SAIC | Frederick

Wireless Equipment

Procurement Manual

Wireless Team:

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http://web.ncifcrf.gov/campus/SAICForms/F.11.002_878_Wireless_Reimbursement.pdf

Terms and Conditions for use of Wireless Equipment Form –
http://web.ncifcrf.gov/campus/SAICForms/F.11.005_879_Wireless_Terms.pdf

Property Transfer Form
http://ncifrederick.cancer.gov/Cad/Media/Documents/Transfer.pdf

Definitions

Contracted Vendors - AT&T and Verizon

Contracted Sales Representative – Persons responsible for representing one of the vendors the Purchasing Department has contracted to provide wireless equipment, service, and accessories at discounted prices.

Contracted Customer Service Representative – Contracted Vendor's Representative whom is responsible for providing customer service on issues such as billing, basic technical questions, etc.

Requestor – Individual who will be utilizing wireless equipment and/or service.

Wireless Team- Individuals within the Purchasing Department responsible for wireless procurement, billing issues which can't be resolved by requestor or administrative personnel within their program area, and maintenance of Program Integrity. The Wireless Team consists of Jeannie Hilderbrand, Rosemary Dawson, and Joyce Shelton.

Internal Audit Dept. – Individuals responsible for reviewing and approving content of justification for wireless purchases and auditing wireless accounts.

Statement of Account (SOA) – A monthly listing from US Bank of all payments for purchases and credits made by cardholder and billed by the merchant. The SOA is used by the cardholder to reconcile the account to extract monies from appropriate cost centers.

Cardholder – Individual who has an SAIC Frederick issued US Bank credit card.

Tethering - Tethering refers to connecting one device to another. In the context of mobile phones or Internet tablets, tethering allows sharing the Internet connection of the phone or tablet with other devices such as laptops. Connection of the phone or tablet with other devices can be done over wireless LAN (Wi-Fi), over Bluetooth or by physical connection using a cable for example, through USB.

If tethering is done over Wi-Fi, the feature may be branded as a Mobile Hotspot. The Internet-connected mobile device can thus act as a portable wireless access point and router for devices connected to it.

You may not tether while on International travel.

Wireless Equipment User Responsibilities

Ordering Accessories Only

The following accessories must be procured through the Contracted Sales Representative to ensure appropriate discounts are received. These can be purchased directly by the cardholder through the Contracted Representative or through a local kiosk, if necessary. You can obtain contact information for Contracted Representative from the Wireless Team.

Chargers (Electric/Auto)
Case/belt clip
Headset for Cellular Equipment
Batteries

Obtaining Equipment

DO:

1. Complete the Wireless Justification Form and Terms and Condition (T&C) form (http://ncifrederick.cancer.gov/campus/administrative/F.11.001_877_Wireless_Justification.pdf and http://web.ncifcrf.gov/campus/SAICForms/F.11.005_879_Wireless_Terms.pdf) and submit for approval through the Program Director.

2. Route completed justification and T&C forms via email to: belascoc@mail.nih.gov.

3. The approved justification and T&C form is forwarded to the Wireless Team. Per the Credit Card Program Policy and Procedures, a credit card number must be obtained prior to placing this order. The Wireless Team will access the Credit Card System, obtain the credit card number and enter all pertinent information in the cardholder's order log.

4. The Wireless Team will order, receive the equipment and contact the requestor or cardholder when the equipment if ready for pick up. The equipment can be picked up in the Purchasing Department, Bldg. 1050, 2nd floor.

Wireless Reimbursement

5. The majority of Wireless devices within SAIC Frederick, Inc. are on a "Domestic Only" service plan which includes "shared" minutes and unlimited data and texting. Incidental "personal" usage is allowed; however, if additional features are activated or applications are downloaded which result in additional costs to SAIC-Frederick, the employee is responsible for repayment to SAIC-Frederick, Inc. The following may result in additional costs:

    a. Overages (Additional Charges outside the Service Plan for Personal Usage).
    b. Downloading applications (not business related)
    c. Tethering (If not included in service plan)

    It is the responsibility of employee to review the monthly invoice from the wireless service provider and reimburse SAIC-Frederick via a personal check for any additional costs *(Detailed billing can be obtained by contacting the Wireless Administrator, ext. 1716)*

6. Contact Wireless Team to obtain Contracted Customer Service Representative's contact information if you have questions about your account:

    - Billing Issues
    - Different coverage areas
    - Compatibility of equipment

7. Upon termination of employment or transferring to another program area or department, the following processes must be completed:

- Transfer - Wireless equipment is assigned to a specific job not an individual employee. When an employee transfers to a different program area or department, the administrative person within that area must contact the wireless administrator via e-mail concerning the transfer and a property transfer form must be completed.
  (**http://ncifrederick.cancer.gov/Cad/Media/Documents/Transfer.pdf**)

- Termination of employment - When an employee terminates they are required to go through a check-out procedure. The equipment must be turned over to the wireless administrator as part of the check-out process. Equipment more than a year old will be surplused; new equipment will be issued and all obsolete equipment retired from usage. If the program area has a new employee starting within 30 days and the wireless device is less than one year old, the administrative person within that group may contact the wireless administrator stating the device will be re-issued within 30 days. Justification form and Wireless T's and C's must be completed and submitted to the auditing department before device is issued to new employee.

