



**CITY OF CUMBERLAND,  
MARYLAND**

# 2014 Cell Phone Request for Proposals

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*Specification Packet*

**Date Prepared:**

March 2014

**Prepared by:**

City of Cumberland  
Management Information Systems (MIS) Department

## SPECIAL NOTICES

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**The pages of this document have been numbered consecutively. Prospective bidders must examine the document carefully and, before bidding, must advise the City of Cumberland MIS Department, in writing, if any pages are missing and must request that such pages be furnished to them.**

**Minority Business Enterprises are encouraged to respond to this Solicitation Notice.**

**The City of Cumberland will only be responsible for the completeness of documents obtained directly from the MIS Department or the City of Cumberland website. All perspective bidders must register with the City by providing name, address, email, and phone number.**

**Failure to attach all addenda may cause the bid to be irregular.**

## NOTICE TO BIDDERS

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The City of Cumberland, Maryland is soliciting proposals from qualified Companies to enter into a cellular/data agreement including service for cell phones, smart phones, and Air Card devices. The length of the new contract is for two years. Services shall include: technical support, porting of current cellular phone numbers, and new phones where applicable.

Sealed proposals addressed to the Mayor and City Council will be received at the office of the City Clerk, City Hall, 57 North Liberty Street, Cumberland, Maryland 21502, until but not after 2:00 p.m., local time, on Wednesday, April 23, 2014. Proposals will be publicly opened and read at 2:30 p.m. on that date in the Council Chamber at City Hall. All proposals must be submitted in duplicate in a sealed envelope, plainly marked on the outside thereof,

### *“2014 Cell Phone RFP”*

The Mayor and City Council reserves the right to waive any technicalities and to reject any or all bids, and to accept any or all proposals which in their judgment is to the best interest of the City.

Request for Proposal Packages may be secured upon request at the MIS Department, City Hall, 57 North Liberty Street, Cumberland, Maryland (Telephone 301.759.5456), or from the City of Cumberland’s web site at <http://www.ci.cumberland.md.us>.

All questions relating to the existing cellular phone/data service and this RFP should be received in writing by email no later than 4:00 PM EST on Monday, April 21, 2014 to

Johnna Byers  
MIS Department Director  
[jbyers@allconet.org](mailto:jbyers@allconet.org)  
301.759.6441

If you have downloaded this request for proposals (RFP) from the internet, it is important that you send an email with contact information to the City of Cumberland so that your Company may be included in the mailing for any addenda or other communication. Contact information must include: firm name, contact person, mailing address, phone number, fax number and email address. If you fail to supply the City of Cumberland with your contact information, your response to the RFP will be rejected. Contact information can be emailed to [jbyers@allconet.org](mailto:jbyers@allconet.org).

MAYOR AND CITY COUNCIL OF CUMBERLAND  
/s/ Margie Woodring  
CITY CLERK

## REQUIRED PROVISIONS

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### **Interest of Members, Officers, or Employees of Contractor, Members of Local Governing Body, or other Public Officials**

No member, officer, or employee of the City of Cumberland, or its designees or agents, no member of the governing body of the locality in which the program is situated, and no other public official of such locality or localities who exercises any functions or responsibilities with respect to the program during his tenure or for one year thereafter, shall have any interest, direct or indirect, in any contract or subcontract, or the proceeds thereof, for work to be performed in connection with the contract as described.

### **Access to Documents**

The City of Cumberland or any of its duly authorized representatives shall have access to any books, documents, papers, and records of the contractor which are directly pertinent to the contract requirements for the purpose of making audit, examination, excerpts, and transcriptions.

# BID OR PROPOSAL

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Proposal by \_\_\_\_\_  
Name

\_\_\_\_\_  
Address (Street and/or P.O. Box)

\_\_\_\_\_  
City State Zip

( ) ( )  
A.C. Phone No. A.C. Fax No.

To furnish all materials and to perform all work in accordance with the Specifications relating to a contract for:

**2014 Cell Phone Contract**

as set forth in the Description which is a part of the Contract documents, on which proposals will be received until, but not after 2:00 p.m., Local Time, on **Wednesday, April 23, 2014** as set forth in the Invitation for Bids herewith.

