

REQUEST FOR PROPOSAL # NS-31-12

Bids due May 7, 2012

MOBILE DEVICE SALES/SERVICES



Issued April 17, 2011

Northern Kentucky University
Jeff Strunk, CPPO
Director, Procurement
Lucas Administrative Center, Suite 617
1 Nunn Drive
Highland Heights, KY 41099

NORTHERN KENTUCKY UNIVERSITY
REQUEST FOR PROPOSAL
NS-31-12
Mobile Device Sales/Services

NOTICE OF ADVERTISEMENT

Purpose of RFP

It is the intent of Northern Kentucky University to award services contract(s) to vendors for mobile device and accessory sales and services. The vendor will provide the latest mobile devices and accessory solutions and customer service/support for such devices. Students, faculty and staff at Northern Kentucky University are using mobile devices for social networking, checking email, real-time search and navigation, checking grades, video streaming and exploring new ways of learning. As technology continues to change, many people have a constant need to upgrade their current cellphone or purchase the latest cell phone accessory.

Northern Kentucky University is interested in providing a convenient way for our campus community to shop for the latest merchandise (mobile devices and accessories) and receive quality customer service without leaving campus. A kiosk-type environment on campus may provide beneficial results for all parties involved.

Project Timetable

| | |
|-------------------------------|----------------------------------|
| REQUEST FOR PROPOSAL Issued | Tuesday April 17, 2012 |
| Pre-proposal Meeting | Thursday, April 26, 2012 @ Noon |
| Inquiry to University Ends | Friday, April 27, 2012 |
| Addendum, if required, issued | Monday, April 30, 2012 |
| Proposals Due | Monday, May 7, 2012 @ 2pm |

Pre-proposal Meeting

The pre-proposal meeting will be held in the Lucas Administrative Center, Suite 617 at Noon. The pre-proposal meeting will be immediately followed by a walkthrough of the prospective kiosk areas.

Additional Information

Only during the time frame specified in the Project Timetable, may inquiries be made regarding this RFP. Inquiries should be submitted via *e-mail*, (*Letter and FAX can also be accepted, if necessary.*) to:

Jeffrey Strunk, CPPO
Northern Kentucky University
Procurement Services
617 Lucas Administrative Center
1 Nunn Dr.
Highland Heights, KY 41099 Phone:
859.572.6449
Fax: 859.572.6995
E-mail: strunk@nku.edu

Cancellation: The resulting contract, from this Request for Proposal may be cancelled by the University, for non-compliance with the terms and conditions of any part of the agreement.

Indemnification: Vendor agrees to indemnify and hold harmless Northern Kentucky University and its officers and employees from any claim, damage, liability, injury, expense, or loss including defense costs and attorney's fees, arising out of Vendor's performance under this contract or as a consequence of the existence of this contract.

Vendor Presence on Campus: Vendor agrees that all persons working for or on behalf of the vendor whose duties bring them on campus shall obey the rules and regulations that are established by the University and shall comply with the reasonable directions of the University's officers.

Vendor shall be responsible for the acts of his employees and agents while on campus. Accordingly, vendor agrees to take all necessary measure to prevent injury and loss to persons or property located on campus. Vendor shall be responsible for all damages to persons or property caused by the vendor or any of his agents or employees. Vendor shall promptly repair any damage that he, or his employees or agent may cause to the campus or to University equipment.

Vendor agrees that in the event of an accident of any kind, On University property, vendor will immediately notify the University's Department of Public Safety 859-572-5770 and furnish a full written report of the accident.

The University does not and will not assume responsibility for any tools, materials, equipment, or property belonging to the vendor, his employees or agents, which may be lost or stolen.

All vendor employees and subcontractors shall present a neat and clean appearance while on University property, and be able to present proper identification.

Use of Facilities: Vendor or his employees shall have the right to use only those University facilities that are necessary to perform services under this contract.

