2 – BPA	Year 3 – BPA	Year 4 – BPA	Year 5 – BPA
1200	Metered MRC						
1201	Metered Usage Per MB						
1202	50 MB Pooled						
1203	500 MB Pooled						
1204	5 GB Pooled						
1205	Pooled Overage Per GB (Overage rate applies to all pooling plans)						
1206	Unlimited MRC						

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3.2.4 Satellite Augmented Cellular Services (As available)

The Contractor will provide Satellite Augmented and Cellular Service plans as defined in Table 3-4 (As available).

Table 3-4 Satellite Augmented Cellular Service Plan Prices

CLIN	Plan Description	GSA Schedule	Years 1 – 5 BPA
1300	Metered MRC (Nights, weekends, in-network minutes, and SMS texts are billed per minute or per text)		
1301	Metered Usage Per Minute		
1302	Metered Per Text		
1303	Metered Usage Per MB		

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3.3 Paging Services (As available)

The Contractor shall provide Paging Service plans as defined in Table 3-5 (As available). No additional Paging Service plans will be considered.

Table 3-5 Paging Service Plan Prices

CLIN	Plan Description	GSA Schedule (MRC)	Years 1 – 5 BPA (MRC)
1500	Regional Numeric, Unlimited		
1501	Nationwide Numeric, Unlimited		
1502	Regional Alphanumeric, Unlimited		
1503	Nationwide Alphanumeric, Unlimited		

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3.4 Domestic to International Calling (Long Distance)

The Contractor shall provide International Long Distance Calling plans (from Domestic to Non-Domestic) as defined in Table 3-6, for all countries it offers on the GSA Schedule. At a minimum, plans for the nine countries listed in the Table shall be provided. See the electronic Price Table (spreadsheet) for CLINs for additional countries to be provided as available from the Contractor.

Table 3-6 International Long Distance Calling Prices

CLIN	Termination Country	GSA Schedule, landline termination	GSA Schedule, mobile termination	BPA Price, landline termination	BPA Price, mobile termination
1600	Canada				
1601	China				
1602	France				
1603	Germany				
1604	Israel				
1605	Japan				
1606	Mexico				
1607	Netherlands				
1608	United Kingdom				

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3.5 International Roaming

The Contractor shall provide pricing for internationally originated voice calls, text messages and data as defined in Table 3-7 for all countries it offers on the GSA Schedule. At a minimum, plans for the nine countries listed in the Table shall be provided. See the electronic Price Table (spreadsheet) for CLINs for additional countries to be provided as available from the Contractor.

Table 3-7 International Roaming Prices

CLIN	Origination Country	Plan Description	GSA Schedule Price	BPA Price
1900	Canada	Voice Usage Per Minute		
1901		Sent Text Usage Per SMS Message		
1902		Received Text Usage Per SMS Message		
1903		Data Usage Per MB		
1904	China	Voice Usage Per Minute		
1905		Sent Text Usage Per SMS Message		
1906		Received Text Usage Per SMS Message		
1907		Data Usage Per MB		
1908	France	Voice Usage Per Minute		
1909		Sent Text Usage Per SMS Message		
1910		Received Text Usage Per SMS Message		
1911		Data Usage Per MB		

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1912	Germany	Voice Usage Per Minute		
1913		Sent Text Usage Per SMS Message		
1914		Received Text Usage Per SMS Message		
1915		Data Usage Per MB		
1916	Israel	Voice Usage Per Minute		
1917		Sent Text Usage Per SMS Message		
1918		Received Text Usage Per SMS Message		
1919		Data Usage Per MB		
1920	Japan	Voice Usage Per Minute		
1921		Sent Text Usage Per SMS Message		
1922		Received Text Usage Per SMS Message		
1923		Data Usage Per MB		
1924	Mexico	Voice Usage Per Minute		
1925		Sent Text Usage Per SMS Message		
1926		Received Text Usage Per SMS Message		
1927		Data Usage Per MB		
1928	Netherlands	Voice Usage Per Minute		
1929		Sent Text Usage Per SMS Message		
1930		Received Text Usage Per SMS Message		
1931		Data Usage Per MB		
1932	United Kingdom	Voice Usage Per Minute		

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1933		Sent Text Usage Per SMS Message		
1934		Received Text Usage Per SMS Message		
1935		Data Usage Per MB		

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3.6 Features, Wireless Infrastructure/Subsystems, and Advanced Technologies

3.6.1 Features

The Contractor shall provide pricing for Features as defined in Table 3-8.

Table 3-8 Features Prices

CLIN	Feature Description	GSA Schedule	Year 1 – BPA	Year 2 – BPA	Year 3 – BPA	Year 4 – BPA	Year 5 – BPA
3000	Tethering MRC						
3001	Push to Talk (PTT) including Group Talk MRC (As available)						
3002	International PTT MRC (As available)						
3003	Wireless Priority Services (WPS) MRC						
3004	WPS Usage Per Minute						
3005	Directory Assistance Per Use						
3006	Multimedia Broadcast (e.g., broadcast TV) MRC (As available)						
3007	Sensitive Compartmented Information Facility (SCIF) Friendly mode NRC (As available)						
3008	Offeror to propose						

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3.6.2 Wireless Infrastructure/Subsystems

The Contractor shall provide Wireless Infrastructure/Subsystems pricing as defined in Table 3-9.

Table 3-9 Wireless Infrastructure/Subsystems Prices

CLIN	Type	Plan Description	GSA Schedule	Years 1 – 5 BPA
3200	GSM Circuit Switch Data Service (As available)	Offeror to propose		
3201	Direct Ordering Entity Connection (As available)	Offeror to propose		
3202	Offeror to propose encryption and security compliance licensing and support services for use with cellular phones (As available)	Offeror to propose		
3203	Mobile device management licensing and support (As available)	Offeror to propose		
3204	Over-the-air device and content management licensing and support (As available)	Offeror to propose		
3205	Temporary antenna installation (As available)	Offeror to propose		
3206	Femtocells and Microcells (As available)	Offeror to propose		
3207	Cellular Connectivity to WAN (As available)	Offeror to propose		
3208	Contractor Travel	Task Order Specific	N/A	N/A
3209	Offeror to propose	Offeror to propose		
3210	Offeror to propose	Offeror to propose		

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3.6.3 Advanced Technologies/Other Services

The Contractor shall provide pricing for Advanced Technologies and Other Services as defined in Table 3-10.