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To the Mayor and City Council  
City of Cumberland  
Maryland

Gentlemen:

In accordance with the advertisement of the City of Cumberland, inviting proposals for the work hereinbefore named, and in accordance with the plans and specifications now on file in the City MIS Department do/does certify that \_\_\_\_\_ is/are the only person or persons interested in this proposal as principals; that the proposal is made without collusion with any persons, firm or corporation; that and examination has been made of the specifications and contract form contained herein, also of the plans and of the site of the work and \_\_\_\_\_ do/does propose to furnish all necessary machinery, equipment, material specified, and labor in whatever manner and sequence required. It is understood that the quantities of work as shown on the "Bid Form" are to be performed complete at the indicated unit prices bid for each item.

Signed \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## BACKGROUND

Currently the City has cell phone service with US Cellular. The City of Cumberland currently has approximately 29 smart phones; 20 Blackberries of various models and 9 Androids/iPhones. The city has 53 ruggedized cell phones, and approximately 30 phones of basic capabilities (flip phones). The city also has quantity two (2) 2GB Aircards. Please note that the quantities may change at time of cell plan contract adoption. Also note that the city desires to move from Blackberry devices to Android or IOS devices at time of contract adoption. For the purposes of this bid, we are requesting totals for 29 Android/IOS Phones, 53 ruggedized phones, 30 basic cellular phones, and two Aircards on the Bid Total Form.

## OBJECTIVE/REPLACEMENT PLAN

The City's main objective is to obtain a replacement contract providing a seamless transition from the existing contract. The City is interested in deploying a "best-of-breed" solution from a qualified carrier for a common cellular network using state of the art technology.

Provide the City with plan(s) to service the needs below. Where applicable, all existing numbers should be transferred to the new account in order to reduce disruption of service. The current plan is a national plan with approximately 46,000 pooled minutes for all phones, unlimited data, no roaming fees for voice or data, with free incoming calls, texts, pictures, and video messages, unlimited night and weekend minutes starting at 7 pm and unlimited mobile to mobile. A plan or plans providing the ability to pool a high number or unlimited cell minutes is required. Unlimited or pooled data is desired.

**DATA SERVICE:** Currently approximately 29 smart phones are in this category. All smart phones should be capable of synchronizing with Microsoft Exchange, Google Mail, and POP mail services. Features and functionality are to be comparable or surpass the current US Cellular data service. Questions and/or information requested:

- a. Is your data network coverage identical to your voice coverage?
- b. Define and geographically depict via maps the portions of your data network that operate under each digital standard for the proposed rate structure. (For example, nationwide coverage utilizing preferred roaming relationships should include roaming partner technologies depicted on the data network maps.)
- c. What network enhancements does your company have planned for the next two years?
- d. Provide information on target network availability service guarantees (i.e. SLA's) you will provide for the services being offered in your proposal.
- e. Do you provide free data overage protection if a phone line has limited data? How does this work with pooled data?

2. TEXT MESSAGING: All current smart phones/cell phones are capable of sending and receiving text messaging and text messaging must be included in the plan. Questions and/or information requested:
  - a. Do you provide free text overage protection if a phone line has limited texting?
  - b. MMS is optional; please provide pricing for this option.
  
3. CELL SERVICE: All phones (including smart phones) are in this category. Features and functionality are to be comparable with current US Cellular service. Questions and/or information requested:
  - a. Provide general rate plan coverage maps for the domestic U.S market.
  - b. Do you provide free voice overage protection? How does this work with pooled minutes?
  - c. Provide detailed rate plan coverage maps as they apply to Allegany County and the City of Cumberland.
  
4. DISASTER RECOVERY: It is crucial to the support of emergency and public safety operations that the Carrier(s) has the appropriate plan to support essential cellular services. The network must be able to withstand and/or provide alternative network services in the event of a natural disaster. Questions and/or information requested:
  - a. Provide proof of network resiliency, recovery, and sustainability during and after disaster situations.
  
5. EQUIPMENT: Wireless services used are traditional cell only, cell capabilities combined with data technology (smart phones), SMS/MMS, and voice mail. Questions and/or information requested:
  - a. Recommend at least three models of currently available cellular phones, one ruggedized cellular phone, and five smart phones.
  - b. Identify each cellular phone that supports Internet access and/or data.
  - c. Include the available features of each model, pricing after discounts, and pricing for accessories such as cases and car chargers. Include other information as desired.
  
