

**RFQ-1000517**  
**UScellular**  
**Supplier Response**

**Event Information**

Number: RFQ-1000517  
Title: Cellular Voice, Data and Related Products  
Type: Request for Proposal (Public)  
Issue Date: 4/1/2022  
Deadline: 4/29/2022 12:00 PM (CT)  
Notes: The Board of Regents Universities (Iowa State University (ISU), the State University of Iowa (SUI), University of Northern Iowa (UNI)) and State of Iowa are soliciting information from qualified contractors to provide the goods and/or services described herein.

Suppliers should read all materials carefully and note the due date. Suppliers must submit all questions in the "Questions" tab related to this bid opportunity.

Bid responses will **ONLY** be accepted online via ISUBid. Please allow adequate time to review and submit your response prior to the deadline.

**Contact Information**

Contact: Jamie Albertsen  
Address: Procurement Services  
1340 Administrative Services Building  
2221 Wanda Daley Drive  
Ames, IA 50011-1004  
Phone: (515) 294-8621  
Email: jamiea@iastate.edu

## UScellular Information

Address: 8410 W Bryn Mawr  
Chicago, IL 60631  
Phone: (773) 399-7000  
Web Address: uscc.com

By submitting your response, you certify that you are authorized to represent and bind your company.

Melissa Chapman

Signature

Submitted at 4/29/2022 10:00:24 AM

Melissa.chapman@uscellular.com

Email

## Requested Attachments

### Plan Pricing Spreadsheet

Attachment 1\_Plan Pricing\_USCC.xlsx

Provide an Excel document with the following column headings for easy comparison for all plans offered.  
Plan Name, Plan Details, Throttling/Tethering Limits, Plan Monthly Cost Including all Fees

### Equipment and Accessories Pricing

Attachment 2\_Equipment and Accessories.xlsx

Provide an Excel document with the following column headings for easy comparison of the most popular phones, tablets, hotspots and other common M2M devices if applicable.  
Equipment/Accessory Title, Description, Price including all fees and shipping costs, Upgrade Term for phones.

### Terms and Fees

Attachment 3 Terms and Fees USCC.docx

Provide details on any related fees and terms such as activation, connection, termination, service suspension, equipment upgrade, etc.

### Iowa Service Coverage Maps

Attachment 4\_Iowa Service Coverage Map\_USCC.docx

Provide detailed coverage maps of the Agencies as given below as well as a coverage map of Iowa showing your infrastructure build-out including and identifying company owned as well as partner/contracted towers providing service

Iowa State University – <http://www.fpm.iastate.edu/maps/>

State University of Iowa – <https://maps.uiowa.edu/>

University of Northern Iowa – <https://uni.edu/campusmap/>

State of Iowa - Statewide

### National and International Service Coverage

Attachment 5 National and International Coverage.pdf

Provide a detailed nationwide and international if applicable service coverage map including areas of 5G data coverage and areas that are not currently provided carrier coverage.

### Account Administration Tools

Attachment 6 Account Administration Tools\_USCC.docx

Include dedicated account team contact and roles if available, examples of online portals or tools provided for managing accounts and billing and applicable training. Also describe capabilities of allowing the Agencies' Purchasing/Procurement Departments to be final approvers for new lines of service and device purchases.

### Reporting

Attachment 6 Reports\_USCC.docx

Provide a few sample reports as mentioned under the "Attributes" tab. Custom reports, online usage and account summary reports, sustainability information and EPEAT reporting

### Billing

Attachment 8 Billing\_USCC.docx

Provide one sample billing summary invoice showing all domestic and international calls and associated charges. Describe billing features which would assist in an employee-provided telephone/stipend scenario, i.e., split billing feature if available.

### Trade-In Programs and Discounts

Attachment 9 Trade-In Programs and Discounts.docx

Describe any trade-in programs or discounts available.

Provide one clean copy of your company's contract for cellular service. The attached terms and conditions in this RFP and agreed to by the Contractor upon proposal submission and any stated exceptions will be the basis for terms and conditions of the Agencies contract with your company.

## Bid Attributes

### 1 Overview

Iowa State University on behalf of the Iowa Department of Administrative Services and Board of Regents Universities (State University of Iowa, Iowa State University and University of Northern Iowa) collectively referred to hereafter as "the Agencies" is soliciting proposals from qualified Suppliers to provide cellular voice and data plans, phones, tablets and related accessories:

- Statewide, nationwide and international voice, text and data plans
- Variety of cellular phones (basic phones, iPhone and android) and tablets, including latest, most advanced versions available on the market
- Phone and tablet accessories
- Mobile hotspot devices
- Machine to Machine (M2M) solutions

The Agencies have determined the primary carrier will be Verizon through the current NASPO ValuePoint agreement. This solicitation will be for secondary carrier options.