Table 3-10 Advanced Technologies/Other Services Prices

CLIN	Plan Description	GSA Schedule	Years 1 – 5 BPA
3400	M2M/Connected Devices MRC, 1MB/month (As available)		
3401	M2M/Connected Devices MRC, 2MB/month (As available)		
3402	M2M/Connected Devices MRC, 5MB/month (As available)		
3403	M2M/Connected Devices MRC, 25MB/month (As available)		
3404	M2M/Connected Devices MRC, 50MB/month (As available)		
3405	M2M/Connected Devices MRC, 250MB/month (As available)		
3406	M2M/Connected Devices MRC, 1GB/month (As available)		
3407	M2M/Connected Devices MRC, 5GB/month (As available)		
3408	M2M/Connected Devices Overage Per MB (for Plans <u>up to and including</u> 50MB/month) (As available)		
3409	M2M/Connected Devices Overage Per MB (for Plans <u>above</u> 50MB/month) (As available)		
3410	Offeror to Propose		

3.7 Additional Discount for Federal Agencies Based on Volume

The Contractor shall provide additional discount percentage pricing to all Ordering Entities within Federal Agencies based upon the total Federal Agencies' volume of either the Amount Billed (Table 3-11a) or Lines of Service (Table 3-11b). The total Federal

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Agencies' volume shall be the sum of all purchases from the Contractor through this BPA from all Federal Agencies. The discount percentage shall be applied evenly to all Ordering Entities within Federal Agencies on a monthly basis. For the purposes of this discount, the Federal Agencies are as listed in OMB Circular No. A-11 (2012), Appendix C.

Table 3-11a Additional Discounts based on Federal Agencies' Volume—Amount Billed

CLIN	Amount Billed (\$/Month)	Years 1 – 5 BPA Discount Percent	Notes
4000			Discount shall appear as a credit on the next month's invoice. Credit amount will be based on discount associated with total current amount billed (2 nd column) and associated discount tier (3 rd column) for the current amount applied to the monthly service plan charges. Pass-through costs such as shipping are not included in the Amount Billed.
4001			
4002			
4003			
4004			
4005			

Table 3-11b Additional Discounts based on Federal Agencies' Volume—Lines of Service

CLIN	Lines of Service	Years 1 – 5 BPA Discount Percent	Notes
4006			Discount shall appear as a credit on the next month's invoice. Credit amount will be based on discount associated with lines of service (2 nd column) and associated discount tier (3 rd column) for the current amount applied to the monthly service plan charges.
4007			
4008			
4009			
4010			
4011			

3.8 SEDs Shipping Costs

For standard domestic delivery, there shall be no additional charges for shipping of SEDs. For both expedited domestic shipping and international shipping, the Contractor may charge actual shipping costs (does not include handling costs) on a pass-through basis.

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3.9 Price Changes and Adding NSP Features

For all prices, including service plans and infrastructure/subsystems, the Contractor may—

1. Waive any charge at any time
2. Decrease pricing at any time without GSA CO approval
3. Add NSP features to any service plans and infrastructure/subsystems by the Contractor at any time with the submission of a modification
4. Propose new pricing plans or other changes to existing pricing plans with submission and approval of a modification of the Schedules contract followed by modification of the BPA.

3.10 Review of Rates and Charges

3.10.1 Annual Review of Rates

At GSA's option, the parties shall meet ninety (90) days before the first and each subsequent anniversary of the BPA Award Date (except the last). Acting in good faith, the parties shall seek to determine whether (and, if so, what) changes to the rates and charges, based upon sales volumes under the BPA for the previous billing cycle, are appropriate in light of then-current service alternatives and pricing available from the Contractor and its principal competitors in the marketplace for wireless voice, data add-on, and data only services. Task order unit pricing under this BPA will not be disclosed in this process unless publicly available. The principal competitors in the marketplace for such services shall be limited to those carriers whose service offerings, both domestically and internationally, are technically comparable to the wireless voice, data add-on, and data only service offerings of the Contractor. Subject to its obligations to other customers, the Contractor shall provide GSA pricing and other information relevant to this determination.

3.10.2 Implementation of Changes

If the parties determine that changes in the rates or charges are appropriate, the Contractor shall take such actions as are necessary to implement any such changes and shall make them effective prior to the anniversary of the Award Date.

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3.11 Rate Optimization

On the six month anniversary of the BPA Award Date, and on each 6-month anniversary thereof through the final period of performance of all task orders, if any, the Contractor will begin the rate plan analysis described in this Section. Within thirty days after each six-month anniversary date, the Contractor shall provide rate plan analysis reports for wireless service expenditures of each agency listed in ADM 4800.2G, Appendix A (as amended) that is using this BPA. The report shall consider historical spending elements (such as access charges, feature charges, and domestic and (if feasible) international airtime charges and roaming charges, typically from the prior three months of usage) and illustrate projected monthly and annual cost savings.

Based upon the gathered data, the Contractor shall provide recommendations of its most cost-effective service plans available to each of the Ordering Entity's end users. Recommendations are based upon past usage and are not a guarantee of savings. After the Contractor provides such analysis to the Ordering Entity and upon approval from the Ordering Entity through a service change request, the Contractor shall change the service plans for the Ordering Entity's designated end users within 30 calendar days after the date of receipt of the service change request. New service plans are effective and the monthly access fees and applicable allowances will be prorated if implementation of the service change request occurs at any time other than the beginning or end of a billing cycle.

3.12 Program Funding Fees

All program funding fees shall be included in the prices submitted, including in the Volume Based Discounts. The Government's cost of awarding, administering and managing this blanket purchase agreement is funded through the addition of a program funding fee.

Remittance of the fees shall be made by the Contractor on a United States Government fiscal year, quarterly basis (e.g., October – December, January – March, April – June, July – September) and is due forty-five (45) calendar days after the completed reporting period. Fees not paid within thirty (30) days are considered a debt to the United States Government under the terms of FAR 32.6. The Government may exercise all its rights under the BPA, including withholding or setting off payments and interest on the debt (see FAR clause 52.232-17, interest). Failure of the Contractor to pay the fees in a timely manner may result in termination of the BPA.

The GSA Program Funding Fee reimburses GSA for the costs of procuring and administering the BPA. The Contractor shall remit a GSA Program Funding Fee of 1.5 percent (.015) incorporated into its total unit price(s). This program funding fee shall be comprised of the GSA Industrial Funding Fee set at 0.75 percent (.0075), and an additional 0.75 percent (.0075) Administrative Service Fee for

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the BPA, which may be subject to revision(s) at any time. Upon revision, Contractor is required to adjust pricing up or down by the applicable percentage to reflect the new fee structure.

Remittance of the GSA Industrial Funding Fee portion (.0075) of the Program Funding Fee shall be done in accordance with the underlying GSA IT Schedule 70 contract. Remittance instructions for the Administrative Service Fee portion (.0075) of the Program Funding Fee will be provided to the Contractor within 30 days of BPA establishment by the CO. The Government reserves the unilateral right to change such instructions from time to time at no additional cost, following notification to the Contractor.

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4 Instructions to Offerors

4.1 General Instructions

The RFQ is released under FAR Part 8.4. Quotations must be submitted according to the guidelines provided in this section. The Offeror shall submit capabilities that it offers commercially and are specified “as available” in this RFQ; these “as available” capabilities will be considered in evaluating the extent to which the Offeror exceeds requirements.

