REQUEST FOR PROPOSAL (RFP) FOR Cellular Phone Service

WHITFIELD COUNTY, GEORGIA

RFP #012-08-535

Issue Date: 05/16/2008

Due Date for Proposals: 6/17/2008, 3:00 PM EDT
REQUEST FOR PROPOSAL FOR

Cellular Phone Service

For

WHITFIELD COUNTY, GEORGIA

Date

Issued by:

Whitfield County Board of Commissioners
Dalton, Georgia
Proposal Statements Due:
Submit Statement to:
Whitfield County Board of Commissioners
Attn: Tim Miller
301 West Crawford Street
Dalton, GA 30720,
1.0 PURPOSE AND OBJECTIVES

At present, the County has approximately 150 cellular phones with “push-to-talk” units. Approximately 80,000 cell phone minutes are utilized per month. The number of cellular phones may increase or decrease as determined by the County’s account manager.

It is the goal of the County, by seeking these proposals, to find a more effective and efficient cellular system at a reduced overall cost.

1.1 Schedule

The following is the schedule of events listed in the order of occurrence, showing the major milestones from issuance of the RFP to the contract award.

<table>
<thead>
<tr>
<th>MILESTONE EVENT</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RFP release</td>
<td>05/16/2008</td>
</tr>
<tr>
<td>2. Questions Due</td>
<td>05/30/2008</td>
</tr>
<tr>
<td>3. Answers Released</td>
<td>06/04/2008</td>
</tr>
<tr>
<td>4. Proposal Due Date</td>
<td>06/17/2008</td>
</tr>
<tr>
<td>5. Proposal Evaluation completed</td>
<td>07/07/2008</td>
</tr>
<tr>
<td>6. Vendor Selection</td>
<td>07/09/2008</td>
</tr>
<tr>
<td>5. Contract signed</td>
<td>07/14/2008</td>
</tr>
<tr>
<td>6. Project begins</td>
<td>07/15/2008</td>
</tr>
</tbody>
</table>

Intent to respond: Interested vendors will send an email to the project contact listed in section 1.3 with the intent to respond to RFP.

The Whitfield County Board of Commissioners reserves the right to change the schedule of events as it deems necessary. In the event of a major date change, Whitfield County Board of Commissioners will post schedule changes on the county public internet site at http://www.whitfieldcountyga.com or email vendors that have submitted intent to respond email. The Whitfield County Board of Commissioners also reserves the right to issue addenda to this RFP up to seven days before the bid date as needed to clarify the Whitfield County Board of Commissioners desires or to make corrections. The Vendor will acknowledge receipt of all addenda in their proposals. It is the sole responsibility of the vendor to assure that they have received the entire Request for Proposal.
1.2 Questions

Please submit any questions by email by 5:00 PM EDT on 5/30/2008. No phone calls please. All questions must be submitted in writing and sent to the following address:

tmiller@whitfieldcountyga.com

Response to questions will be posted on our public internet site at http://www.whitfieldcountyga.com

1.3 Whitfield County Board of Commissioners Contact

The Whitfield County Board of Commissioners has designated the Whitfield County Selection Committee to be responsible for coordinating communications between Whitfield County Board of Commissioners and potential vendors. The committee may be contacted at:

tmiller@whitfieldcountyga.com

Note: No verbal or written information which is obtained other than through this RFP or its addenda shall be binding on Whitfield County. No employee of Whitfield County is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document.

1.4 Submittal Instructions

Vendors are to submit an electronic copy on CD in addition to 1 original and 6 copies of their proposal outlined in the PROPOSAL FORMAT section on or before 3:00 PM EDT on 6/17/2008 to:

Whitfield County Board of Commissioners
Attn: Tim Miller
301 West Crawford St
Dalton, GA 30720

All bids should be clearly marked "Cellular Phone Service", RFP #012-08-535

It will be the sole responsibility of the vendor to have their proposals delivered to the Whitfield County Board of Commissioners before the closing hour and date. Late proposals will not be considered and will be returned unopened to the sender.

All bids must be valid for a period of 90 days following the bid opening.

