

**PIKE COUNTY SCHOOLS  
101 WEST LOVE STREET  
TROY, AL 36081**

REQUEST FOR PROPOSAL

FOR

WIRELESS TELECOMMUNICATION AND WIRELESS INTERNET/DATA  
ACCESS SERVICES

RFP NO.: 19-0002

DATE DUE: 04/30/2019

Technical questions about the specifications or this RFP request should be addressed to:

Stephanie Snyder  
Technology Coordinator  
101 W. Love St  
Troy, AL 36081  
Phone: 334-566-1850 ext 81115  
Fax: 334-566-6937  
Email: [ssnyder@pikecountyschools.com](mailto:ssnyder@pikecountyschools.com)

# Introduction

## ***Objective***

The Pike County Board of Education (hereinafter referred to as "The Customer") is seeking Wireless Telecommunication Service and Wireless Internet/Data Access services as a communication tool for our school system.

In order to maintain communications essential to operating schools, school transportation, support services, and System operations; a variety of Pike County Schools' personnel must have access to portable communication services. Portable communication services include both cellular phone services and internet/data access. These services are essential due to the fact that the school system covers the entire county; has hundreds of employees, including bus drivers, administrators, nurses, and maintenance employees who travel from site to site daily; and contains hundreds of educational rooms and areas that have no readily accessible phone service. Internet/data access is a required feature that is needed on all administrator phones.

The Customer herewith requests proposals for these services as described in the attached specifications from interested companies (hereinafter known as "The Vendor"). The Vendor must submit a RFP for all areas and show an integrated approach with respect to services and support. The Customer requests that quotes be itemized with the separation of services. The Customer requires that any proposal include seamless conversion of all existing data and the ability to keep existing phone numbers. The Customer reserves the right to reject any and all proposals, waive any technicalities, and award all or part of the contract in a manner that is in the best interest of the Pike County School Board.

The term of the contract shall be for a period of 3 years beginning on July 1, 2019, with the Customer having the option of 2 one-year renewals from 7/1/2022 – 6/30/2023 and 7/1/2023 – 6/30/2024. The contract may be cancelled with thirty days' prior written notice.

Other information may be made available to interested persons by contacting the Technology Coordinator.

## **Schedule of Events**

The following is the required schedule of events for this project. The schedule may change depending on the results of the responses and a final schedule will be established prior to contracting with the successful Vendor.

<b>Event</b>	<b>Date</b>
1. Release of RFP	04/08/2019
2. Site Service Quality Testing	Need sample phones by 04/22/2019 for evaluation
2. Deadline for Proposal Submission	04/30/2019 at 2:00 pm
3. Evaluation of Responses	05/01/2019
5. Installation Started	7/1/2019

## **Provide Wireless Telecommunications & Wireless Internet/Data Access for the following locations.**

School_Name	Address_1	CITY	STATE	Zip Code	Phone Number
Pike County Board of Edu – District Office	101 W Love Street	Troy	AL	36081	334-566-1850
Pike County School Operations & Technology Center (aka Bus Shop)	317 Montgomery Street	Troy	AL	36081	334-566-1850
Pike County Prevention & Support Annex	102 Dean St	Troy	AL	36081	334-566-1850
Pike County High School	552 South Main Street	Brundidge	AL	36010	334-735-2389
Pike County Elementary School	186 Hillcrest Court	Brundidge	AL	36010	334-735-2683
Goshen High School	286 Eagle Circle/P.O. Box 7	Goshen	AL	36035	334-484-3245
Goshen Elementary School	23 County Rd 2238	Goshen	AL	36035	334-484-3442
Banks Primary & Middle School	9769 North U.S. Hwy 29	Banks	AL	36005	334-243-5514
Troy-Pike Center for Technology	285 Gibbs Street	Troy	AL	36081	334-566-5395
Center Advanced Academics & Accel Learn	205 Mockingbird Lane	Troy	AL	36081	334-566-5396

## ***Basis of Award***

The following factors will be considered when selecting a vendor:

1. Price
2. Prior experience, including past performance
3. Ability to keep existing phone numbers
4. Quality of Service Rating in coverage areas where schools are located
5. Cost of purchasing equipment.
6. Additional Service Offerings, Terms, and References

The customer does not guarantee any award of contract by submitting an RFP.