Do Not:

1. Contact contracted Sales Representative or local store to purchase equipment/software such as:

   - Smartphone
   - Cellular Phone
   - Blackberry
   - Pager
   - Additional memory
   - Wireless Air Card
   - Broadband Service
   - Tethering Service

2. Make <u>any</u> changes to your account. This must be handled through the Wireless Team of the Purchasing Department.

   Transfer any wireless equipment until a new Wireless Justification Form (**http://ncifrederick.cancer.gov/campus/administrative/F.11.001_877_Wireless_Justification.pdf** and T&C form **http://web.ncifcrf.gov/campus/SAICForms/F.11.005_879_Wireless_Terms.pdf** has been completed for the new requestor and submitted for review through the Internal Audit Department.

3. Purchase certain handheld equipment which have been determined to be unallowable procurements, for example:

   - iPod's
   - MP3 Players
   - Personal Digital Players
   - iCarPlay (Portable Transmitter for iPod & iPhone)

4. Use tethering when on international travel.

Description of Equipment

PDA – (Blackberry) Personal Digital Assistant is a handheld device with the following capabilities:

- E-Mail — Read, compose, forward or reply to messages.
- Messaging — Create memos/letters which can be sent from your PDA or saved on your office computer.
- Cellular Phone — Full featured phone capabilities. (PDA can be purchased with or without Cellular phone service). Text message is available with phone.
- Web Access — Retrieve information from the web including news, travel and business.
- S ynchronize — Synchronize your PDA with your office computer

Smartphone – (iPhone ONLY) is a handheld device with the following capabilities:

- E-Mail — Read, compose, forward or reply to messages.
- Messaging — Create memos/letters which can be sent from your PDA or saved on

your office computer.

- Cellular Phone Full featured phone capabilities. (PDA can be purchased with or without Cellular phone service). Text message is available with phone.

- Web Access Retrieve information from the web including news, travel and business.

- Synchronize Synchronize your PDA with your office

Cellular Phone – Can be used to make telephone calls locally, nationally, or internationally. You can also do text messaging.

Pager – Can be purchased as Numeric or Alpha.

- Numeric – Leave a phone number.
- Alpha – Leave a message with an operator and it's displayed on the pager.

FREQUENTLY ASKED QUESTIONS
WIRELESS COMMUNICATION PROGRAM

1. Q: ***What processes are required to purchase wireless equipment/services?***

   A: You may access SAIC-Frederick *Standard Process* (SP) D301 "Wireless Communications" at **http://ncifrederick.cancer.gov/Staff/Sahsp/Sahsp.aaspx** ; "Terms and Conditions for Use of Wireless Equipment" form at **http://web.ncifcrf.gov/campus/SAICForms/F.11.005_879_Wireless_Terms.pdf** ; and "Wireless Justification" form at **http://ncifrederick.cancer.gov/campus/administrative/F.11.001_877_Wireless_Justification.pdf**

   The requestor must read and sign the "Terms and Conditions for Use of Wireless Equipment" form and attach the signed form to the completed "Wireless Justification" form. The "Wireless Justification" form is approved by the user's manager and forwarded to the appropriate directorate head for approval.

   Once the forms are approved, you must forward them to the Internal Audit Department for review (via e-mail **belascoc@mail.nih.gov**). After the justification is reviewed for completeness, the internal auditor will forward it to the Purchasing Department for processing.

2. Q: ***How long before the equipment is received?***

   A: Once the approved "Wireless Justification" and "Terms and Conditions for Use of Wireless Equipment" forms are received by the wireless administrator, the equipment usually takes 3–5 business days to arrive. The equipment is delivered directly to the wireless administrator, who contacts the Property Department to place a government decal on the equipment prior to releasing it to the employee. Equipment is then sent to C&SS (or the responsible IT person for NIAID), per NCI *Policy and Procedure* No. 108, to complete the baseline configuration. Equipment

that is sent to C&SS will be returned to the wireless administrator. The wireless administrator will contact the employee or their administrative staff when the equipment is ready to be picked up from the Purchasing Department, Building 1050, Second Floor.

NIAID equipment sent to an IT person within a directorate will be picked up by the employee or their administrative staff. A "Receipt of Equipment" form must be signed by the employee picking up the device. (End-User or Administrative Person within the department).

3. Q: ***Can individuals purchase the wireless equipment themselves and be reimbursed?***

A: ***No***. All wireless communication equipment and accessories must be purchased using an SAIC-Frederick credit card. If wireless equipment is purchased using any other mechanism, it will be considered an unauthorized procurement. Employees are not allowed to make any changes to any wireless account, including adding minutes, upgrading the service, ordering new equipment, etc. Making changes is grounds for automatic termination of wireless service.