☒ Read and understood (Read and understood)

### 2 Evaluation Criteria

The evaluation of RFP's will be based upon, but not limited to, the following criteria:

- Cost (service plans, equipment and accessories)
- Activation, connection, termination, service suspension, equipment upgrade etc. terms and fees
- Coverage area
- Account administration tools and customer service
- References and past performance
- Additional value added services and technologies
- Exceptions made to Regents terms and conditions

☒ Read and understood (Read and understood)

### 3 Domestic Plan Preferences

- Unlimited nationwide voice, text and data plans
- Data and/or voice pools for shared lines on a single account
- M2M data plans
- No activation or termination fees
- Notifications for user and administrator when approaching/reaching plan limits
- The Agencies expect any new plan that is advertised on national media to be made available to the Agencies **within 90 days or less.**

☒ Read and Understood (Read and Understood)

#### **4 International Plan Preferences**

- Options for low cost voice and roaming
- Unlimited text
- Options for low cost hotspots and data
- Short term contract options
- Emergency call guarantee
- Easy usage tracking
- Data and/or voice pools for shared lines on a single account
- Notifications for user and administrator when approaching/reaching plan limits
- Satellite phone and plan options

☒ Read and Understood (Read and Understood)

#### **5 Equipment Preferences/Features**

- Variety of latest, most advanced models of cellular phones and tablets
- Device option that are compatible with international phone networks
- Latest and most advanced features available on the market including but not limited to; device tethering, hotspot feature, Wi-Fi-calling, etc.
- Variety of latest, most advanced models of wireless hotspot devices
- Options for Machine to Machine devices
- Flexible upgrade schedule for purchased devices
- Trade-in program for equipment
- Advanced notices and support to users and administrators on end of life or discontinued devices
- Options for equipment leasing
- Repair service options based on geographical location
- Expedited RMA process
- Loaner equipment available within 24 hours
- Variety of commonly purchased phone and tablet accessories

☒ Read and Understood (Read and Understood)

#### **6 Reporting**

Supplier must provide the Agencies with quarterly usage reports detailing all lines of service provided. The Agencies will have differing needs for reporting. Supplier will be able to provide:

- Custom reports
- Online reports (account usage, account summary, etc.)
- Online billing, payment history and invoice reporting
- Sustainability information and EPEAT reporting

☒ Read and Understood (Read and Understood)

**7 Billing and Account Administration**

The Agencies require all billing to be complete and detailed. Billing detail must include; wireless number, monthly service plan charge, elected options, call originating and terminating wireless numbers, time of call initiation, actual call length in minutes and seconds, airtime charges, long distance charges, roaming charges, SMS/texting count and charges/pkg plan, data charges and usage (if not on flat-rate plan), over plan charges, actual billed amount per call, all fees and all other charges.

It is preferred to have the ability to set up different levels of account administration including an overall contract/account administrator and various other levels of administration for each sub-account (department or user) via an online portal for easy access and account changes.

Online account management is required for end-users to self-manage accounts (ordering service or equipment, downloading billing information and reporting, upgrading equipment or plan changes, etc.) as provided access by account administrator.

The Agencies require a dedicated account management team for assistance in billing and payment issues, set-up and cancellation of accounts, guidance on international plans and support, recommendations on account efficiencies and savings, etc.

The Agencies desire solutions that allow the option for the Purchasing/Procurement Department to provide final approval of new lines of services or devices ordered. Acceptable forms of payment must include credit card payments in the form of institutional procurement card.

The Agencies desire the option to select "bill to account" when placing orders, where payment would be made after receipt of the next bill rather than payment being required immediately to place the order.

☒ Read and Understood (Read and Understood)

**8 Value Add**

Briefly describe any value added products or services that has not already been mentioned or what makes you stand out from your competitors such as employee personal discounts.

Uscelluar offers the following value add:  
No throttle up to100G  
No additional charges for 5G network access  
No additional charges for hotspot access on phone plans  
Welcome Credits for all new or ported lines  
Mobile Device Management Portfolio  
We also provide a local support team and have dedicated customer care access ( isu@uscellular.com, stateofia@uscellular.com )

**9 Exceptions to Regent Terms and Conditions**

Do you have any exceptions to the Regent Terms and Conditions (under Attachments tab)? If YES, please list exceptions below.

Yes

1  
0**Exception to Regent Terms and Conditions - 1**

Include page number, section and reason for exception.

**Note:** Exceptions taken may cause the Proposal to be rejected at the sole discretion of the Universities. Any terms to which Supplier does not take exception shall be binding and any subsequent objections to those terms shall have no effect.

Page 5, Item 22. MOST FAVORED NATION. Supplier represents that the terms, conditions and prices established under this Contract are equal to or better than those offered to other comparable colleges, universities or public institutions. If during the term of this Contract, Supplier offers more favorable terms, conditions or prices to another institution, comparable universities, teaching hospitals, colleges, and/or community colleges, Supplier agrees to notify the Universities. The Contract shall be amended to reflect the more favorable terms, conditions or prices. UScellular has an exception with Item 22: Most Favored Nation, as referenced above in the Regent Terms and Conditions bullet. We analyze every customer's needs in order to give the best pricing available at the time, therefore, Item 22 is not aligned with our best practices.

1  
1**Exception to Regent Terms and Conditions - 2**

Include page number, section and reason for exception.