The Offeror shall prepare and submit its Quotation as instructed in this RFQ. In order to compete under this RFQ, the Schedule Contractor may need to modify its GSA IT Schedule 70 contract’s offerings to ensure its Quotations contain the latest technology. If so, the Schedule Contractor shall submit its modifications to their assigned GSA IT Schedule 70 Contracting Officer with sufficient lead time that the modifications can be fully executed prior to responding to this RFQ. The failure to receive an executed modification at the GSA IT Schedule 70 level prior to submitting a Quotation may result in disqualification of the Quotation. The failure to receive an executed modification at the GSA IT Schedule 70 level in a timely manner may result in disqualification of the Quotation. Any modifications to GSA IT Schedule 70 contracts to incorporate quoted offerings must be incorporated prior to BPA awards.

The Offeror shall submit separate Technical, Price, Management, and Past Performance volumes as shown in Table 4-1 below. Pricing shall not be included in any non-price volume (Technical, Management, and Past Performance).

Table 4-1 Contents of Proposal Volumes

Volume	Volume Description	Maximum Pages
I. Technical	Section A. Executive Summary	3
	Section B. Technical Narrative (Offeror may place sample Transition Plan in appendix to Technical Volume. Transition Plan may not exceed 10 pages, which are not included in the 40 page limit.)	40
	Section C. Promotional and Service Plan Literature	25
	Section D. Coverage Maps	100
II. Price	Price and Non-Price	10 narrative pages plus Price Table (Spreadsheet)
III. Management	Section A. Management Narrative	50
	Section B. Corporate Experience	50
	Past Performance	6

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Complete Quotations are due by March 14, 2013 at 4:00PM, Eastern Standard Time (EST). Quotations shall be submitted via e-Buy (www.ebuy.gsa.gov) in accordance with the GSA IT Schedule 70 contract.

Quotations not received by the deadline through the electronic means specified will not be accepted or evaluated. The electronic time stamp on Quotations submitted through e-Buy will determine timeliness of Quotation. The following document/attachment size restrictions apply: 5 MB per document, unlimited number of documents.

Instructions for uploading Quotation on GSA e-Buy can be found at the following link:
<https://www.ebuy.gsa.gov/images/ebuy/tutorial/ebuysellers1.ppt>

4.1.1 Submission of Questions

All questions regarding this RFQ shall be submitted via email to the CO:

Patricia A. Stang
fssiwireless@gsa.gov

Questions shall be submitted no later than January 29, 2013 at 4:00PM EST to ensure timely response. Questions received after the deadline may not be addressed unless the Government determines that the answer to the question imparts information material to industry's ability to respond to the RFQ. The Government will publish questions and answers (without attribution to the company submitting the question) within a reasonable timeframe giving particular consideration to the Quotation submission due date and time.

The Offeror shall provide contact information (person name, company, phone number, and email address) when submitting questions. The subject line of the email shall be: "Questions on FSSI Wireless RFQ." Questions must be written in a way that enables clear understanding of the Offeror's issues or concerns. Statements expressing opinions, sentiments, or conjectures are not considered valid inquiries and will not receive a response. Further, Offerors are reminded that the Contracting Officer will not address hypothetical questions aimed at receiving a potential "evaluation decision." Questions shall be submitted in the table format specified below in Table 4-2.

Table 4-2 Format for RFQ Questions

	Question	RFQ Reference (section number)	Comment	Recommended Answer/Solution and Rationale
1.				
2.				
...				

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4.1.2 FSS-12-A Period for Acceptance of Offers (Mar 1996)

Paragraph (c) of the provision 52.212-1, Instructions to Offerors-Commercial Items, is revised to read as follows: The Offeror agrees to hold the prices in its offer firm for 180 calendar days from the date specified for receipt of offers within which offer may be accepted.

4.2 Format Instructions for Offer Submission

For all four volumes, the Offeror's response should follow the layout of this RFQ. Each volume shall include a Table of Contents of that volume's contents that identifies sections and subsections by number and descriptive title as well as the corresponding page numbers. File formats shall be compatible with Microsoft Office 2007 and shall not be password protected.

Each page within each volume and section shall be numbered using a consistent numbering scheme. This scheme shall also be used for all supporting documentation, such as charts and figures, included in each volume.

Paper size shall be 8 ½ by 11-inches. The font shall be 12 point Times New Roman (with the exception of pre-printed product literature). No reduction is permitted except for organization charts or other graphic illustrations. In those instances where reduction is allowable, Offerors shall ensure that the print is easily readable. This includes no less than 9-point font on graphics and 10-point font on tables. Each page shall have at least one inch margins around the page. Header/footer information may be included in the 1 inch margin space, but it shall not include any information to be evaluated. Large sheets (i.e., greater than 8 ½ by 11 inch) shall count as two pages. Offerors shall not exceed the page limitations set forth above.

4.3 Volume I: Technical

The Technical Narrative section shall provide a narrative that fully and accurately addresses Section 2.1 (Wireless Service and Network Coverage Area) through Section 2.8 (Device Recycling and Disposal). The narrative should be concise enough to determine that the Offeror has addressed each requirement and fully understands the requirements. Assumptions that impact the technical requirements specified by the Government shall be clearly identified. The Offeror shall provide feature or capability descriptions for the technical requirements.

The Executive Summary shall contain an overview of the Quotation.

As part of the Promotional Literature (non-Service Plans) section, the Offeror may provide SED and infrastructure/ subsystem promotional material. The Coverage Maps should include coverage level details and expected download and upload speeds. The Offeror shall provide a URL with the location of these coverage maps if available. For WLAN hotspots, the Offeror should provide a description of the overall coverage and not a comprehensive listing of each WLAN hotspot. The Offeror shall describe its mechanisms to electronically notify the Ordering Entity of potential fraud or excessive usage in writing by the next business day.

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The Offeror shall provide current updated maps in its Quotation submission.

The Offeror shall specify the countries for which it provides activation of international roaming only upon Ordering Entity's request and the countries for which this is not available.

The Offeror shall provide the method that it will use to determine the amount that it will pay and how it will communicate the payment amount for used devices for device recycling and disposal (if available).

The Offeror shall provide its ability to provide usage data information and excessive usage notifications (if available).

For Domestic Coverage – The Offeror must specify the percentage of population covered domestically.

4.4 Volume II: Price

The Offeror shall prepare a Price narrative to address all pricing requirements specified in this RFQ, including Section 3.10, Review of Rates and Charges and Section 3.11, Rate Optimization. All prices proposed must be on the Offeror's GSA IT Schedule 70 contract. The Offeror shall submit one price per CLIN for each year of the period of performance unless specified otherwise.

The Offeror shall propose its prices in the electronic Price Table (spreadsheet) provided. The Offeror shall submit these Price Tables in Excel format. This spreadsheet follows the format of the price tables defined in Section 3, Pricing, of this RFQ. The prices proposed shall all be fixed price. All prices submitted shall include the GSA Program Funding Fee.

