



Government Sales Operations  
7600 Montpelier Road  
Laurel, Maryland 20723

April 16, 2013

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

Subject: Verizon Wireless' Response to GSA Federal Strategic Sourcing Initiative (FSSI)  
Wireless – Blanket Purchase Agreement (BPA) QTA-0-12-PS-B-0006

Dear Ms. Stang:

Cellco Partnership, a Delaware General Partnership, on behalf of itself and its controlled and/or managed affiliates doing business as Verizon Wireless (hereinafter referred to as "Verizon Wireless") understands the important nature of the General Services Administration's (GSA) Federal Strategic Sourcing Initiative (FSSI) initiative. Verizon Wireless has not only invested in a robust voice and data network but also in a dedicated government sales and operations organization. These efforts focus on the unique missions and requirements of the Federal Government sector and state and local government agencies. Verizon Wireless has developed a team approach designed to ensure focus on operations related to the most critical of our customers, such as the GSA.

Verizon Wireless has the proven ability to provide the Government with the latest in wireless technology. We believe we offer the best value in the wireless industry through:

- Highly reliable, more secure, and consistent call quality across our extensive nationwide CDMA and 4G LTE network.
- Innovative choices for wireless services, including voice, data, push to talk and text messaging, internet access, email, and e-commerce services, as well as custom solutions.
- Wireless Priority Service that provides top-level priority wireless communications access for key agency personnel to help ensure that mission-critical calls are delivered during times of emergency response and disaster recovery.
- The availability of products, software and services needed to sustain the Government's voice, data and messaging communications during times of crisis.
- An account team dedicated to providing outstanding service and support to the Government's employees.
- Access to cost-efficient online ordering, invoicing and reporting tools.

Verizon Wireless will provide the Government with quality wireless services through a Blanket Purchase Agreement (BPA) under the General Services Administration's (GSA) Federal Supply



*Government Sales Operations*

---

Schedule (FSS) Contract, GSA Contract #GS-35F-0119P. Under the provision of the FSS Contract, Verizon Wireless can provide high quality cellular services at the best value to all governmental customers. The FSS Contract offers nationwide wireless voice and data telecommunications services providing for:

- Rapid and easy procurements
- A broad range of wireless products and service offerings

Other than the incorporation of the terms, provisions and conditions of the GSA Contract #GS-35F-0119P and the GSA FSSI BPA, this proposal does not incorporate or include any other prior written or oral communications, materials, documents, representations or presentations of any kind. No part of this proposal may be modified unless done so in writing and signed by an authorized representative of Verizon Wireless. This proposal is valid for one hundred and eighty (180) days, unless otherwise agreed upon between the Government and Verizon Wireless.

**CLARIFICATIONS/EXCEPTIONS TO SPECIFICATIONS**

**(1) TECHNICAL VOLUME**

**2.1 – Wireless Service and Network Coverage Area**

Verizon Wireless defines its domestic home airtime rate and coverage areas as the 48 contiguous states, the District of Columbia, select areas of Alaska and Puerto Rico. The U.S. Virgin Islands is not a part of Verizon Wireless' home airtime rate and coverage area for voice services. Voice usage in the U.S. Virgin Islands will incur international roaming charges at the Tier 1 country rate.

**2.2.2 – Cellular Phone and Service Capabilities**

4.



**2.3.2 – No Additional Charge Items**

2.





3. 

**2.3.3 – Emergency Service Plans**

Verizon Wireless will provide the following emergency service plans:

- Voice - America’s Choice Flat Rate Plan for voice only service
- Data - Metered data add-on plan

These plans include a low monthly flat rate service fee and a per minute or MB charge. In the event of an emergency, Verizon Wireless will transfer the emergency devices to a designated rate plan based on the Ordering Entity’s request received to change the rate plan. Upon request from the Ordering Entity, the device will be returned to the America’s Choice Flat Rate Plan and metered data plan. If a service plan is not designated by the Ordering Entity, Verizon Wireless will continue to bill at the flat rate for voice only service and metered data plan rate for data service.

**2.5.1 – Warranty**

Verizon Wireless is offering its standard commercial return policy of thirty (30) days.

**2.5.2 – Device Refresh**



**2.7.1 – Agency Billing Summary Report**

Verizon Wireless agrees to provide the information in Section 2.7.1 contingent upon the GSA including the following requirement in the BPA:

“Any entity procuring off of this BPA consents to the following information being provided 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



*Government Sales Operations*

---

4. Account name
5. Summary of each task order awarded or modified during the period, include 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) PRICE VOLUME**

**3.1 – General Structure**

[REDACTED]

**3.7 – Additional Discount Based on BPA-Wide Volume**

[REDACTED]

**3.10.1 – Annual Review of Rates**

Verizon Wireless supports annual review of rates to ensure FSSI customers have optimized pricing. However, Verizon Wireless takes exception to the sharing of our proprietary pricing information with competitors in connection with the annual review process.

**3.12 – Program Funding Fees**


[REDACTED]



**(3) MANAGEMENT VOLUME**

**2.9 – Contract Deliverables**

Verizon Wireless shall provide the deliverables as specified in Section 2.9, Table 2-3 with the exception of the deliverables identified below:

1. Device Disposition Report – 

**2.10.5 – Marketing Support**

As a part of its overall Government program, Verizon Wireless will continue to develop marketing collateral to support the sales efforts of the GSA FSSI contract vehicle. The collateral will identify the services and products offered under the contract. Sales and support team contact information will also be included in the marketing collateral. Upon contract award, Verizon Wireless will train its Government Sales and Support Team to support the promotion and administration of the contract. In addition, emails and bulletins may be displayed on the online ordering website customized for the Government.

**4.5.2 – Corporate Experience**

The requirement to provide the GSA with an inventory of all Federal Accounts, by agency, will require the provisioning of information that raise contractual, CPNI, and/or ECPA concerns that require Verizon Wireless to protect its customers' information.

Verizon Wireless is pleased to have the opportunity to participate in this important mobility initiative and we are confident that we can meet the Government's basic requirements.

Sincerely,

Todd Loccisano  
Executive Director, Government Contracts  
Enclosures