No Smoking: Smoking on the Northern Kentucky University campus is restricted to specific areas outside and is prohibited in the confines of buildings, including mechanical rooms and roofs. Buildings under construction or during renovation are also subject to the University's smoking policy. The vendor's employees or Subcontractors violating this prohibition will be subject to dismissal from the contract.

NORTHERN KENTUCKY UNIVERSITY REQUEST FOR PROPOSAL

Mobile Device Sales/Services

Special Conditions

Method of Evaluation and Award: Proposals shall be evaluated and scored based on the following Criteria:

Evaluation Criteria

| Criteria | Points Available |
|---|------------------|
| Prior experience with similar retail/service environments in higher education setting | 150 |
| References | 100 |
| Full-Service Kiosk Options | 150 |
| Interactive Self Service Kiosk Options | 150 |
| Creativity in Revenue Sharing Plan | 150 |
| TOTALS | 700 |

Although cost will be a major factor in award, primary consideration will be given to your proven capability to perform as described above

The proposals receiving the highest point total will be deemed the best value to the university and the university will enter into negotiations with that Bidder, to award the contract. However the university reserves the right to enter into negotiations with more than one Bidder.

CONTRACTING PROCEDURE

Evaluation, negotiation, and award will be in accordance with KRS 45A.085 based on "best value" ranking approach. The University intends to award a contract to the Contractor, whose offer, conforming to the Request for Proposal, is the most advantageous on the basis of "best value" for all products, services and requirements contained herein.

A University evaluation committee, established for the purpose will evaluate the information provided by the bidder(s) in response to the established measurable criteria contained in this request for proposal. Price is only one of the measurable criteria.

The University reserves the right to award the contract to the vendor that it deems, in its sole discretion, to have submitted the best overall proposal to the University. The University reserves the right to waive any informality in the proposal evaluation process.

Proposal Amendments: The University reserves the right to request proposal amendments, and or, modifications after the RFP opening date, should such action be in the best interest of the University

Clarification of Information: As may be necessary, or desirable, the University reserves the right to seek or require verification, validation, or clarification of data and information presented in the vendor's proposal.

Multiple Offers: Except herein provided, vendors should determine their best single proposal which they offer to satisfy the requirements and specifications of the Request for Proposal.

Evaluations: A committee comprised of representatives from several diverse areas of the University, selected solely for this purpose, will evaluate the Proposals. The Proposal receiving the highest point total ranking will be deemed the best value to the University.

Negotiations: Following the evaluation the University will enter into negotiations, with the Bidder, in an attempt to award the contract. Contract award will be made by NKU Procurement Services.

Presentations: Bidders who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the University. If required, the University will schedule the time and location of these presentations. Oral presentations are an option of the University and may not be conducted.

Product Demonstration: Bidders may be provided a set of content and required to provide a demonstration of their proposed solution with said content before a recommendation for award is made. Costs of demonstrations are solely the responsibility of the bidder. NKU will provide no reimbursement for such costs

The University reserves the right to award the contract to the vendor that it deems, in its sole discretion, to have submitted the best overall proposal to the University. The University reserves the right to waive any informality in the proposal evaluation process.

End: Special Conditions

NORTHERN KENTUCKY UNIVERSITY
REQUEST FOR PROPOSAL
Mobile Device Sales/Services

Proposal process

Proposals, upon their receipt, are stamped showing the hour and date received. Proposals received after the scheduled closing time will not be considered provided legal and acceptable proposals have been received.

The right is reserved to reject any and all proposals and to waive all informalities and/or technicalities where the best interest of the University may be served.

Telegraphic, e-mailed or faxed proposals or modifications of bids by FAX or e-mail are not acceptable.

Technicalities or minor irregularities in bidder's proposals may be waived, when NKU determines that it will be in their best interest to do so, if they are mere matters of form not affecting the material substance of a Proposal; or some immaterial deviation from or variation in the precise requirements of this RFP and having no or a trivial or negligible effect on price, quality, quantity or delivery of supplies or performance of the services being procured, the correction or waiver of which will not affect the relative standing of, or be otherwise prejudicial to other bidders. NKU may either give a bidder an opportunity to cure any deficiency resulting from a technicality or minor irregularity in its Proposal, or waive such deficiency where it is advantageous to NKU to do so.