Prices shall have a maximum of two (2) decimal places, except for prices associated with CLINs that are priced per minute, per text, or per MB/GB, which shall have a maximum of three (3) decimal places. This number of decimal places shall be carried in all calculations up to final rounding. BPA discounts shall have a maximum of one (1) decimal place.

CLINs defined in this RFQ shall not be redefined by the Offeror. The Offeror may not propose additional CLINs for Tables 3-1, 3-2, 3-3, 3-4, 3-5, and 3-11(a&b). The Offeror may propose new CLINs at its discretion as specifically permitted by Tables 3-6, 3-7, 3-8, 3-9, and 3-10 that indicate additional rows for new CLINs.

The Offeror may submit volume discounts using either Table 3-11a or Table 3-11b, but not both.

Features are normally separately priced; although, some features have been defined to be not separately priced (NSP).

The Offeror shall include a copy of its company's current GSA schedule price list under GSA IT Schedule 70, SIN 132-53. The Offeror shall provide the proposed BPA prices compared to its GSA IT Schedule 70 prices. This is to determine the discount being offered from the schedule

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prices. At no time should the Offeror(s) price of the proposed solution(s) exceed the established prices from the Offeror(s) underlying GSA IT Schedule 70 contract.

4.5 Volume III: Management Volume

4.5.1 Management Narrative

The Management Narrative Section shall include the following:

1. Contractor Deliverables – Describes approach to meet the requirements of this section
- ~~2.~~ Program Management – Describes approach to the requirements of Section 2.10 Program Management ~~Program Management~~, including a Program Management Plan, and discusses the training capabilities that will be provided, including those at no charge
- ~~2-3.~~ Transition Support – Describes approach to the requirements of Section 2.11 Transition. The Transition Plan should detail how wireless accounts, plans, and devices previously supported by the awarded Contractor will Transition from existing service to this BPA in a quick, reliable, and accurate manner
- ~~3-4.~~ Operations Support – The Offeror shall describe its approach to Section 2.12 Operations Support, including customer support, help desk, and customer support tools
- ~~4-5.~~ Other - The Offeror shall describe its approach to Sections 2.13, FSSI Wireless Small Business Goals, and 2.14, Electronic Access to BPA via Internet.

4.5.2 Corporate Experience

Experience refers to the length of time a company has been in business and has been engaged in activities relevant to this requirement. As available, the Experience section will contain a description of services provided by the Offeror that are similar to the BPA requirements within the past two (2) years.

Offerors will provide summary inventory information as to current service provided to federal customers by Plan Type, Agency, Bureau, State, and Zip code (As available). If this information is submitted and marked as “Trade secret/Proprietary information”, GSA will hold that it is not eligible for release under FOIA (See *MCI WorldCom, Inc. v. General Services Admin.*, 163 F.Supp.2d 28 (D.D.C., 2001)). Required information is outlined below:

1. Plan Type (Voice, Voice/Data, Data-Only)
2. Department/Administration (Justice, Interior, Homeland Security, etc)
3. Service/Bureau (National Park Service, Justice Management Division, CBP, ICE, etc.—when and if available)
4. Sub-agency organization, if available (Region 5 Engineering, CG Cutter 109, etc.)
5. State (user’s state in two character USPS format, if available; otherwise use billing state)
6. Zip Code (user’s zip code, if available, otherwise use billing zip code)

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7. Quantity (quantity that rolls up items 1-7)

4.6 Volume IV: Past Performance Questionnaire

Past Performance refers to relevant information regarding a company's performance under active or previously awarded contracts. The Offeror shall complete Appendix C (Past Performance Questionnaire) for its largest three federal customers for either ongoing services or past services provided within the past two (2) years. The Offeror will be provided an opportunity to respond to any negative performance information received.

4.7 Notice of Exceptions to RFQ Requirements

CAUTION: Offerors are cautioned that any exceptions or deviations taken to any portion of this Request for Quotation (RFQ) may result in that Offeror's entire Quotation being declared unacceptable.

It is the Government's intent that a successful Offeror satisfactorily meet each and every requirement as stated in this RFQ. Should the Offeror request exceptions and/or deviations from any requirement, and/or any other clauses, provisions, or terms and conditions of this RFQ, that request will be held to a burden of justification (e.g., the requirement is not technically achievable, or the Government referenced the wrong standard). The Offeror shall identify each requirement, clause, provision or term and condition for which exceptions and/or deviations are requested in the appropriate volume of its Quotation. Each exception and/or deviation identified must be fully explained including sufficient justification as to technical problems, cost savings, and/or benefits to the Government so that the Government can thoroughly evaluate the Offeror's input and determine if it is in the best interest of the Government to amend this RFQ and allow all Offerors to respond to the amended requirement(s). If the Offeror's explanation is not acceptable to the Government, the exception and/or deviation will not be allowed and, unless the original requirement is met, the Quotation may be found unacceptable. Refer to Section 5 in this RFQ for a description of how the Government will evaluate Quotations.

4.8 Realism in Request for Proposals

A Quotation is presumed to represent the best effort to respond to the RFQ. Any inconsistency, whether real or apparent, between promised performance, and price, should be explained in the Quotation. For example, if the intended use of a new and innovative technology is the basis for an abnormally low estimate, the nature of this technology and its impact on cost or price should be explained; or, if a corporate policy decision has been made to absorb a portion of the estimated costs, that should be stated in the Quotation. Any significant inconsistency, if unexplained, raises a fundamental issue of the Offeror's understanding of the nature and scope of the work required and the financial ability to perform, and may be grounds for rejection of the Quotation. The Government may consider any publicly available materials. The burden of proof as to price realism rests with the Offeror.

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4.9 Estimated Federal Agencies' Volumes

Several Federal Agencies have participated as committed members of the requirements development team and expect to transition the following to this government-wide acquisition within 18 months of award. These estimates also leverage anticipated volumes that were identified via a February 2011 Wireless Data Call by OMB. The usage values represent the Government's best effort to project Federal Agencies' usage of the specified items for evaluation purposes and do not represent a commitment of future order levels. Significantly higher volumes may be attained due to the estimated government-wide volume of nearly 1.5 million cellular devices currently in use or lower volumes could be attained due to less use of this BPA than estimated.

Initial customers are expected to include DHS, USDA, DOE, DOI, DOJ, GSA, and Department of the Treasury. Other agencies are supporting this government-wide program and are anticipated to participate after the initial award(s). A breakdown of the Federal Agencies' volumes per CLIN is shown in Table 4-3 below. These volumes are used for Bid Model calculations. Note: Although some CLINs may not be in the Bid Model, they will be evaluated as part of the Pricing Evaluation.

All units are as defined in Section 3 under Pricing. The same unit that is used for price is used for these units. The MRC units are the average number of units using that plan during the year. The "Per Min", etc. numbers are the average usage minutes per month. Thus, CLIN 1001 Metered Usage Per Min refers to the average number of minutes expected to be used per month. Metered MRC is the average number of that type of account to be used per month during the respective year.