All materials and documents submitted by the vendor in response to this RFP become the property of the Whitfield County Board of Commissioner and will not be returned to the vendor. Information in each proposal is public information under Georgia law and may be released after the selection process has
been completed and the contract has been awarded and executed. Consequently, any information considered to be the vendor’s trade secrets, privileged or confidential should not be revealed in the proposal.

The Whitfield County Board of Commissioner will notify the winning vendor of the bid award and will arrange a meeting with the vendor to commence contract negotiations.

1.5 Selection Process

Written proposals will be reviewed by The Whitfield County Selection Committee. The outcome of the review process may, at the County’s sole discretion, result in: (a) notice to vendor(s) of selection for tentative contract negotiation and possible award, or (b) steps to gather more information for further evaluation. This may mean notice of placement on an interview list (short-listed) with time and date of the interview specified; all costs incurred by the vendor in preparing the proposal, or costs incurred in any other manner by the vendor in responding to this proposal will be wholly the responsibility of the vendor. If possible, the County will make selections directly from the evaluation of the proposals.

Any vendor determined to be technically unqualified, or whose proposal is deemed unresponsive, will not be considered further. Whitfield County retains the right to reject any or all proposals with or without cause and retains the right to award the contract to a vendor who is not the lowest cost vendor. If the vendor and County cannot agree on terms of the Agreement, the vendor’s proposal will be rejected.

Proposals will be evaluated on the following minimum criteria:

- Demonstrated understanding of problems and needs presented by the project.
- Qualifications of project personnel and vendor’s ability to commit capable staff to support project size.
- Quality and applicability of software and equipment to be used.
- Ability to complete the project in a timely manner without major deviations from necessary requirements.
- Past experience with similar projects by proposed staff
- Soundness of technical approach to accomplish all project requirements.
- Cost to accomplish all project requirements.
- Ability to meet Whitfield County’s requirements and expectations
- Cost-effective rate plans and service options
- Coverage areas
- Quality of network/equipment
- Quality of support services and personnel
- Technology and security
- Completeness of proposal

1.6 Compliance with Laws

In connection with the furnishing of supplies or performance of work under the contract, the vendor agrees to maintain all licenses, permits, liability insurance, worker’s compensation insurance and comply with all other standards and regulations required by Federal, State or County statute, or ordinances and rules during the performance of any contract between the vendor and the County. Any such requirement specifically set forth in any contract document between the vendor and the County shall be supplementary to this and not in substitution thereof.

During the performance of this contract, the vendor agrees as follows:

The Vender/Firm will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, national origin, place of birth, or physical handicap.

Any selection made as a result of this notice will be made without regard to race, color, religion, sex, or national origin, place of birth, or physical handicap.

Venders shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or agent of Whitfield County for the purpose of influencing consideration of this proposal.

2.0 PROPOSAL FORMAT

Respondents are required to submit concise responses of methods and procedures to complete the Scope of Services section. Proposals shall contain all elements of information requested. The County reserves the right to include any part of the selected proposal, either in addition to, or in lieu of, the specifications contained in this document within the final contract. To enable the evaluation committee to fairly evaluate each bid, the vendor will use the following proposal format:

2.1 Cover Letter

A one-page cover letter, signed by an authorized representative of the vendor, must be included in the submittal. It must contain the name and address of the corporation or business submitting the proposal, as well as the name, address, telephone number, and title of the person authorized to represent the vendor.

2.2 Executive Summary
The vendor will describe its approach to a project of this kind and identify any unique or distinctive features of the project the vendor wishes the evaluation committee to give particular attention.

2.3 Project Team

The vendor will provide the organizational structure for the project team and key staff resume’s to identify experience and qualifications. Provide a brief description of project role by each staff member. The vendor should also provide a company organizational chart.

All sub-contractors must be identified within the vendor’s proposal with their project role to be described and qualifications information included.

2.4 Project Management

Proposals shall specify a schedule and medium for project status meetings. The vendor will describe the development and implementation of a public awareness program to include public presentations, public service announcements, and periodic press releases and the role of Whitfield County Staff and Officials in the project.

