

National Oceanic and Atmospheric Administration

Policy Directive T-1

May 28, 2004

Information Technology

Cellular Service Standard

NOTICE: This publication is available at: <http://www.cio.noaa.gov>

Office of Primary Responsibility: NOAA CIO Office

Certified by: NOAA CIO Council

Type of Issuance: Final

1. Policy: Cellular telephone service in the National Capital Region (NCR) shall be procured from a single provider per the implementation procedures document.

2. Scope: This policy applies to cellular telephone service funded by NOAA and provided to NOAA employees and contractors in the National Capital Region for official government use.

3. Responsibilities:

The **NOAA Chief Information Officer** shall be responsible for implementation and oversight of procedures and policies for procurement of cellular service.

- Provide direction to NOAA Line Offices regarding establishment of cellular telephone service through an established NOAA BPA.
- Provide a technical review based on market research prior to annual contract option renewal to ensure service options remains technically current and costs are competitive.
- Escalation support for service contacts to address chronic support issues with the vendor.

The **CIO Council** will maintain approval authority for modification of this standard.

NOAA Line Office/Staff Office CIOs may grant individual waivers to this policy within their Line Office. The exception criteria include:

- Lack of adequate service coverage by the selected vendor
- Requirement for services or features not available from the selected vendor.
- In addition, requests for a temporary waiver should be given consideration based on termination liabilities for those required to transition prior to fulfillment of existing contract terms.

The individual Line and Staff Offices requiring cellular service shall be responsible for

establishing and maintaining service.

- Contact vendor to request service changes (additions, changes and deletions)
- Order cellular telephones and peripherals, including maintaining a spare equipment inventory of phones, where necessary
- Coordinate the reporting of service issues with the vendor.
- Review, certify and pay invoices.

4. Purpose and Authority: The purpose of this Directive is to establish a National Oceanic and Atmospheric Administration (NOAA) policy for Procurement of Cellular Telephone Service. Authority is derived from the duties and responsibilities assigned to the CIO by NOAA.