

REQUEST FOR PROPOSALS  
Rolling Plains Management Corporation  
Request for Proposal  
Cellular Phone Services

**INQUIRIES AND PROPOSALS SHOULD BE DIRECTED TO:**

Lezlie Carroll  
Transportation Director

Or

Keren Whitney  
Financial Director

Rolling Plains Management Corporation  
P. O. Box 490 Crowell, Texas 79227  
(940)684-1571

[lezlie.carroll@rollingplains](mailto:lezlie.carroll@rollingplains) or  
[keren.whitney@rollingplains.org](mailto:keren.whitney@rollingplains.org)

## REQUEST FOR PROPOSAL

Invitation to submit proposal

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1. Map of Rolling Plains Management Corporation Service Area

**1. Purpose:**

Rolling Plains Management Corporation invites vendors to submit proposals in accordance with the terms and conditions of this Request for Proposal (RFP). This RFP provides the requirements and evaluative criteria for cell phone (wireless) communication services and equipment. This RFP requests a detailed response from all prospective vendors, including pricing of equipment and service plans.

Our goals in selecting a wireless communication services provider include reducing operating costs and improving our existing wireless communication services through increased product and service features, enhanced call clarity and reliability, and greater flexibility in pricing options.

The period covered with this proposal is for one year, with the potential of annual renewal, for up to four additional years, with successful negotiation of pricing.

**2. Description of Entity:**

Rolling Plains Management Corporation is a non-profit corporation which operates programs to assist low-income and other persons in a 28 county area in Texas. Most of the cellular phone usage will be by employees who will be transporting clients. These transportation employees use a cell phone (not a smart phone) and will require either hands free service or a high quality speaker in order to receive calls while in route. See attached map for the 28 counties to be covered.

**3. Proposal Content**

Each proposal must include the following information:

- 1) Cover sheet as the first page which lists:
  - a) Company name
  - b) Authorized Name and Title
  - c) Authorized signature
  - d) Contact person for the Proposal
  - e) Date of submission
  - f) Telephone number for contact person
  - g) Email address of contact person
- 2) A summary of the company's services which highlights its capacity to provide Rolling Plains Management Service with the best overall cellular service plan. (limit one page)
- 3) Description of company history, scope of services offered, sized of company and locations of service offices. Give additional detail that the company feels may elaborate on its experience and reputation for service. (limit one page)
- 4) Map of service area to be covered in proposal including report identifying voice and data signal strength (if available) and roaming or other charges, which may apply
- 5) Vendor's proposal for pricing of equipment and service plans including detail descriptions of available equipment and service plans
- 6) Statement certifying that the business is small or minority owned business along with Disadvantaged Business Enterprise (DBE) certification, if available. DBE certification is available to the vendors who are a small businesses owned and controlled by socially and economically disadvantaged individuals and can be obtained from the relevant state— generally through the state Uniform Certification Program (UCP).

#### 4. Description of Requested Services and Equipment

Rolling Plains Management Corporation (RPMC) is soliciting proposals for cellular phone service and replacement equipment for a single year contract with an option to renew for up to four years. The majority of RPMC cell phone usage is centered in its transportation program which uses cell phones to communicate from its central dispatch located in Crowell, Texas to bus and van drivers who are transporting clients. In addition to its transportation program, RPMC uses cell phones to maintain communications between its supervisors who are located in Crowell, Wichita Falls, and Abilene and their staff who are located or may travel throughout the 28 counties as shown in the attached service area map and also, throughout the state of Texas. Currently, RPMC has the following equipment and services under contract:

##### Current RPMC Equipment Usage:

- 1) 15 cellular phones with Voice, Data, text, and email services. These phones will consist of iPhones, Android, and Blackberry style smart phones. These phones will have the option to add "hot spot" capabilities with a minimum of 3G connectivity, 4G preferred. (RPMC anticipates expanding the usage of cellular phones with Voice, Data, text, and email services and proposals should reflect pricing for potential additional service and equipment.)
- 2) 60 Cell Phones Services with Voice service. These phones will have the option to add text services as needed.
- 3) 45 tablets with unlimited wireless services with 3G connectivity, 4G preferred.