Table 4-3 Estimated Federal Agencies' Volumes (units)

CLIN Number	Description	Year 1	Year 2	Year 3	Year 4	Year 5
	Lines of Service	141,188	490,146	675,954	714,485	744,369
Voice						
1000	Metered MRC	11,307	38,193	51,214	52,596	53,197
1001	Metered Usage Per Min	1,696,005	5,728,950	7,682,115	7,889,355	7,979,490
1002	Metered Per Text	339,201	2,291,580	4,097,128	4,733,613	5,319,660
1003	100 min pooled MRC	16,960	57,290	76,821	78,893	79,795
1004	400 min pooled MRC	50,880	171,869	230,463	236,680	239,385
1005	900 min pooled MRC	11,307	38,193	51,214	52,596	53,197
1006	Pooling Overage Per Min	474,882	1,604,112	2,150,988	2,209,014	2,234,262
1007	Unlimited MRC	16,960	57,290	76,821	78,893	79,795

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Data Add-on						
1100	Metered MRC	5,653	19,860	26,887	29,059	29,684
1101	Metered Usage Per MB	226,120	993,000	1,613,220	2,034,130	2,374,720
1102	50 MB Pooled	28,267	99,302	107,550	102,824	89,051
1103	500 MB Pooled	8,480	44,686	88,344	96,119	98,946
1104	5 GB Pooled	5,653	39,721	80,662	116,236	153,366
1105	Pooled Overage Per GB	848	4,225	7,190	8,825	10,241
1106	Unlimited MRC	5,653	32,273	61,457	80,471	98,946
Data Only						
1200	Metered MRC	1,689	6,366	9,471	10,741	11,950
1201	Metered Usage Per MB	84,450	1,145,880	2,841,300	4,296,400	5,975,000
1202	50 MB Pooled	8,443	22,916	28,413	23,631	19,120
1203	500 MB Pooled	15,198	52,197	66,298	66,596	64,530
1204	5 GB Pooled	6,755	35,647	64,403	85,931	107,550
1205	Pooled Overage Per GB (overage applies to all pooling plans)	304	1,440	2,546	3,171	3,824
1206	Unlimited MRC	1,689	10,185	20,836	27,928	35,850
International						
1600-1899	Long Distance Calling ¹	28,267 339,204	97,074 1,164,887	132,304 1,587,637	144,639 1,735,657	159,590 1,915,077
1900-2999	Roaming Voice	113,068 1,356,804	388,296 4,659,546	529,213 6,350,548	578,553 6,942,628	638,360 7,660,308
	Roaming Text Messages Sent	4,712 56,533	15,914 190,965	21,340 256,070	21,039 252,460	17,733 212,787
	Roaming Text Messages Received	4,712 56,533	15,914 190,965	21,340 256,070	21,039 252,460	17,733 212,787
	Roaming Data	30,103 361,228	127,693 1,532,305	200,735 2,408,818	242,694 2,912,316	293,491 3,521,890
Features						
3000	Tethering MRC	13,509	70,021	128,807	161,120	191,199
3001	Push to Talk (PTT) including Group Talk MRC	11,307	38,193	51,214	52,596	53,197
3003	Wireless Priority Services (WPS) MRC	5,653	19,097	25,607	26,298	26,598
3004	WPS Usage Per Minute	113,060	381,940	512,140	525,960	531,960

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¹ Long distance Calling is assumed to be 60% wireless terminated and 40% wireline terminated.

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A breakdown of international usage by percentage of total international usage for countries in the Bid Model is shown in Table 4-4 below.

Table 4-4 Estimated International Usage by Country
(for Bid Model*)

Country	Percent of Total Usage
Canada	24%
China	6%
France	6%
Germany	6%
Israel	5%
Japan	5%
Mexico	16%
Netherlands	3%
United Kingdom	9%
Other (Rest of World)	20%
TOTAL	100%

* Only the nine countries identified in Table 4-4 are used in the Bid Model; although, the traffic volumes shown in Table 4-3 represent total international usage for all countries.

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5 Evaluation Factors for Award

5.1 Basis for Award

The objective of the evaluation is to competitively select one or more Contractors that meet or exceed the requirements in Section 2 and whose Quotations represent the Best Value to the Government. This will allow the Government to effectively administer the BPA and resulting task orders.

1. The Quotations will be evaluated upon the following evaluation factors:
 - i. Non-Price Factors: Technical, Management, and Past Performance
 - ii. Price
1. Non-price factors when combined are more important than the Price factor. Non-price factors are listed above in descending order of importance.
2. The technical sub-factors are listed in descending order of importance: 1) Wireless Coverage, 2) Service Plans, Devices, and Infrastructure/Subsystems., 3) Business Portal Interface, and then 4) Billing.
3. For management sub-factors, #1 (Manage Technical Requirements) is the most important, followed by #2 (Transition Customers).
4. Each Offeror's Technical, Management, Past Performance, and Price will be evaluated in accordance with the criteria described in this Section and the RFQ.
5. Each Quotation will be evaluated based on its strengths, weaknesses, deficiencies, and risks.

5.2 Technical Evaluation

The Government will evaluate technical Quotations based on the factors shown below using adjectival ratings of Excellent, Good, Acceptable, and Unacceptable. The response must demonstrate an understanding of the requirements and that all requirements have been addressed. The Excellent and Good ratings will be based upon exceeding the minimum requirements, which are advantageous to the Government. Risk will also be included in the evaluation.

The evaluation will be performed on the basis of the following sub-factors and considerations:

1. Wireless Coverage
 - i. Domestic Coverage – Offeror must specify the percentage of population covered domestically. Technical evaluation will also consider coverage area covered beyond the minimum, WLAN hotspots support, technology supported (2G, 3G, 4G, LTE, etc.), and plans for future support.
 - ii. Quality of Coverage Maps per Section 2.1.1 (Coverage Maps and Indications) – Domestically, the Quotation should reflect coverage quality as a function of location and performance. The Quotation will be evaluated on ability to provide

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updates as required via business portal interface. Ease of use and frequency of updates will also be considered in evaluation of the coverage maps.

- iii. International Coverage specified in Section 2.1 (Wireless Service and Network Coverage Area) – Countries specified in Sections 2.1, 3.4 and 3.5 shall be covered. The quality of coverage offered internationally and the quantity of countries covered beyond the minimum specified will be evaluated as an opportunity for Offeror to exceed requirements.

