

**DEPARTMENTAL INPUT**  
**CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

☒ New    ☐ OTR    ☐ Sole Source    ☐ Bid Waiver    ☐ Emergency    Previous Contract/Project No. RFP526

☐ Contract  
☐ Re-Bid    ☐ Other – Access of Other Entity Contract    LIVING WAGE APPLIES: ☐ YES ☐ NO

Requisition No./Project No.: RQET1800015    TERM OF CONTRACT 4 YEAR(S) WITH 6 YEAR(S) OTR

Requisition /Project Title: Cellular Devices and Services

Description: The County is seeking to establish a contract with a national cellular service provider to support the County's cellular activities during both normal business operations as well as during natural disasters and declared emergencies. Devices to be purchased under the resultant contract include, but are not limited to, cellular telephones, aircards, signal boosting equipment, hotspots, tablets, and cellular devices accessories. Services to be purchased under the resultant contract include, but are not limited to, cellular connectivity, voice services, text messaging, data services, consulting, technical and administrative support services as well as in-building signal enhancement services. It is anticipated that the selected Proposer will serve as the primary Cellular Provider for the County.

Issuing Department: ITD    Contact Person: Beth Goldsmith    Phone: 305-375-5683

Estimate Cost: 26,995,832    GENERAL    FEDERAL    OTHER  
Funding Source: Internal Sv

**ANALYSIS**

<b><u>Commodity Codes:</u></b>	<u>72551</u>	<u>83935</u>	<u>91575</u>	
Contract/Project History of previous purchases three (3) years Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history.				
	<b><u>EXISTING</u></b>	<b><u>2<sup>ND</sup> YEAR</u></b>	<b><u>3<sup>RD</sup> YEAR</u></b>	
<b>Contractor:</b>	<u></u>	<u></u>	<u></u>	
<b>Small Business Enterprise:</b>	<u></u>	<u></u>	<u></u>	
<b>Contract Value:</b>	<u></u>	<u></u>	<u></u>	
<b>Comments:</b>	<u></u>			
Continued on another page (s): <input type="checkbox"/> YES <input type="checkbox"/> NO				
<b><u>RECOMMENDATIONS</u></b>				
	Set-Aside	Subcontractor Goal	Bid Preference	Selection Factor
<b>SBE</b>	<u></u>	<u></u>	<u></u>	<u></u>
<b>Basis of Recommendation:</b> <u></u>				

Signed: Beth Goldsmith	Date sent to SBD: 05/18/2018
	Date returned to PM:

## **2.0 SCOPE OF SERVICES**

### **2.1 Introduction**

The County has approximately 28,000 employees across 25 departments that provide services to 2.3 million citizens. The Miami-Dade Information Technology Department (ITD) is responsible for providing technology support, infrastructure and integration for all departments and some outside agencies. ITD, on behalf of all County departments, is soliciting proposals to select a primary Service Provider to obtain Cellular Devices and Services. Such Devices and Services may include the following:

- Cellular Services, including voice, text messaging, and data
- Cellular Equipment and Devices
- Development and Strengthening of in-building infrastructure
- Web-Based portal for resource management, including streamlined reporting and accounts payable processes
- Dedicated account management and support staff
- Socioeconomics Partnership

It is anticipated that the contract awarded as a result of this RFP will allow the County to establish a successful strategic Cellular technology partnership for the provision of Cellular Devices and Services. The County is seeking broad Cellular coverage, high network accessibility, and acceptable voice quality throughout the State of Florida and particularly throughout Miami-Dade County. The selected Proposer should provide the County with adequate disaster preparedness and response equipment, resources, and plans to maintain Cellular services during natural disasters and declared emergencies as well as County events such as elections and festivals.

### **2.2 Operating Environment**

County utilizes cellular and smart phones, tablets, and other personal devices to support the operation of all departments and elected officials. In addition to phones, the County utilizes aircards to obtain data services for multiple types of equipment, including approximately 3,000 traffic signals and cameras, emergency and public safety equipment within Miami-Dad Fire Rescue and Police vehicles election equipment, metrobus fareboxes, and equipment for field personnel in various departments. ITD is responsible for working directly with the selected Proposer to provide County-wide management of the inventory of cellular devices, and general oversight of account management, including usage, cost, security, and integrity of accounts. Individual County departments and elected officials may be authorized to conduct various processes directly with the selected Proposer to maintain operational efficiencies or mission critical services. A breakdown of cellular devices and usage is included below.

Device Type	Number of Devices	Estimated Monthly Voice Minutes	Estimated Monthly Data GB Usage
iPhones	2,000		
Samsung	1,000		
Cellular	4,000		
<b>Total</b>	7,000	1,200,000	6,500

Device Type	Number of Devices	Estimated Monthly Voice Minutes	Estimated Monthly Data GB Usage
Aircard/Hotspots	10,200		
iPads	420		
Tablets	180		
<b>Total</b>	10,800	n/a	16,100

## **2.3 Cellular Services**

The County is seeking Cellular services that meet the LTE 3GPP standards as a basic service.

