



Request for Quote

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
 CAPITOL HILL
 PROVIDENCE RI 02908

BUYER: Hill, Lisa
 PHONE #: 401-222-2142

CREATION DATE : 10-JUL-06
 BID NUMBER: 7000023
 TITLE: RFP - CELLULAR PHONE SERVICE - MPA
 299
 BLANKET START : 01-OCT-06
 BLANKET END : 30-SEP-08
 BID CLOSING DATE AND TIME:
 08-SEP-2006 11:00:00

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 DEPARTMENT OF ADMINISTRATION
 ONE CAPITOL HILL - 4TH FLOOR
 PROVIDENCE, RI 02908
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 DEPARTMENT OF ADMINISTRATION
 ONE CAPITOL HILL - 4TH FLOOR
 PROVIDENCE, RI 02908
 US

Requisition Number:

Note to Bidders: Two year initial agreement period with two one-year optional renewals

Line	Description	Quantity	Unit	Unit Price	Total
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It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer

STATE OF RHODE ISLAND
CELLULAR TELEPHONE SERVICES

TABLE OF CONTENTS

	<u>PAGE</u>
I. INTRODUCTION	1
II. CONDITIONS OF QUOTE	3
III. VENDOR INFORMATION	7
IV. TECHNICAL INFORMATION	8
V. SPECIFICATIONS	13

Appendices.

- A. User Call Information

I. INTRODUCTION

1.1 This request for proposal is organized into the following chapters:

I. INTRODUCTION

II. BID FORMAT

Rules and regulations requisite to the successful completion of this quote.

III. VENDOR INFORMATION

Requests information from prospective Vendors concerning their viability and abilities to successfully accomplish the goals set forth in this quote.

IV. TECHNICAL SPECIFICATION

Information is requested on the technical capabilities and features.

V. SPECIFICATION

Defines requirements for services and telephones.

- 1.2** This document requests and details requirements for the various digital plans, as well as telephone instruments, that the State will designate as its source of wireless services from September 1, 2006 to August 31, 2008 with two optional one-year renewals.

Appendix A provides summary of users as of July, 2006 for current State-used cell phone/service.

II. CONDITIONS AND FORMATS

- 2.1** This document consists of requests for the acquisition of cellular, wireless telephone services for all State of Rhode Island employees and agencies.

2.2 Governing Terms and Conditions

- 2.2.0** All State Purchase Orders, Contracts, Solicitations, Delivery Orders and Service Requests shall incorporate and be subject to the provisions of Title 37 Chapter 2 of the General Laws of the State of Rhode Island, the Regulations adopted pursuant thereto, all other applicable provisions of the Rhode Island General Laws, specific requirements described in the Request or Contract, and the General Conditions of Purchase which is available at the Rhode island Office of Purchases Internet Home Page at <http://www.purchasing.ri.gov>.

- 2.2.1** **GENERAL** - All purchase orders, contracts, solicitations, delivery orders, and service requests are for specified goods and services, in accordance with express terms and conditions of purchase, as defined herein. For the purposes of this document, the terms "bidder" and "contractor" refer to any individual, firm, corporation, or other entity presenting a proposal indicating a desire to enter into contracts with the State, or with whom a contract is executed by the State's Purchasing Agent, and the term "contractor" shall have the same meaning as "vendor" .

Proposals misdirected to other state locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. For purposes of this solicitation, the "official" time clock is located in the reception area of the Office of Purchases.

It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a firm without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a certificate of Authority to do so from the Secretary of State (401) 222-3040. This is a requirement only of selected vendor(s).

Bidders are advised that all material submitted to the State of Rhode Island for consideration in response to this Request for proposals will be considered public records as defined in Title 38, Chapter 2, of the Rhode Island General Laws, without exception, and will be released for the inspection immediately upon request once an award is made.

