



SECTION II

EVENT #2372 CELLULAR SERVICES PROVIDER FOR CITY OF SAVANNAH

SCOPE OF SERVICES

- 2.0 Description of Project:** The City of Savannah (the City) is seeking proposals for to provide cost effective and efficient cellular services for City of Savannah staff. Responses to this RFP must be submitted manually. Online responses will not be accepted.

This contract will include provision of cellular equipment and accessories for both voice and data communications; on-line services to facilitate account moves, adds and changes; equipment upgrades and replacements; managed account services to include quarterly usage review to resize pool allotments; and provisions for contingency planning to accommodate large-scale events and disaster recovery.

Based on a December 2013 inventory, the breakdown of the count of the City's cellular devices is as follows:

Cell Phones	362
iPhones:	324
iPads	29
AirCards	386

The City currently has a hybrid plan to include a low-cost plan for 69 "legacy" phones; a pooled plan for the remaining 293 cell phones and an unlimited data plan for devices with data access functionality.

- 2.1 Distribution of Devices:**

2.1.1 Cell Phones (count = 362)

The current distribution of cell devices within the City is approximately as follows:
115 cell phones (Casio Ravine 2 or equivalent)
80 cell phones (Motorola V860 or equivalent – used primarily in the Police Department)
145 cell phones (Samsung Convoy 2 or equivalent)
22 cell phones (Casio Ravine 2 with the push to talk feature)

2.1.2 Push-to-Talk:

The City has approximately 10 Verizon cell phones that have push to talk (radio) capabilities.

2.1.3 iPhones (count = 324)

The City currently receives highspeed service for these devices.

259 iPhone4 8GB
5 iPhone4 16GB
25 iPhone 4S 8GB
28 iPhone 4S 16GB
1 iPhone 4S 32GB
1 iPhone 4S 64GB
5 iPhone 5 16GB

2.1.4 iPads (count = 29)

The City currently receives highspeed service for these devices.

1 Motorola Droid Xyboard
2 iPad 4G 32GB
7 iPad 4G 64GB
1 iPad Air 32GB
2 iPad Retina Display 64GB
16 iPad2 3G 64GB

2.1.5 AirCards (count = 386)

The City's aircard users access the City's network through a secured VPN connection. The City currently receives highspeed service for these devices.

2 Franklin -x720
1 G and D 4G 3FF Sim - DF
26 G and D 4G Sim Card -DF
4 MiFi 2200
1 Non-branded 1x only module
14 Pantech UML290
90 Pantech UML290VW-G
2 Pantech UML295
18 PC5750
5 PC770
6 QA-Dell - 2.0
2 QA -Dell - 3.0
3 QA-IBM-0.1
3 QA-IBM-2.0
151 QA-Panasonic-0.1
33 QA-Panasonic-2.0
5 QA-Panasonic-4.0
2 UM175
14 USB5511 4G USB Modem
2 USB727
1 USB760
1V620

2.2 Current Cellular Plans

Included in the count of 362 cell phones are 69 “legacy” cell phones which are maintained on a separate calling plan which does not pool minutes, but offers 250 minutes per phone per month at a reduced rate. This plan only pertains to the 69 remaining cell phones that were initially established in an earlier contract and have continued to be grandfathered in our existing contract. The City expects this separate calling plan to be honored by the selected vendor.

For the remaining 617 cell phones and iPhones, the City’s current contract allows for 400 pooled minutes per phones per month, unlimited night and weekend minutes per phone per month, unlimited mobile to mobile minutes per phone per month, and 500 text messages per phone per month (not pooled). Usage is monitored by the City and the vendor quarterly to assess if the pool allowance is sufficient or if it needs to be resized to meet demands. The pool is resized as needed and does not impact the contract rate structure. The City expects a comparable plan or better to be provided by the selected vendor.

The City’s current contract for data access provides unlimited data usage for a flat monthly rate. The City receives highspeed service on all the data-capable devices. The City expects this unlimited data usage plan and highspeed service to be provided by the selected vendor.