### **2.3.1 Voice Services**

The County requires voices services for the purpose of placing and receiving telephone calls via cellular devices.

### **2.3.2 Features**

The selected Proposer should include the following calling features in the basic cellular phone service:

- Text Messaging
  - Short Message Services
  - Multimedia Messaging
- Call Forwarding
- Call Waiting
- Conference calling (ex. three-way)
- Voice Mail
- Automatic roaming
- Caller ID
- Nationwide access
- International Services capabilities
- WiFi Calling (Device dependent)
- Voice Over LTE (VoLTE) (Device dependent)
- Tethering (Device dependent)
- Push to Talk (Device dependent)
- Quality of Service
- Priority Service, if applicable

### **2.3.3 Three (3) Digit Services**

The selected Proposer should provide three-digit service functionality for 311 or other dialing service (ex: 411, 811, 911 etc.). 311 Service is a three-digit abbreviated dialing arrangement for accessing non-emergency police and other government services in a particular jurisdiction and is pursuant to order by the Federal Communications Commission (FCC) in CC Docket 92-105.

The County will provide the selected Proposer with a single toll-free number to which all 311 calls are to be translated ("Termination Number"). The County certifies that the Termination Number will allow callers from anywhere within the jurisdiction of Miami-Dade County to complete calls on a toll-free basis and will indicate in any advertising that air time charges may apply.

#### **2.3.4 Operator Services**

The County is seeking a Service Provider that is capable of supplying live operators 24 hours per day, 7 days a week, including holidays to provide the following:

- Long Distance Directory Assistance
- Caller Assistance
- Hearing impaired services through TDD interface

#### **2.3.5 Data Services**

The County is seeking data services that provide internet access via Cellular Devices, including smart phones, machine to machine, and aircards . This may include pooling of data for use across multiple devices.

#### **2.3.6 Wireless Local Number Portability Services**

The County may seek to obtain Wireless Local Number Portability services in order for existing personal cellular phone numbers to be migrated onto the County's account. Additionally, WLNP services may be used to allow County employees to maintain County-assigned cellular phone numbers following a separation from County employment (i.e. retirement).

#### **2.3.7 Cellular Network Availability**

The County requires sufficient cellular network availability in order to sustain uninterrupted operations. The selected Proposer will be responsible for providing satisfactory cellular network availability to achieve this objective. The County is seeking automatic network notification of all major outages, scheduled or unplanned, that impact County Cellular Services preceding any outages. The message should include information regarding nature of the network outage, activities being performed to restore and estimated length of outage.

### **2.4 Socioeconomic Partnership**

The County strives to support citizens through numerous avenues and partnerships. The County is seeking to develop Socioeconomic Partnerships with the selected Proposers to provide additional community support. This may include initiatives such as discounted devices and services for areas of the Miami-Dade community, such as senior centers, community housing scoail development groups, or other need based groups.

### **2.5 Service Migration and Transition**

The selected Proposer shall provide the County with a transition to new Services and/or Devices. The transition of Devices and Services shall maintain the current County Operating Environment described in Section 2.2, including maintaining existing County cellular telephone numbers via Wireless Local Number Portability. The County prefers a transition plan that prioritizes first responders (Miami-Dade Police, Fire Rescue, and Emergency Operations Center) and elected officials.

#### **2.5.1 In-Building Signal Enhancement Services**

The County may request services to enhance Cellular Service signal both inside County facilities and outside in coverage area to improve broadband coverage to improve wireless devices coverage. At a minimum, the level of cellular connectivity must be maintained at the facilities outlined below:

<b>Building</b>	<b>Address</b>
Stephen P. Clark Center	111 NW 1 <sup>st</sup> Street

	Miami, FL 33128
Information Technology Department	5680 SW 87 <sup>th</sup> Avenue Miami, FL 33156
Water and Sewer Department	3071 SW 38 <sup>th</sup> Avenue Miami, FL 33146
Overtown Transit Village	701 NW 1 <sup>st</sup> Court Miami, FL 33136
Police Headquarters	9105 NW 25 <sup>th</sup> Street Doral, FL 33172
Animal Services Department	3599 NW 79 <sup>th</sup> Avenue Doral, FL 33122
911 Center	11500 NW 25 Street Sweetwater, FL 33172
Children's Courthouse	155 NW 3 <sup>rd</sup> Street Miami, FL 33128
Miami-Dade Fire Rescue Headquarters	9300 NW 41st Street Doral, FL 33178
Miami-Dade Fire Rescue Logistics	6000 SW 87th Ave Miami, FL 33173

## **2.6 Public Safety Functionality**

In order to address the public safety responsibilities of Miami-Dade County Police (MDPD) and Miami-Dade Fire Rescue (MDFR), the County is seeking a Service Provider that is capable of addressing the functionality outlined in the sections below.

### **2.6.1 Public Safety Features**

In order to provide affective public safety services, MDPD and MDRF utilize Mission Critical Push to Talk voice communication, Department of Homeland Security Priority Services, Pre-Emption for Cellular calls as well as security and encryption features.