The Contractor warrants that each hardware, software, and firmware product delivered under this contract shall be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, including leap year calculations, when used in accordance with the product documentation provided by the contractor, provided that all listed or unlisted products (e.g. hardware, software, firmware) used in combination with such listed product properly exchange date data with it. If the contract requires that specific products must perform as a system in accordance with a foregoing warranty, then the warranty shall apply to those listed products as

a system. The duration of the warranties and the remedies available to the Government for breach of this warranty shall be defined in, and subject to, the terms and limitations of the contractor's standard commercial warranty or warranties contained in this contract, provided that notwithstanding any provision to the contrary in such commercial warranty or warranties, the remedies available to the Government under this warranty shall include repair or replacement of any listed product whose non-compliance is discovered and made known to the contractor in writing ninety (90) days after acceptance. Nothing in this warranty shall be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 2000 performance.

2.3 Evaluation of the vendors will be based on weighted factors (%):

Pricing and costs of services (60 %).

Coverage and services provided (40%).

Notwithstanding the above, the State reserves the right to accept or reject any or all proposals, to award on cost alone, and to act in its best interest.

Technical Proposals must score a minimum of 25 of 40 points to warrant further consideration.

2.4 Potential offerors are advised to review all sections of this document carefully and to follow instructions completely. Failure to make a complete submission as described in this document (See below) may result in the rejection of the proposal.

2.5 Alternative approaches and/or methodologies to accomplish the desired and intended results of this procurement are solicited and will be reviewed. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined in this document will be rejected as being non-responsive.

2.6 All costs associated with the development or submission of a response to this document, or the provision of oral or written clarification of its content, is the responsibility of the offeror. The State of Rhode Island and the Department of Administration assume no responsibility for these costs.

2.7 Proposal responses are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State of Rhode Island Purchasing Agent.

2.8 All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

2.9 Proposals must be received no later than **August 4, 2006 at 11:00 a.m.**

Proposals (an original plus three copies and one electronic copy in Microsoft Word, must be mailed or hand delivered in a sealed envelope marked "**RFP 7000023 - State of Rhode Island Cellular Telephone Services**" to:

**DEPARTMENT OF ADMINISTRATION
OFFICE OF PURCHASES
1 CAPITOL HILL
PROVIDENCE, RI 02908-5855**

ATTENTION: *Lisa Hill*
Administrator, Purchasing Systems

2.10 Vendor quotations will be submitted in the following order:

Section 1 - Cover Sheet

Include Vendor's address, telephone number, fax number, E-mail address (if available) and representative contact.

Section 2 - Table of Contents

All pages must be numbered.

Section 3 - Executive Summary

Brief summary of the type of system offered.

Section 4 - Pricing Information

Vendors will supply all prices for services and equipment as detailed in this document.

Section 5 - Vendor Qualifications

Refer to Chapter III for specific requirements.

Section 6 - Technical

Completed answers to all questions posed in Chapters IV using identifying question number. The Vendor will type out the question number and follow it with an answer. The return of a response package with the answers written in is not acceptable. Vendor should also include any exceptions to Chapter II in this section.

III. VENDOR QUALIFICATIONS

3.1 All vendors submitting responses to this request must be manufacturer directly. No third party service providers will be accepted.