**Note:** Exceptions taken may cause the Proposal to be rejected at the sole discretion of the Universities. Any terms to which Supplier does not take exception shall be binding and any subsequent objections to those terms shall have no effect.

No response

1  
2**Exception to Regent Terms and Conditions - 3**

Include page number, section and reason for exception.

**Note:** Exceptions taken may cause the Proposal to be rejected at the sole discretion of the Universities. Any terms to which Supplier does not take exception shall be binding and any subsequent objections to those terms shall have no effect.

No response

1  
3**Reference #1 Name and Company**

Similar large higher education and state agency references are preferred.

Kris Foster, City of Des Moines

1  
4**Reference #1 Phone**

(515) 283-4700

1  
5**Reference #1 Email**

kjfoster@dmgov.org

1  
6**Reference #2 Name and Company**

Similar large higher education and state agency references are preferred.

Mr. Eddie T. Etsey, University of Iowa

1  
7**Reference #2 Phone**

(319) 335-9430

1  
8**Reference #2 Email**

eddie-etsey@hawkeyesports.com

<b>19</b>	<b>Reference #3 Name and Company</b> Similar large higher education and state agency references are preferred. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Mr. Jay Hovick, Iowa DOT</div>
<b>20</b>	<b>Reference #3 Phone</b> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">(515) 233-7710</div>
<b>21</b>	<b>Reference #3 Email</b> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Jay.Hovick@iowadot.us</div>
<b>22</b>	<b>Availability of Contract to Other Entities</b> Use by other Entities. The parties agree that other public entities including state agencies, local governments, local school systems and public institutions of higher education (each a "Public Entity"), may utilize the terms of this Contract to purchase goods and services from Contractor. University may provide a Public Entity with a copy of this Contract so that the Public Entity can determine whether it wishes to procure the goods or services pursuant to the terms of this Contract. A Public Entity wishing to enter into a contract to procure goods or services pursuant to the terms of this Contract must issue to Contractor its own purchase order or similar document that references this Contract and incorporates it by reference or may, at its option, choose to have a copy of this Contract executed in its own name with Contractor. University shall incur no obligations or liability under the contract between Contractor and the Public Entity. Contractor shall look solely to the Public Entity for payment and the fulfillment of other obligations in the contract between the Public Entity and Contractor.  <div style="border: 1px solid black; padding: 2px; margin-top: 10px;">Yes, we agree.</div>
<b>23</b>	<b>Availability of Contract to Other Entities - Exceptions</b> If you have some limitations on other entities using the pricing/discounts explain. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">No response</div>
<b>24</b>	<b>Are you submitting pricing from a cooperative purchasing contract?</b> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Yes</div>
<b>25</b>	<b>Contractor Certification</b> In response to this RFP/RFQ and after carefully reviewing all instructions, scope of work/specifications, and terms in the RRP/RFQ documents, submits this Proposal as an offer to enter into a mutually acceptable contractual agreement with Regents Universities. If this Proposal is accepted, Supplier agrees to provide goods and/or furnish services in accordance with this Proposal.  Supplier certifies that: <b>(a)</b> this Proposal is genuine and is not made on behalf of any undisclosed person or entity; <b>(b)</b> Supplier is not a "Conflict of Interest Vendor"; <b>(c)</b> any prices or hourly rates in the Proposal have been arrived at independently, without consultation, communication, or agreement with any competitor for the purpose of restricting competition; <b>(d)</b> any prices or hourly rates which have been provided in this Proposal have not been knowingly disclosed by Supplier, directly or indirectly, to any competitor; <b>(e)</b> Contractor has not attempted to induce any person or entity to submit or refrain from submitting a proposal for the purpose of restricting competition; and <b>(f)</b> Supplier has not offered or made a gift to a University employee in violation of Iowa law. <input checked="" type="checkbox"/> Read and agreed (Read and agreed)

## Bid Lines

<b>1</b>	<b>Nationwide Unlimited Voice Plan</b>  Quantity: <u>  1  </u> UOM: <u>  EA  </u> Price: <div style="border: 1px solid black; padding: 2px; display: inline-block;">\$39.99</div> Total: <div style="border: 1px solid black; padding: 2px; display: inline-block;">\$39.99</div> Item Notes: Must include unlimited voice, text and data and price provided should include all related fees.
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**Item Attributes****1. Data throttling/tethering limits**

Provide what your data throttling limits are for this plan.

Government unlimited talk/text and data. Includes unlimited and unthrottled data. Hotspot access up to 100 GB. First Responder priority services available on this plan for qualified agencies.

**2 Nationwide Unlimited Data Plan**

Quantity:   1   UOM:  EA  Price:  \$39.99  Total:  \$39.99 

Item Notes: Must include unlimited data and price provided should include all related fees.

**Item Attributes****1. Data throttling/tethering limits**

Provide what your data throttling limits are for this plan.

Government unlimited data. Includes unlimited and unthrottled data. First Responder priority services available on this plan for qualified agencies.

**Response Total: \$79.98**