2.5 Scope of Services

Provide a detailed technical discussion of approach to be used to meet project requirements and specifications outlined under Scope of Services section. Vendors may provide additional information which would be useful to the committee in evaluating the proposal.

2.6 Schedule

Anticipated time to perform the required work should be identified using tasks outlined under Scope of Services section. Include project timeline with major milestones and dates outlined by the vendor’s project approach.

2.7 Project Reference Summary

The vendor must also provide a list of past projects similar in size and content that qualify the vendor to undertake the Whitfield County project. The list of projects references must include a description of the project, contact name, title of contact person, phone number, address, and when project was completed. Reference list should include a minimum of three and a maximum of six.

2.8 Cost of Services

Provide a description of project costs to include but not limited to the following: Please fill out all applicable charges.

NOTE: Because the County is exempt from federal excise tax, all contracts must reflect the County’s tax-exempt status.
1. Basic rate plan for 80,000 local minutes: $___________/ month
   (Indicate if fractions of minutes are rounded up)

2. Activation fee, if any: $___________/ device

3. Long-distance rate (if applicable): $___________/ minute

4. Text messaging fee: $___________/ month

5. Network access fee, if any: $___________/ month

6. Air time cost per minute-peak, if any, when 80,000 minutes are exceeded: $___________/ month

7. Air time cost per minute-non-peak, if any, when 80,000 minutes are exceeded: $___________/ minute

8. Credit to switch service to new provider or stay with current provider: $___________/ phone

9. Roaming rate: $___________/ minute

10. Account Set-up fee: $___________/ phone

11. Cost to convert from existing airtime provider: $___________/ contract

   Including programming charge: $___________/ hour

12. Cost for any future phone additions: $___________/ phone

13. Activation fee for any future phone additions: $___________/ month
14. Equipment (ONLY NEW EQUIPMENT WILL BE ACCEPTED)

Please indicate the make and model for each phone and check below the features that will be included for free without charge for the listed phone:

(Please make copies of this page as necessary)

<table>
<thead>
<tr>
<th>A. New cellular phone:</th>
<th>$ _____________ / phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make:</td>
<td>Model:</td>
</tr>
<tr>
<td>Cigarette lighter adapter</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Battery</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Carrying Case with belt clip</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Voice mail</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Call forwarding</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Call waiting</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Call direct</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Caller ID</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Conference calling</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Camera</td>
<td>_____ # of Megapixels</td>
</tr>
<tr>
<td>Blackberry</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Windows Mobile</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Will Windows Mobile device work with BES</td>
<td>Y___ N ___</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. New cellular phone:</th>
<th>$ _____________ / phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make:</td>
<td>Model:</td>
</tr>
<tr>
<td>Cigarette lighter adapter</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Battery</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Carrying Case with belt clip</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Voice mail</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Call forwarding</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Call waiting</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Call direct</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Caller ID</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Conference calling</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Camera</td>
<td>_____ # of Megapixels</td>
</tr>
<tr>
<td>Blackberry</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Windows Mobile</td>
<td>Y___ N ___</td>
</tr>
<tr>
<td>Will Windows Mobile device work with BES</td>
<td>Y___ N ___</td>
</tr>
</tbody>
</table>
C. Does your network support direct radio between users?  Y____ N ____

Equipment costs, if applicable

$ _____________ / phone

15. Accessories, if not included in the base phone:

(PLEASE NOTE THAT ONLY NEW EQUIPMENT WILL BE ACCEPTABLE)

Cigarette lighter adapter  $ _____________ / each
Battery  $ _____________ / each
Carrying case  $ _____________ / each
Speaker phone  $ _____________ / each
Belt Clips  $ _____________ / each
Re-charger/ adapter  $ _____________ / each

16. Optional cost for additional features per phone:

Voice mail  $ _____________ / minute
Call forwarding  $ _____________ / minute
Call waiting  $ _____________ / minute
Call direct  $ _____________ / minute
Caller ID  $ _____________ / minute
Conference calling  $ _____________ / minute