4. Q: ***Are there specific vendors through whom wireless equipment/service must be purchased?***

A: ***Yes***. The Purchasing Department has issued contracts with AT&T and Verizon. These vendors provide various levels of discounts on the equipment and service.

5. Q: ***What do I do if I transfer to a different program area or I terminate my employment?***

A: Wireless equipment is assigned to a specific job, not an individual employee. When an employee transfers to a different program area, a "Request for Property Transfer" form (**http://ncifrederick.cancer.gov/Cad/Media/Documents/Transfer.pdf**) must be completed and submitted to the wireless administrator.

When an employee terminates, he or she is required to go through a check-out procedure. The equipment must be turned over to the wireless administrator as part of the check-out process. Equipment more than one year old will be surplused; new equipment will be issued and all obsolete equipment retired from usage. If the program area has a new employee starting within 30 days, the administrative

person within that group may contact the wireless administrator stating the device will be reissued within 30 days. A "Wireless Justification" form and "Terms and Conditions for Wireless Use" form must be completed, submitted and reviewed by the Internal Audit Dept. before device can be re-issued.

6. Q: ***Where can the "Wireless Justification", " Terms and Conditions for Use of Wireless Equipment" and the "Wireless Reimbursement" forms be obtained?***

   A: The forms can be downloaded from:

   http://ncifrederick.cancer.gov/campus/administrative/F.11.001_877_Wireless_Justification.pdf

   http://web.ncifcrf.gov/campus/SAICForms/F.11.002_878_Wireless_Reimbursement.pdf

   http://web.ncifcrf.gov/campus/SAICForms/F.11.005_879_Wireless_Terms.pdf

7. Q: ***Are personal calls allowed on a "business" wireless devices?***

   A: Yes–incidental personal usage is allowed and with specific restrictions. Please read Section C.2 of *SP D301*, "Wireless Communications " for specific information.

8. Q:***What do I do if my wireless equipment/service is not working properly or if my coverage area is inadequate?***

   A: Contact the wireless administrator for repair or replacement of equipment, or changes to service plan and/or coverage area. **Important:** *Do not* call the vendor directly.

9. Q: ***How do I get international service on my existing wireless equipment?***

   A: Employees who are issued wireless equipment and are planning to travel internationally for work must e-mail the wireless administrator in the Purchasing Department (hilderbrandmj@mail.nih.gov) to have international coverage activated on their plan.

i. The Purchasing Department must receive an e-mail from the employee or administrative staff at least four days before the employee's departure.
ii. Coverage will be disconnected one month after return, to ensure all charges have been accounted for.

SAIC-Frederick wireless plans for PDAs include unlimited data at no additional cost. PDAs should be used (instead of air card/USB modem) while on International travel. PDAs have "unlimited" data plans, whereas the air card/USB modem is limited to megabytes and charged $0.0005 per mb of data over the plan limit.
Contact the wireless administrator for more information.

10. Q: ***What contracted vendors provide international service?***

A: AT&T and Verizon. AT&T has more discounted service plans available for international travel. **NOTE:** ***A PDA, not an USB Modem, is the recommended wireless device to use because of the unlimited data.***

11. Q: ***How do I know if a certain provider has reception in the country I'm traveling to?***

A: AT&T and Verizon have information available on their web sites. Click on "International Coverage" (see URLs below).
http://www.att.com/gen/general?pid=12809
http://www.verizonwireless.com/b2c/index.html

12. Q: ***What is the process for obtaining a wireless air card?***

A: Complete a "Wireless Justification" form and forward it to the Internal Audit Department. Once reviewed and approved, it will be forwarded to

the wireless administrator in the Purchasing Department for procurement.

13. Q: ***What contracted vendors provide the wireless air card/service?***

A: AT&T and Verizon have free air cards/USB modems.

14. Q: ***What is the difference between a communicating PDA and a communicating PDA with cellular?***

A: A communicating PDA is for "data" communication only, i.e., e-mail, Internet, calendar, scheduling meetings, etc. The communicating PDA with cellular provides voice and data. You have the ability to communicate via cellular phone, in addition to e-mail and Internet.

15. Q: ***When sending data, is there a way to calculate how much data I'm using?***

A: 1,048,576 Kilobytes = 1 Gigabyte
5,242,880 Kilobytes = 5 Gigabytes
1,024 Kilobytes = 1 Megabyte
1,024 Megabytes = 1 Gigabyte
5,120 Megabytes = 5 Gigabytes

There are also websites which will help you estimate your data usage.

AT&T:
http://www.att.com/att/datacalculator/index.html#fbid=85caFY06KXd

Verizon:
http://www.verizonwireless.com/b2c/splash/datacalculatorPopup.jsp

16. Q: ***What is the procedure of sanitization on returned wireless equipment?***

A: All storage media is sanitized using processes that meet or exceed standards set forth in NIST FIPS-800-88. In the event attached media cannot be electronically erased (sanitized), C&SS will physically destroy the media using processes that meet or exceed standards set forth in NIST FIPS-800-88.