### **2.6.2 Confidentiality of Cellular Information and Records**

Due to the sensitive nature of MDPD activities (i.e. investigations, homeland security, etc.) all Cellular MDPD account information, including but not limited to numbers issued and detailed billing records will be considered as confidential in nature.

### **2.6.3 Secure Billing Records (Designated MDPD personnel only)**

MDPD has various personnel that are assigned cellular phones or devices that are responsible for conducting sensitive investigations. Cellular phones or devices assigned to such personnel require additional security that segregates account information, including usage and billing, from the County's general account to prevent this information from being viewed by individuals outside of MDPD. MDPD will designate, in writing, those personnel who will have direct access to Cellular phone account information, usage, and billing records.

#### **2.6.4 Enterprise / Business Messaging**

Public Safety personnel require the capability to send messages of up to 1,000 characters, including 2-way messaging, "return receipt" functionality and other features to monitor and ensure message delivery.

#### **2.6.5 Wireless emergency telephone number "E911"**

Under Florida Statute 365.172, wireless telephone service providers are required by the Federal Communications Commission (FCC) to provide wireless Enhanced 911 (E911) service in the form of automatic location identification and automatic number identification pursuant to the terms and conditions set forth in an order issued by the FCC. The selected Proposer must be capable of meeting the requirements of this statute.

### **2.7 Web-based Portal**

The selected Proposer shall provide a secure web-based portal to provide the County with access to on-demand self-service account management options. The portal should provide the role-based ability to scale cellular resources up or down, access to reporting tools, view billing information, and other enterprise level functionality.

#### **2.7.1 Electronic Billing**

The web portal should be capable of providing electronic bills to the County. Bills should include information such as invoice date, cellular numbers being billed, usage costs, plan/rate information, and additional configurable fields for internal County use. The County anticipates that meetings will take place following contract award to establish specific billing requirements.

### **2.8 Account Management and Support Services**

The County requires access to dedicated sales and product support staff to facilitate operations, Monday through Friday, from 7am to 7pm, Eastern Standard Time during normal business operations. Support may include order status, delivery information, back order information, pricing, product offerings/exclusions, contract compliance requirements and general product information as well as product support staff such as systems engineers and product specialists. The support staff may be required on-site on an as needed basis and remotely (within the US) at all times when supporting County operations.

ITD will provide a listing of authorized County coordinators. The selected Proposer's support team shall coordinate all new accounts, devices, equipment, and accessories only through the designated County coordinators. Additionally, all promotions, sales calls, changes to service, and billing issues shall be reviewed and authorized in writing by the County's account manager.

#### **2.8.1 Public Safety Support Services**

MDPD and MDFR require 24 hours per day, seven days per week live (person) technical support from the service provider. This support shall include, but not be limited to, activating and deactivating devices, adding/removing features and troubleshooting devices and network access issues. This is not associated with County disaster or Emergency Operations Center (EOC) activation.

## **2.9            Devices and Equipment**

The County is seeking to obtain a variety of Cellular Devices from various manufacturers. Cellular Devices may include, but are not limited to, cellular telephones, aircards, signal boosting equipment, hotspots, tablets, and cellular devices accessories.

### **2.9.1        Extended Warranty for Equipment**

The County may seek to obtain the option to extend equipment warranty for a period of up to twelve (12) months past the standard equipment warranty period during the initial standard warranty period.

### **2.9.2        Insurance Options**

The County may wish to obtain insurance to provide coverage for lost, stolen, or broken Cellular Devices. The need for insurance will be determined on a case by case basis in the sole discretion of the County.

## **2.10          Emergency Services and Sustainability**

### **2.10.1      Emergency Support Staff**

In the event of a natural disaster or declared County emergency the selected Proposer shall provide Emergency Support Staff services. The service shall, at a minimum, include two staff members capable of solving wireless communications issues. Such staff shall report to the County's Emergency Operations Center (EOC) within two (2) hours following a County declared emergency and shall be capable of staffing the EOC 24 hours per day, seven (7) days per week, with personnel rotating every 12 hours, unless otherwise instructed by the County. During any hurricane events, Emergency Support Staff shall be deployed 24 hours prior to the scheduled hurricane arrival and remain until dismissed by EOC personnel once emergency conditions have passed. If curfew is declared, the Emergency Support Staff shall work with County team to accelerate system restoration by working during curfews via escorts.

### **2.10.2      Emergency Equipment**

The County may require fully self-contained Communications on Wheels (COWs) or Cell on Light Trailers (COLTs) with the necessary generators and fuel supplies following a natural disaster or declared emergency, for strategic deployment to designated areas as directed by the Miami-Dade County Emergency Operations Center to support public safety operations.

### **2.10.3      Emergency Device Availability**

In the event of natural disaster, special County need (elections, conventions, festivals, etc.), or period of emergency, as declared by State and local emergency preparedness agencies, the County may require additional Cellular devices within forty-eight (48) hours. It is the County's intention to return any devices provided at termination of the usage period in good working condition, ordinary wear and tear accepted.