



THE VIRGIN ISLANDS DEPARTMENT OF **EDUCATION**

1834 Kongens Gade
St. Thomas, U.S. Virgin Islands

**REQUEST FOR PROPOSALS (RFP)-DOE-2017-006
FOR
E-RATE FUNDING YEAR 2017
(July 1, 2017 – June 30, 2018)
TELECOMMUNICATION SERVICES**

November 23, 2016

Submission Date: December 23, 2016

I. GENERAL INFORMATION

A. PURPOSE / OVERVIEW

- 1. Purpose/Overview:** The purpose of this Request for Proposals (RFP) is seeks qualified service provider(s)/vendor(s) with the knowledge, experience, and expertise to provide all things necessary to provide customized cellphone and local and long distance telephone services for the Virgin Islands Department of Education (VIDE)
- 2. Categories of Services:** This RFP is requesting proposals for several Telecommunication services. Respondents may elect to limit their proposals to a single service within any category, or multiple services within any or all categories. **Proposers may respond to one or more of the requested services. If a Proposer is responding to more than one category of service, a separate proposal and proposed pricing for each service must be developed and submitted, unless a single proposal combines multiple services as a more cost-effective solution (e.g., long distance service and cellular service).** One or more proposer may be selected to provide the services outlined herein.

B. BACKGROUND

Virgin Islands Department of Education

The Commissioner of Education heads the Virgin Islands Department of Education, including the Virgin Islands Public School System. The Territory of the United States Virgin Islands is divided into two (2) school districts – the St. Thomas-St. John school district and the St. Croix school district. The two (2) school districts are managed and directed by Insular Superintendents with the day-to-day operations of each school district being managed with district offices on St. Thomas and St. Croix. The following contains additional information concerning the two (2) school districts:

ST. THOMAS/ST. JOHN SCHOOL DISTRICT	Number
Schools	14
Elementary Schools	9
Middle Schools	2
Junior High School	1
High Schools	2
Programs	3
Day Adult Program	1
Skill Center	1
Alternative Ed Program	1
Total Schools and Programs	17
Number of Students	6,893*
ST. CROIX SCHOOL DISTRICT	
Schools	13
Elementary Schools	8
High Schools	2

Junior High	3
Programs	3
Adult Ed	1
Alternative Ed	1
Career and Technical Ed	1
Total Schools and Programs	16
Number of Students	6,301
<u>BOTH DISTRICTS</u>	
TOTAL NUMBER OF VIDE REGULAR K-12 SCHOOLS	27
TOTAL NUMBER OF PROGRAMS	6
TOTAL NUMBER OF STUDENTS	13,194*
TOTAL NUMBER OF TEACHERS/ADMINISTRATORS	1,558*

On the island of St. John, two (2) schools serve the elementary and middle school student population. The senior high school students from the island of St. John are served by schools on the island of St. Thomas.

The Office of Instructional Technology has been designated and will serve as the DOE liaison on this project.

C. ADMINISTRATIVE STRUCTURE

Honorable Sharon A. McCollum, Ph.D. heads the Virgin Islands Department of Education. The Department has two (2) school districts, the St. Thomas-St. John School District, and the St. Croix School District that are managed and directed by Insular Superintendents. The official physical and mailing to be used for any correspondence or delivery of paper reports address for the DOE is as follows:

Virgin Islands Department of Education
1834 Kongens Gade
St. Thomas, US Virgin Islands 00802-6742

D. CONTRACT TYPE

The contract awarded under this RFP will be for professional services and cost reimbursement. No payments in advance or in anticipation of services or supplies to be provided under the contract shall be made by the Government.

E. CONTRACT TERMS

Unless otherwise agreed pursuant to negotiations, the term of the contract awarded under this RFP shall be for a period of one (1) year.

F. SELECTION OF CONTRACTOR

A contract shall be negotiated with a proposer deemed to be the most qualified and responsive to this solicitation. Such a proposer is one, which has financial, technical, and

other resources that indicate an ability to perform the services required by this solicitation. A number of factors may influence the Department's decision in selecting the provider. These factors include, but are not limited to, proposer's ability to deliver requested services in a timely manner; reputation, qualifications, experience, familiarity, and specialty in providing similar services; quality of supporting resources; and responsibility status.

The proposer shall also meet the following minimum requirements:

- (1) Provide description of the proposer's organization.
- (2) Provide history and background of organization.
- (3) Provide previous experience including years of experience describing the type of experience required for the project.
- (4) Demonstrate ability and capability to deliver on all aspects as described in Section II.
 - Proposers should present their vision of how they propose meeting DOE's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services and Deliverables* as defined in this RFP.
- (5) Provide at least three (3) professional references (project references).
- (6) Demonstrate the ability to perform services on-site in DOE's facilities.