2. Service Plans, Devices, and Infrastructure/Subsystems

- i. Quotation must meet requirements specified in 2.3 (Service Plans) and 2.4 (Infrastructure/Subsystems and Accessories)
- ii. Quotation must meet SED requirements specified in 2.2 (Mobile Devices) and 2.5 (~~SEDs Replacement/Refresh~~SEDs Replacement/Refresh)
- iii. Technical evaluation of SEDs and services will evaluate:
 - a. Ability and ease of use to order SEDs and services
 - b. Capabilities and features offered
 - c. Infrastructure/subsystem offerings
 - d. Service plan ease of use
- iv. Offeror's device replacement and refresh policy to support requirements in Section 2.8 (Device Recycling and Disposal)

3. Business Portal Interface

- i. Quotation must meet requirements specified in 2.6 (Business Portal Interface)
- ii. Technical evaluation will assess Quotation's strengths, weaknesses, deficiencies, and risks to the Government regarding the ability to securely and reliably provide an information interface to an Ordering Entity or a third party designated by an Ordering Entity.

4. Billing

- i. Quotation must meet requirements specified in 2.7 (Billing)
- ii. The ability to generate invoices and summary bills

5.3 Management Evaluation

The Government will evaluate the management volume based on the factors shown below using adjectival ratings of Excellent, Good, Acceptable, and Unacceptable. The response must demonstrate an understanding of the requirements and that all requirements have been addressed. The Excellent and Good ratings will be based upon exceeding the minimum requirements, which are advantageous to the Government. Risk will also be included in the evaluation.

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The evaluation will be based on the following sub-factors, which are listed in order of descending relative importance:

1. The ability to manage the technical requirements. The appropriateness of their management operations. Consideration will be given to staffing, processes, etc. The capability of managing the requirements. The approach to satisfying training requirements, marketing approach.
2. The approach to quickly, reliably and accurately Transition customers from existing plans to this agreement as well as compliance with all specific transition requirements. Material submitted per Section 4.5.2 (Past Experience) will also be considered in the Transition evaluation.

5.4 Past Performance Evaluation

In conducting the Past Performance Evaluation, the Government will use the following ratings:

Satisfactory	The past performance record represents that the Offeror is capable of adequately performing the requirement. This rating indicates a low level of performance risk to the Government.
Neutral	In the case of a Offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance
Unsatisfactory	Indicates that the Offeror has historically failed to perform in a satisfactory manner in the fulfillment of like or similar requirements. This rating indicates a high level of performance risk.

The Government will use information from the Past Performance Information Retrieval System (PPIRS) and the Past Performance Questionnaire in Appendix C. The Government may also use publicly available sources.

In addition, the Offeror shall describe any problems encountered on the identified contracts and the Offeror's corrective actions or how the problem was resolved.

The Government will evaluate Past Performance Quotations based on the information specified above and other information available publicly and commercially.

5.5 Price Evaluation

The Government will evaluate prices as submitted in the electronic Price Tables (spreadsheets) to determine price competitiveness. As part of this evaluation, the Government will calculate the Average Price Per Unit (APPU) and Total Evaluated Price (TEP) to the government for each Quotation using the submitted pricing and the Bid Model described below. The Bid Model will weight the pricing received by year over the period of performance. Weighting is specified below in Table 5-1.

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Table 5-1 Price Weighting Per Year

	Year 1	Year 2	Year 3	Year 4	Year 5
Weighting	1.0	1.0	0.8	0.6	0.3

The Government's Price Evaluation will use previously identified estimated volumes from Section 4.9 (~~Estimated Federal Agencies' Volumes~~~~Estimated Federal Agencies' Volumes~~). For all pricing, including as available items, the Government may compare the submitted pricing to commercially available pricing and against each other.

Offerors are advised that all quoted prices may be subject to price analysis, regardless of whether they are specifically included in the APPU or TEP components of the Bid Model. Any significant risk to the Government of unacceptably higher comparative costs, resulting from potential future traffic volumes and patterns not represented in the information provided to the Offerors, will be reflected in the analysis. As demonstrated through their responses to Sections 3.10 and 3.11, Offerors' Quotations that ensure more competitive pricing across government and throughout the term of the agreement will be identified as greater value under the planned Best Value Quotation evaluation. The Government has developed a Bid Model that it will utilize as part of its price evaluation. For evaluation purposes only, the Bid Model provides estimated volumes for CLINs expected to represent the highest sales demand. These include all voice, data, and data add-on plans (see Figure 5-1 below), including selected features. This Bid Model will be used to develop the Offeror's Average Price Per Unit (APPU) and Total Evaluated Price by taking the usage and multiplying by the Offeror's prices. The Total Evaluated Price (TEP) may also consider any credits or additional charges that arise from the Offeror's quotation that are not captured in the electronic Price Table spreadsheets.

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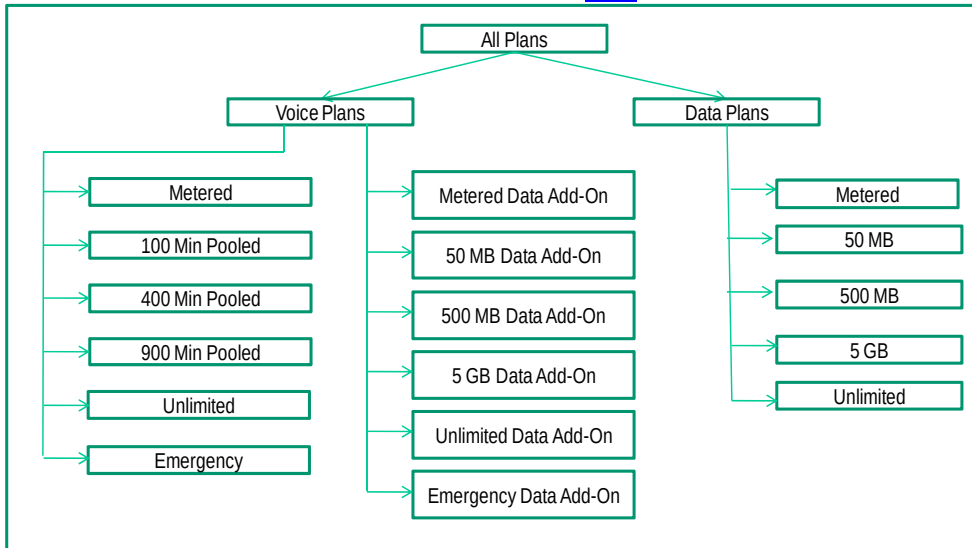


Figure 5-1 Primary Bid Model Service Plans

5.6 Additional Rules Regarding Negotiations and Removal from Consideration

The evaluation process will be conducted in accordance with FAR 8.405-2 and 8.405-3. The Government reserves the following rights:

1. Make award based on initial Quotations; therefore, Offerors are encouraged to submit their best Quotation from both a technical and price aspect, and not assume that the Government will hold discussions.
2. Remove any Quotation(s) from consideration at any time if the Offeror has failed to provide adequate information (in accordance with Section 2) necessary to evaluate its quote.
3. Remove any Quotation(s) from consideration at any time if the Offeror has simply restated the requirements from Section 2 and not provided enough information to prove that it can fulfill the requirement.
4. Remove any Quotation(s) from consideration at any time during the evaluation if it becomes apparent that the Offeror does not possess the necessary requirements in Section 2.
5. Request clarifications from one or more of the Offerors at any time after receipt of Quotations. The Government is not required to request clarifications from an Offeror whose Quotation does not meet the minimum requirements.
6. Hold meetings with one or more of the Offerors at any time after receipt of Quotations.