Proposal Submission Requirements:

These instructions describe the required format for bidders' Proposal. Bidders may include any additional information deemed pertinent. An identifiable tab sheet must precede each Section for easy reference. All pages, except pre-printed technical inserts, shall be sequentially numbered.

Proposals must address each of the requirements listed below in the same order as listed to be considered responsive. Proposals should reference each identified requirement explaining how the bidder's solution meets the specified requirement.

Narratives should provide a concise description of capabilities to satisfy the requirements of this REQUEST FOR PROPOSAL.

Emphasis should be on clarity brevity and completeness of response.

Where practical, each copy of the Proposal should be bound or contained in a single volume. All documentation submitted with the Proposal should be contained in that single volume.

All materials submitted in response to this REQUEST FOR PROPOSAL will become the property of NKU and will not be remitted.

Submittal Requirements: Four (4) bound copies of the Proposal, and all attachments, must be submitted. Only one set must be entirely original, carry original signatures and be marked clearly as the "Original". Three ring binders are preferred but not mandatory. Where practical, each copy of the Proposal should be bound or contained in a single volume.

Proposal Preparation: The proposal should be prepared simply and economically, providing a straightforward and concise description of the bidder's capabilities to satisfy the requirements of the Request for Proposal. Emphasis should be on completeness and clarity of content. Attach copies of specification sheets, references, and other supporting documentation.

Cost for Proposal Preparation: Any costs incurred by bidder in preparing or submitting offers are the bidders' sole responsibility; The University will not reimburse any bidder for any costs incurred prior to award.

Reference to other data: Only information, which is received in response to this RFP, will be evaluated; reference to information previously submitted shall not be evaluated.

Delivery of Proposal: In accordance with the Bid Due Date in the Project Timetable.

Jeffrey Strunk, CPPO
Northern Kentucky University
Procurement Services
617 Lucas Administrative Center
1 Nunn Dr.
Highland Heights, KY 41099 Phone:
859.572.6449
Fax: 859.572.6995
E-mail: strunk@nku.edu

Note: use, ZIP 41076 for all couriers other than USPS

Proposal Required Format:

These instructions describe the required format for bidders' Proposal. Bidders may include any additional information deemed pertinent.

Proposal must address each of the requirements listed below in the same order as listed to be considered responsive. Proposal should reference each identified requirement explaining how the bidder's solution meets the specified requirement.

Narratives should provide a concise description of capabilities to satisfy the requirements of this RFP. Emphasis should be on clarity, brevity and completeness of response.

The following list specifies the items to be included in your Proposal. The location of the various Sections must be referenced in the Proposal's Table of Contents, tabbed accordingly, and in the sequence listed:

Table of Contents

- A. Cover Letter/Executive Summary
- B. Bidder Profile
- C. Bidder Company Qualifications
- D. Bidder References
- E. Proposed Solutions
- F. Support Requirements
- G. Implementation Plan
- H. Proof of Insurance
- I. Bonds

A. Cover Letter/ Executive Summary:

The cover letter must be in the form of a standard business letter and must be signed by an individual authorized to legally bind the bidder. The letter must also have the following:

- A list of the people who prepared the Proposals, including titles.
- The name, phone number, and e-mail of a contact person who has authority to answer questions regarding the Proposal.
- A statement that the bidder's proposed solution for the Project meets all the requirements of this Request for Proposal. Include a statement that all Terms and Conditions and Instructions to Bidders are agreed to, or state exceptions.
- Federal tax identification number
- A statement that the bidder meets all the legal requirements of the RFP and that all terms and conditions and instructions are acceptable to the bidder.