2.3 Cellular Usage

2.3.1 Cellular Usage – Voice:

An analysis of usage for the 686 cell phones for the month of December 2013, resulted in the following:

Peak Minutes Used:	274,552
Off-Peak Minutes Used:	525,111
Mobile to Mobile Minutes Used:	157,306
Count of phones exceeding 400 peak minutes:	76 (12%)
Count of phones exceeding 1000 peak minutes:	11

2.3.2 Cellular Usage – Data:

An analysis of usage for the data devices averaged over October – December 2013 resulted in the following:

	Monthly Average	Count Exceeding 5GB
iPhone	711,329 KB	5
iPad	1,531,424 KB	1
AirCard	2,902,520 KB	41

2.4 Functional Requirements

Proposed must address each of the following requirements by number and in order in the submitted response:

2.5 Infrastructure and Coverage Area

2.5.1 Infrastructure:

Please describe (use maps when applicable) locations of cell towers within Chatham County, and location of consolidation facilities within Chatham County (or closest location).

2.5.2 Coverage Area:

Please describe (use maps when applicable) coverage areas for services provided. Designate areas that receive highspeed data transmission functionality; include documentation of expected data speeds in all coverage areas. Designate areas where roaming charges would be applied. Provide propagation charts of areas of coverage for Chatham, Effingham, Bulloch and Bryan counties to allow detailed evaluation of immediate area signal strength and coverage.

2.6 Data Connectivity and Security:

2.6.1 Connectivity speeds:

Highspeed connection speeds or better is required. Provide documentation of expected data speeds in all coverage areas.

2.6.2 Security:

Please describe how the following issues are addressed: VPN connections, IP-schemes (ability to assign static IP addresses), web blocking, security, cellphone to tower privacy, download limitations control and management of air cards and connections. Describe associated costs with these options. Describe security between cell phone and tower.

2.7 Contingency Planning and Disaster Recovery

2.7.1 Expansion of Services:

Discuss capabilities to augment cellular coverage for planned events that anticipate increase demand for cellular services. Examples: St Patrick's Day and Rock and Roll Marathon. Include any costs to the City that would be involved in this service.

2.7.2 Catastrophic Emergency Service:

Discuss disaster recover plans; system redundancies and capabilities to support the City during a hurricane or other catastrophic event and immediately after.

2.7.3 Public Safety Priority:

Describe ability to provide priority service to public safety users in the event of a disaster or major planning event. Include any costs to the City that would be involved in this service.

2.7.4 Emergency Management Contingency AirCards:

Describe ability to provide a cache of aircards to be kept by City of Savannah that would only be activated for short periods for use in response to emergency events. The aircards would be inactive during periods between emergency events.

2.8 Service Plans and Features:

The Base Plan is to include the features listed below:

2.8.1 Pooled minutes - Define proposed pool amount. Describe peak, off-peak, nights or weekends charges as applicable. Describe costs per minute once the pooled amount is exceeded. Describe how minutes will be distributed.

- 2.8.2 **Mobile-to-mobile minutes** - Describe peak, off-peak, nights or weekends charges as applicable.
- 2.8.3 **Roaming** - Define roaming area and charges per minute in a roaming situation. Describe peak, off-peak, nights or weekends charges as applicable.
- 2.8.4 **Long Distance charges** - Define proposed long distance calling area. Describe additional costs per minute outside of long distance calling area. Describe peak, off-peak, nights or weekends charges as applicable. Also, describe International calling plans.
- 2.8.5 **International Long Distance charges:** Provide additional costs or plans available for international long distance dialing.
- 2.8.6 **Text messaging:** Provide costs or plans available for text messaging functionality.
- 2.8.7 **Picture messaging:** Provide costs or plans available for picture messaging functionality.
- 2.8.8 **Push-to-talk functionality:** Provide costs or plans available for push-to-talk functionality
- 2.8.9 **Data usage:** Unlimited data access is required. High speed connection is required. Include description of plans with tiered data usage if unlimited data access is not provided.
- 2.8.10 **Additional features:** The “Base Plan” should also include voicemail, caller-ID, three-way calling, call forwarding, numeric pages and Directory Assistance. Indicate any additional charges associated with these features in the Fee Proposal section.

2.9 Equipment and Service Offerings

- 2.9.1 **Equipment:** Please include a chart or description of your current phone (device) offerings with details on function, features and costs of each. The City intends to acquire the most cost effective devices (cell phones, push-to-talk (radio functionality) phones, iPhones, iPads and air cards.) Include a description of tablet offerings in this response.
- 2.9.2 **Basic Accessories:**
All devices shall be issued with an AC charger, DC (car) charger and case (belt pouch) at no additional charges
- 2.9.3 **Insurance:**
Include the City’s cost for each of your current offerings with and without replacement insurance. Indicate how the City would benefit on discounts for future devices and for accessories (car charger and case (belt pouch)). Indicate discounts that will be offered, and the duration of the discounts.

