

**DEPARTMENT OF HOMELAND SECURITY (DHS)
FEDERAL EMERGENCY MANAGEMENT AGENCY
(FEMA)**

STATEMENT OF WORK

FEMA Satellite Radio Services Program (SATRAD)

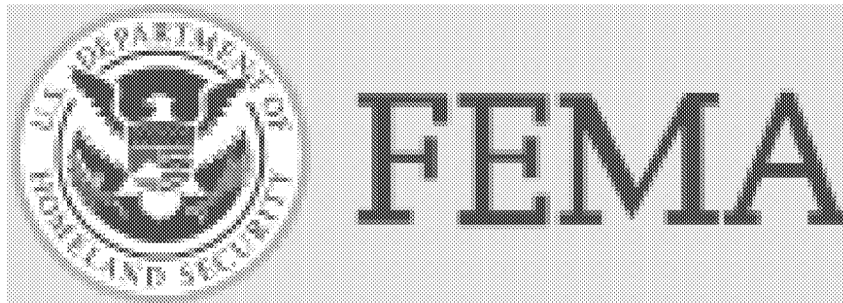


Table of Contents

1	Project Description.....	3
1.1	Project Background	3
1.2	Scope	3
2	Statement of Work	4
2.1	Task 1: Mobile Satellite Radio and Voice Services	4
2.2	Task 2: Management Services.....	5
2.2.1	<i>Fault Management</i>	5
2.2.2	<i>Account Management</i>	5
2.2.2.1	Account Manager.....	6
2.2.2.2	Account Billing	6
2.2.3	<i>Completion of Order</i>	6
2.2.4	<i>Reports</i>	6
2.2.5	<i>Technical Assistance</i>	7
2.2.6	<i>Security Management</i>	7
2.3	Task 3: Transition and Implementation	8
2.3.1	<i>Transition-In and Implementation</i>	8
2.3.2	<i>Transition-Out</i>	8
2.4	Deliverables and Delivery Schedule	9
2.5	Period of Performance	9
2.6	Place of Performance	9
3	Section 508 Requirements	10
3.1	Electronic and Information Technology (EIT) Deliverables.....	10
3.2	Exceptions to Section 508	10

1 Project Description

The Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA) Satellite Radio Services Program, hereinafter referred to as SATRAD or SATRAD Program, provides a commercial satellite-based subscription services for two-way, push-to-talk (PTT) dispatch radio and voice telephony service for use by FEMA emergency responders. The service supports FEMA's disaster response and recovery efforts and the continuity of operations (COOP) program nationwide.

1.1 Project Background

The requirements contained in this Statement of Work (SOW) support DHS, FEMA. Under the authority of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, Public Law (P.L.) 93-288, FEMA assists State and local governments across the Nation to respond to and recover from natural and man-made disasters. FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

FEMA full time employees work at FEMA headquarters in Washington D.C., regional and area offices across the country, Mount Weather Emergency Operations Center, and the National Emergency Training Center in Emmitsburg, Maryland. FEMA also has standby disaster assistance employees who are available for deployment after disasters. FEMA requires satellite-based subscription services for PTT dispatch radio and voice telephony service to meet its responsibility to provide seamless communication between its supporting personnel in the event of a disaster.

The purpose of this SOW is to describe the satellite services and support required by FEMA for national disaster operations. The Contractor shall be responsible for providing satellite airtime services to support FEMA's existing equipment assets and any new devices acquired during the period of performance of this contract.

Currently, the SATRAD mission is being supported through a satellite subscription service contract. This contract provides a two-way, PTT dispatch radio service and voice service for FEMA's current device count of 234 satellite radio devices. The devices operate on the Ligado Networks satellite network. The Ligado network is often recognized by the names of the satellites in operation: MSAT 1 & 2 and SkyTerra 1. Services provided on the Ligado Networks satellite network include:

- PTT satellite radio service for dispatch operations via talk groups
- Telephone Public Switched Telephone Network (PSTN) services
- Satellite Mutual Aid Radio Talk (SMART) talk groups for interoperable communications amongst public safety agencies

FEMA has a continued need for the SATRAD requirements in order to maintain service for FEMA's current devices and any future devices that are purchased as the older devices are phased out.

1.2 Scope

The Contractor shall provide pre-existing, pre-engineered mobile satellite airtime services on the Ligado Networks satellite network to FEMA anywhere within the established Ligado Networks Satellite Network Coverage Area under all FEMA mission conditions. The Contractor shall transition FEMA current inventory of devices, activate new devices, de-activate old devices, and modify Talk Group configurations as required. FEMA's device count and associated service plan requirement are depicted in Attachment 1, FEMA SATRAD Service Requirements.

