

# **REQUEST FOR PROPOSALS**

## **2009 - CELLULAR TELEPHONE SERVICES**

**For the Alcoa City Schools**

**Alcoa, Tennessee  
November 2009**

**RFP Posted: November 16<sup>th</sup>, 2009**

**Sealed proposal due: 11:00am  
January 5, 2010**

**Proposal Opening: 9:00 am  
January 6, 2009**

**Notification of selection: January 20, 2010**

**Notice Regarding Changes/Amendments**

**RFP Change/Amendment Request Form**

In order to receive any possible changes and/or amendments to this RFP, vendors must supply the following information by fax, mail, or email. Revisions will not be delivered unless this information is mailed, faxed, or emailed to Lisa Berry at Alcoa City Schools at the contact information supplied on the next page. Call 865-984-0531 if you have any questions. This page may be photocopied and faxed or mailed with the requested information included. *All questions deemed critical to the satisfaction of requirements related to this RFP will be answered by way of changes / amendments made available to all who provide the information requested below.*

---

RFP: 2009 – Cellular Telephone Services

Amendment form requested (check one)

- mail
- fax
- email

Company name:

Contact person:

Mailing address:

Phone number:

Fax number:

Email address:

**FAX to: Lisa Berry, Director of Technology, 865-984-5832**

## Request for Proposals

### Contract(s) for Cellular Telephone Services Eligible for E-Rate Discounts

#### 1. Introduction

- A. Purpose/Objective - The Alcoa City School District requests proposals from qualified contractors to furnish and maintain cellular telephone service for all schools and administrative offices within the district. Contract(s) resulting from this Request for Proposal shall be executed by the school district for a period of up to five (5) years. The district may instead choose to utilize a tariff month-to-month billing option instead of entering a long-term contract. The district complies with all State and local procurement requirements. It is the desire of the school system to solicit proposals for these services to properly comply with the FCC rules to obtain E-rate discounts during the 2010 program year.

The Alcoa City School District reserves the right to reject all proposals and continue with service offerings that are currently under Tennessee Tariffs, thereby fulfilling FCC bidding and local bidding requirements and being eligible for E-rate discounts.

- B. Inquiries - Direct all questions related to this RFP to Lisa Berry, Director of Technology, and submit such questions in writing prior to December 11, 2009. Include the RFP number, page, and paragraph number for each question.

If you mail the questions, do not place the RFP number on the outside of the envelope containing questions. The buyer may identify such an envelope as a sealed proposal and may not open it until after the official RFP due date.

Send all questions by fax or e-mail to Lisa Berry, Director of Technology at Alcoa City Schools, by fax at (865) 984-5832 or via email at [lberry@alcoaschools.net](mailto:lberry@alcoaschools.net). For general questions, call (865) 984-0351.

- C. Method of Source Selection - The District is using the Competitive Sealed Proposals method of source selection. Awards, if made, will be made to the responsible proposer(s) whose proposal is most advantageous to the district, taking into consideration price and the other factors set forth in this Request for Proposals.

The District may, as it deems necessary, conduct discussions with responsible proposers determined to be reasonably susceptible of being selected for award for

the purpose of clarification to assure full understanding of, and responsiveness to solicitation requirements.

D. Minimum (General) Criteria the District Will Use to Determine the "Ability to Respond" of Each proposer:

- i. Does the proposer possess the ability, capacity, skill, and financial resources to provide the service?
- ii. Can the respondent take upon itself the responsibilities set forth in the RFP (and resultant contract) and produce the required outcomes in a timely manner?
- iii. Does the proposer have the character, integrity, reputation, judgment, experience, and efficiency required by the contract?
- iv. Has the proposer performed satisfactorily in previous contracts of similar size and scope?

II. Constraints On The Contractor

The Contractor shall be responsible for all licenses, fees, and permits required for performance of the contract resulting from this Request For Proposal.

All work to be performed under this contract shall be provided at times convenient to the District. Maintenance and installations may only be performed at times that do not interfere with daily operations of the District and with no interruption of phone services.

III. Contractor Responsibilities

The package of services the District seeks to obtain under contract(s) resulting from this RFP includes, but is not limited to the following:

- A. Supply and maintain all necessary cellular telephone equipment
- B. Routine maintenance, including those services required to maintain equipment.
- C. Emergency services and repairs.
- D. Furnishing replacement parts and equipment necessary to provide additional functionality or upgrade of installed systems
- E. Necessary training for end users of systems.
- F. Compliance with Tennessee Public Law 587.

IV. District Responsibilities

The District shall provide to the Contractor access to the buildings to install and maintain equipment.

## V. District's Right to Inspect

The District shall have the right to inspect any facility or project site where the services performed under the resultant contract are performed. The District may request test equipment to test solutions proposed.

