



Cell Phone and Service Specifications

Request for Proposals

Purpose and Function:

A combined agreement including categories of cellular telephone services for City of Norris and Norris Water Commission operations. The contract renewal, including costs and scope will coincide with the City of Norris Fiscal Year which runs from July 1 to June 30. The proposal selection will be based on (1) meeting or exceeding the minimum performance specifications; (2) overall cost; (3) technical support and service plan; and (4) performance history. The city reserves the right to reduce scope/categories of this specification where minimum specifications are not met by multiple vendors prior to acceptance of an agreement for services.

Category Specification:

Cellular Telephones

- I. **City Office Staff**
 - a. 2 phones with minimum of 64 GB internal storage with unlimited text and internet connectivity. Unlimited data hot spot capable.
- II. **Police Department Staff**
 - a. 7 phones with minimum of 64 GB internal storage. Unlimited text and internet connectivity. Unlimited data hot spot capable. Preferred equivalent emergency connectivity as "First Net Type" account. Phones shall be water resistant and protected from physical damage in harsh environments. Battery life of 12 hours continuous is preferred.
- III. **Public Works Staff**
 - a. 4 phones with minimum of 64 GB internal storage. Unlimited text and internet connectivity. Unlimited data hot spot capable. Preferred equivalent emergency connectivity as "First Net Type" account. Phones shall be water resistant and protected from physical damage in harsh environments. Battery life of 12 hours continuous is preferred.
- IV. **Water Department Staff**
 - a. 7 phones with minimum of 64 GB internal storage. Unlimited text and internet connectivity. Unlimited data hot spot capable. Preferred equivalent emergency connectivity as "First Net" account. Phones shall be water resistant and protected from physical damage in harsh environments. Battery life of 12 hours continuous is preferred.



V. Cellular Phone General Specifications

- a. Preferred manufacturer of cell phones is Apple; vendors shall provide the City with a sheet detailing the various phone options and the total costs and fees associated with each.
- b. List closest technical and service support location and hours of service.
- c. List replacement options for loss or damage, including time to replace (Hours, Days, Weeks).
- d. List replacement schedule for each phone and known costs of early upgrades.
- e. List cost of adding a single phone in each category including the data package.
- f. List any cost or penalty of reducing a single phone in each category. Specify a multi-year pro-rated cost if necessary.
- g. List buy-out options for existing cell phone contracts.
- h. List business account support contact and normal working hours.
- i. List account fraud protection controls.
- j. Cellular signal should support all functions within 90% of the primary use area excluding the watershed area North of Lower Clear Creek Road. A map is provided upon request.

VI. Phone Numbers

Each of the departments listed shall include the following numbers ported from the city's current provider:

- a. **City Office Staff**
865-202-6656
865-318-3239
- b. **Police Department Staff**
865-201-2668
865-356-3549
865-748-9109
865-900-6839
- c. **Public Works Staff**
865-318-3238
865-318-3232
865-363-2764
865-363-2743
- d. **Water Department Staff**
865-254-4280
865-318-3229
865-318-3230
865-318-3231
865-363-2786

City of Norris
PO Box 1090
20 Chestnut Drive
Norris, TN 37828



Monthly/Annual Unit Price

Summary

Cellular Service Pricing

Please list the price per month/year for cellular service for each department.

City Office _____/_____
Police Department _____/_____
Public Works _____/_____
Waterworks Department _____/_____

Annual Total Price _____

Price per additional line _____

Initial installation/activation Cost _____

List System Specifications, Technical Service, Repair-Replacement Service

Please attach a sheet detailing cell phones offered along with pricing including any fully and/or partially subsidized devices.

If applicable, list newest fully subsidized model of iPhone offered: _____

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TOTAL PACKAGE PRICE

Monthly

Annual

Initial/Activation

Vendor Representative Signature _____ Date _____

Vendor Representative Printed Name _____

City of Norris
PO Box 1090
20 Chestnut Drive
Norris, TN 37828



Information to Vendors

1. Receipt and Opening of Proposals:

City of Norris (herein called CUSTOMER) invites sealed proposals for the specified equipment and services to be received at the City Office no later than 12:00PM EST on November 8, 2024. Proposals received after the stated time will be considered invalid and rejected by the CUSTOMER.

2. Method of Submitting Proposals:

Proposals must be submitted in a sealed envelope, bearing on the outside the name and address of the VENDOR and words "PROPOSAL FOR CELL PHONE SERVICES". If forwarded by mail, the sealed envelope must be enclosed in another envelope addressed to:

City of Norris
Attn: Bailey Whited
P.O. Box 1090
20 Chestnut Drive
Norris, TN 37828

3. Preparation of Proposals:

Proposals must be submitted on the attached forms. All blank spaces on the proposal form utilized must be completed in ink or typewritten. The proposal forms shall not be reformatted or altered in any way.

VENDORS will provide a proposal on all items contained in the package.



4. Responsibility of the **VENDOR**:

Any clarifications/questions must be submitted 5 business days prior to the proposal opening and made in writing and sent to the following email: assistantcitymanager@norrlistn.gov, at which time an answer will be made, in writing.

All equipment must meet or exceed the **CUSTOMER's** specifications and must meet all applicable State, Federal and Safety Regulations.

The **VENDOR** must assume that any proposal will be good and may not be withdrawn for a period of **90 Calendar Days** from the date of the proposal opening.

The equipment must be able to be delivered within the time specified in the proposal not to exceed 60 days from the date of the bid award. Delivery will be made to the prescribed location determined by the **CUSTOMER**.

5. Responsibility of the **CUSTOMER**

The **CUSTOMER** will provide access and operational support as needed for initial inspection and location verification for pre-proposal estimating and as needed for installation and servicing once installed.

The **CUSTOMER** reserves the right to reject any and all proposals.

The **CUSTOMER** may not negotiate with any one vendor to reduce or alter the stated proposal.

The **CUSTOMER** agrees to provide written **NOTICE of AWARD of PROPOSAL** within 15 calendar days of the date of the awarded proposal once approved by City Council. The City Council meets on the second Monday of each month.