IV. TECHNICAL INFORMATION

4.1 SERVICES AND RATES

- 4.1.1 The vendor must be able to provide digital telephone service.**
- 4.1.2** Please provide a table describing the rates for digital telephone services the Vendor is quoting for the State of Rhode Island. The table should provide the following: the basic service monthly rate and cost for installation/activation; the number of minutes of air-time allowed with the basic rate; and, the cost per minute for air-time incurred above the allowed monthly limit.
- 4.1.3** Are airtime minutes used measured in increments of minutes (e.g. tenths of minutes) or rounded to the next whole minute?
- 4.1.4** What areas of the country (e.g. Rhode Island, New England) are covered by the services described in 4.1.2 above?
- 4.1.5** Are there any charges incurred for "roaming" beyond the areas of coverage? If so, what are they?
- 4.1.6** Are airtime minutes expended for making "800" service calls? Are there any per minute charges incurred? If so, what are they?
- 4.1.7** Must the user use a credit and/or telephone calling card to make international calls?
- 4.1.7.1** What rates are levied on international calls? Please provide rates as an appendix.
- 4.1.7.2** May the State of Rhode Island "picc" international calling to its previously contracted long distance vendor?
- 4.1.7.3** What/which credit card and/or telephone calling card types are accepted?
- 4.1.8** Are airtime minutes incurred for making operator-assisted calls? Access to voice mail (if subscribed.)?
- 4.1.9** How are airtime minutes levied for three-party calling? Are airtime minutes expended for each call leg?
- 4.1.10** Are pre-paid services available? Please describe.
- 4.1.11** The State requires that all bidders provide a hierarchical billing scheme. The purpose of this feature is to allow the State to consolidate multiple accounts/units into an "organizational" structure. This structure can consist of several levels, however, the most common is a BAN (Billing Account Number) containing sub-accounts (also known as DAC's).
- Benefits of this feature include:
- the ability to take advantage of shared minute plans
 - a single point of control over all accounts
 - the ability to share courtesy statements with sub-accounts

4.2 FEATURES

4.2.1 Voice mail is a required feature.

4.2.1.1 What are the activation and monthly rates for voice mail services? If these rates vary with the service plan, please list by basic service plan designation.

4.2.1.2 How many messages and/or minutes of messages may each voice mailbox contain?

4.2.1.3 How is voice mail access accomplished? Abbreviated dial? Special access button on the telephone?

4.2.1.4 If the caller leaving the message subscribes to the same Vendor voice mail service, can the user reply within the voice mail service without having to redial the calling party?

4.2.1.5 Are callers automatically forwarded to an activated voice mailbox in the event the user is already on a call and/or the caller does not answer the call? Is the number of rings a system-wide feature or pre-set by the user?

4.2.2 Caller ID is a required feature.

4.2.2.1 What are the activation and monthly rates for Caller ID services? If these rates vary with the service plan, please list by basic service plan designation.

4.2.2.2 Does the feature list the user's name as well as telephone number?

4.2.2.3 Does the feature list multiple callers? If so, how many are listed?

4.2.2.4 Can caller access be blocked on the basis of Caller ID?

4.2.3 May the user call forward calls to another telephone number?

4.2.3.1 Can calls be forwarded to: another cellular telephone number belonging to the Vendor? Another cellular telephone number belonging to another Vendor? A paging/answering service? A local landline? A landline that must be reached via long distance?

4.2.3.2 Are there per call/per minute charges incurred for any of the types of call forwards listed in 4.2.3.1 above?

4.2.3.3 May calls be forwarded in Ring No Answer conditions? Busy conditions?

4.2.4 Up to how many callers may the user conference?

4.2.4.1 Are there per call/per minute charges incurred for conference calling service activation/usage?

4.2.5 What is the per-call charge for Operator Assistance calling?

4.2.5.1 What services are available through the operator?

4.3.6 What is the per-call charge for Directory Information?

4.3.6.1 What is the charge for Directory Assistance connection to the number requested?

4.3.6.2 How many numbers may the user request per call?

4.3.6.3 Does Directory Assistance provide access to out-of-coverage listings? Is there an additional charge?

4.3.7 Is a charge incurred for 9-1-1 calls?

4.3.7.1 Are airtime minutes incurred for 9-1-1 calls?

4.3.7.2 Is the 9-1-1 service discriminating enough to send the caller to the right 9-1-1 PSAP, as for example callers traveling along the Rhode Island/ Massachusetts state line?

4.4 RHODE ISLAND COVERAGE & NETWORK CAPACITY

4.4.1 Please provide, as an appendix, a map showing the Vendor's coverage area for the digital services proposed for Rhode Island. Please show coverage in the adjacent areas of Eastern Connecticut and Southern/Southeastern Massachusetts.

4.4.2 How are users handled in areas within Rhode Island where the Vendor has no coverage?

4.4.2.1 Do users incur roaming charges if the call is handled by a secondary cellular provider even if the call originates within the user's base calling area?