2.9.4 International Travel:

Describe the process to activate a device (or receive a loaned device) for use for international travel. Include the process to establish short-term voice and data plans for the device to minimize costs during international travel.

2.9.5 Additional Service Offerings:

Please describe other services or relationships with 3rd party vendors for specific local government applications – examples real-time GPS tracking of people/vehicles, use of software to support viewing of various attachments via iPhone or iPad.

2.9.6 Future services:

Business needs may include camera phones (with an application for integrating photos), GPS/GIS integration and video conferencing. Indicate if these devices are available.

2.10 Account Maintenance

2.10.1 Moves, Adds and Changes:

Describe how on-line services could be used for placing orders, changing user names or making changes to our account. The city would like the equipment shipped directly to our offices. Describe the shipping process as well as the turnaround time for getting replacement devices shipped.

2.10.2 New Services:

Describe the process of obtaining a new phone (and accessories) and starting a service for a new employee.

2.10.3 Replacement Phones:

Describe the process and pricing of replacing a non-working/damaged/lost phones and accessories.

2.10.4 Transferring information:

Describe the process for transferring the user's address book (contacts list). Is this done through a SIM card swap, through ESN file transfer, or a Backup Assistant App?

2.10.5 Accessories:

All devices shall be issued with an AC charger, DC (car) charger and case (belt pouch) at no additional cost. Describe the process for ordering accessories.

2.10.6 Portability of phone numbers/paging numbers:

Describe the process and timing to port numbers from and to another carrier.

2.10.7 "Spare" devices:

Indicate vendor's ability to supply "spare" phones and aircards to be kept by the City in inventory. The intention is that monthly service would not be applied to these devices until they are activated and assigned to a user.

2.10.8 Training and User Support:

Describe what training or on-site user support can be offered to users.

2.11 Business Processes and Billing Services:

2.11.1 Billing:

The City seeks to participate in a billing process that is automated, accurate, and paperless. We seek an easy to administer, easy to manage, and easy to analyze solution. We want to utilize on-line services as much as possible. It is a requirement that all printed invoices and on-line billing information must agree.

2.11.2 Download billing information:

It is a requirement that monthly summary and detail billing information must be able to be downloaded in a file format that the City could then upload to a spreadsheet or database for further analysis. Describe the process for downloading summary and detail call activity.

2.11.3 Associate to City Cost Centers:

It is a requirement that the City needs to equate cell phones (10-digit phone numbers) to employees and cost centers/department numbers. Describe the process for updating Corporate Billing Records with employee name and cost centers/department numbers. This information must be maintained within the vendor's Corporate Billing Records and be presented in paper and on-line monthly bills.

2.11.4 Pool Management:

The City relies on the vendor to understand fluctuations in call activity and provide cost effective options for our consideration. The City requires quarterly review with the vendor to evaluate usage and determine if changes in pool allocations are needed. The City expects these adjustments to be made with no change to the contract rates.

2.11.5 Open Records Requests:

Describe the process for retrieving phone records to include call activity, text messages (activity and content) and data usage. Describe how long these records are available for retrieval and what details can be retrieved.

2.11.6 Additional On-line services:

Describe other on-line / business-to-business services available.

2.12 Transition to New Provider:

If other than our current provider, describe the transition process, costs and plan to implement the City's contract. The City will require that existing phone numbers be ported to the new provider. Include detailed plans and schedules to address the porting process as well as the replacement of existing phones with like models.

2.13 Proposal Format: Proposals shall be submitted in the following format and include the following information.

- a) Detailed description of the provider's capabilities as requested.
- b) Fee Proposals per instructions in Section III signed by responsible party.
- c) Proposed Schedule of Minority and Women-Owned Business Participation and Non-Discrimination Statement.
- d) Information on Coverage Area.
- e) Information on Provider's response to a local disaster.
- f) Description of vendor's staff location, capabilities and roles.
- h) References (municipal agencies and/or local businesses) with contact names.
- i) All information requested in the request for proposal document.