**These factors will be utilized in weighing the RFP responses as follows:**

<b>Factor</b>	<b>Weight</b>
Price	35%
Prior Experience	10%
Quality of Service Rating	30%
Cost to System to Purchase Equipment, including phones, cases, antenna boosters	20%
Additional Service Offerings, Terms, and References	5%
<b>TOTAL</b>	<b>100%</b>

## ***Specifications of Services to be included:***

### **Service Coverage Areas**

- a. Service coverage areas requested include Pike County, AL; the state of Alabama; and the U.S. states contiguous to Alabama.
- b. Coverage area alone is not sufficient for the Customer to determine the quality of service it would receive from any given Vendor. **Therefore, all Vendors must provide the Customer with at least 1 smartphone for verification of the coverage area in Pike County, AL for up to one week.** The Vendor should provide the same make and model equipment they intend to propose in the bid in order for the Customer to conduct a site-based quality of service survey. Bidders who do not participate in this Quality of Service Survey will not be considered.

### **Pooling Minutes**

The Customer requires pricing plans that will enable it to obtain the lowest overall cost. In order for the Customer to supply these services to employees whose responsibilities vary widely and who consequently have greatly varying needs for minutes of service; the Customer seeks pricing that includes “pools” of minutes from which all accounts can draw rather than each individual account having a set number of minutes. Other pricing plans may be submitted if the Vendor does not offer pooled/shared plans. Vendors must make clear what type of plan they are proposing in their bid submission.

The Customer also seeks service plans that include features such as Nationwide Calling, No Roaming, Unlimited Long Distance, Unlimited Mobile to Mobile, Unlimited Data, Unlimited Text and Voicemail. Information on features that the Vendor does/does not offer may be submitted. Vendors must make clear the types of features available with their plans.

The Customer also seeks plans for individual Wi-Fi devices. We currently have approximately 10 Wi-Fi hotspots to provide internet access for administrators. The Customer seeks pricing of data plans for the Wi-Fi that includes Unlimited Data. Other data pricing plans may be submitted if the Vendor does not offer unlimited data plans. Vendors must make clear what type of plan they are proposing in their bid submission.

### **Industry Standards**

The Vendor shall be knowledgeable of and comply with all applicable industry standards and regulations of Federal, State, and Local governments. The Vendor shall bid only if they are licensed to provide service and equipment within the System’s service area.

### **Services shall include:**

- a. Good quality of service in the areas and within the locations specified and incoming routes
- b. A reliable telecommunications network capable of sustaining services or rapidly recovering services during power outages, storms, and other events that can interfere with communication networks
- c. Twenty-four-hour monitoring of the Service Provider's network performance to provide quick response to system troubles and repairs
- d. Clear digitally-transmitted voice communication
- e. Ability to handle intense traffic loading
- f. Long distance and 911 calling
- g. Ability to keep existing phone numbers
- h. Ability for phones to have internet/data capabilities
- i. Wi-Fi internet access on individual Wi-Fi devices

## **Equipment**

- a. Vendor must be able to provide cellular and digital communications using cellular phones capable of instant communications as well as other multi-function wireless devices capable of services not specified in this bid.
- b. Vendor must supply the manufacture and model numbers of all equipment being proposed.
- c. Vendor must supply the cost of equipment even if the initial cost of equipment is \$0.00 so that the price for the term of the bid is set should the Customer need to purchase additional or replacement equipment.
- d. Vendor must be able to supply, program, and deliver equipment to the Customer, as needed.
- e. Vendor information must clearly state the warranty period for all equipment proposed.
- f. Vendor should include pricing for at least two models of handsets that are capable of providing internet access and data communications (aka smart phone). We currently have administrators using Apple iPhone and Android phones.
- g. Vendor should include pricing for at least one Wi-Fi device.
- h. Vendor should provide a pricing option if we would like to make our current cell phone a "hotspot" instead of purchasing a separate MiFi device.

## **Instructions and Training**

- a. The Vendor shall provide printed instructions on the use of equipment, features, and service.
- b. The Vendor will instruct a group of users on the use of the equipment at no additional cost to the Customer, when requested.

## **Customer Support**

- a. Must be available 24 hours a day for questions and problems.
- b. Representative should confirm master account number and password (if applicable) before making any changes.
- c. Requests for changes must come from authorized System personnel.
- d. Changes such as IMEI swap from unit to unit, should not take longer than one day to complete.

## **Inherent Privacies**

- a. System authentication and registration process must provide inherent privacy and should be secure from cloning radios and scanning conversations.
- b. The modular technology must prevent illegal eavesdropping.

