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City of Greenville, NC
Request for Information

#17-18-03

Police Department
Unlimited Wireless Services

Interested firms must respond to this RFI by
Friday, July 28, 2017 @ 4pm

All questions concerning this RFI should be directed to:

Denisha Harris, Purchasing Manager
Financial Services Department
201 West 5th Street
252.329.4862
dharris@greenvillenc.gov

Objectives

This is a request for information only and does not constitute a commitment implied or otherwise, that The City of Greenville will initiate a procurement action in this matter. Further, the City of Greenville will not be responsible for any cost incurred by responders in furnishing any information.

This RFI is being issued to conduct market research to identify firms capable of providing wireless service, guaranteeing service across the city of Greenville. The information collected through this RFI may be used by the City to develop future solicitations(s) for wireless service.

Overview

The Greenville Police Department (GPD) is in search of a wireless provider that can guarantee service across the city of Greenville. The police department is looking to advance police officers' wireless technology by providing smartphones with hotspot services to all sworn police officers and roughly 10 civilian employees. Because of the nature of first responders' roles, unlimited 4GLTE and higher data speeds are a must. Officers will also need access to smartphones that are durable and that have long lasting batteries. The ability to monitor and manage police officers' data/messaging/call usage remotely is just as important.

Number of Phones:

Smartphones: 210

Hotspots/Mifi's: 15

Basic/Feature Phones: 5

Only the following providers will be considered:

T-Mobile, USA

Sprint

AT&T

US Cellular

Information Requested

1. Can the wireless carrier provide unlimited services for less than \$65 including a smartphone?
2. Can the wireless carrier guarantee coverage in the city of Greenville? If not, what solutions are available to guarantee coverage?
3. Can the wireless carrier provide a remote management system for all smartphones?
4. Can the wireless carrier provide unlimited MIFI/Hotspot services for covert and overt wireless cameras?
5. Can the wireless carrier provide device upgrades a minimum of once a year?
6. Can the wireless carrier prioritize first responder's calls/data (ensure calls can be made during peak consumer usage)?
7. Does the wireless carrier accept device trade-ins?

8. Can the wireless carrier reimburse any termination fees from the previous carrier?
9. Does the wireless carrier charge activation fees or upgrade fees?
10. Provide a description of all fees and surcharges.
11. Provide a description of insurance/handset protection plans.

Respondents may submit responses either in electronic or hard copy form by Friday, July 28, 2017 @ 4pm. If submitting electronically, please include in the subject line "RFI 17-18-03." If submitting a hard copy, please include "RFI 17-18-03" on the outside of the envelope.