##### Current RPMC Service Usage:

- 12,000 peak minutes per month shared by all phones used in the plan excluding mobile to mobile minutes, excluding night and weekend minutes and excluding minutes for calls to five (5) specified land lines
- Unlimited mobile to mobile minutes
- Unlimited night and weekend minutes
- Unlimited minutes for mobile to five (5) specified land lines
- Unlimited text and data packages for approximately 15 smart phones using these services
- Monthly cost of wireless service for 45 tablets

RPMC is seeking a vendor to provide cellular service that:

- Provides high quality wireless service with non-roaming services for the area mapped in the attachment
- Updates equipment annually that provides exceptional call quality, reliability and is easy to use
- Achieves the highest costs savings based on RPMC's current equipment and service usage
- Provides a detailed, accurate, easy to maintain billing with a breakdown by phone number on paper and via online account access
- Allows for additional phones to be added to plan at the same cost per phone/month or phones to be dropped from plan during the plan year at no charge due to changes in the RPMC program utilizing the phones, i.e. increases or decreases in number of employees or reduction or increases in grant funding of programs.
- Provides responsive customer support service to RPMC including migrating contacts and phone numbers from old phones to new phones and other questions and needs that may arise during the plan service year.

## **VENDOR'S PROPOSAL**

### Equipment pricing

Vendor's proposal will be based on the "Current RPMC Equipment Usage" as listed above including the potential for additional service and equipment to be added, as needed, and must be broken down into pricing for each type of mobile device. Proposal should include the initial cost to purchase new equipment annually, monthly cost of insurance and the cost to replace damaged or lost equipment with and without insurance during the plan year. In addition, the quote must also include listing pricing for regular chargers, mobile chargers, phone and tablet cases and any other item required to meet this RFP.

### Service plan descriptions and pricing

For service, vendor's proposal should include a plan which provides the lowest cost to deliver RPMC with the service it currently uses as described in "Current RPMC Service Usage" above. It should include a detailed description of the service along with the monthly cost per mobile device associated with service.

After selection of a vendor based on the "Current RPMC usage" levels, RPMC will negotiate with vendor based on the exact number of phones and service required by the agency prior to entering into an agreement for service.

#### **5. Rejection of Bids:**

RPMC reserves the right to reject any or all submissions, in whole or in part, for any reason without incurring any costs or liability whatsoever. All bids will be reviewed for completeness of the submission requirements. If a bid fails to meet a material requirement in the bid solicitation it will be considered incomplete.

All bids may be rejected in any case where it is determined that the bids are not competitive or where the cost is not reasonable.

Bids that contain false or misleading statements may be rejected, if in RPMC's opinion, the information was intended to mislead RPMC regarding a bid requirement.

#### **6. Proposal Instructions:**

- a. **Proposal Submittal:** One original with two copies of the bid must be submitted no later than 5:00 p.m. on Friday, November 2, 2018. Proposals received after that date will not be considered. It is the responsibility of the bidder to ensure that the proposal is received by RPMC by the deadline. RPMC will not be responsible for the US Postal Service or Delivery Services failure to deliver the proposal by the due date and time. Sealed bids should be mailed or delivered to:

Rolling Plains Management Corporation  
Attn: Lezlie Carroll, Transportation Director  
PO Box 490  
Crowell, Texas 79227

- b. Bids may not be emailed or faxed. All bids must be submitted in a sealed envelope clearly marked on the outside "SEALED BID, DO NOT OPEN".

c. **Conditions of Proposal.**

- All costs incurred in the preparation of the proposal responding to this bid will be the responsibility of the bidder and will not be reimbursed by RPMC.
- This RFP is not a contract offer. Acceptance of a proposal neither commits Rolling Plains Management Corporation to award a contract to any vendor, even if all requirements stated in this RFP are met, nor limits our rights to negotiate in our best interest. We reserve the right to contract with a vendor for reasons other than price.
- The pricing, terms, and conditions stated in your submitted proposal must remain valid for 60 days from the date of delivery of the proposal to Rolling Plains Management Corporation.

**7. Evaluation and Review of Proposals:**

Sealed bids will be publicly opened at the RPMC Administrative office located at 118 North 1<sup>st</sup> St., Crowell, Texas at 10:00 a.m. on Monday November 5, 2018.

All proposals will be evaluated based on a point system by a committee appointed by the RPMC Executive Director. Efforts will be made by RPMC to utilize small businesses and minority-owned business including entities with Disadvantaged Business Enterprise (DBE) certification. RPMC will not discriminate regarding race, color, creed, sex, religion, national origin, disability, marital status, parenthood or age.

The following criteria will be used for evaluating each proposal:

<b>Evaluation Criteria</b>	<b>Weight</b>
Cost effectiveness of service and equipment	45%
Cell Strength and Coverage for RPMC service area	45%
Experience and capabilities of customer account support	5%
Invoicing flexibility	<u>5%</u>
Total	100%

RPMC reserves the right to award the contract to the bidder whose proposal is most advantageous to the Agency.