## **Billing**

- a. Billing shall be based on the contract pricing. If services are available that were not included in the request/response to this bid but are needed by the Customer, they may be added and billed with the approval of the Customer's Account Administrator.
- b. Billing will be based on actual usage per account or pooled minute pricing, whichever applies for only active accounts and/or pools.
- c. The Vendor must keep an audit trail of the contract including date of order, for whom it was ordered, and by whom it was ordered. This must be made available to the Customer's Account Administrator upon request.
- d. The Customer will not be liable to pay for accounts that were not approved by the Customer's designated Account Administrator.
- e. Monthly invoices must be presented in a format that groups charges by each Pike County school phone number.
- f. Under each phone number, each account will be listed along with its individual usage and charges for services activated.

## **Vendor Requirements**

The Vendor will be required to furnish evidence that they maintain permanent places of business of a type and nature compatible with their proposal and are in all respects competent and an eligible Vendor to fulfill the terms of this request and provide quality of service (QOS) to all locations. The Customer may make such investigation as deemed necessary to determine the ability of the Vendor to provide the items required and reserves the right to reject any Vendor's proposal if evidence fails to indicate the Vendor is qualified to provide the items on this request.

The Vendor must be listed by the Alabama Public Service Commission as a telecommunications provider.

The Vendor must have a network currently in place that will completely or substantially cover the needs of the Customer and the area of coverage requested.

The Vendor must offer all services requested in this bid.

## Response Submission

Responses to this RFP must be submitted in sealed packages and delivered to 101 W. Love Street, Troy, AL no later than 2:00 pm on April 30, 2019. It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. The Customer will reject all late arrivals. The Vendor must submit three (3) copies of the response along with any required supporting documentation. **“CELL PHONE BID” should be clearly marked on the face of the envelope containing the RFP number 19-0002.** Failure to comply with this may cause the RFP to be misdirected and therefore not to be considered. Responses must be for the entire project. No substitutions or partial RFP’s will be allowed. Oral, telephone, faxed or telegraphic RFP’s shall not be considered, nor will modifications of RFP’s by such communication be considered. The completed RFP form shall be without erasures or alterations. Signatures on the proposals shall be in longhand and executed by an individual duly authorized by The Vendor to make a contract. RFP’s made out in pencil will NOT be accepted. RFP must be notarized

A **Bid Bond** in the form of a bond from an approved bonding agency or company, or cashers check in the amount of **\$500** must accompany vendors bid in sealed envelope. All bonds from vendors not receiving the award will be returned to the vendor within 30 days. Awardees bond will be returned upon commencement of acceptable services as described herein. Make bond payable to the Pike County Board of Education.

## REQUIRED ATTACHMENTS

- (A) Notarized RFP Response Form
- (B) SPIN information
- (C) Description (with pictures) of equipment and warranty information
  - a. Phones must include cell phone service and internet/data service. Other services are optional.
  - b. Wi-Fi devices
- (D) Service Plan information
- (E) Reference list of at least three other customers for whom company has provided similar size and scope of services
- (F) Detailed information regarding how, and for what cost to the Customer, the Vendor will improve upon poor signal at all site survey locations, if applicable
- (G) Any other supporting documentation

## QUALITY OF SERVICE SURVEY

- (A) Coverage area alone is not sufficient for the Customer to determine the quality of service it would receive from any given Vendor. **Therefore, all Vendors must provide the Customer with at least 1 smartphone for verification of the coverage area in Pike County, AL for up to one week.** The Vendor should provide the same make and model equipment they intend to propose in the bid in order for the Customer to conduct a site-based quality of service survey. Bidders who do not participate in this Quality of Service Survey will not be considered. This sample smartphone should be received by Pike County Schools by **April 22, 2019.**
- (B) The Quality of Service Survey will be conducted by Pike County Schools' employees.
- (C) There is no existing in-building signal boosting equipment at any location.
- (D) Pike County System surveyors will test both the cell phone and push-to-talk (if applicable) qualities of the Vendors' equipment and service.
- (E) Three out of the following five areas per school will be tested for quality of service. These locations have been pre-selected based on their likelihood of emergency situations occurring. Typical locations are:
- a. Cafeteria
  - b. Playground or Football Field
  - c. Entryway/Bus loading area
  - d. Gymnasium
  - e. Principal's office
- (F) Other administrative and support facilities such as the Transportation/Maintenance/Technology Department and the Board of Education building will have 1 selected location at which the testing will take place.
- (G) Each service, cell phone and push-to-talk, will be rated separately. Each will be rated on a scale of:
- a. 0 = No Service
  - b. 1 = Marginal Service
  - c. 2 = Good Service
- (H) Service will also be tested in at least one location in route to each building to attempt to determine which Vendor provides the best coverage along bus routes.

