



REQUEST FOR PROPOSAL

For

CELLULAR SERVICES AND EQUIPMENT

RFP Opening

Thursday, May 18, 2021 @ 4:15 pm

City of Grand Island, City Hall

100 East 1st Street

Grand Island, NE 68801

FINANCE DEPARTMENT

GRAND ISLAND, NEBRASKA

APRIL 2021

**ADVERTISEMENT
REQUEST FOR PROPOSALS**

CELLULAR SERVICES AND EQUIPMENT

CITY OF GRAND ISLAND, NEBRASKA

Proposals will be received by the City Clerk's Office, 100 E 1st Street or PO Box 1968, Grand Island, NE 68802 until **4:15 p.m. (local time) on Thursday, May 18, 2021 for Cellular Services and Equipment for the City of Grand Island, Nebraska**. Submittals received after the specified time will be returned unopened to the sender. Submittals must be based on the City's Request for Proposals and will be publicly opened at the designated time in Conference Room #1 located on the 1st floor of City Hall. Submittals received after the specified time will be returned unopened to sender.

Documents for use in preparing submittals may be downloaded from the Quest CDN website, www.QuestCDN.com for a thirty dollar (\$30) fee. Submittals must either be uploaded to the Quest CDN website or received in hard copy before the specified time to be considered.

Contact Patrick Brown, Finance Director, at patrickb@grand-island.com for further information.

The request for proposals and any addenda may be viewed on-line at www.grand-island.com under Business - Bid Calendar.

Submittals shall include, but are not limited to:

- **RFP Response Form – Title Page**
- **Executive Summary**
- **Corporate Profile**
- **Wireless Services**
- **Wireless Products and Features**
- **Pricing Information**
- **Account Management**
- **Customer Service & Support**
- **References**
- **Miscellaneous (any exceptions to the submittal requirements)**

The award winning proposal(s) will be required to comply with the City's insurance requirements.

Proposals will be evaluated based upon firm experience and qualifications on similar work, proposed project schedule/approach, and past experience working with the City of Grand Island and references. Submittals shall remain firm for a period of ninety (90) days after due date. The City of Grand Island reserves the right to refuse any or all submittals, to waive technicalities, and to accept whichever submittal that may be in the best interest of the City, at its sole discretion.

RaNae Edwards
City Clerk

1. GENERAL REQUIREMENTS

1.1 INTENT

It is the intent of the City of Grand Island (City) to seek written proposals for the procurement of cellular services and equipment.

1.2 EXECUTION OF THE BID PROPOSAL

Execution of the bid proposal will indicate the bidder is familiar with and in compliance of all local laws, regulations, ordinances, site inspections, licenses, etc.

1.3 SUBMISSION

Submissions shall be received by the City Clerk or online at QuestCDN v-Bid by 4:15 p.m. local time on May 18, 2021. Any proposal received after this time will be returned unopened to sender.

1.4 DEADLINE FOR PROPOSALS

One (1) electronic copy (flash drive) of the Vendor's proposal must be received by 4:15 p.m. local time on May 18, 2021 in the Office of the City Clerk if not submitting proposal at QuestCDN.

1.5 INCURRING COST

Neither the City nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.

1.6 LATE PROPOSALS

It is the responsibility of the bidder to ensure proposals are submitted by the specified due date and time. Any proposal received after the specified time will be returned unopened to the sender.

1.7 CLARIFICATIONS

All inquiries regarding this proposal must be written and may be sent by E-Mail to patrickb@Grand-Island.com. Only officially issued Addenda may be relied upon.

1.8 FREIGHT/SHIPPING/HANDLING CHARGES

All freight, shipping, and handling charges shall be included in the bid price. City will pay no additional charges.

1.9 CORRECTIONS OR WITHDRAWAL OF BIDS/CANCELLATION OF AWARDS Mistakes discovered before bid opening may be modified or bid withdrawn by written notice received in the Office of Purchasing prior to the time of the bid opening.