H. INCURRED COSTS

The Department is not liable for any cost incurred by the proposer prior to the signing of a contract by all Parties.

I. LATE PROPOSALS

Any Proposal received after the exact time specified for receipt will not be considered.

J. GIFTS FROM CONSULTANT

The Government's officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential contractors. To the extent permissible under local laws, rules, or regulations, such standards shall provide for appropriate penalties, sanctions, or other disciplinary actions to be applied for violations of such standards.

K. LICENSES, FEES & TAXES

1. The selected contractor shall be responsible for paying all applicable taxes and fees, including but not limited to, excise tax, local income tax, and payroll and withholding taxes for its employees. The contractor shall hold the Department harmless for all claims arising from payment of such taxes and fees.
2. The selected contractor shall obtain and post as required, all licenses, insurances, permits, and certificates as required by federal and local laws, rules and regulations, and policies.

L. PROPOSAL FORMAT

Each proposal must also meet the following minimum requirements:

Part I: Narrative

1) Table of Contents

This section must contain a table of contents. All major parts of the proposal must be identified by page numbers.

2) Executive Summary/Proposal Overview

This section must describe the salient features of the proposal. It must contain an overview of the proposer's company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal. The Executive Summary should include conclusions and generalized recommendations. Pricing information must not be included in the Executive Summary.

3) Required Parts and Documents

The proposal must include components of Section I. F.

4) Technical Response

Demonstrate ability and capacity to provide services described in Section II. In this section, proposers should present their vision of how they propose meeting the Government's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services* as defined in this RFP.

Part II: Cost Proposal

The proposal shall provide the proposed compensation for the services to be provided as described in Section II.

II. SCOPE OF SERVICES

A. TELECOMMUNICATIONS

1. LOCAL AND LONG DISTANCE TELEPHONE SERVICES

The VIDE is seeking proposals for local and long distance telephone services for 700 telephone lines. The service shall include, but not be limited to:

- ☐ Maintain existing local telephone and fax service at all schools and VIDE support offices
- ☐ IntraLATA (local access transport area) that is not local
- ☐ InterLATA – Intrastate
- ☐ Interstate
- ☐ International
- ☐ Long distance directory services
- ☐ Operator assisted calls
- ☐ Calling cards for long distance services
- ☐ Toll free numbers (1-800 service)
- ☐ Account codes and call management

- ☐ Conference calling
- ☐ Security codes
- ☐ Public pay telephone long distance service

2. CELLULAR PHONE SERVICE

General Information

The VIDE desires proposals for Cellular Phone and as specified herein for approximately 50 users. Prices quoted shall include inside delivery to the State Office of Instructional Technology. The purpose of this RFP is to establish a contract, at firm prices, for the purchase of the services and equipment listed as a part of this RFP. The successful awardee(s) agrees to this condition by signing its proposal. Cellular phone service must include an unlimited data package for internet and email access.

Cellular Phone Service requirements

Technical Specifications for Coverage Area:

Proposer will be required to provide a written guarantee with the proposal or upon request that local area coverage for cellular service includes all of St. Thomas, St. John and St. Croix, United States Virgin Islands.

Monthly Service Invoices for All Items:

Aggregate and detailed billing is required by the VIDE and its accounting and budgetary departments, and must be provided at no charge. Proposer will provide a hard copy (paper) invoice for the Aggregate VIDE account activity each month. Proposer must provide detailed information about individual subscriber call via digital record each month to VIDE's State Office of Instructional Technology from which record data can be sorted (or otherwise manipulated) and printed using standard Microsoft Office productivity applications (Excel, Access).

Aggregate monthly statements must include the following information via hard-copy media (paper):

- ☐ Summary total of all charges incurred in the billing period
- ☐ Summary totals for charges falling into each of the categories below:
 - Roaming
 - Long distance
 - Directory Assistance
 - Summary total of all airtime minutes used
 - Summary total of all billable airtime minutes used
 - Total Adjusts to the current bill
- ☐ Detailed monthly service invoice must provide the following features:
 - Digital or electronic record delivered monthly to VIDE's State Office of Instructional Technology Individual call detail included in the above noted electronic billing record

for each cellular telephone (or any other cellular device that provides wireless connectivity to its user)

- Total minutes of airtime used
- Number(s) being called
- Location (city) of numbers called
- Date(s) of each call
- Time(s) of each call
- Call duration
- Itemized charges for Long Distance
- Itemized charges for Roaming
- Itemized charges for Directory Assistance Service invoices shall be submitted monthly to VIDE's State Office of Instructional Technology

Standard Equipment: Proposer must provide at the time of, and in association with, each new line activation a cellular telephone equipment handset that meets or exceeds the following specifications. Please note that cellular phones are ineligible for E-rate support and must be listed in pricing as a separate ineligible cost. The price of E-rate ineligible cellular telephone(s) may not be bundled with E-rate eligible cellular service.