- (I) Ratings will be turned into the Technology Coordinator who will compile the ratings and review them with a bid evaluation committee.
- (J) Vendors scoring less than 50% of total points will be contacted prior to any disqualification in order to determine whether or not they plan to submit a bid which includes site services that would mitigate poor services.

### ***Costs Associated with Preparation of the Vendor's Response***

The Customer will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

### ***Interpretation and Changes***

The intent of this RFP is to communicate the Customers requirements to any qualified and interested vendor. Our intention is to receive RFP's for the Pike County School System as previously stated in this RFP. The Customer may make corrections, or changes to the RFP. If the customer makes changes or corrections to the RFP it will be via a written ADDENDUM. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and The Vendor shall not rely upon such interpretations, corrections, or changes. Addendums will be issued as expeditiously as possible via the District's website at [www.pikecountyschools.com](http://www.pikecountyschools.com). It is the Vendor's responsibility to check the website and to determine whether all addendums have been received.

To view any questions/addendums for this RFP, please go to [www.pikecountyschools.com](http://www.pikecountyschools.com). Click on Technology, click on Technology Documents, click on the RFP number in the RFP Folder.

### ***Questions***

Questions concerning this RFP should be direct to the Technology Coordinator.

### ***Proposal Binding Period***

Prices quoted in The Vendor's response for all services and equipment will remain in effect for a period of at least 90 business days from the issuance date of The Vendor's response.

### ***Omissions***

- Omissions in the proposal of any provision herein described shall not be construed as to relieve The Vendor of any responsibility or obligation to the complete and satisfactory delivery, operation, and support of any and all equipment or services.

- If a bid differs in any way from the bid specifications, the bidder must list the differences on the bid proposal form telling exactly where and how the bid deviates from said specifications. If no exceptions are listed on the bid, it will be presumed the bidder proposes to meet the specifications in every respect; and if awarded the contract, performance on this basis will be required.

### ***Price Quotations***

Price quotations are to include the furnishing of all materials, equipment, maintenance and training manual, tools, and the provision of all labor and services necessary or proper for the completion of the work.

Pricing must remain the same or less throughout the duration of the contract including any renewal periods. Should the Vendor become unable to continue the contracted pricing terms for a renewal period it must notify the Customer in writing, immediately. This may result in a cancellation of the contract.

During the contract period, the Customer must be able to purchase services in any quantity necessary. Accounts may be started or stopped at any time, as needed. The Vendor must agree to bill the Customer only for the active term of service for each account at the rates originally bid (or less) regardless of how many active accounts the Customer maintains.

The Pike County Board of Education is exempted from all sales and use taxes under the provisions of Title 40, Chapter 23, Section 4(15), Code of Alabama, 1975.

### ***Number of Accounts***

This contract will allow the Customer to purchase any number of accounts needed throughout the initial term and any subsequent renewals.

The Customer does not guarantee that any certain amount will be purchased from this bid.

The exact quantity of items to be purchased by the Customer in relation to this bid request is not known. This applies to the number of accounts and the services needed for each account. The quantities included in the RFP Response Form section of this bid are for comparison purposes only.

Individual accounts may be started and stopped at any time during the term of the contract. Any number of accounts may be activated during the term(s) of the contract(s) and any number of accounts may be deactivated, as needed.

All features such as number of minutes, access to data and e-mail, or voicemail may be added and removed from individual accounts at any time during the term of the contract on a per account basis.

### ***Evaluation of Responses***

The Customer may, at its discretion and at no fee to The Customer, invite any Vendor to appear for questioning during response evaluation for the purpose of clarifying statements in the response. Each proposal will be evaluated based on criteria and priorities defined by the Pike County Board of Education. Proposals will first be screened based upon compliance with the base requirements.

The final awarding of this bid will be made by the Pike County Board of Education based on the recommendation from the Superintendent.

### ***Equal Employment Opportunity***

In connection with the execution of this Contract, The Vendors and subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, or national origin. The Vendors shall take affirmative action to ensure that minority and disadvantaged applicants are employed and employees are treated during their employment without regard to race, religion, color, sex, age, or national origin.

### ***E-Verify – AL Immigration Law Compliance***

The vendor that is awarded any contract must comply with the Alabama Immigration Law. The vendor will be required to provide the following to the Pike County Board of Education:

1. Proof that you are in compliance with the immigration law by timely submitting a notarized Affidavit of Immigration Law Compliance and an E-Verify Memorandum of Understanding;
2. Provide a signed Alabama Immigration Law Compliance Contract
3. Provide your subcontractors notice of their compliance obligations and OBTAIN from each a notarized Affidavit of Immigration Law Compliance – Subcontractor.