After proposal opening, no changes in prices or other provisions of proposals prejudicial to the interest of City or fair competition shall be permitted. A low bidder alleging a material mistake of fact may be permitted to withdraw its bid if the mistake is clearly evident, or if the bidder submits evidence, which clearly and convincingly demonstrates that a mistake was made. All decisions to permit withdrawals of proposals or to cancel awards or contracts based on mistakes will be at the sole discretion of the Purchaser and supported by the written determination of the Purchasing Buyer.

1.10 ADDENDA AND INTERPRETATIONS

If it becomes necessary to revise any part of this RFP, a written addendum will be provided to all bidders. City is not bound by any oral representations, clarifications, or changes made to the written specifications by employees, unless such clarification or change is provided to the bidders in written addendum form from the Purchasing Buyer. Bidders will be required to acknowledge receipt of the addenda (if applicable) in their sealed proposal. The vendor may provide an initialed copy of each addendum or indicate the appropriate area on the bid form (pricing page). Failure to acknowledge receipt of the addenda (when applicable) will render the bid incomplete. **It is the bidder's responsibility to ensure that they have received all addenda.**

1.11 EVALUATION AND AWARD

During the evaluation of proposals, City reserves the right to request clarification of responses and to request the submission of references, if deemed necessary for a complete evaluation of responses. Proposals will be evaluated in accordance with state, local, and E-rate program guidelines.

1.12 DISQUALIFICATION OF BIDDERS AND REJECTION OF PROPOSALS

Bidders may be disqualified and rejection of proposals may be recommended by the City for any (but not limited) to the following reasons:

- A. Receipt after the time limit for receiving proposals as stated in the invitation
- B. Any irregularities contrary to the General Provisions or specifications
- C. Unbalanced unit price or extensions
- D. Unbalanced value of items
- E. Failure to use the proper forms furnished by City
- F. Failure to complete the proposal properly
- G. Omission of warranty, product literature, samples, acknowledgment of addends or items required to be included with bid proposal
- H. Failure to properly sign forms in ink

City reserves the right to waive any minor informality or irregularity. City reserves the right to reject any and all proposals or any part thereof.

1.13 TAXES

Bidders shall not include sales tax in prices unless the cellular number and/or equipment is used in Utilities, Public Works – SW, and Public Works - WWTP. City will furnish tax exemption certificate, if requested.

1.14 FEDERAL, STATE, AND LOCAL LAWS

All bidders will comply with all Federal, State, and Local laws and ordinances, relative to conducting business with City.

1.15 NON-COLLUSION

By signing and submitting this proposal, bidder declares that its agents, officers or employees have not directly or indirectly entered into any agreements, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal.

1.16 INDEMNITY

The successful proposer agrees to indemnify and save harmless City from all claims, demands, payments, suits, actions, recoveries and judgments of every description, whether or not well founded in law, brought or recovered against them, by reason of any act of omission of said maker of this proposal, his/her agents, or employees in the execution of any contract/agreement resulting from this proposal.

1.17 GOVERNING LAW

The parties agree that this Agreement shall be governed by the laws of Nebraska and the policies of City both as to interpretations and performance.

1.18 EVALUATION CRITERIA

City evaluates and weighs the following criteria when considering proposals for wireless services.

- A. Cost-Effectiveness of Service (40%)
- B. Network Coverage (30%)
- C. Recommendations from Other Similarly Sized Customers/Local Experience (10%)
- D. Network Build-Out Plans in Next 24 Months (10%)
- E. Invoicing Flexibility (10%)

1.19 REQUIRED PROPOSAL OUTLINE

Place a copy of the proposal in an appropriate binder and number the pages consecutively within each section. Follow the proposal outline in Section 2 of this RFP. For each of your responses, refer to the appropriate RFP component.

2. SERVICE SCOPE/REQUIREMENTS

2.1 REQUESTED SERVICES

City is requesting services to support the following:

- a) Ninety-Five (95) "Smart" phones with voice, data, text and E-mail capabilities including plans for first responders and public safety (list of current equipment provided).
- b) Thirty (30) Tablets, Laptop/NetBooks.
- c) Nineteen (19) lines for data devices.
- d) Smart phones should have unlimited minutes.
- e) For each Smart phone, please quote data plans at 3 GB, 5 GB and 10 GB per device.
- f) Please provide a listing of handsets that are available and pricing for each.