In no event shall any official, officer, employee or agent of RPMC be in any way personally liable or responsible for any covenant or agreement herein contained whether expressed or implied, not for any statement, representation or warranty made therein or in any connection with the agreement.

While RPMC has every intention to award a contract resulting from this RFP, issuance of the RFP in no way constitutes a commitment by RPMC to award and execute a contract. Upon a determination such actions would be in its best interest, RPMC, in its sole discretion, reserves the right to:

- Cancel or terminate this RFP;
- Reject any or all proposals received in response to this RFP;
- Not award a contract, if it is in RPMC's best interest not to proceed with contract execution; or
- If awarded, terminate any contract if RPMC determines adequate funds are not available.

**8. Notification of award:**

Upon conclusion of final negotiations with the successful bidder, all bidders submitting proposals in response to this Bid Solicitation will be informed in writing of the name of the successful bidder.

**9. Protest Procedure:**

All protests regarding the solicitation process must be submitted in writing to the Executive Director within (5) five business days following the opening of the bids. Failure to protest within the time frame will constitute a waiver of protest.

**10. Questions:**

All questions regarding this RFP must be submitted by email. Questions must be submitted by Friday, October 26 at 5:00 p.m. All responses will be posted on the Agency Website at [www.rollingplains.org](http://www.rollingplains.org) prior to Tuesday, October 30th. Inquiries concerning this Bid Solicitation should be emailed to:

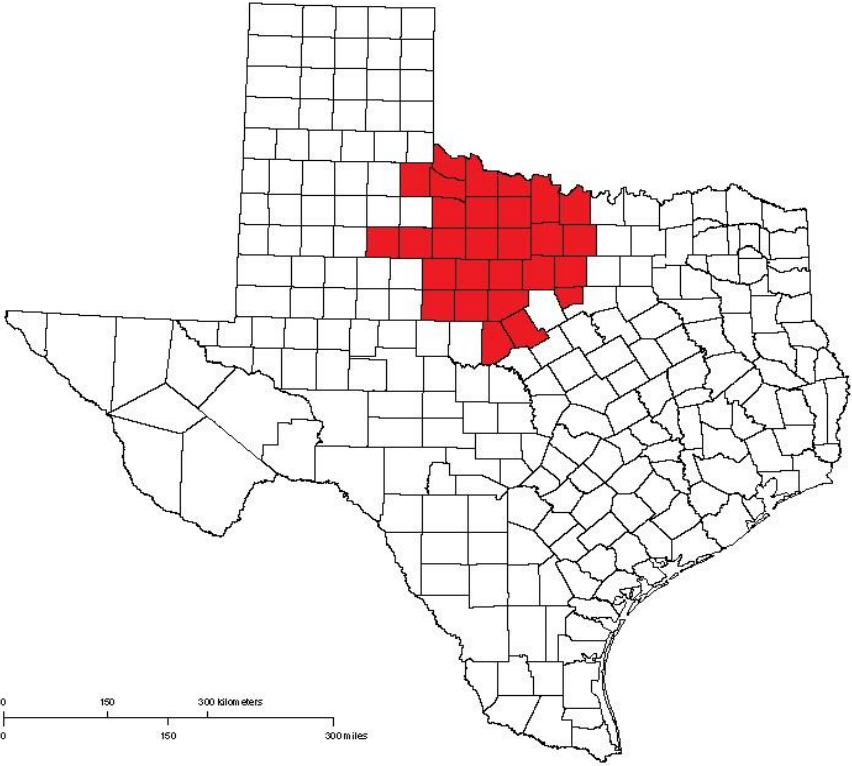
[lezie.carroll@rollingplains.org](mailto:lezie.carroll@rollingplains.org)

or

[keren.whitney@rollingplains.org](mailto:keren.whitney@rollingplains.org)

*“Rolling Plains Management Corporation is an equal opportunity employer and provider.”*

# RPMC Service Area ■



**RPMC Service areas include the following Counties:**

- |           |             |              |
|-----------|-------------|--------------|
| Archer    | Baylor      | Brown        |
| Callahan  | Clay        | Comanche     |
| Cottle    | Eastland    | Foard        |
| Hardeman  | Haskell     | Hood         |
| Jack      | Jones       | Kent         |
| Knox      | Montague    | Palo Pinto   |
| Parker    | Shackelford | Stephens     |
| Stonewall | Taylor      | Throckmorton |
| Wichita   | Wilbarger   | Wise         |
| Young     |             |              |