The Executive Summary must include a brief description of the scope of products and services to be provided and highlight the contents of the technical portions of the proposal. A positive commitment to assure that the overall system implementation and operation will be successful should be made.

B. Bidder Profile

This section must provide a brief organizational history or background, including but not limited to recent data describing the current organization, date of incorporation, annual revenue, audited financial statement, number of employees, home office location, number of certified technicians, manufacturer affiliations; industry experience; higher education.

C. Bidder Company Qualifications:

This is a significant Request for Proposal for NKU. In addition to the size and cost of the project, the successful bidder in responding to this RFP, will be making a major long-term support commitment to NKU and its long-range strategies. As a result, the bidder must meet a minimum profile. This profile shall include the following requirements.

- Bidder must have been in business for at least five (5) years.
- Bidder or manufacturer's revenues shall exceed \$25 million per annum.
- Bidder's main business shall be in providing mobile device sales/support solutions
- Bidders must have demonstrated experience in University/academic accounts.
- Bidder must show that its business has a record of success.
- Bidder must demonstrate present and future financial viability.
- Commitment to quality processes, e.g. ISO 9001

D. References:

- A minimum of four (4) Higher Education use sites with successful installation and operation of similar services proposed is required. Programs must be of the same type and level of service. Provide complete and accurate contact information. References provided must agree to be interviewed by NKU concerning the bidder's products and services.
- Provide a comprehensive customer list of clients of similar or larger size, accounts.

E. Proposed Solutions:

Provide sufficient technical information so that the information will be meaningful to the evaluation committee and goes beyond general sales information.

- Include descriptive literature of the proposed products
- Provide detailed service capability information
 - 24x7 services via self service kiosk
 - Personal support service times (if applicable)
 - Display Configuration
- Provide Schematic Layouts of Equipment and Space Requirements

A) Full Service Kiosk

- a. Provide a detailed listing of hardware and equipment that would be provided for the initial development of the kiosk
 - i. Space Requirements (sq ft)
 - ii. Data Requirements
 - iii. Power Requirements
 - iv. Example video or photo of proposed solution

- b. Storage Requirements
 - i. Beyond the kiosk space requirement, provide storage space requirements.
 - 1. Note: Secure storage is the sole responsibility of the vendor. NKU is not responsible for any lost, stolen, or otherwise damaged goods and/or equipment.
- c. Provide a listing of products/programs provided through the kiosk
 - i. Ie: Phones, Smart Phones, tablet devices, etc
- d. Calendar of Operations
 - i. What services are 24x7
 - ii. What services are limited by hours, days, months, of kiosk operations
- e. Provide a listing of all services provided through the kiosk
 - i. Show creativity in services/support
 - 1. Ie: Provide technical support and documentation to customers with assistance on accessing NKU services
 - a. Examples, but not limited to:
 - i. Setup access to NKU email on the device
 - ii. Setup access to myNKU on the device
- f. Provide an example of reporting statistics on sales, services, and support provided to customers
 - i. Monthly reporting statistics
- g. Payment Methods
 - i. Show the ability to be able to interface with NKU's student AllCard system for payment of services
 - ii. Share various methods of payment and security of such payment information

B) Interactive Self Service Kiosk

- a. Provide a detailed listing of hardware and equipment that would be provided for the initial development of the kiosk
 - i. Space Requirements
 - ii. Data Requirements
 - iii. Power Requirements
 - iv. Example video or photo of proposed solution
- b. Provide a listing of all products that can be provided through the kiosk
 - i. Show creativity product offerings
 - 1. ie: Phones, Smart Phones, tablet devices, etc

- c. Calendar of Operations
 - i. What services are 24x7
 - ii. What services are limited by hours, days, months, of kiosk operations
- d. Provide an example of reporting statistics on sales, services, and support provided to customers
 - i. Monthly reporting statistics
- e. Payment Methods
 - i. Show the ability to be able to interface with NKU's student AllCard system for payment of services
 - ii. Share various methods of payment and security of such payment information

C) Creativity in Revenue Sharing Plan

- a. Provide a creative revenue sharing plan that might include options such as:
 - i. Given the opportunity to provide on campus sales and services to NKU students, faculty, and staff, the vendor will provide NKU with a certain number of free products and or services per year.
 - ii. Given the opportunity to provide on campus sales and services to NKU students, faculty, and staff, the vendor will commit to employment of x% of NKU students to provide services
 - iii. In exchange for renting space, data services, and/or power services, the vendor will provide
- b. Provide your standard revenue sharing plan given the opportunity to provide on campus services to NKU students, faculty, and staff.