17. Additional features not stated above:

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
<th>Unit of measure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18. Repairs and maintenance, if applicable:  $ _____________ / hour

19. Trade-in value per phone if current phones are not capable of being converted:

$ _____________ / phone

20. Monthly access fee and local airtime for minutes over plan allotment:

$ _____________ / minute

21. Option to combine cell phone service with alphanumeric pager
22. Any other applicable charges (i.e. network surcharges, 911 fund charges, etc.) $ _____________ / month

23. Phone number portability: Cost to receive phone number $ _____________ / phone
   Cost to relinquish phone number $ _____________ / phone

24. Blackberry Enterprise License $ _____________ / Blackberry or Windows Mobile

25. Mobile to Mobile within Network $ _____________ / minute

26. Push to Talk within Network $ _____________ / minute

3.0 SCOPE OF SERVICES

3.1 Tasks

To accomplish the goals set by the Whitfield County Board of Commissioners, the County seeks the following professional services:

- Quality service and coverage, especially as required by the County’s law enforcement and emergency operations sections;
- Service guarantees and new equipment warranties;
- Customer oriented installation and service program;
- Meeting with IT administrative coordinator for purpose of analyzing and developing cost saving measures and suggesting modifications, and/or alternative course of action to enhance system and cost effectiveness;
- Possible pickup and delivery services as needed or as requested by the County’s account manager;
- Provide technical assistance and support service to the County staff throughout the term of the contract.
- One monthly invoice with the following:
  - Number of minutes used for each phone subtotaled by department or cost center, as determined by the account manager;
  - Associated costs for each phone subtotaled by department or cost center, as determined by the account manager;
  - Total number of minutes used for all phones and associated costs for the County as a whole.
3.2 **Warranties and Support**

3.2.1 Provide warranty information. Be sure to list any and all exclusions to the warranty offered.

3.2.2 Include information about customer support services, trouble reporting, and maintenance agreements.

3.3 **Technical Requirements**

3.3.1 Provide the contractual requirements for the service (i.e. such as term of the contract, return policy for defective products, early termination penalty, etc.).

3.3.2 Describe your voice service and equipment offering (i.e. call waiting, caller ID, call hold, call forward, voicemail with numeric paging, corporate pooled minutes, long distance, free mobile phones with multi-year commitment, etc.).

3.3.3 Describe your wireless data service and equipment offerings, including the technologies used (i.e. Cellular Digital Packet Data, Wireless Internet Access, etc.). What percent of your covered territory in Whitfield County uses this technology? Explain the technological advantages of the wireless network your company currently offers. How do you ensure network security?

3.3.4 Based on the estimated number of phones, provide a detailed description of local, regional and national plans for Whitfield County employees/ users under the corporate account. For each plan, include monthly access fee and local airtime for minutes over plan allotment rate.

3.3.5 Does your network support direct radio between users and groups, i.e., “push to talk and group push to talk”? If so, please explain the benefits and limitations of this technology, including coverage, privacy, clarity, and equipment costs.

3.3.6 Describe your fraud protection plans.

3.3.7 Please briefly explain how your network is protected in the event of a disaster, i.e. flood, hurricane, thunderstorm, etc.

3.3.8 Describe your networks capability to prioritize usage to local public safety agencies in case of emergencies.

3.3.9 Describe your hours of peak and off-peak usage, if applicable.

3.3.10 A number of units utilized by county employees are “Blackberrys” or Windows Mobile devices. These employees will need devices with wireless messaging, data, etc. services. Please describe available Blackberry and Windows Mobile units.
3.3.11 As this service will be utilized by a number of Whitfield County employees who routinely travel to varying points in the county, do you expect any areas of the county to be less accessible in terms of connectivity?

3.3.12 As this service will be utilized by a number of Whitfield County employees who routinely travel to varying points in the county, do you expect any areas of the country to be less accessible in terms of connectivity?

