



Request for Proposal 03/25/2019

The City of Conway is soliciting Proposals for Cellular Services and Devices: (Please note when a specific specification is requested there can be no substitutions without the full knowledge and consent of city representatives).

All Proposals need to be submitted to Ken Senn P.O. Drawer 1075, Conway S.C. 29528 or hand delivered to 2940 Jerry Barnhill Blvd., Conway, S.C. 29527 no later than **Friday, May 31, 2019, by 2:00 PM**. Bids need to be good for 60 days. If you have any questions you can contact Ken Senn at 843-397-2539.

Please complete the attached bid proposal with specifications.

Acceptance or Rejection of Proposal:

The City of Conway reserves the right to reject any and/or all proposals when such rejection is in the best interest of the City of Conway to reject Proposal of Bidder who has not met the prerequisites on the bid proposal, who has previously failed to perform properly or complete on time contracts of a similar nature; and to reject proposal of bidder is, in the opinion of the City of Conway, in a perform contract. The City of Conway also reserves the right to waive any information and technicalities in bidding. All bidders must have a city license, as required by city ordinances, in order to participate in the bidding process. **THE CITY OF CONWAY RESERVES THE RIGHT TO WAIVE IRREGULARITIES AND TO REJECT ANY AND ALL PROPOSALS.**

Cellular Services and Devices:

1. Introduction/Overview: The City of Conway is requesting proposals from qualified firms for the purchase of the following products and services:

A. Cellular hardware and the supporting voice and data services. These services include, but are not limited to:

- Standard cellular voice services
- Voice and data services on smart phones
- Data services on data only MDT and laptops
- Cellular data enabled tablet devices
- Various cellular phones

2. Information:

A. The contract resulting from this award can range from 3-5 years or be a month to month agreement.

B. The current provider of services is AT&T

C. Though multiple awards are possible; the City of Conway anticipates a single award.

D. The requested services will be used by various departments within the City, such as but not limited to, council, directors, technology staff, maintenance, police, fire, and other city personnel.

E. The City of Conway currently has the following devices in use (approximate numbers):

- Cell/smart phones – 70
- MDT/mobile laptops – 35
- Basic voice/text phones – 15

3. The City of Conway seeks cellular hardware and the supporting voice and data services as outlined below:

A. Single point of contact for sales, billing and service issues.

B. Web portal for managing hardware and plans, view usage statistics, and billing information.

C. **Billing:** Detailed billing reports for individual user accounts and numbers, consolidated by department for ease of billing per department. These must include both the monthly service costs and equipment costs. A sample bill is required.

D. **Plans:** Offering of a flat-rate unlimited plan, package rate plans and pooled plans.

- **Flat-rate unlimited plan:**
 - Should allow for nationwide coverage
 - No roaming charges
 - Fixed monthly base cost
 - No throttled bandwidth.

- **Package rate plans:** Package rate plans can be submitted as a percent of discount off standard or normal package pricing, but must supply the pricing source (catalog or web site) for verification.

- **Pooled Plan:** Seeking ‘pooled’ plans that allow the City of Conway to group multiple devices under both voice and data as a ‘shared’ minutes and data service plan. The City of Conway desires for the data portion to be ‘unlimited’ (to include SMS) as it relates to data consumption.

- The data speed rates of delivery should be clearly described in all responses.

- Free mobile to mobile calls, on the vendors’ network(s) and unlimited for all proposed plans.

- **Features:** All cell phones and voice/data equipment to include:
 - Call Waiting
 - Caller ID
 - Three-way calling
 - Detailed billing
 - Basic voice mail

- **Push to Talk Services (PTT):**
 - PTT should be a vendor supported and managed application on their own network.
 - Vendor should provide one model of smart device and one model of basic cellular device that will support PTT features.
 - Pricing per talk group should be included in billing.
 - Cost for PTT should be offered as “monthly cost for service per phone/per month”.
 - The City of Conway should have the ability to manage group memberships via the web.

- All offered smart phones should support PTT, where the non-hardware based PTT offering is not available, software based ‘apps’ are acceptable as long as they support PTT operations on the carriers PTT network.
- **Plan changes:** Individual City of Conway users/departments will require the flexibility to change minute plans or cancel service at any time without penalty, regardless of the period that user has had service with the cell carrier.
- **Activation/Termination:** No activation or early termination fees for new service.

E. **Coverage:**

- In addition to regular business carried out within city limits, The City of Conway has employees who are on call and require cellular services outside of city limits. Therefore, proposers must use Horry County as the area needing standard service coverage under this contract.
- Consistent signal coverage for acceptable use inside all City of Conway buildings in spaces normally occupied. This includes, but is not limited to, Public Works, Utilities, administrative office spaces, Police and Fire stations. Vendor will make any necessary adjustments to coverage patterns for any building where the current environment does not meet an acceptable use condition as reported by the City of Conway. Adjustments to overcome the service coverage areas will be the responsibility of the vendor and will not have a cost impact to the City of Conway. The use of the city wireless network infrastructure will NOT be considered an acceptable mitigation to signal coverage issues inside city buildings.
- Please identify the timeline for both the introduction of 5G architecture for public use in the city limits, and the timeline for general coverage in the Horry County area.

F. **Service Outages:** Vendor shall provide refunds for service outages/diminished capacity endured by the City of Conway. The carrier’s conditions (SLA) for a qualifying service outage and/or diminished capacity which permit for customer refunds should be provided in the response to the RFP.

G. **Equipment:** Vendor to provide the following “with all equipment to be 5G compatible”.

- **Basic Phone:** At least one entry level model of a simple, voice-only basic phone.
- **Flip Phone:** At least one entry level model of a voice/text flip-phone.
- **Ruggedized Phone:** At least one ruggedized phone with voice/text.
- **Smart Phone:** At least one entry-level model and one or more advanced models of ‘smart phones’. A smart phone will be defined as a mobile phone that performs many of the functions of a computer, typically having a touchscreen interface, internet access, and an operating system capable of running downloaded applications. Provide both Android and IOS examples.
- **Tablets:** At least one entry-level model tablet, and one advanced model table device in iOS, Android and Windows operating systems.
- **MiFi:** At least one entry-level model MiFi device.
- **Pricing:** Provide fixed one time purchase pricing of all equipment and 2 year plans for all equipment.
- Vendor shall provide pricing for phones damaged or replaced by end-users prior to the 12-month replacement period.
- **Warranty:** 1-year warranty to cover parts and labor on all cell phones and data devices issued from vendor with free replacement phone/device as long as the device failure was not caused by owner neglect.

H. **Porting of existing numbers:** Vendor shall provide porting of existing numbers to the new carrier if selected.

Contact Information

Company's Legal Name: _____

Company's Official Address: _____

Federal ID Number: _____

Company Web Site (URL): _____

Offeror's contact person for contract administration

Name: _____

Address: _____

Phone number: _____

E-mail address: _____

Offeror's agent or contact person for legal notifications

Company: _____

Name: _____

Address: _____