D) Marketing/Promotions

- a. Provide a detailed plan of annual marketing for your services that also promote NKU
 - i. Examples of materials
 - ii. Estimated timeframes for marketing
 - iii. Required space
 - 1. Note: Advertising space will be limited to specific times/dates/locations as NKU deems appropriate. The use of any marketing/promotional material must have prior approval from NKU before circulation. Requests would include:
 - a. Timeframe (date/time range)
 - b. Location (area of campus and sq ft)
 - c. Electronic marketing method (if applicable)
 - d. Example marketing/promotional material

Most of your effort needs to be devoted to this section and the implementation plan for the University to make an informed decision.

G. Support Requirements:

Besides NKU providing a single point of contact what other service/product is required from the University for a successful implementation?

Specifically, the bidder should at a minimum address the following:

- Power Requirements
- Data Requirements
- Facilities Requirements

H. Implementation Plan:

Please present a comprehensive implementation plan.

- Address the operations and support plan to cover customer problem resolution
- Describe NKU's escalation processes to cover problem resolution
- If the contract is awarded, describe, in detail, the timeline and milestones required to fully implement your solution

I. This section shall contain current certifications of adequate insurance.

Actual certificates of insurance, with Northern Kentucky University named as "additional insured" will be required prior to commencement of work and must be maintained and provided during the life of any contract.

K. Authentications and Certifications:

Signed copies of the University's Authentication of Proposal and Statement of NonCollusion and Non-Conflict of Interest form and Bidder Certifications form are to be included in this section.

Coordination

Contractor must coordinate the installations with the General contractor and the University's authorized agent to ensure they are the least disruptive to the campus as possible. The contractor is also required to work with other contractors or installers who may be involved in a construction area to achieve a high quality project in a timely fashion

End Specifications

NORTHERN KENTUCKY UNIVERSITY
AUTHENTICATION OF PROPOSAL, STATEMENT OF NON-COLLUSION,
NON-CONFLICT OF INTEREST AND BIDDER CERTIFICATIONS

By signing below the Contractor swears or affirms, under the penalty of false swearing as provided by KRS 523.040, that he/she is in compliance with all of the following:

1. That I am the bidder (if the bidder is an individual), a partner in the bidder (if the bidder is a partnership), or an officer or employee of the bidding corporation having authority to sign on its behalf (if the bidder is a corporation).
2. That the submitted proposal or proposals covering the Proposal Package indicated have been arrived at by the bidder independently and have been submitted without collusion with, and without any agreement, understanding or planned common course of action with any other contractor, vendor of materials, supplies, equipment or services described in the Invitation for Proposal, designed to limit independent bidding or competition; as prohibited by provision KRS 45A.325;
 - 2A. Any agreement or collusion among bidders or prospective bidders which restrains, tends to restrain, or is reasonably calculated to restrain competition by agreement to proposal at a fixed price, or to refrain from bidding, or otherwise, is prohibited. The provisions of KRS 365.080 and 365.090, which permit the regulation of resale price by contract, do not apply to sales to the State.
 - 2B. Any person who violates any provisions of Kentucky Revised Statute 45A.325 shall be guilty of a felony and shall be punished by a fine not less than five thousand dollars nor more than ten thousand dollars, or be imprisoned not less than one year nor more than five years, or both such fine and imprisonment. Any firm, corporation, or association which violates any of the provisions of KRS 45A.325 shall, upon conviction, be fined not less than ten thousand dollars nor more than twenty thousand dollars.
3. That the content of the proposal or proposals have not been communicated by the bidder or its employees or agents to any person not an employee or agent of the bidder or its surety on any bond furnished with the proposal or proposals and will not be communicated to any such person prior to the official opening of the proposal or proposals;
4. That the bidder is legally entitled to enter into the contracts with the Commonwealth of Kentucky and is not in violation of any prohibited conflict of interest, including those prohibited by the provisions of KRS 45A.330 to .340 and 164.390; and
5. That I have fully informed myself regarding the accuracy of the statements made, including Proposal Amount.
6. Unless otherwise exempted by KRS 45.590, the Bidder intends to comply in full with all requirements of the Kentucky Civil Rights Act and to submit data required by the Kentucky Equal Employment Act upon being designated the successful bidder.
7. That the Bidder, if awarded a contract, would not be in violation of Executive Branch Code of Ethics established by KRS 11A.990.
8. **Campaign Finance Laws** Pursuant to KRS 45A.110 and KRS 45A.115 the undersigned hereby swears or affirms, under penalty prescribed by law for perjury, that neither he/she, individually, nor, to the best of his/her knowledge and belief, the corporation, partnership, or other business entity which he/she represents in connection with this procurement, has knowingly violated any provisions of the campaign finance laws of the Commonwealth of Kentucky, and that the award of a contract to him/her, individually, or the corporation, partnership or other business entity which he/she represents, will not violate any campaign finance laws of the Commonwealth.
9. **Worker's Compensation and Unemployment Insurance** Pursuant to KRS 45A.480, the undersigned hereby swears or affirms, under penalty of perjury, that all contractors and subcontractors employed, or that will be employed under the provisions of this contract shall be in compliance with the requirements for

worker's compensation insurance under KRS Chapter 342 and unemployment insurance under established KRS Chapter 341.

10. Vendor Report of Prior Violations The Bidder/Owner shall reveal to the University, prior to this award of a contract, any final determination of a violation by the Contractor within the previous five (5) year period of the provisions of KRS Chapters 136, 139, 141, 337, 338, 341, and 342. The Contractor is further notified this statute requires that for the duration of this contract, the Contractor shall be in continuous compliance and the Contractor's failure to reveal a final determination of a violation or failure to comply with the cited statutes for the duration of the contract, shall be grounds for the Contractor's disqualification by the University from eligibility to proposal or submit proposals to the University for a period of two (2) years. Please list any final determination(s) of violation(s) including the date of determination and the state agency issuing the determination. If no violations have occurred, type **none** in the space below.

* KRS Chapter 136 - Corporation and Utility Taxes; * KRS Chapter 139 - Sales & Use Tax; * KRS Chapter 141 - Income Taxes; * KRS Chapter 337 - Wages & Hours; * KRS Chapter 338 - Occupational Safety & Health of Employees; * KRS Chapter 341 - Unemployment Compensation; * KRS Chapter 342 - Worker's Compensation

| <u>KRS VIOLATION</u> | <u>DATE</u> | <u>STATE AGENCY</u> |
|----------------------|-------------|---------------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |

READ CAREFULLY - SIGN IN SPACE BELOW - FAILURE TO SIGN INVALIDATES NS-07-12 OFFER

AUTHORIZED SIGNATURE: _____ DATE: _____

NAME (Please Print Legibly): _____

FIRM: _____ FED ID. OR SSN#: _____

STATE OF INCORPORATION: _____

PERMANENT ADDRESS: _____
STREET CITY STATE ZIP

CONTACT PERSON: _____ TITLE: _____

TELEPHONE NO: _____ FAX NO: _____ E-MAIL: _____

State of _____)

)SS

County of _____)

The foregoing statement was sworn to me this _____ day of _____,

20____, by _____.

(Notary Public)

My Commission expires: _____

THIS FORM MUST BE NOTORIZED