The Contractor shall:

1. Provide rapidly deployable mobile satellite communications to support disaster emergency response communications, and to support continuity of operations through service diversity (supplementing terrestrial networks).
2. Provide technologically advanced, effective, and cost efficient commercial satellite-based subscription services for two-way, PTT dispatch radio and voice telephony service within the Ligado Networks Satellite Network Coverage Area for use by FEMA emergency responders.
3. Satisfy requirements for additional services (i.e. activation of new devices and Talk Group configuration) during emergency, surge and non-emergency situations.
4. Provide effective and efficient work flow processes that capture FEMA programmatic approvals, use electronic ordering, and capture order accuracy detail (e.g., what was ordered, by whom, fiscal and cost data, and status information).
5. Promptly resolve trouble reports and manage troubleshooting issues with minimal impact on customers.
6. Transition-in existing services as appropriate within seven (7) calendar days of **contract** award.
7. Ensure accurate, timely invoicing and reporting.

FEMA plans to award a **Contract** for Ligado Networks satellite network subscription services to support FEMA's SATRAD Program devices.

2 Statement of Work

The SOW describes the services the Contractor shall be capable of providing to meet FEMA's SATRAD Program requirements.

The services described herein shall be provided to FEMA when and if they are ordered.

2.1 Task 1: Mobile Satellite Radio and Voice Services

The Contractor shall provide the Government with satellite communication subscription services anywhere within the established Ligado Networks Satellite Network Coverage Area, illustrated in Figure 1 below:

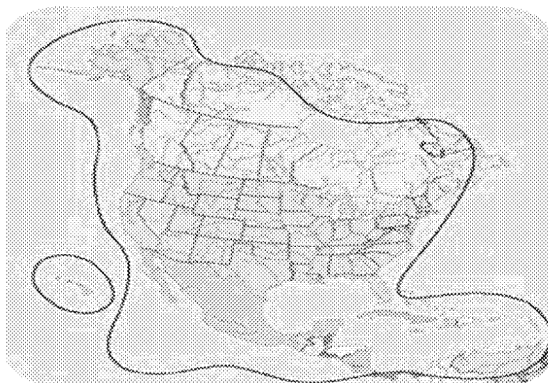


Figure 1: Ligado Networks Satellite Network Coverage Map

The Contractor shall provide FEMA with Ligado Networks satellite network subscription services for FEMA's current inventory of devices and any future devices procured that require service during this period of performance. The services shall include the following:

1. Satellite airtime services
2. Telephone/PSTN services

3. E-911 Service
4. PTT satellite radio service for dispatch via talk groups
5. SMART talk groups for interoperable communications amongst public safety agencies
6. Activation of devices
7. De-activation of devices
8. Addition of talk groups to devices
9. Deletion of talk groups from devices

Within seven (7) calendar days of the **Contract** award, the Contractor shall provide voice telephony services, E-911 service, and the specific two-way, PTT dispatch radio service for the 234 devices described in Attachment 1: FEMA SATRAD Service Requirements. Figure 2 provides a summary of the requirements contained in Attachment 1.

Service	Device Count
Current active devices with no changes required	219
Current active devices that require talk group additions and/or updates	13
New devices that require activation	2
Total	234

Figure 2: FEMA Service Plan Requirement Summary

2.2 Task 2: Management Services

The Contractor shall provide management services for all mobile satellite services provided. Management and Operations Services encompass the essential activities and requirements necessary to provide quality services to FEMA throughout the life-cycle of the Contract. Management and Operations Services begins with the overarching program management that sets the appropriate resources, systems, and processes in place with leadership to balance contract compliance, to meet the needs of FEMA and to manage the day-to-day operations and activities as required under this SOW.

The Contractor's solution shall address managing, maintaining, and reporting on services provided to FEMA. Service Management encompasses the processes, systems, and data required for the Contractor to ensure the quality of services delivered to the Government. The solution shall be capable of collecting and delivering the near real-time monitoring, fault/incident/outage reporting, and information access required to ensure effective and efficient operations, performance, and availability consistent with commercial best practices.

The contractor shall provide support of all services for Surge and Disaster response within 12 hours of notification. Contractor shall respond to service activation orders to support a disaster within two (2) hours after receiving written notification from FEMA to the Contractor's customer service office.

2.2.1 Fault Management

The Contractor's solution shall provide the ability to recognize, isolate, correct and log faults that occur in the Ligado Networks satellite network and use trend analysis to predict errors so that the network is always available.