2.14 Basis of Award: Proposals will be evaluated according to the following criteria and weight at a minimum:

- a) Functional Fit (infrastructure and coverage area, data connectivity and security, features and services offered, devices) . (20 points)
 - b) Costs and Fees (45 points)
 - c) Business Processes (moves, adds, changes, billing and usage information) (20 points)
 - d) Disaster Recovery Plan (10 points)
 - e) Local Vendor*: (Within the City Limits of Savannah and has a City of Savannah Business License) (5 points)
- *Local Vendor must have an office located within the City of Savannah and must possess a current business license.

Proposals shall be evaluated by a selection committee. The selection committee may, at its option, request any or all proposers to provide on-site demonstrations of the proposed system.

2.15 Copies: One (1) unbound, printed and signed original and two (2) identical, printed copies of the proposal and supporting documents must be submitted in response to the RFP. All responses must relate to the specifications as outlined.

2.16 Contacts: Proposers must submit proposals in accordance with the instructions contained in this RFP. All requested information must be submitted with the proposal. Instructions for preparation and submission of proposals are contained in this package. Questions regarding this request for proposal should be directed to:

Molly F. Huhn
Assitant Director, Purchasing Department
(912) 651-6422
Email: mhuhn@savannahga.gov

Technical Questions should be addressed to:

Lisa Stafford, Sr Network Technician
Information Technology Department
(912) 651-6924
Email: lstafford@savannahga.gov

- 2.17 Costs:** Vendor shall include the proposed structured rate plan as well as all equipment costs for new or replacement equipment orders. Any taxes or service fees should be listed separately in the rate plan.
- 2.18 Implementation:** Vendor shall provide a statement of work for the implementation of the new contract. This should include any porting of numbers and distribution of equipment if required. The statement of work should also detail how long the total implementation will take from the issue of the Purchase Order.
- 2.19 Qualifications:** The proposer shall demonstrate their knowledge and experience in providing reliable cellular services. The proposer shall provide examples of projects which demonstrate their knowledge and experience.
- 2.20 References:** The proposer shall furnish references from accounts worked within the past two (2) years of a similar size and magnitude for the same type of services proposed. References shall include a contact person and phone number. Failure to provide suitable references may be cause for rejection of the proposal.
- 2.21 Contract Period:** This contract will be for a period of twelve (12) months initially. At the option of the City, this contract may be offered for renewal for up to four (4) additional twelve (12) month periods if agreeable to all parties at the same terms and conditions.
- 2.22 Pre-Proposal Meeting:** A **non-mandatory** pre-proposal meeting has been scheduled at the date and time listed within the bid specifications. The meeting will be held at City Hall, 3rd Floor, 2 E. Bay Street, Savannah, Georgia 31401.

SECTION III

PROPOSAL

I have read and understand the requirements of this proposal, **Event #2372** and agree to provide the required services in accordance with this proposal and all attachments, exhibits etc. I agree to furnish the services as described in RFP except where specific exception has been taken.

A. Contingency Planning and Disaster Recovery (Section 2.7)

- 2.7.1 Expansion of Services \$ _____
- 2.7.2 Catastrophic Emergency Services \$ _____
- 2.7.3 Public Safety Priority \$ _____

B. Service Plans and Features (Section 2.8)

“Legacy” Voice Plan (No pooled minutes)

For each feature, indicate if it is included in the Base Charge of monthly minutes or if additional fees are associated with the feature.

Service	Comments	Monthly Cost per Phone
Monthly minutes-Cellular (not pooled)		
Mobile-to-mobile		
Roaming		
Long Distance		
International Long Distance		
Text Messaging		
Picture Messaging		
Voice Mail		
Caller ID		
3-way Calling		
Call Forwarding		
Numeric Pages		
Directory Assistance		

Primary Voice Plan (Pooled minutes)

For each feature, indicate if it is included in the Base Charge of monthly minutes or if additional fees are associated with the feature.

Service	Comments	Monthly Cost per Phone
Monthly minutes-Cellular (pooled)		
Mobile-to-mobile		
Roaming		

Long Distance		
International Long Distance		
Text Messaging		
Picture Messaging		
Voice Mail		
Caller ID		
3-way Calling		
Call Forwarding		
Numeric Pages		
Directory Assistance		

Cost per minute if Pooled Allowance is exceeded: \$ _____

Push-To-Talk Voice Plan (Pooled minutes)

For each feature, indicate if it is included in the Base Charge of monthly minutes or if additional fees are associated with the feature.