## VI. Terms and Conditions of Contract

Contract(s) resulting from this RFP shall be subject to the terms and conditions set forth in the attached Standard Terms and Conditions. These contracts are expected to provide the proposer's standard terms and conditions, and may be modified by a District prior to signing. It is expected to include a matrix of the offerings so that the District may simply insert the quantity of items to be included for each type of service. It is helpful, although not a requirement, for a proposer to submit a proposed contract form prior to the submission of its final proposal with pricing. This will allow time for the District to examine the vendor's contract form and offer any needed modifications and facilitate signing once proposals have been received.

Contract(s) resulting from this RFP shall be subject to E-Rate funding and commitment from the Schools and Library Division and subject to approval of 2010-2011 budget processes by the school system.

The term of the contract will be subject to a 30-day cancellation by the Alcoa City School District without cause.

## VII. Instructions for Proposal

- A. Compliance with the RFP - Proposals must be in strict compliance with this Request for Proposals. Failure to comply with all provisions of the RFP may result in disqualification.
- B. Acknowledgment of Insurance Requirements - By signing its proposal, proposer acknowledges that it has read and understands the insurance requirements for the proposal. Proposer also understands that the evidence of required insurance must be submitted upon contract signing; otherwise, the District may rescind its acceptance of the proposer's proposal. The insurance requirements are General Liability and Automobile Liability in the amount of \$1,000,000 and Worker's Compensation Insurance, Statutory Limits.

### C. Delivery of Proposals

All proposals are to be delivered before 11:00 a.m., EST, January 5, 2009 to:

Alcoa City Schools  
Attention: Lisa Berry, Director of Technology  
524 Faraday Street  
Alcoa, Tennessee 37701

The District will not accept any proposals received after 11:00 A.M. and shall return or file unopened late proposals.

Proposals will be opened publicly in a manner to avoid public disclosure of contents; however, only names of proposers will be read aloud. List "2009 – Cellular Telephone Services" on the outside of the box or envelope and note "Request for Proposal enclosed."

- D. Evaluation of Proposals (Procedure) - The District will first examine proposals to eliminate those that are clearly non-responsive to the stated requirements. Therefore, proposers should exercise particular care in reviewing the Proposal Format required for this RFP.

The detailed evaluation that follows the initial examination may result in more than one finalist. At this point, the District may request presentations by proposers, and carry out contract negotiations for the purpose of obtaining best and final offers.

The District reserves the right to withdraw this RFP at any time and for any reason, and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.

Receipt of a proposal by the District or a submission of a proposal to the District offers no rights upon the proposer nor obligates the District in any manner.

The District reserves the right to waive minor irregularities in proposals, provided that such action is in the best interest of the District. Any such waiver shall not modify any remaining RFP requirements or excuse the proposer from full compliance with the RFP specifications and other contract requirements if the proposer is awarded the Contract.

- E. Ambiguity, Conflict, or Other Errors in the RFP - If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, it shall immediately notify the District of such error in writing and request

modification or clarification of the document. The District will make modifications by issuing a written revision and will give written notice to all parties who have submitted a Letter of Intent to Propose by the stated deadline.

The Proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.

F. Proposals and Presentation Costs - The district will not be liable in any way for any costs incurred by any proposer in the preparation of its proposal in response to this RFP, nor for the presentation of its proposal and/or participation in any discussions or negotiations.

G. Rejection of Proposals - The District reserves the right to accept or reject in whole or in part any or all proposals submitted. The District shall reject the proposal of any proposer that is determined to be non-responsive. The unreasonable failure of a proposer to promptly supply information in connection with respect to responsibility may be grounds for a determination of non-responsibility.

The District reserves the right to reject all proposals and select Tariff offerings, continuing with existing service for any and all of the proposed services. This arrangement allows the District to comply with e-rate rules for competitive bidding and obtain eligibility for these services. Following conclusion of the proposal process, each school or library system will determine whether to accept any of the proposals or continue with tariff offerings.

H. Acceptance of Proposals - The District shall accept all proposals that are submitted properly. However, the District reserves the right to request clarifications or corrections to proposals.

I. Requests for Clarification of Proposals - Requests by the District for clarification of proposals shall be in writing. Said requests shall not alter the vendor's pricing information contained in its cost proposal.