2.2.2 Account Management

The Contractor's solution shall include Account Management to gather usage statistics, track network utilization information, such that FEMA can be appropriately billed or charged for accounting purposes.

2.2.2.1 Account Manager

The Contractor shall provide a dedicated Account Manager responsible for managing FEMA's service requirements.

2.2.2.2 Account Billing

The Contractor shall submit electronic data (Excel, CSV, or TXT files) of device, usage, service plan, and billing information to FEMA's telecommunications management contractor on a monthly basis to ensure accountability and proper inventory management. Billing invoice format must be consistent with FEMA's Network Inventory and Optimization Solution (NiOS). Figure 3 below is an example of the billing format columns:

NiOS Invoice Columns
Foundation Account (If Applicable)
Invoice Number
Invoice Date
Cycle Begin Date
Cycle Close Date
Account Number
Unique Billing Identifier (Primary ID)
Secondary ID
FEMA Order Number
Rate Plan (Primary)
Rate Plan (Secondary [Feature])
Total Charge
Rate Plan (Primary) Charge
Rate Plan (Secondary [Feature]) Charge
Usage Category (Charged, pooled, free) Minutes Charge
Usage Category (Charged, pooled, free) Minutes Used
Usage Category (Charged, pooled, free) KB Charge
Usage Category (Charged, pooled, free) KB Used
Usage Category (Charged, pooled, free) Messaging Charge
Usage Category (Charged, pooled, free) Messaging Used

Figure 3: NiOS Billing Format Example

2.2.3 Completion of Order

The Contractor shall submit "Notice of Completion of Order" to the FEMA Mobility Service Center (MSC) that provides detailed notification of completion for each order and service via FEMA centralized ordering system or email.

2.2.4 Reports

FEMA has the need for reporting to complement its satellite communications services. Upon FEMA request, custom reports on orders, voice service plan usage, device Talk Group plans, billing, costs, savings, and trouble reports shall be provided and included in the Contractor's solution. Typically, these reports refer to Call Data Records (CDR) and/or other information pertaining to usage.

The reporting capability shall allow the ability to export all fields into Excel for data manipulation purposes.

Historical reporting should be available for a minimum of 12 months.

The reporting capability shall include a customized Electronic Serial Number (ESN) Inventory List reporting capability that includes the Data Fields described in Figure 4:

ESN Inventory Data Fields	Description
Device Sat ESN	Device Satellite Electronic Service Number
MT ID	Mobile Terminal Number ID Number
Call Type	Voice or Data
MSAT #	Mobile Satellite Number
Toll Free #	Toll-free Number
NR MT ID	Network Radio Mobile Terminal ID Number
NR Net ID Tag	Network Radio Network ID Tag Number for the Talk Group
NR Description	Network Radio Description
NR Monitor Code	Network Radio Level of Monitoring Code
* FEMA Specific SIM Owner Name	FEMA Specific Subscriber Identity Module Owner Name (FEMA Region, Mobile Emergency Response Support (MERS) Team, etc.)
* FEMA Specific SIM Location	FEMA Specific Subscriber Identity Module Location (FEMA Region, Mobile Emergency Response Support (MERS) Location, Joint Field Office (JFO), etc.)
* FEMA Specific SIM Barcode Information	FEMA Specific Subscriber Identity Module Barcode Information
<i>* These Data Fields shall be accessible by authorized FEMA users to populate the reporting data fields</i>	

Figure 4: ESN Inventory Data Fields

2.2.5 Technical Assistance

The Contractor shall provide 24 hours a day, 7 days a week, 365 days a year technical assistance to all designated persons within FEMA.

The Contractor shall provide FEMA with escalation policies and procedures, with timeframes for expected levels of service to demonstrate prompt resolution of trouble reports and issues of all services, while ensuring minimal impact on customers.

2.2.6 Security Management

The Contractor's solution shall include security management to control access to assets in its network to ensure that the network environment is secure and that the gathered security-related information is analyzed regularly. Security management functions include managing network authentication, authorization, and auditing, such that both internal and external users only have access to appropriate network resources.

The solution shall restrict access to FEMA accounts to pre-authorized FEMA employees, representatives, and FEMA contracted account management team members. No one, except the pre-authorized FEMA employees, representatives, and FEMA contracted account management team members, shall be authorized to make changes to FEMA accounts.

2.3 Task 3: Transition and Implementation

The Contractor shall execute a transition-in and implementation strategy that will effectively facilitate the seamless transition of FEMA's current mobile satellite services from the existing service to the services awarded under this Contract within seven (7) calendar days of award.

