



**Shawnee County
PURCHASING DIVISION**

CHARLENE MISCHKE
Director of Purchasing
200 SE 7th St., Room B-27
Topeka, KS 66603
(785) 233-8200 Ext. 4429

charlene.mischke@snco.us

Network address: www.snco.us

NOTICE

DATE: August 13, 2010

TO: Prospective Bidders

FROM: Charlene Mischke, Purchasing Director

RE: Wireless Communication Services and Related Equipment

Shawnee County is requesting letters of qualifications from qualified wireless communication providers for cellular phones, cellular phone service, and data service.

Interested firms shall submit one original document and five (5) copies to the Shawnee County Purchasing Department by 2:00 PM, CST, September 7, 2010. You may mail or hand-deliver your proposal to:

Shawnee County Purchasing
Attn: Charlene Mischke
200 SE 7th, Rm. B-27
Topeka, Kansas 66603

If you have questions about submitting your proposal to this office, you may contact me at (785)-233-8200 ext. 4429.

Thank you for your interest in working for Shawnee County.

Shawnee County, Kansas
Request for Qualifications
For
Wireless Communication Services and Related Equipment
August 2010

Sealed proposal due date: 2:00 pm September 7, 2010
Oral Presentations: September 20 & 21, 2010
Notification of selection: September 30, 2010

Purpose

Shawnee County, Kansas (County) is seeking information from qualified wireless communication providers for cellular phone, cellular phone service, and data service. The County's interests are to acquire cell phones and/or smart phones, and to obtain reliable, high quality cell phone and data services consistent with the highest industry standards at the lowest costs possible.

All expenses for developing the response, including site visits, document preparation and communications are the sole responsibility of each Provider; such charges will not be billable to Shawnee County, Kansas.

Please submit responses to:

Charlene Mischke
Purchasing Director
Shawnee County, Kansas
200 SE 7th Street
Room B-7
Topeka, KS 66603

All responses to this request will be evaluated by a five (5) member selection committee consisting of the Human Resources Director, Public Works Director, Information Technology Director, Telecommunications Specialist, and Network Administrator.

The County reserves the right to request more information, clarifications, or to allow corrections of errors or omissions, should such actions be in the best interest of Shawnee County. At the discretion of the selection committee, Providers submitting responses may be requested to make oral presentations as part of the evaluation process.

The County also reserves the right to retain all responses submitted and to use any ideas in a response regardless of whether that response is selected. Submission of a response indicates acceptance by the Provider of the conditions contained within this Request for Qualifications, unless clearly and specifically noted in the response submitted and confirmed in any such contract between the County and the Provider selected.

The issuance of this request for qualifications does not obligate the County to accept any of the resulting responses. The County reserves the right to discontinue the evaluation of any Provider at any point in the selection process, without explanation. Further the County may negotiate with multiple Providers during the Course of this process. In the event that a Provider is selected during the process, but subsequent negotiations result in a failure to reach a contractual agreement, the County, reserves the right to resume negotiations with other Providers, at any time, prior to signing an agreement.

It is anticipated that the oral presentations will take place the week of September 6, 2010. A selection of a Provider will be completed by September 20, 2010. The ultimate award of the contract will be subject to the approval of the Board of Shawnee County Commissioners.

Inquiries

Inquiries concerning the request for responses and the subject of the request for responses must be made to: Brian Weis at brian.weis@sncu.us or (785) 291-4989. All questions and answers will be addressed via email and sent to all applicants.

Response Requirements

The Response is required to be received by 2:00 pm on September 7, 2010 in order to be considered. In order to achieve a uniform review process and to obtain the maximum degree of comparability, it is required that Responses be organized in the following format:

1. **Title Page** – Show the response subject, the name of the Provider, address, telephone number, name of contact person, and the date.
2. **Executive Summary** – This section shall be limited to two pages. Providers may use this section to present any information they consider essential to their response.
3. **Company Profile** – The Provider should provide, as a minimum, the following regarding information about the Provider:
 - a. Point of Contact/Account Representative who will service the County of Shawnee's account.
 - b. General information about the provider (history, length of time serving the Shawnee County area, etc.)
 - c. Information about products and services provided.
 - d. Information about the reliability of wireless communication.
 - e. Information about future wireless communication services including descriptions and estimated implementation dates.
4. **Specifications** – Provider must include information regarding the following:

- a. Please provide information detailing current technology utilized, to include current broadband speed.
 - b. Cellular Equipment – Please provide information detailing your current phones and related accessories (including costs and discounts), as well as a listing of their capabilities and features.
 - i. Warranty – Please describe the warranties for all cell phones and related equipment.
 - ii. Replacement – Please provide information on the process of replacing a phone.
 - iii. Upgrades – Please provide information about your upgrade program.
 - c. Cellular Service/Features – Please provide a detailed description of voice and data coverage within the State of Kansas; also include the coverage available in rural areas of Kansas. Please also provide information on national coverage as well.
 - d. Cellular Plans – Please provide information detailing your current plans – pooled, monthly, and pay-as-you-go. Please reference **Attachment A**.
 - e. Billing and Invoice – Please reference **Attachment B** for more detailed information. Based on the information provided in **Attachment B**, please provide an estimate of costs associated with similar equipment and usage needs.
 - f. Additional Information/Options
 - i. Please provide information on Computer Data Cards.
 - ii. Please provide information on Push-to-talk features. Include equipment and plan information.
 - g. Management and Client Services
 - i. Please provide a description of the maintenance and technical support services and processes. Please reference **Attachment A**.
 - ii. Please describe how you would propose to provide priority usage and guaranty delivery in the event of an emergency or natural disaster.
 - iii. Please provide a copy of a sample contract.
5. **Implementation and Transition Timeline** – The provider shall provide in detail, a plan and schedule to transition the County from existing service and/or equipment to Provider's. Please include any possible interruption in service. Please also include information about activation and number porting. Regular and timely updates will be required throughout the implementation process.
 6. **Government References** – The provider shall provide with the bid response a minimum of three (3) governmental references, or if none, other client references, preferably of similar size. The references are to include the entity name, contact person, telephone, and email address. Each reference provided must currently contract with the bidder for wireless services.

Evaluation Process

A. Wireless Communication Services Evaluation Committee

Responses submitted will be evaluated by members of the Wireless Communication Services Evaluation Committee consisting of: the Human Resources Director, Public

Works Director, Information Technology Director, Telecommunications Specialist, and Network Administrator.

B. Review of Responses

The Evaluation Committee will use a point formula during the review process. Responses will be evaluated using three (3) sets of criteria. Providers meeting the mandatory criteria will have their response evaluated and scored for both technical qualifications and price. The following represent the principle selection criteria which will be considered during the evaluation process:

1. Mandatory Elements
 - a. Responses must be prepared and submitted in compliance with the provisions of this Request for Qualification.
2. Technical Qualifications (Maximum of 70 Points)
 - a. Cellular phone services plans (Maximum 10 Points)
 - b. Coverage area (Maximum of 15 Points)
 - c. Wireless, broadband internet capability (Maximum of 10 Points)
 - d. Ease of service (Disaster Recovery, new orders, repairs, replacements) (Maximum of 15 Points)
 - e. Ease of billing reconciliation (reporting capabilities, internet access) (Maximum of 10 Points)
 - f. Ease of management for centralized synchronization of email and remote kill control for lost or stolen units. (Maximum of 10 Points)
3. Price (Maximum of 20 Points)

C. Oral Presentations

During the evaluation process, the Evaluation Committee may, at its discretion, request any one or all of the Providers to make oral presentations. Such presentations will provide Providers with an opportunity to answer any questions the Evaluation Committee may have on a Provider's responses. Not all providers may be asked to make such oral presentations.

D. Final Selection

It is anticipated that a Provider will be selected by September 20, 2010. Following notification of the Provider selected, it is expected a contract will be executed between parties no later than October 29, 2010. The ultimate award of the contract will be subject to the approval of the Board of Shawnee County Commissioners.

E. Public Disclosure

Each response received by a Provider shall become a public record of the County of Shawnee and shall be subject to the provisions of the Kansas Open Records Act.

F. Right to Reject Responses

Submission of a response indicates acceptance by the Provider of the conditions contained in this Request for Services unless clearly and specifically noted in the response submitted and confirmed in the contract between the County of Shawnee and the Provider selected.

The County of Shawnee reserves the right without prejudice to reject any or all response.

Attachment A

Cellular Equipment

Cellular equipment is defined as cellular phones and accessories. Please provide information on those phones that have the following features and capabilities.

- Hands free
- Available “Smart Phones”. (Currently Using BlackBerries)
- Means to attach to County’s Email system. (Currently Migrating to Exchange 2007)

Cellular Plans

Please provide cost and plan information for the following:

- Nationwide Plans
- Activation and Termination Fees
- Text Messaging
- Mobile-to-Mobile
- Push to Talk
- Wireless/Internet Access
- Roaming Charges – statewide and nationwide

Billing and Invoice Requirements

All charges should be billed by telephone number and departmentally grouped together. A hard copy of the detailed bill is required each month. Bills must also be available online to download in either PDF or Excel. Summary of description of all service charges should include the following:

- A. Previous balance due
 - B. Payments received
 - C. Discounts must be shown.
 - D. Taxes must be listed separately.
 - E. State and utility fees must be listed separately
 - F. Account/Telephone Number
 - G. User Name/Department Name
- | | |
|-------------------------|---------------------|
| 1. Billing period | 9. Airtime |
| 2. Credits | 10. Toll charges |
| 3. Adjustments | 11. Roaming charges |
| 4. Current Charges | 12. Tax |
| 5. Applicable rate plan | 13. Credits |
| 7. Additional charges | 14. Total due |
| 8. Equipment charges | 15. Call Detail |

Management and Client Services

Ability to block access to websites and other services, that permit downloads or extra service charges to be made to a cellular device.

Attachment B

County of Shawnee Cellular Usage Statistics

Cellular Lines Without Data	130
Cellular Lines With Push to Talk	10
Cellular Lines With Data Plan (BlackBerry)	30
Computer Data Cards	5

Month	Minutes used
June 2009	25021
July 2009	24733
August 2009	22883
September 2009	23185
October 2009	22326
November 2009	20660
December 2009	24193
January 2010	24020
February 2010	24590
March 2010	35525
April 2010	33695
May 2010	32083
Total	312914
Average	26076