- ☐ Call forwarding
- ☐ Call waiting
- ☐ Three way calling
- ☐ Caller ID
- ☐ Voicemail
- ☐ "Phonebook" - storage of frequently used numbers
- ☐ Dual Band / Dual Mode / Digital handset
- ☐ Numeric paging
- ☐ Emergency Services - 911 quick-dial
- ☐ Hands-free earplug and microphone
- ☐ Desk Charger
- ☐ Adjustable Ringing Tones
- ☐ Vibration Alert
- ☐ Keypad Lock
- ☐ Hearing Aid support
- ☐ Back-lit display for low-light conditions
- ☐ Speed-dial feature

Requested Services.

Proposer will provide network services that provide/support the following standard features:

- ☐ National coverage either through network systems owned by the awardee or via peering relationships with other local or regional providers.
- ☐ Digital networks - System infrastructure / architecture
- ☐ Security systems ensuring the privacy and safety of VIDE service subscribers
- ☐ Long distance provisioning.

Optional Equipment and Service Requirements

The Proposer must be able to make available within its established line of product offerings:

- ☐ A cellular telephone handset capable of being locked down in such a manner that all incoming and outbound calls can be restricted to the numbers stored in its password protected on-board, electronic phone book.
- ☐ Network infrastructure supporting 56k (or greater) data transmission rates.
- ☐ The selected contractor will provide a universally accessible web portal that supports the composition and relay of text messaging to VIDE cellular phones.

Service Level Agreements

Each Respondent shall include a Service Level Agreement (SLA) for review as part of the proposal warranting that services will be delivered as requested and outlining a process for escalation and remediation of problem conditions. The SLA will include commitments to:

- ☐ A specified warranty of service
- ☐ Incident resolution procedures
- ☐ Clearly defined escalation procedures
- ☐ Remediation strategies to mitigate equipment, systems or services deficiencies
- ☐ Damages and compensation for failure to meet warranted service.

Proposer agrees to respond and resolve dispatched maintenance requests within a reasonable time given the priority of the request. The VIDE will work with the selected vendor to determine how priority levels will be assigned to incidents and service requests. The VIDE reserves the right to adjust priorities, response and resolution times, as needed.

III. NON-PERFORMANCE BY SELECTED CONTRACTOR

In the event of the selected contractor's non-performance under the subsequent contract and/or the violation or breach of the contract terms, the Government shall have the right to pursue all administrative, contractual, and legal remedies against the contractor and shall have the right to seek all sanctions and penalties as may be appropriate. Further, either party shall have the right to terminate the contract with or without cause upon the agreed upon written notice to the other party specifying the date of termination.

IV. CONTRACTUAL REQUIREMENTS

All bid proposals and subsequent contract and supporting documents (if selected) must reflect the legal name of entity. Supporting documents that must be submitted prior to contract execution and within the time established by the Government shall include, but not be limited to, the following:

- (1) **Certificate of Resolution**, as to the authorized negotiator and signer of a contract.
- (2) Current **Virgin Islands Business License** issued to the legal name of record of the entity by the Government of the Virgin Islands, Department of Licensing and Consumer Affairs; and if applicable, copy of current business license issued by state, city or county in which the foreign corporation is operating.
- (3) Three (3) current original **Certificate(s) of Good Standing/Existence**, in legal name of the Contractor by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks; and if company is not locally formed, an original *Certificate of Good Standing, Certificate of Existence, or Certificate of Status* from the state of registration.
- (4) Certificate of Issuance or Renewal of Trade Name issued by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks, if applicable.
- (5) **Articles of Incorporation or Organization**, as applicable; or documents governing operation.

Please note the above-referenced documents are subject to modification at the Department's discretion.

Any silence, absence, or omission from the contract specifications concerning any point shall be regarded as meaning that only the best commercial practices are to prevail.

All contractual documents including insurance certificates/policies must be kept updated and maintained throughout the term of the contract