4.4.2.2 What features are lost (e.g. private network arrangements.) if the call is handled by a secondary cellular provider?

4.4.3 What are the Vendor's plans to "perfect" its coverage of Rhode Island and surrounding areas over the next two years?

4.4.4 What are the Vendor's plans to expand network capacity in high-traffic metropolitan areas to minimize and/or eliminate dropped calls?

4.5 TELEPHONES

4.5.1 The State of Rhode Island requires that the telephone sets be provided at no cost (see section 5.9, Total Cost of Ownership). What is the Vendor-provided telephone (Manufacturer, type) that will most meet the described services in 4.1.2 above?

4.5.1.1 What is the cost of said telephone for replacement purposes, if necessary?

4.5.1.2 Please provide as an appendix a detailed description of this telephone.

4.5.1.3 What is the Vendor's policy as it pertains to trade-in and/or upgrades of telephones prior to the expiration of a contract?

- 4.5.2** What is the standard warranty period for the telephone instrument?
- 4.5.2.1** If the State wishes to extend the warranty on this product, what is the cost?
- 4.5.3** What is the cost of annual maintenance once the warranty period has expired?
- 4.5.4** What is covered relative to repair under the warranty and/or maintenance period?
- 4.5.4.1** What is the procedure for the repair and/or replacement of the telephone instrument?
- 4.5.4.2** Are loaners available?
- 4.5.4.3** What is the expected interval, in business days, for the repair and/or replacement of a telephone instrument?
- 4.5.5** In the event a telephone instrument is lost and/or stolen, what is the procedure to report the incident?
- 4.5.5.1** How soon after receiving the incident report does the Vendor "lock out" the telephone?
- 4.5.5.2** What is the user's liability in the event his/her telephone instrument is lost and/or stolen?
- 4.5.6** What is the user's liability in the event his/her telephone number is hacked (e.g. duplicated) and used by an unauthorized party?
- 4.5.6.1** What is the reporting procedure?
- 4.5.6.2** How soon after receiving the incident report does the Vendor "lock out" the telephone?
- 4.5.6.3** Does the Vendor maintain active surveillance of user activity and have the ability to determine, based on the user's previous history, whether the user's line is being "hacked"?
- 4.5.7** Does the telephone instrument have a security code activation sequence?
- 4.5.7.1** Is this security code sequence required when the telephone is first turned on or is required for every call and/or feature activation?
- 4.5.7.2** How many digits/alpha numeric characters are required for the code?

4.6 BILLING

- 4.6.1** The State of Rhode Island telecommunications department requires a master invoice for all users. Please indicate whether individual bills, with call and charge detail, can be sent to each department and/or agency, in addition to the required master invoice.
- 4.6.2** What media choices (e.g. paper, CD-ROM) can one select for billing?
- 4.6.3** Does the Vendor provide management software to analyze billing?
- 4.6.3.1** In what format does the program come?
- 4.6.3.2** Under which version of Windows does this software run?

4.6.4 Please provide examples of billing/invoicing as an appendix.

4.6.5 Please explain the procedure for ordering/canceling service.

4.6.5.1 Is there a special form that must be used to order/cancel telephone services? If so, please include a sample of the form with the samples of billing.

4.6.6 Does the vendor provide read-only access to on-line billing? If not at this time, when in the future will this access be available?

V. SPECIFICATIONS

5.1 The Vendor will quote digital services only for a contract duration of two years, with pricing considerations for the possibility of 2 one-year extensions. All user subscriptions that come onto the contract after the start of services will co-terminate with end of the two-year period and/or the end of each extension as application. The State of Rhode Island expects a minimum of 600 users to convert to the new services as the existing contract expires.

5.2 The Vendor will quote, at a minimum, three levels of service based on the following approximate call volumes:

Low Volume - under 200 air-time minutes per month (about 60% of all users).

Medium Volume - between 200 and 600 air-time minutes per month (about 38% of all users).

High Volume - above 1,500 air-time minutes per month.