6. ACCOUNT SUPPORT AND BILLING: We require a readily available and proactive account team to provide support and assistance. Questions and/or information required:
  - a. Dedicated account and business care team support for ordering, implementing, maintaining and troubleshooting service, equipment, and billing issues.

- b. The ordering of equipment, additional services, or features that include recurring or singular charges must be authorized by specifically identified personnel. Carriers must support the ability to tightly limit procurement of both wireless services and equipment to a select group of centralized, authorized individuals, such as via the use of a control list of authorized personnel.
- c. Identify locations where equipment can be taken locally for service, repair, or replacement.
- d. Billing information must be provided in hard copy and electronic format. The electronic format should facilitate inclusion of city general ledger code on each phone line charging codes in order to bill cell usage to various departments. An electronic report providing detailed use, including user-level call/text/data use detail, should either be provided for each billing cycle or can be created on demand by the city.
- e. Ability to request or generate reports detailing cellular minute use, data use, and texting use, for any given time period, for any given user. Online access to this information is preferred for specifically identified personnel (account administrators).
- f. We request a single unit pricing structure. In addition, an enterprise pooling plan is also requested. (Pooling minutes, data, and if possible, text.) We require that all non-recurring charges, including activation and termination charges, be waived for the term of the contract.

## PROPOSAL SUBMISSION REQUIREMENTS

The following information must be included in your submission. Firms who fail to furnish this information will be disqualified. The information submitted will be reviewed by the City to determine if the firm is qualified to do the work. Only submissions from Firms deemed qualified on the basis of this information will be considered.

1. Letter of introduction
2. Company background
3. Previous experience
  - a. Preferably a municipal or county government in Maryland.
  - b. Include customer name, contact name and contact telephone number.
4. Equipment and Services

- a. Provide detailed equipment and services list with prices; please use the blank forms provided in this bid packet.
  - b. Additional information may be submitted beyond the forms if desired.
5. Provide answers to the questions and information requested in the “Objective/Replacement Plan” section.
  6. Indicate the timeframe required from notice of award until services can be provided. Describe the implementation plan to transition from the incumbent carrier network.
  6. Describe any training provided for cell phone users and plan administrators.
  7. Describe the maintenance and warranty information, including time period before equipment is eligible for free or inexpensive hardware refresh.
  8. Describe network resiliency, recovery, and sustainability during and after disaster situations. (Disaster recovery and backup services.)
  9. Include all forms referenced on page 14 of this document in the General Provisions/Form of Proposal and Bid section.

### **LOCAL BID PREFERENCE**

The contract for this competitively bid project will be fully funded by the City of Cumberland; therefore, in accordance with Section 2-175 of the Code of the City of Cumberland (1991 Edition), as amended by City Ordinance No. 3664, Local Bid Preference is in effect. The City Code is available on the Internet at <http://www.ci.cumberland.md.us>, and a copy of the ordinance is available on request. Contractors or vendors located within the city limits will be provided a 7% preference and those located within Allegany County will be provided a 5% preference, except when, in the judgment of the Mayor and City Council of Cumberland the granting of said preference would operate to the disadvantage of the city.

Businesses requesting local bid preference must complete and submit with their bid package a copy of the “Local Preference Certification” form included in these documents.

# AFFIDAVIT OF QUALIFICATION TO BID

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I hereby affirm that

1. I am the \_\_\_\_\_ and the duly authorized  
(Title)

representative of the firm of \_\_\_\_\_  
(Name of Corporation)

and that I possess the legal authority to make this affidavit on behalf of myself and the firm for which I am acting.

2. Except as described in paragraph 3 below, neither I nor the above firm, nor to the best of my knowledge, any of its officers, directors, or partners, or any of its employees directly involved in obtaining contracts with the State or any county, bi-county or multi-county agency, or subdivision of the State have been convicted of, or have pleaded nolo contendere to a charge of, or have during the course of an official investigation or other proceeding admitted in writing or under oath acts or omissions which constitute bribery, attempted bribery, or conspiracy to bribe under the provisions of Article 27 of the Annotated Code of Maryland or under the laws of any state or the federal government (conduct prior to July 1, 1977 is not required to be reported).
3. (State "none" or, as appropriate, list any conviction, pleas, or admission described in paragraph 2 above, with the date; court, official, or administrative body; the individuals involved and their position with the firm, and the sentence or disposition, if any.)