J. Validity of Proposals - All proposals shall be valid for a period of 90 days from July 1, 2010.

- K. Response Format - The items listed below shall be submitted with each proposal and should be submitted in the order shown. Each section should be clearly labeled, with pages numbered and separated by tabs. Failure by a proposer to include all listed items may result in the rejection of its proposal.
- i. Tab I, Management Summary - Provide a cover letter indicating the underlying philosophy of your firm in providing the service.
  - ii. Tab II, Business Plan  
Include:
    - a) Description of the proposed contract team, and the role to be played by each member of the proposed team
    - b) Proposed team organizational structure, interrelationships, and interactions
    - c) Detailed plan of approach (including major tasks and sub-tasks)
    - d) Proposed service quality program
  - iii. Tab III, Corporate Experience and Capacity - Provide information that documents proposer's qualifications to produce the required outcomes, including its ability, capacity, skill, and financial strength. A listing of references where similar systems are installed must be provided showing all systems installed during the previous three (3) years. This list must include the name and address of the installed site, phone number, contact person, and a brief description of the installed system.
  - iv. Tab IV, Key Personnel - Attach resumes of all managers and senior-level supervisors who will be involved in the management of the total package of services, as well as the delivery of specific services.
  - v. Tab V, Proposed Technical Solution - Proposers will submit their technical solution to providing Telephone Services to the District. The submittal shall describe all equipment which may be used in the school system, and explain (in detail) the operability of the system. Proposers will submit maintenance and repair plans for consideration by the District. Proposers will include local offices/resources in the Alcoa/Maryville/Knoxville area.
  - vi. Tab VI, Training - Proposers will submit the levels and types of training to be provided by the Contractor.
  - vii. Tab VII, Proposed Cost of equipment, installation, maintenance and repair - Proposers will submit a comprehensive schedule of costs to be billed to the District, inclusive of equipment costs, installation costs, maintenance fees, training costs, and repair costs. Proposers must complete and submit the attached Spreadsheet indicating costs for each location proposed.
  - viii. Tab VIII, Acceptance of Conditions - Indicate any exceptions to the standard terms and conditions of the RFP and to insurance requirements and any other requirements listed in the RFP.
  - ix. Tab IX – Compliance with Tennessee Public law 587 - The State of Tennessee passed Public Law 587, which states that anyone having possible contact with

students must pass a background check. Documentation of compliance with this law must be provided.

x. Tab X – Other Information or Documentation

VIII. Proposal Evaluation Panel and Evaluation Factors - Proposals will be evaluated by a panel appointed by the District. Documents also may be examined by other agencies and consultants of the District.

The factors to be considered in the evaluation of proposals are listed below. While the District believes all these items to be of importance, they are ranked in descending order of importance.

- A. Lack of disruption and transparency from existing situation to any proposed contract
- B. Reliability of service with backup switching if service fails
- C. Experience in operations and delivery of service and maintenance
- D. Cost of service over the life of the contract, including installation and maintenance
- E. Portability of existing numbers and numbering plans

IX. Specifications for Cellular Telephone Service

A. Scope - The Alcoa City School District seeks proposals from qualified vendors to provide Cellular Telephone Service in accordance with the following specifications.

B. Requirements

- i. It is the intent of individual school and library systems to evaluate cost-effective solutions based on features, functionality, implementation difficulties, as well as cost.
- ii. Proposers must describe their solution for how the existing phone numbers would be used or would have to be changed to support any change in service.
- iii. State whether the proposed service is a "reseller", "facilities based business", or both. If both, state the quantity based percentage of each service provided.
- iv. Describe the geographic location, manufacturer and model for each proposed switch.
- v. Identify all types of service offered including pricing.
- vi. Submit a geographic map that includes clear detail that defines the type of service available in each coverage area.
- vii. List all optional features by geographic location, that are available with the type of service (i.e., call forwarding, call conferencing, caller ID, etc.)
- viii. Identify any and all customer provided equipment that may be required to complete the termination of cellular telephone service.
- ix. Identify your maintenance procedures on cellular telephone service. Define the process for reporting service problems on a 7 day x 24 hour basis. Define whether maintenance is provided on a 7 day x 24 hour basis.
- x. Proposers will submit a sample copy of a customer bill for cellular service. At a minimum, billing will be done on a per line basis providing the cellular service

- telephone number. It will also contain the customer name and customer code, a list of any individual numbers billed with the master number, all options listed individually and one-time charges listed individually, clearly detailing individual charges. Proposers must also submit a sample copy of a contract containing the verbiage for all terms and conditions related to the proposal.
- xi. Billings will be available in hard copy and available to be provided electronically. Vendor will provide a summary statement of services on a monthly basis. Billing must be able to be customized based on customer requirements and multiple cost centers. Billing must be able to be combined reflecting one bill for all services or aggregated by customer-specified units or divisions.
  - xii. Detail transition plan from an existing provider to proposed solution.
  - xiii. Vendors will provide pricing elements for these services in the Cost section of this document. This listing of prices should be a simple catalog that can be used by a school or library system to determine what will be purchased.
  - xiv. Vendors will provide pricing for various packages specifying number of minutes available in each plan and any restrictions.
  - xv. The district currently utilizes a cellular vendor that provides walkie-talkie communications via a secure 2-way network. The vendor must clearly state if they are able to provide this service and must give full details as to functionality and options. The district also utilizes this walkie-talkie feature to broadcast messages to multiple people based on group setups. This feature/option should be clearly detailed in the proposal including availability or lack thereof.
  - xvi. The district currently purchases cellular telecommunications services for a total of 22 phone numbers. Other services currently being purchased from the cellular telecommunications service provider include voice mail/messaging, caller ID, internet/data, and/or GPS. These services should be listed on the proposal as optional with itemized costs clearly defined, including additional services that may also be provided. From time to time, the district also adds additional phone lines as needed. There are no immediate plans to do add lines at this time. However, the proposal should include optional pricing to add on an as-needed basis.

## **End of RFP**