These volumes are estimates based on current traffic patterns (See Appendix A.). The Vendor has the option of developing specific programs that reflect the above parameters or quote already developed programs that approximate the above parameters.

The State will not pay an activation fee. The Vendor will quote monthly base cost with air-time minutes and roaming charges (where applicable).

5.3 Coverage areas for the Low and Medium volume users will consist of, at a minimum, Rhode Island and Southeastern Massachusetts. The coverage area for High volume users should be nation-wide with no roaming charges.

5.4 All services will include the following features in the basic plan rate:

Voice Mail

Caller ID

Call Waiting

Three-Way Calling

5.5 The Vendor is invited to include rates and charges for other features and services in Section IV of its response.

5.6 The Vendor will provide a basic telephone instrument, at no additional cost, including battery charger and car adapter that supports the services quoted and should have the following capabilities:

Active Talk Duration:	Minimum 2.5 hours.
Standby Duration:	Minimum 150 hours.
Rechargeable Lithium-based batter	

Weight: 6.5 ounces or less.

Must have a LCD display capable of supporting both included and optional features.

The Vendor will provide specifications for telephone instrument, including all features (e.g. Last Number Redial, Multiple Ringing, et al) in Appendix B of its response.

- 5.7** The Vendor has the option of quoting other telephones and other ancillary gear (e.g. belt holsters, additional batteries) and placing an options price list in Section IV of its response. For all optionally quoted telephones, the Vendor should include specification sheets in Appendix B. Please provide an explanation of the allowance/credit to be issued against an alternate phone purchase (for example, if the user wants to upgrade their phone from the standard issue phone).
- 5.8** The State of Rhode Island reserves the right to move individual users among the quoted plans on a quarterly basis dependent on user traffic considerations without incurring penalties or other fees.
- 5.9** The winning vendor must undertake the total cost of ownership. In other words, the winning vendor must provide, at its own cost, total replacement of all equipment, including all hand-held telephone devices, adjunct equipment such as headsets, cigarette lighter adapters, and any other existing equipment. The incumbent vendor must also submit its bid in this fashion, ie assuming the cost of such equipment replacement, in order to keep the bid process fair and equitable.
- 5.10** The potential exists for towns and municipalities to join this offer. The State of Rhode Island requires a volume discount. Please specify the manner in which this volume discount will be applied, ie is the discount applied for number of users, for number of minutes per month, and/or for total dollar value of usage per month? Please specify if this volume discount is calculated by tiers and if so, the tier levels that exist.

APPENDIX A

Users between 1 – 200 minutes:	455
Users between 201 – 600 minutes:	100
Users 600 minutes +:	50

Contract Terms and Conditions

Table of Contents

Terms and Conditions.....	II
MPA Standard Terms and Conditions	II
MULTI YEAR AWARD	II
PURCHASE AGREEMENT BID	II
RIVIP INFO - BID SUBMISSION REQUIREMENTS	II

Terms and Conditions

MPA Standard Terms and Conditions

MULTI YEAR AWARD

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.

PURCHASE AGREEMENT BID

BIDDING (a) A single price shall be quoted for each item against which a proposal is submitted. This price will be the maximum in effect during the agreement period. Any price decline at the manufacturer's level shall be reflected in a reduction of the agreement price to the State. (b) Quantities, if any, are estimated only. The agreement shall cover the actual quantities ordering during the period. Deliveries will be billed at the single, firm, awarded unit price quoted regardless of the quantities ordered. (c) Bid price is net F.O.B. destination and shall include inside delivery at no extra cost. (d) Bids for single items and/or a small percentage of total items listed, may, at the State's sole option, be rejected as being non-responsive to the intent of this request. **ORDERING** (a) The User Agency(s) will submit individual orders for the various items and various quantities as may be required during the agreement period. (b) Exception - Regardless of any agreement resulting from this bid, the State reserves the right to solicit prices separately for any extra large requirements for delivery to specific destinations.

RIVIP INFO - BID SUBMISSION REQUIREMENTS

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