2.2 ADDITIONAL SERVICES

Additional services requested include Jetpacks, Hot Spots, Overage Protection, Free Nationwide Long Distance, Unlimited Nights/Weekends, Free Mobile-to-Mobile, Call Forwarding, Call Waiting, Caller ID, Three-way Conference Calling, Directory Assistance, and Device Protection Plans.

2.3 NUMBER PORTING

City will provide vendor with current cell phone names and numbers. It will be the vendor's responsibility to port over these numbers and assign them to the new cell phone according to the type of phone.

2.4 RFP RESPONSE FORMAT

RFP Response Form – Title Page

The undersigned agrees to furnish the enclosed services at the price stated, subject to the conditions and requirements of this proposal. The proposal must be signed with authority to legally bind the Vendor.

Vendor Identification and Authorized Signature:

Firm Name:

Address:

Signature:

Printed Name:

Title:

Date:

Contact Person

Please indicate the person to be contacted concerning your submission:

Name:

Title:

Telephone:

Fax Number:

E-Mail:

Vendor Assurances

The vendor shall secure all permits, inspections, and authorizations as required to complete the work associated with this RFP at no additional cost to City.

The Vendor understands and agrees to these requirements (initial the appropriate response).

_____ Agrees/Comply without exception

_____ Agrees/comply with clarification, as explained below:

_____ Take exception, as noted below:

1. Executive Summary

Briefly describe the key elements of your proposal. Highlight any major features, functions, or areas of support that differentiate your service offering from your competitors' offerings.

2. Corporate Profile

Company Background

Provide a brief overview and history of your company

Corporate Structure

Briefly describe the structure of your company and local support services

3. Wireless Services

Wireless Network

Please provide a brief overview of your wireless network (particularly as it applies to City). Do you provide a single, nationwide network?

Enhancing Coverage in Buildings

Please provide information on how you can help increase signal penetration, coverage and capacity in buildings, parking garages, and sub-floor basements. Please detail the advantages of enhancing signal at specific sites.

4. Wireless Products and Features

Standard Voice Features

Provide a brief (one-to-two page) overview of your standard wireless service. Describe the features of your service. We require:

Wireless Equipment

Give a brief (one-to-two page) summary of the phones, data devices and accessories currently available. Explain the capabilities of each product. Provide equipment details, including pictures and pricing.

5. Pricing Information

Standard Pricing

Explain how your service will provide us with the best value for our investment, and describe the rate plans and pricing options available to us. Give a detailed explanation of your various pricing plans. Must be national plans.

Optional Pricing

Do you offer specific pricing plans to fit the needs of a variety of user types (i.e., traveling users, teams, shared minutes, combination voice/data users, etc)? Explain these options.

Co-Terminus End Date on all Contracts

Tiered handset pricing on new activations to accommodate a single contract end date

6. Account Management

Account Support

In this section describe how your company will manage and service our account; include the steps you will take to implement your service. We prefer to have a single point of contact for support matters. Provide an overview of your account support structure. Indicate the support level offered and identify the account team members, their responsibilities, and locations.

Migration of Wireless Services

How will you insure a smooth and comprehensive implementation of wireless service or migration from our current wireless provider to your service? How will you assess and solve problems that occur during implementation?

Order Fulfillment

What processes are in place for simple and timely ordering and delivery of equipment to our employees? Do you support On-line order fulfillment?

Wireless Local Number Portability

Explain your ability to support Wireless Local Number Portability

7. Customer Service & Support

What local and national customer support services do you offer? Will you provide our company with its own toll-free number to contact your customer service representatives? Is customer care available 24 hours a day, 7 days a week?

Reporting Tools

Do you provide reporting tools to help us manage our wireless costs? What standard and/or ad hoc reports are available? Do you provide On-line tools for end users?

Invoicing Options

We will require billing and invoicing plans that can be customized to fit into our current accounting systems. What billing and invoicing plans do you offer?