2.3.1 Transition-In and Implementation

Contractor shall provide a Transition-In and Implementation Plan describing its transition approach and its action plan including technical and service management procedures to provide satellite communications subscriptions services throughout the life of the **Contract**. The Transition-In and Implementation Plan shall, at a minimum, address the following:

- Transition-In
 - The Contractor shall collaborate with the government and existing contractors to identify and transition-in the required services and solutions.
 - The Transition-In and Implementation Plan shall include coordination with the Government, identification of key transition events, a transition schedule, identification of risks and mitigation strategies, key persons participating, and specific action that will be taken to alleviate risks that become issues.
 - The Contractor will be responsible for delivering a transition-in project plan with a comprehensive timeline for transition with their proposal submission.
 - The Contractor will be responsible for delivering a comprehensive risk and mitigation plan for transition-in efforts with their proposal submission.
 - Contractor shall execute Implementation Plan and effectively transition services with seven (7) calendar days of Contract award.
- Processing Contract for both disaster (emergency) and non-emergency services with 24 hours of receipt.
- No cost or additional fees policy for:
 - Device Activation and Deactivation
 - Talk Group Addition and Deletion
 - Reports
- Termination of service and billing for lost or stolen equipment within 24 hours of notification
- Ability for current active devices to retain their current Toll-Free and MSAT phone numbers

2.3.2 Transition-Out

The Contractor shall provide Transition-Out services and a Transition-Out Plan describing its transition approach to another vendor as directed by the government in the Contract.

- The Contractor shall deliver a Transition-Out Plan for transferring SATRAD services to a successor vendor.
- The Contractor shall deliver transition-out plans that mirror the new Contractor's transition-in plans and project schedules at the request of the government.
- During the transition-out period, there may be adjustments to the transition-in and transition-out plan and the Contractor will review and revise their plan(s) accordingly.
- The Contractor shall facilitate, support and conduct transition-out activities in collaboration with the government and existing contractor in order to transition out the SATRAD services and environment inclusive of functionalities, data and capabilities.

- The Contractor shall perform current contract requirements during the transition-out process
- The Contractor shall conduct detailed overview sessions with the new contractor as directed by the government in order to provide visibility and insight into the existing solution and business processes.
- The Contractor shall deliver a final report outlining all work accomplished under the Contract and any issues/problems encountered. The report shall also make recommendations to enhance future performance of SATRAD services.
- The contractor shall support transition-out activities by participating in Integrated Project Teams, providing timely responses to requests for information from FEMA or requests made on FEMA's behalf and raising risks and issues for discussions.

2.4 Deliverables and Delivery Schedule

CONTRACT DELIVERABLES: The following deliverables are required for this **Contract**.

Deliverable	Due Date
Kickoff meeting	Within three (3) business days from Contract award date
Transition-In and Implementation Plan	Submitted with the Contractor's proposal
Conference Calls	Periodic
Draft Project Plan	Draft due at the Kick-Off Meeting for Government review and comment
Final Project Plan	Within ten (10) business days of the Kick-Off Meeting. The Contractor will continue to update and revise the plan as needed throughout the life of the Contract.
Reports	Report requirements may be specified to the Contract
Completion of Order Notices	Upon completion of Contract requirements.
Account Billing	Monthly
Conference Calls	Periodic

2.5 Period of Performance

The period of performance shall be for one (1) 12 month Base Period plus four (4) 12 month Option Periods.

2.6 Place of Performance

The Contractor shall provide the required service(s) anywhere in the Ligado Networks Satellite Network Coverage Area under all FEMA mission conditions.

Network and operational support services will be performed at the Contractor's facilities.

3 Section 508 Requirements

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

3.1 Electronic and Information Technology (EIT) Deliverables

All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable standards have been identified:

(a) 36 CFR 1194.21 - Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

(b) 36 CFR 1194.22 - Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous JavaScript and XML (AJAX) then -1194.21 Software- standards also apply to fulfill functional performance criteria.

(c) 36 CFR 1194.31 - Functional Performance Criteria applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

(d) 36 CFR 1194.41 - Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required -1194.31 Functional Performance Criteria-, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

3.2 Exceptions to Section 508

Exceptions for this task Contract have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the COR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply:

(a) 36 CFR 1194.2(b) - (COTS/GOTS products). When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meets some but not all of the standards, the agency must procure the product that best meets the standards.

When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires approval from the DHS Office on Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

(b) 36 CFR 1194.3(b) - Incidental to Contract, all EIT that is exclusively owned and used by the Contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those Contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.