

**Fayetteville Public Schools  
Request for Proposals (RFP)**

**Title:** District Cellular Smartphone Services

**Department:** Technology

**Issue Date:** December 22, 2011

**Due Date:** 4:00 PM, February 1, 2012

**Issuing Agency:** Fayetteville Public Schools  
Susan Norton– Contract Authority  
susan.norton@fayar.net

Sealed Proposals subject to the conditions made a part hereof will be accepted until 4:00 PM, February 1, 2012 for furnishing services described herein.

IMPORTANT NOTE: Proposal's must be in paper format, please enclose in an envelope and indicate dealer name on the front. Electronically submitted (email/fax) proposals will not be accepted.

Direct all inquiries concerning this RFP to: Mr. Jamie Wilson  
Fayetteville Public Schools  
PO BOX 849  
1000 W. Stone St.  
Fayetteville, AR 72702  
Phone: 479.444.3000 Fax: 479.444.3004  
Email: jamie.wilson@fayar.net

**NOTE: Questions concerning the RFP requirements must be submitted in writing.** They may be mailed, faxed, or emailed (no phone calls) to Mr. Jamie Wilson, Fayetteville Public Schools, PO BOX 849 Fayetteville, AR 72702, 479.444.3004 Fax, email address jamie.wilson@fayar.net

Questions must be submitted no later than 4:00 PM on January 22, 2011. All questions submitted in writing will be answered in the form of an addendum to this Request for Proposals.

## **1. Purpose:**

The purpose for this Request for Proposal (RFP) is to solicit offers from qualified dealers to assist Fayetteville Public Schools with their Cellular Phone service. The school system has approximately 70+ cellular smartphone users. Our leadership is looking for stable and reliable cellular service for day to day use, and for crucial communication in times of crisis.

## **2. Contract Period & Terms:**

Any contract resulting for this proposal shall be effective for ONE (1) year after the date of the contract signing, with the option of the School System to continue services under the same terms and conditions set forth herein subsequent years. This contract date will start July 1, 2012. The Fayetteville Public School District reserves the right to specify terms based on technology changes and district needs.

## **3. Mandatory Functional Requirements:**

- Smartphone hardware: iPhone
- Dedicated infrastructure to support the communication service specifications in this bid to ensure continuous service
- Service to essential locations to begin upon award of bid
- Statewide coverage to include minimum of I540-I40 corridor
- Describe known dead zones
- Phase One 911 Compliance
- Must provide service to all district building locations
- Must provide service to the majority if not all of the users homes
- Communication units must be programmed with current users phone number (number portability)

## **4. Customer Service**

Dealer must offer training sessions on the use of the communication units during district hours, for all phone users including family members who purchased a cellular plan. Dealer must also offer support over the phone when needed. Dealer must be able to research, examine, and explain the district's cellular phone bill when the need arises and offer a minimum 30 day billing cycle between the time the bill received and accounts payable are due. One summary statement to Business Office of Fayetteville Public Schools, with detailed billing must be made available to individual managers as specified. Dealer must give the district or its managers the ability to view and approve detailed billing over the internet. Bill must be presented in digital medium, accessible via the web, CD, or email.

## **5. Vendor History and Past Performance**

Four (4) Arkansas-based customer references required; School District may use these and others obtained on It's own.

## **6. Pricing**

Dealer must provide bid and detailed explanation of rate plans that feature shared minutes and a large number or unlimited nights and weekend minutes. Rate plans and number of minutes must be guaranteed for one year. Promotional rate plans, unless guaranteed for one year, will not be considered.

## **7. Criteria for Evaluation**

All proposals will be evaluated according to, but not necessarily limited to, the following:

- Pricing 35%
- Features of the Communication Units and Service 30%
- Customer Service 25%
- Vendor history and past performance 10%

## **8. Oral Presentations**

During the evaluation process, Fayetteville Public Schools may, at its discretion, request any one or all dealers to make oral presentations for the purpose of clarification or to amplify the materials presented in any part of the proposal. However, dealers are cautioned that the district is not required to request clarification; therefore, all proposals should be completed and reflect the most favorable terms available from the dealer. Not all dealers may be asked to make such oral presentations.

**Note: The right is reserved to accept the response that Fayetteville Public Schools determines to be in the best interest of the school system and its employees. Fayetteville Public Schools reserves the right to reject any and/or all proposals.**

Dealer Name: \_\_\_\_\_

## References

Proposals must list four (4) references for whom similar work has been performed during the past three (3) years.

(1)	Client Name	_____
	ADDRESS	_____
	Street	_____
	City, State, Zip	_____
	Contact Name	_____
	Telephone/Email	_____
(2)	Client Name	_____
	ADDRESS	_____
	Street	_____
	City, State, Zip	_____
	Contact Name	_____
	Telephone/Email	_____
(3)	Client Name	_____
	ADDRESS	_____
	Street	_____
	City, State, Zip	_____
	Contact Name	_____
	Telephone/Email	_____
(4)	Client Name	_____
	ADDRESS	_____
	Street	_____
	City, State, Zip	_____
	Contact Name	_____
	Telephone/Email	_____

**THIS PAGE MUST BE COMPLETED AND SUBMITTED AS PART OF YOUR PROPOSAL.**

**Execution of Proposal**

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

The potential dealer certifies the following by placing an "X" in all blank spaces:

\_\_\_\_\_ That this proposal was signed by an authorized representative of the dealer.

\_\_\_\_\_ That the potential dealers has determined the cost and availability of all items associated with performing the services outlined herein are included within the Sealed Proposal delivered to Fayetteville Public Schools.

\_\_\_\_\_ That the potential dealer agrees to the conditions as set forth in this **Request for Proposal** with no exceptions.

Therefore, in compliance with the foregoing Request for Proposal, and subject to all terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted within thirty (30) days from the date of the opening, to furnish the services for the prices quoted within the timeframe required.

Dealer \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

By \_\_\_\_\_ Title \_\_\_\_\_

(Signature)  
\_\_\_\_\_

\_\_\_\_\_  
Type or Printed Name

\_\_\_\_\_  
Federal Identification Number

## **General Procurement Instructions**

1. All proposals must be received by the issuing agency no later than the date and time listed on the over sheet of this proposal. Clearly mark the dealer name on the outside of the envelope. Three (3) copies of the proposal must be received from each offer (1 original, 2 copies). Each proposal must be signed and dated by an official authorized to bind the dealer. Late proposals will not be considered for award. Electronic proposals (fax, email, etc.) will not be considered.
2. Proposals will be evaluated according to completeness, content, experience with similar projects, ability of the dealer and its staff. The award of a contract to one dealer does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed to provide the best value to the School System.
3. Dealers are cautioned that this is a request for offers, not a request for contract and the Fayetteville Public Schools reserves the unqualified right to reject any and all offers when such rejection is deemed to be in the best interest of the school system.
4. Elaborate proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are not desired. In an effort to support the sustainability efforts of Fayetteville Public Schools we solicit your cooperation in this effort.
5. Any costs incurred by dealer in preparing or submitting offers are the dealer's sole responsibility; Fayetteville Public Schools will not reimburse and dealers for any costs incurred prior to award.
6. Proposals must be submitted in accordance with the requirements for the RFP. Failure to include any required information may cause rejection of the proposal.