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5.7 Evaluation Support

The Government intends to use an unbiased, and conflict-free outside contractor, to assist in the evaluation of Quotations. The Contractor will have access to any and all information contained in their Quotation and will be subject to appropriate conflict of interest, standards of conduct, and confidentiality restrictions. Each evaluator will be required to sign an appropriate Conflict of Interest Acknowledgement and Nondisclosure Agreement prior to receiving any Quotations.

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Appendix A Portal Interface Required Data Elements

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

General Account Information

1. Department/Agency
2. Bureau
3. Bureau Organization
4. Account Number
5. Sub Account Number
6. Agency Hierarchy Code (AHC), can be stored in 28 character flexible field(s)
7. Individual User Name
8. User Mailing Address
9. Billing Address
10. Email Address
11. Mobile Number
12. Device Manufacturer
13. Device Type
14. Device Operating System
15. Electronic Serial Number (ESN) / International Mobile Equipment Identity (IMEI)
16. Subscriber Identity Module (SIM) Number
17. Summary Report Publication Date
18. Billing Cycle Start Date
19. Billing Cycle End Date
20. Activation Date
21. Device Refresh Eligible Date

Support Functions

22. Trouble Ticket Number
23. Trouble Ticket Flex Field
24. Trouble Ticket Confirmation Date
25. Activate Device
26. Deactivate Device
27. Reset voicemail passwords
28. Suspend/resume a line of service
29. Kill a device (as available)
30. Wipe a device (as available)

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Order Information

- 31. Order Number (provided by Portal Contractor unless agreed otherwise)
- 32. Order Date
- 33. Order Confirmation Date
- 34. Ship Date
- 35. Two Flexible Fields

Plan, Usage, and Charge Information per device

- 36. Total Charges
- 37. Account Status (e.g., Active/Suspend)
- 38. Usage Start Date
- 39. Usage End Date
- 40. Total Pooled Minute Allowance
- 41. Total Pooled Minute Usage
- 42. Total Pooled GB Allowance
- 43. Total Pooled GB Usage
- 44. Rate Plan Name
- 45. Rate Plan Charges
- 46. Data Feature Description
- 47. Data Feature Charges
- 48. SMS/MMS Feature Description
- 49. SMS/MMS Feature Charges
- 50. Other Feature Description
- 51. Other Feature Charge
- 52. Equipment/One Time Charges
- 53. Adjustments Charges
- 54. Other Usage Charges & Credits
- 55. Taxes & Fees
- 56. Minute Plan Allowance
- 57. Cell Minute Usage
- 58. Cell Overage Charges
- 59. Peak Minute Usage
- 60. Peak Minute Charges
- 61. Off-peak Minute Usage
- 62. Off-peak Minute Charges
- 63. Other Minute Usage
- 64. Other Minute Charges
- 65. Mobile to Mobile Usage
- 66. Radio (PTT) Minutes of Use

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- 67. Radio (PTT) Charges
- 68. Radio (PTT) Group Call Minutes of Use
- 69. Radio (PTT) Group Call Charges
- 70. Domestic Roaming Minutes of Use
- 71. Domestic Roaming Charges
- 72. Directory Assistance Usage
- 73. Directory Assistance Charges
- 74. SMS Text Plan Allowance
- 75. SMS Text Usage
- 76. SMS Text Charges
- 77. Data MB (or GB) Plan Allowance
- 78. Data MB (or GB) Usage
- 79. Data Charges
- 80. Country Code Associated with International Charges
- 81. International Dial Minutes
- 82. International Dial Charges
- 83. International Roaming Minutes
- 84. International Roaming Minutes Charges
- 85. International Roaming MB
- 86. International Roaming Data Charges
- 87. International Roam PTT Minutes
- 88. International Roaming PTT Charges
- 89. International Roaming SMS Text Usage
- 90. International Roaming SMS Text Charges
- 91. WPS usage (As available)
- 92. WPS Minute Charges (As available)
- 93. Satellite Call Minutes Usage (As available)
- 94. Satellite Text Usage (As available)
- 95. Satellite Data MB Usage (As available)

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Appendix B Sample Letter of Authorization (LOA)

<Use Ordering Entity Letterhead>

<Date>

Dear <Contractor>:

The < Ordering Entity>, has a contract with <Portal/TEMS Provider> with offices at <address of Portal/TEMS Provider> for wireless portal <and managed> services for <Ordering Entity>, including <list services, such as account management, services and devices management, and payment reconciliation services for wireless devices.> Contract Number <contract number> was awarded effective <Date>. The period of performance of this contract is a base period of <contract terms.> <Portal/TEMS Provider> will act as the agent for <Ordering Entity> in the management of all wireless accounts belonging to <Ordering Entity> for the duration of the awarded contract.

<Portal/TEMS Provider> is authorized to place orders under the BPA number <BPA number> and <Contractor> on behalf of <Ordering Entity>. All orders shall—

- Be placed in accordance with this authorization and the <Carrier Contract>
- Follow policies and procedures set forth in FAR 51.1

The following account number(s) are included in this authorization: <list account number(s)>

Duplicate copies of monthly invoices shall be submitted directly to <Portal/TEMS Provider> to its SFTP site at <URL> <or insert email address or mailing address >.

Please extend the same excellent cooperation and courtesy to <Portal/TEMS Provider> as you have to the <Ordering Entity>. If you have any questions, please contact the undersigned at (XXX) XXX-XXXX.

Sincerely,

Name

Contracting Officer

Ordering Entity

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Appendix C Past Performance Questionnaire

The Offeror shall complete items 1 through 14 of each form (as highlighted below) and include the form with the RFQ. The remaining items 15 through 23 will be completed by the Evaluation Team upon contacting the specific customers. Please provide a separate form for each contract or task/delivery order. All contracts or task/delivery orders should be ongoing or have been completed within the last two (2) years.

Table C-1 Past Performance Questionnaire

1	Offeror Name	
2	Contract Number	
3	Task Order Number	
4	Award Date	
5	Program/Project Title	
6	Customer/Agency	
7	Customer Point of Contact	
8	Address	
9	Telephone Number	
10	E-mail Address	
11	Contract Value	
12	Primary Service Provided and Est. Quantity	
13	Period of Performance	
14	Completion Date	
15	Please rate their quality of service.	
16	Please rate their program management, including Transition capabilities.	
17	Please rate responsiveness.	
18	How well did they meet mission requirements? Identify any major issues and how they were resolved.	
19	How efficiently did they handle trouble calls and complaints?	
20	Were there any invoicing issues? If so, please describe the issues and how well they were addressed.	
21	How well did they manage quality control?	
22	Please rate this service provider. What is the rationale for your service provider rating?	
23	Has the Contractor interfaced with a business portal or TEMS provider? If so, how did the Contractor perform?	
Note: All ratings will be on a scale of 1-5 with 1 being poor and 5 being excellent.		

