

RFQ-1000517

Cellular Voice, Data and Related Products

Issue Date: 4/1/2022

Questions Deadline: 4/15/2022 12:00 PM (CT)

Response Deadline: 4/29/2022 12:00 PM (CT)

Contact Information

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Event Information

Number: RFQ-1000517
Title: Cellular Voice, Data and Related Products
Type: Request for Proposal (Public)
Issue Date: 4/1/2022
Question Deadline: 4/15/2022 12:00 PM (CT)
Response 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.

Bid Attachments

Regent_Universities_Terms_and_Conditions.pdf

[Download](#)

Review these terms and conditions carefully and any exceptions should be listed in the "Attributes" section.

Requested Attachments

Plan Pricing Spreadsheet

(Attachment required)

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 required)

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 required)

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

Iowa Service Coverage Maps

(Attachment required)

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 required)

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 required)

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 required)

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 required)

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 required)

Describe any trade-in programs or discounts available.

Service Contract Terms

(Attachment required)

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	<p>Overview</p> <p>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:</p> <ul style="list-style-type: none">• 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 <p>The Agencies have determined the primary carrier will be Verizon through the current NASPO ValuePoint agreement. This solicitation will be for secondary carrier options.</p> <p><input type="checkbox"/> Read and understood (Required: Check if applicable)</p>
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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

(Optional: Check if applicable)

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

(Required: Check if applicable)

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

(Required: Check if applicable)

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
(Required: Check if applicable)

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
(Required: Check if applicable)

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
(Required: Check if applicable)

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.

(Optional: Maximum 4000 characters allowed)

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 ☐ No
(Required: Check only one)

10 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.

(Optional: Maximum 1000 characters allowed)

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.

(Optional: Maximum 1000 characters allowed)

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.

(Optional: Maximum 1000 characters allowed)

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

Similar large higher education and state agency references are preferred.

(Required: Maximum 1000 characters allowed)

1
4**Reference #1 Phone**

(____) ____ - ____ ext: ____

(Required)

1
5**Reference #1 Email**

(Required: Email address)

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

Similar large higher education and state agency references are preferred.

(Required: Maximum 1000 characters allowed)

1
7**Reference #2 Phone**

(____) ____ - ____ ext: ____

(Required)

1
8**Reference #2 Email**

(Required: Email address)

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

Similar large higher education and state agency references are preferred.

(Required: Maximum 1000 characters allowed)

2
0**Reference #3 Phone**

(____) ____ - ____ ext: ____

(Required)

2
1**Reference #3 Email**

(Required: Email address)

2
2**Availability of Contract to Other Entities**

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.

☐ Yes, we agree. ☐ Yes, we agree with some exceptions. ☐ No, we do not agree.

(Required: Check only one)

2
3**Availability of Contract to Other Entities - Exceptions**

If you have some limitations on other entities using the pricing/discounts explain.

(Optional: Maximum 1000 characters allowed)

2
4**Are you submitting pricing from a cooperative purchasing contract?**

☐ Yes ☐ No

(Required: Check only one)

2
5**Contractor Certification**

In response to this RFP/RFQ and after carefully reviewing all instructions, scope of work/specifications, and terms in the RFP/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: **(a)** this Proposal is genuine and is not made on behalf of any undisclosed person or entity; **(b)** Supplier is not a "Conflict of Interest Vendor"; **(c)** 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; **(d)** 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; **(e)** 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 **(f)** Supplier has not offered or made a gift to a University employee in violation of Iowa law.

☐ Read and agreed

(Required: Check if applicable)

Bid Lines

1

Nationwide Unlimited Voice Plan

(Response required)

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

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

Supplier Notes:

☐ No bid

☐ Additional notes
(Attach separate sheet)

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

Provide what your data throttling limits are for this plan.

(Required: Maximum 1000 characters allowed)

2

Nationwide Unlimited Data Plan

(Response required)

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

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

Supplier Notes:

☐ No bid

☐ Additional notes
(Attach separate sheet)

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

Provide what your data throttling limits are for this plan.

(Required: Maximum 1000 characters allowed)

Supplier Information

Company Name: _____

Contact Name: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Supplier Notes

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

Print Name

Signature