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I acknowledge that this affidavit is to be furnished to such other agencies as are hereinafter set forth and, where appropriate, to the Board of Public Works and to the Attorney General under section 16D of Article 78A of the Annotated Code of Maryland. I acknowledge that, if the representations set forth in this affidavit are not true and correct, any such agency may terminate any contract awarded and take any other appropriate section. I further acknowledge that I am executing this affidavit in compliance with section 16D of Article 78A of the Annotated Code of Maryland, which provides that certain persons who have been convicted of or have admitted to bribery, attempted bribery, or conspiracy to bribe may be disqualified, either by operation of law or after a hearing, from entering into contracts with the State or any of its agencies or subdivisions.

I do solemnly declare and affirm under the penalties of perjury that the contents of this affidavit are true and correct.

\_\_\_\_\_  
(Date)

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

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# City of Cumberland Local Preference Certification

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1. I am the \_\_\_\_\_ of \_\_\_\_\_,  
*(Print / type position)* *(Print/type business name)* hereinafter referred to  
as the "Business."

2. The Business maintains an active bona fide place of business at:  
\_\_\_\_\_

(Street address)

\_\_\_\_\_

(City, state, zip code)

3. The said place of business is located within [check one]:

The City of Cumberland, Maryland

Allegany County, Maryland

4. I have made inquiry with the Maryland State Department of Assessments and Taxation. If the Business is required to register to do business with the State of Maryland, it is in good standing with the State of Maryland.

5. I have attached one of the following State of Maryland Tax Forms filed with the State of Maryland for the Business by April 15<sup>th</sup> of the current tax year:

Annual Personal Property Return of Sole Proprietorships and General Partnership (Form AT3-51)

Business Tangible Personal Property Located in Maryland (Form 1)

6. I hereby certify under the penalties of perjury that the contacts of the foregoing Local Preference Certification are true and correct.

\_\_\_\_\_

Name *(print or type)*

\_\_\_\_\_

Date

\_\_\_\_\_

Signature

# GENERAL PROVISIONS

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## INSTRUCTIONS TO BIDDERS

### Obtaining Specifications

Copies of the bid documents may be obtained from the MIS Department, 57 North Liberty Street, Cumberland, MD 21502, from the city's website [www.ci.cumberland.md.us](http://www.ci.cumberland.md.us), or by email to [jbyers@allconet.org](mailto:jbyers@allconet.org).

### Estimated Quantities

Any statements of quantities herein are the results of preliminary observations and estimates, carefully considered; but they are presented only for guidance and for comparison of bids, and are not to be considered as an authoritative reflection of facts, established within any stated percentage of error.

### Interpretation by Addenda

If a prospective bidder requires information for the explanation or clarification of any point not sufficiently covered by the existing documents he shall, in writing, request of the agent of the City an addendum to the documents, supplying the data or pronouncement. This written request must be presented within twenty-four (24) hours of raising the question. The City shall then give the data or his decision, in writing, and shall mail or deliver a copy to each prospective bidder, and attach a copy to each set of the contract documents still in his possession. He shall obtain a receipt for each copy thus mailed or delivered to each bidder. Since such addenda doubtless will affect the character and/or cost of the work, care must be taken that prospective bidders shall get them in time to revise their bids before presentation. There is a possibility that the date of opening might have to be postponed. Complete equality of distribution is essential.

### Form of Proposal and Bid

All bids must be made upon the blank forms included in this Specification booklet. All forms must be completed in full and returned, unless otherwise indicated; including the entering of a unit price (in figures) in the spaces provided for each item listed. A duplicate of the bid similarly signed is to be presented with the original.

The original forms along with the separate proposal duplicate, which constitutes the bid, shall be presented in the same envelope.