Service	Comments	Monthly Cost per Phone
Monthly minutes-Cellular (Push-to-Talk; pooled)		
Mobile-to-mobile		
Roaming		
Long Distance		
International Long Distance		
Text Messaging		
Picture Messaging		
Voice Mail		
Caller ID		
3-way Calling		
Call Forwarding		
Numeric Pages		
Directory Assistance		

Cost per minute if Pooled Allowance is exceeded: \$ _____

Data Plan

Unlimited internet access is required. Indicate if internet access will be tiered or throttled.

Feature	Comments	Monthly Cost per Phone
Internet Access / Data Usage		

C. Phones and Data Equipment (list available device options available and corresponding cost)
 (attach separate sheet if necessary)

Model #	Manufacturer	Device Cost	Insurance for Device

D. Accessories Cost (List components below including AC and DC chargers, cell holders (belt pouches) and replacement batteries and extended batteries for phones listed above - add additional pages if needed).

Description	Model/Manufacturer	Cost

SUBMITTED BY:

PROPOSER: _____

SIGNED: _____

NAME (PRINT) _____

ADDRESS: _____

CITY/STATE: _____

TELEPHONE: (____) _____

FAX:(____) _____

EMAIL: _____

NON-DISCRIMINATION STATEMENT

The proposer certifies that:

- (1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, or gender in connection with any bid submitted to the City of Savannah or the performance of any contract resulting therefrom;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested in contracting with this Company, including those companies owned and controlled by racial minorities, cultural minorities, and women;
- (3) In connection herewith, we acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company;
- (4) That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;
- (6) That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract entitling the City of Savannah to declare the contract in default and to exercise any and all applicable rights and remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

Signature

Title

PROPOSED SCHEDULE OF M/WBE PARTICIPATION

All M/WBEs listed **must be certified as a minority-owned or women-owned business** by the City of Savannah or a federally-recognized or state-level certifying agency (such as USDOT, State DOT, SBA 8(a) or GMSDC) that utilizes certification standards comparable to the City of Savannah **prior** to the due date of this bid. **Other business certifications that do not specify majority woman or minority ownership may not be substituted.** Proof of M/WBE certification from the certifying agency is required to accompany the bid. A firm that has submitted an application for M/WBE certification but has not been certified is not qualified as a certified M/WBE and will not be recognized as such during the City's evaluation process. To expedite verification, please provide accurate phone numbers for all M/WBEs listed and ensure firms understand contact will be made following bid submittal.

Name of Proposer: _____ Event No. _____

Project Title: _____

NOTE: Unless certified through the City of Savannah M/WBE Program, proof of M/WBE certification must be attached for all firms listed.

Name of M/WBE Participant	Name of Majority Owner	Telephone	Address (City, State)	Type of Work Sub-Contracted	Estimated Sub-contract Value	MBE or WBE	Certified? (Y or N)	Certifying Agency? (City of Sav. or Other)
					%			
					%			
					%			
					%			
					%			
					%			

MBE Participation Value: _____ % WBE Participation Value: _____ % M/WBE Participation Value: _____ %

The undersigned will enter into a formal agreement with the M/WBE Subcontractors/Proposers identified herein for work listed in this schedule, conditioned upon executing a contract with the Mayor and Aldermen of the City of Savannah. The Prime's subcontractor that subcontracts work must enter into a formal agreement with the tier subcontractor identified herein for work listed in this schedule. The Prime may count toward the goal any tier of M/WBE subcontractors and/or suppliers that will be utilized in the contract work. However, when an M/WBE subcontracts part of the work, the value of the subcontracted work may **only** be counted toward the goal **if the tier subcontractor is an M/WBE**. Any work an M/WBE firm subcontracts to a non-M/WBE firm **will not count toward the M/WBE goal**. It is the responsibility of the Prime contractor to advise all M/WBEs of this requirement and to ensure compliance by subcontractors.

Joint Venture Disclosure

If the prime bidder is a joint venture, please describe the nature of the joint venture, the level of work and the financial participation to be provided by the Minority/Female joint venture firm in the space provided below.

Joint Venture Firms	Level of Work	Financial Participation

Printed name (company officer or representative): _____

Signature: _____ Date _____

Title: _____ Email: _____

Telephone: _____ Fax: _____

The Minority/Women Owned Business Office is available to assist with identifying certified M/WBEs. Please contact the M/WBE Office at (912) 652-3582. The City of Savannah's certified M/WBE registry is posted on its website @ www.savannahga.gov.