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Appendix D Glossary and Abbreviations

Term	Description
Agency	"Department" or other administrative unit of the federal government, such as the General Services Administration (GSA), which is using this contract vehicle. This also includes quasi-government entities, such as the United States Postal Service.
Agency Hierarchy Code (AHC)	The AHC uses a 28 character code with the first five characters defined in the URL www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s79.pdf with the last 24 characters being defined and registered by the Agency. Except for the first 5 characters, the AHC is a 28 character string that belongs solely to the Agency; it is not to be tampered with by any other outside organization. The AHC is determined by the Agency and should follow that Agency's rules concerning the setup of their [A] – Own budgetary accounting codes (i.e., should ultimately identify the office that will actually pay for the service being provided), and/or [B] – Reporting Requirements. The AHC may also be identified with whoever is receiving the service being provided.
Base Service	A set of technical capabilities that are inherent to the service and may not be unbundled from the service price.
Billing Codes	These are specific alpha and/or numeric identifiers that are used in the Offeror's commercial billing systems to represent various billing elements (e.g., feature charge type, transmission type, etc.).
Bucket Plan	A specified number of minutes for voice plans or MBs/GBs for data plans are allocated to a user for the billing month. If the user exceeds the number of minutes allocated, an overage per minute is charged. If the user exceeds the number of MBs/GBs allocated, either an overage per MB or GB is charged or their uplink and downlink data speeds are throttled.
Bureau	A sub-Agency Bureau level organization, which is using this contract vehicle, as defined by OMB (www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s79.pdf)
Business Day	Government work days, which include Monday – Friday, excluding federal holidays
Capability	A technical service requirement that is a component of the base service.
Cellular Phone	A mobile telephone using a cellular network. The cellular phone may be a voice-only phone, a phone that supports text messaging, or a smartphone.
Data Plan	Includes web browsing, send and receive email, download attachments, download applications (NMCI restrictions apply where applicable).
Device	Also called handheld wireless devices, these include handheld devices that are capable of wireless voice or data communications. The devices support cellular or paging technologies augmented by technologies such as WLAN and satellite.
Domestic	Defined as the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands. For the purposes of this agreement, American Samoa, Guam and Northern Marianas are <u>not</u> domestic.
Feature	An enhancement beyond base service that is to be selected at the option of the user. Features are normally separately priced, although some features have been defined to be not separately priced (NSP). Each feature must be ordered separately even if not separately priced.
Federal Agency	An agency as listed in OMB Circular No. A-11 (2102), Appendix C; see http://www.whitehouse.gov/sites/default/files/omb/assets/a11_current_year/app_c.pdf
FIPS	Federal Information Processing Standards
GB	Gigabyte or 1000 MB of data
Government	All government entities that use or administer this contract vehicle
GFE	Government Furnished Equipment the Government procures outside this BPA and provides to use the services in this BPA. This may include personally-owned devices approved by the Agency for Government use.
Incident Commander	Responsible for directing and/or controlling resources by virtue of explicit legal, Agency, or delegated authority.
International	Defined as areas that are non-domestic, or outside of the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands.

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Lines of Service	Sum total of number of voice plans plus number of data only plans.
MB	Megabyte, a common term used to describe the amount of data being sent over a wireless network
Mbps	Megabits per second, a common term used to describe wireless transmission speeds
Metered Service	Monthly service plans where primary rate structure is based on volume use during the monthly period – per minute, per MB, per text, etc. Metered service may also have a monthly recurring component that is less than the plans that come with specified usage volumes.
Mobile to mobile calls	Calls from mobile devices (voice, smartphone) to other mobile devices within service provides network.
Ordering Entity	Any Agency, sub-Agency, state or local government that is using this contract vehicle.
Ordering Agency	The Government Agency that is using this contract vehicle. There may be one or more Ordering Entities under an Ordering Agency.
Overage	When a user goes over the minutes or MBs/GBs allowed under the ordered plan. The additional amount may be charged against the overage amount. This fee for the extra minutes or MBs/GBs is called overage fees or overage charge.
Pooled Plan	Pooled plans allow a large number of users to collectively pool their plan minutes or MBs/GBs together. Pooling is typically limited to those phones contained within an individual fair opportunity.
Secure Communications	Communication services that includes security components such as encryption to ensure the privacy and integrity of the communications.
SED	Service Enabling Device provided for zero dollars bundled with the price of the service
Smartphone	A cellular phone with built-in and downloadable applications, text messaging, Internet access, email, Web browsing, still and video cameras, and other built-in functions.
Subsystem	A subsystem is a set of elements, which is a system itself, and a component of a larger system (Wikipedia). For instance, a subsystem could include both the encryption software and the related software on the server.
Tethering	Connecting a computer or tablet to a cellular phone by a cable or wireless connection to obtain cellular connectivity.
Text Messaging or SMS	Text Messaging or Short Message Service (SMS) is the exchange of brief written messages between cellular phones, smartphones, and data devices over cellular networks.
Third-Party Direct Billing	The receipt of invoices from parties other than the Contractor for services within or outside the scope of this agreement.
Trade Agreements Act (TAA)	The TAA of 1979 is an Act of Congress that governs trade agreements negotiated between the U.S. and other countries under the Trade Act of 1974. Its stated purpose is to: (1) Approve and implement the trade agreements negotiated under the Trade Act of 1974 [19 U.S.C. 2101 et seq.]; (2) Foster the growth and maintenance of an open world trading system; (3) Expand opportunities for the commerce of the United States in international trade; and (4) Improve the rules of international trade and to provide for the enforcement of such rules, and for other purposes. The TAA designated countries are listed in the following web site: http://gsa.federalschedules.com/Resource-Center/Resources/TAA-Designated-Countries.aspx
Transition	Moving service(s) from existing wireless agreements or contracts with one or more carriers separate from this BPA to this BPA.

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Trouble Ticket	Also called a trouble report, this is the documentation of a service or device failure that impacts the service. The ticket enables an organization to track the detection, reporting, and resolution of some type of problem.
WLAN Calling	Wireless Local Area Network: Enables a wireless handset to make and receive calls via an internet-connected WLAN (e.g., Wi-Fi network) instead of the cellular network
Wireless Systems and Subsystems	Wireless infrastructure, servers, and software that enable an enterprise to enhance its cellular coverage, increase cellular capacity, and enable enterprise solutions (e.g., BlackBerry Enterprise Server) using services offered by the wireless industry
24/7 phone support	Technical support and user assistance is provided by telephone and Internet 24 hours a day, 365 days (or 366 during leap years) per year.