The forms to be included in the Bidders Proposal are:

<b>Bid Total Form/Phone model info.....</b>	<b>Appendix A</b>
<b>Proposal Form Packet .....</b>	<b>Appendix B</b>
<b>Bid introduction/non-collusion forms.....</b>	<b>Pages 7-8</b>
<b>Affidavit of Qualification to Bid .....</b>	<b>Pages 13-14</b>
<b>Local Preference Certification.....</b>	<b>Page 15</b>

**Failure to complete the information on the forms, or failure to include all the forms with the Proposal, may be grounds for the bid to be declared non-responsive.**

### **Familiarity with Laws**

The bidder is assumed to be familiar with all Federal, State and Local and Municipal Laws and Regulations affecting the contract and the work and those engaged in it and in any way concerned in it. Ignorance shall be no reason for submitting a proposal whose execution, as proposed, would violate any such laws and regulations.

If the prospective bidder discovers any legal discrepancies in the contract documents, he shall at once notify the Engineer in writing and the consequent correction shall be the subject of an Addendum.

If the Contractor makes such a discovery after the contract award whereby the consequent correction affects a difference in the cost of materials or construction, the matter is to be treated like other changes in the work, due to other causes.

### **Opening of Proposals**

Proposals will be publicly opened and read by the City Clerk in the Council Chamber at City Hall, Cumberland, Maryland, at the time and date given in the Notice to Bidders. Bidders or their authorized agents are invited to be present.

## AWARD AND EXECUTION OF CONTRACT

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### Reservations

The City reserves the right to accept or reject any bid, to reject all bids, to re-advertise for new bids, to abandon the project or otherwise in its discretion to act in the City's best interest. Price will not be the only consideration when bids are evaluated. No proposal will be considered from any person, firm, or corporation that has failed to act or perform satisfactorily in any previous contract with the City.

### Bids and Award

After all bids have been publicly opened and read, the MIS Department will check and compare prices and the various bids and the comparison will be then made available to the public.

### Performance Bond and Payment Bond Requirements

An acceptable security for Performance and Payment Bonds shall be as stated in COMAR 21.06.07.03.

**Because this project is expected to be under \$100,000.00 a performance/ payment bond will not be required.**

# APPENDIX A

## (Bid total form/phone model info)

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Item description		Price/amount
<b>Total cost per month for 112 phones/smartphones and two Aircards</b>	(Cost per month)	
<b>Number of minutes in pool</b>	(Number of minutes)	
<b>Amount of data in smartphone pool (or indicate if unlimited)</b>	(Amount of data in GB)	
<b>Amount of data for each Aircard (or indicate if unlimited)</b>	(Amount of data in GB)	

### Phone model information

	Phone model	Price
<b>Basic cellular phone model #1:</b>		
<b>Basic cellular phone model #2:</b>		
<b>Basic cellular phone model #3:</b>		
<b>Rugged cellular phone model:</b>		
<b>Smartphone #1:</b>		
<b>Smartphone #2:</b>		
<b>Smartphone #3:</b>		
<b>Smartphone #4:</b>		
<b>Smartphone #5:</b>		

# APPENDIX B

## (Equipment and services form)

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Devices		Voice only	Smartphone (Voice and data)	Aircard (Data only)
Unit of measurement				
Monthly recurring charge per line	Cost per month			
MRC discount	%			
Net effective MRC	Cost per month			
Airtime cost/minute	Cost per MOU			
Domestic roam charge	Cost per MOU			
Domestic long distance charge	Cost per MOU			
Included SMS messages	Number			
SMS Inbound Message Charge	Cost per msg			
SMS Outbound Message Charge	Cost per msg			
Directory assistance	Cost per call			
Call forwarding	Price			
Three Way Calling	Price			
Voice Mail	Price			
Included mobile to mobile minutes	Number			

<b>Mobile to mobile calling charges (if not included)</b>	Cost per month			
<b>Included night and weekend minutes</b>	Number			
<b>Nights and weekends charges (if not included)</b>	Cost per month			
<b>Employee program discount</b>	%			
<b>Data access charge</b>	Cost per month			
<b>Included GB</b>	Number			
<b>Overage GB</b>	Cost per GB			
<b>Aircard data access add on MRC</b>	Cost per month			
<b>Aircard data standalone</b>	Cost per month			
<b>Included GB</b>	Number			
<b>Overage GB</b>	Cost per GB			
<b>WiFi add on MRC</b>	Cost per month			
<b>Included usage</b>	Number			
<b>Please confirm waiver of non-recurring activation charges?</b>	Yes			
<b>Please confirm waiver of non-recurring termination charges?</b>	Yes			