The requirements above, imposed by H.B. 56, are a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees (working in the State of Alabama). As a Contractor or Grantee, if you believe these obligations do not apply to you, please notify the Pike County Board of Education.

Required E-Verify documents can be found on the Pike County Schools website at [www.pikecountyschools.com](http://www.pikecountyschools.com).

### ***Right to Reject***

The Customer reserves the right to accept or reject all proposals or sections thereof when the rejection is in the best interest of the Pike County Board of Education. The Customer reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable terms that The Vendor proposes. The Customer reserves the right to reject the proposal of a Vendor who has previously failed to perform properly or completed on time contracts of a similar nature; and to reject the proposal of any Vendor who in the opinion of the Customer is not in a position to adequately perform the contract.

The Customer reserves the right to reject any or all proposals; any part or parts of a proposal, waive any technicalities/informalities, increase or reduce quantities, make modifications or specifications, and award any or all of the contract in a manner that is in the best interest of Pike County Board of Education. Contracts will be awarded to The Vendor submitting the proposal determined to be in the best interests of the Pike County School System.

**RFP Response Form**

**RFP# 19-0002**

Vendors must use the following form to quote its price:

**TO: Pike County Board of Education  
101 W. Love Street  
Troy, AL 36081**

VENDOR:

---

*Name of Firm*

---

*Mailing Address*

---

*City, State, Zip Code*

Operating as an individual corporation organization and existing under the laws of  
ALABAMA, or a Partnership, or a joint venture consisting of

---

---

**Required Pricing Format**

A. Wireless Telecommunication and Wireless Internet Access Services

B. For accounting purposes, the monthly cost is to be broken down below.  
The Vendor must note any additional charges – installation, equipment, etc –  
if the monthly cost does not include these additional costs.

<b>Product/Service</b>	<b>Quantity</b>	<b>Price per month</b>
Monthly Price Per Account for Phones to include internet/data access	1	
Proposed Phone Model(s) - Please list all phone models available and their cost		
Mark all services included in base monthly price for cell phones.  <input type="checkbox"/> Cell Phone <input type="checkbox"/> Push-to-Talk <input type="checkbox"/> Internet/Email Access <input type="checkbox"/> Text Message  Number of Cellular minutes included per account _____ Pooled? Y / N  Number of Push-to-Talk minutes included per account _____ Pooled? Y / N  Unlimited Text Messages included? Y / N Other _____  Unlimited data/internet access included? Y / N Other _____		
<b>Product/Service</b>	<b>Quantity</b>	<b>Price per month</b>
Monthly Price Per Account for Phones to include internet/data access/ ability to make phone a HOTSPOT	1	
<b>Product/Service</b>	<b>Quantity</b>	<b>Price per month</b>
Monthly Price Per Account for Wi-Fi Devices for internet/data access	1	
Proposed Wi-Fi Model(s) - Please list all Wi-Fi models available and their cost		
Mark all services included in base monthly price for Wi-Fi devices.  <input type="checkbox"/> Internet/Email Access  Unlimited data/internet access included? Y / N Other _____		
Other Items**		

\*\*Specify if these charges are monthly, annually, or one-time only charges.

Having carefully examined the invitation to RFP documents prepared by Pike County Board of Education entitled **Wireless Telecommunication and Wireless Internet/Data Access services, RFP Number 19-0002**, and together with such addenda, if any, as listed hereafter, the undersigned hereby proposes and agrees to provide all components as specified in the attached Proposal Schedule, these sheets being a part of the Proposal, for the total lease price shown and under the terms of the attached lease. **It is agreed that the undersigned has complied with all requirements concerning Vendor Qualifications, licensing, and with all other local, state, federal laws, and that no legal requirement has been violated in making or accepting this proposal in awarding a contract to him or in the delivery of products.** In submitting this proposal, it is understood that the right is reserved by the Customer to reject any or all proposals and waive all technicalities/informalities in connection therewith. It is also agreed that this proposal may not be withdrawn for a period of Ninety (90) days from the opening thereof.

The undersigned declares that the person or persons signing the Proposal is/are fully authorized to sign on behalf of the firm listed and to fully bind the firm listed to all of the conditions and provisions thereof. In view of the terms of this Invitation to RFP, the undersigned proposes to furnish all items for a total sum of:

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

***THIS RFP MUST BE NOTARIZED***

Sworn and subscribed before me this

\_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Notary Public

My commission expires: \_\_\_\_\_