3.3.13 Are samples of your products available for a subset of our users to try before we agree to purchase?

3.4 Accessories

3.4.1 Describe the accessories included (at no additional cost) for each phone during the length of the contract, i.e. from the time the phone is received to the time it is relinquished, and during any time of use. For example, if the battery is dead, will it be replaced for free? Please see cost sheet to list pricing for accessories as additional pricing.

3.4.2 Does your firm offer a discount on accessories not included for free with each phone?

3.5 Implementation

3.5.1 Will conversion, repairs, and installation of new service be performed in Whitfield County site?

3.5.2 Describe your methodology for transitioning the County’s on-hand phones that are still under contract, to the new agreement while minimizing the cost(s) to Whitfield County. Will your company service existing County equipment and/or equipment not purchased from your company?

3.5.3 Whitfield County would prefer that the service provider waive the activation fee for services under the corporate account. Please indicate this activation fee amount on the cost sheet, if it is applicable.

3.5.4 Indicate your implementation date for phone number portability. Indicate these costs on the attached cost sheet.

3.5.5 Provide a sample implementation plan that details the transition and time elements of your proposed services. Include the following:

3.5.5.1 Time line/ project chart showing major events, responsibilities and task ownership;

3.5.5.2 Description of the major steps in the implementation plan;

3.5.5.3 Success criteria for each major event and phase;
3.5.5.4 Identify major activities that involve Whitfield County employees and the premises (e.g. end user surveys, delivery dates for equipment, data base loading and order tracking);

3.5.5.5 List the resources, especially personnel, which your company will dedicate to this activity.

3.5.6 Equipment

3.5.6.1 Describe your methodology for adding phones or minutes above the stated quantity and the effect the additions would have on the overall cost for the plan.

3.5.6.2 Will your company service existing County equipment and/or equipment not purchased from your company?

3.5.6.3 Provide wattage of phones that will be supplied and their ability to receive signals from vendors’ towers.

3.5.6.4 The Information Technology administrative coordinator will be the County's main point of contact in regards to cell phone operation, distribution, and orders. Describe the options for ordering equipment and service. Do you offer a single point of contact for all orders? Describe the order process from initial request to receipt of goods.

3.5.6.5 Provide brand, model numbers and brochures of all equipment to be supplied under this agreement.

3.5.6.6 Indicate any features of your phones, e.g. are they capable of taking and transmitting pictures.

3.5.7 Coverage

3.5.7.1 Provide signal maps or charts indicating signal strength throughout Whitfield County and County. With this, at what point will the individual incur roaming and long-distance charges?

3.5.7.2 Describe your method for handling calls when a caller is moving between areas or from analog to digital network, i.e. partnering.

3.5.8 Support/ Customer Service

3.5.8.1 Describe your pre-and post-sale support services, including but not limited to:

3.5.8.1.1 Assigned single point of contact for Whitfield County;

3.5.8.1.2 Delivery of equipment;

3.5.8.1.3 Training;
3.5.8.1.4 Technical support and hours;
3.5.8.1.5 Maintenance;
3.5.8.1.6 Local service center.

3.5.8.2 Can you provide a dedicated customer care team?
3.5.8.3 Provide an overview of your account team support strategy.
3.5.8.4 Please indicate customer service hours.

3.5.9 **Account Management**

3.5.9.1 Do cellular phones arrive activated? If not, what steps does an IT administrative coordinator/ end-user need to take to activate a phone? What action does this end-user need to take if there are problems with a phone received (i.e. not activated, dead on arrival, etc.)?

3.5.9.2 What is the time frame, i.e., maximum number of days, for activating a new phone or replacing a phone? Describe your notification process when an individual wishes to terminate the service/ contract.

3.5.10 **Billing**

3.5.10.1 Describe the billing process and format options (i.e. CD ROM billing, Internet billing query, hardcopy, CD, online, etc.).

3.5.10.2 Provide a sample copy of an invoice.

3.5.11 **Reports**

Describe the types of information in the standard reports you provide to customers. Provide sample reports. Be sure to include the following items.

a. Roaming usage
b. Airtime usage
c. Subscriber usage
d. Call detail
e. Account usage
f. Summary of total charges