



**REQUEST FOR PROPOSALS**  
**RFP 24-002 – Cellular Telephone Services and Devices**

**ITEM DESCRIPTION: Cellular Services and Devices 2024**

**Issued: January 24, 2024**

**PROPOSALS DUE: FEBRUARY 15, 2024 AT 2:00 PM CENTRAL**

**Pre-Bid Conference (IF APPLICABLE): None**

**SUBJECT MATTER EXPERT (NAME): Wayne Correll, Director of Purchasing**

**SUBJECT MATTER EXPERT (EMAIL): [wayne.correll@kckps.org](mailto:wayne.correll@kckps.org)**

**QUESTION DEADLINE: February 8, 2024, at 12:00PM Central**

The Board of Education for Unified School District No. 500, c/k/a Kansas City Kansas Public Schools is requesting proposals for Cellular Telephone Services and Devices to enhance the communication capabilities across our district. This solicitation aims to secure the most efficient and reliable services available, ensuring consistent connectivity for faculty, staff, and administration.

**Instructions**

1. Bidders must submit sealed proposals in an envelope clearly labeled with the Item Description shown above on the outside of the envelope. The proposal envelope and any information relative to the proposal must be addressed to:

**Kansas City Kansas Public Schools**  
**Attn: Director of Purchasing**  
**2010 N. 59<sup>th</sup> Street, Room 370**  
**Kansas City, KS 66104**

2. Bidders must include **at least** one original, one copy, and a digital PDF copy on a flash drive.
3. Proposal responses must be in ink or typewritten.
4. Bidders are advised that all materials submitted to the District for consideration in response to this Request for Proposals shall be considered to be public records as defined in [KSA 45-216 et seq.](#), without exception, and may be released for public inspection. All proposals submitted become the property of Kansas City Kansas Public Schools.
5. **USD 500 imposes a mandatory quiet period for this solicitation, commencing from the issue date of the RFP until the final award decision is made. During this period, all prospective bidders and their representatives are prohibited from communicating about this Request for Proposals (RFP) with any District employees, board members, or other representatives, except through the**

**designated RFP contact person identified in this document. This restriction is intended to ensure a fair and impartial evaluation process and to comply with legal and policy requirements governing the procurement process. Any breach of this quiet period will result in the disqualification of the bidder from the RFP process.**

6. Bid proposals that are not present in the Kansas City Kansas Public Schools Purchasing Department at the time of opening for whatever cause will be deemed to be late and will not be considered. Postmarks shall not be considered proof of timely submission.
7. Questions regarding this request for proposals must be submitted to the Subject Matter Expert via email by the question deadline listed above. Questions will be answered via addendum to be posted publicly on the District's Purchasing website. Bidders are responsible for checking the website for all addenda distributed in response to questions and requests for additional information.

## **Notice to Vendors General Terms**

1. Unified School District No. 500, Wyandotte County, Kansas c/k/a Kansas City Kansas Public Schools (USD 500 or District) reserves the right to award the contract on the basis of the lowest responsible evaluated bid proposal.
2. In determining the lowest responsive evaluated bid proposal, cash discounts based on preferable payment terms will not be considered.
3. No proposal will be accepted if it is made in collusion with any other bidder.
4. USD 500 reserves the right to award to a single vendor, to split the award between multiple vendors, and to reject any and all proposals. Unless otherwise specified, USD 500 reserves the right to make the award by item or items or by total as may be in its best interest.
5. As USD 500 is exempt from the payment of Federal Excise Taxes and Kansas Sales & Use Taxes, prices quoted are not to include these taxes.
6. In case of error in the extension of prices quoted, the unit price will govern. In the event there is a discrepancy between the price written in words and written in figures, the prices written in words shall govern.
7. Awards shall be subject to the General Terms set forth herein, which terms shall be deemed accepted by the Bidder upon submission of the bid proposal, subject to the provisions of this paragraph, and shall be further deemed to be incorporated into the contract upon issuance of the award. Any proposed exceptions, modifications, or deviations from the terms, conditions, and specifications contained herein must be listed and fully explained on a separate sheet attached to the Bidder's detailed conditions and specifications and referred to separately in the Bids. Such proposed exceptions, modifications, or deviations shall be an additional variable for consideration by the USD 500 in addition to vendor qualifications, price, quantity, and/or scope of services. In all cases not indicated by Bidders as an exception, modification, or deviation, it is understood that the terms, conditions, and specifications of USD 500 shall apply. No exception, modification, or deviation shall be deemed accepted, approved, or otherwise incorporated into the contract unless expressly set forth in the award notice.
8. Proposals must meet the attached specifications. Bids may be submitted on an "equal in quality" basis. USD 500 reserves the right to decide equality and determine whether bids are responsive. Bidders must indicate brand or make offered and submit detailed specifications if other than brand requested.
9. Delivery dates must be shown in the bid. If no delivery dates are specified, it will be assumed that an immediate delivery from stock will be made.
10. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
11. All proposals will be disclosed at the opening date and time listed above.
12. Awards will be made within ninety (90) days of the proposal opening. All proposal prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
13. No goods should be delivered and no work should be started without a Purchase Order from USD 500.
14. Prior to commencing performance under the contract, Contractor shall, submit a certificate of insurance, in a form and in an amount satisfactory to USD 500.
15. The Contractor will not be permitted to: assign or underlet the contract; or assign either legally or equitably any monies or any claim thereto without the previous written consent of the District.
16. The Contractor shall not be paid in advance.

17. **The contract shall be in effect from July 1, 2024, through June 30, 2026**, or for such other duration as may be agreed to in writing and signed by the parties, unless terminated by either party at any time, with or without cause.
18. In the event of termination by District or the Contractor prior to completion of the contract, compensation shall be prorated on the basis of hours actually worked, and the Contractor shall only be entitled to receive just and equitable compensation for any satisfactory work completed and expenses incurred up to the date of termination.
19. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications.
20. The Contractor is not an employee of District and is not entitled to fringe benefits, pension, workers' compensation, retirement, etc. District shall not deduct Federal income taxes, FICA (Social Security), or any other taxes required to be deducted by an employer, as this is the responsibility of the Contractor.
21. The Contractor understands products produced as a result of the contract are the sole property of the District and may not be used by the Contractor without the express written permission of the District.
22. The Contractor agrees to hold District harmless from any and all damages incurred by District by reason of the Contractor's negligence or breach of contract, including without limitation, damages of every kind and nature, out-of-pocket costs, and legal expenses.
23. The contract may not be modified or amended in any way except by mutual agreement in writing and signed by each party. Notwithstanding the foregoing, and subject to the provision concerning exceptions, modifications, or deviations set forth in Paragraph 7 hereinabove, the General Terms shall not be modified or amended in any way by subsequent agreement. In the event of a conflict between the General Terms and any subsequent modification or amendment to the contract, the General Terms shall control.
24. The Contractor expressly submits itself to and agrees that all actions arising out of or related to the contract or the relationship between the parties shall occur solely in the venue and jurisdiction of the State of Kansas.
25. District agrees and acknowledges that Contractor and its licensors own all intellectual property rights in and to the Products including, without limitation, all trademarks, trade names, service marks and copyrights in the Products and all underlying software programs and related documentation. District agrees and acknowledges that District and any school shall not acquire any right, title or interest in or to any Contractor's intellectual property (IP), including, without limitation, software, trademarks, copyrights and other intellectual property of Contractor and no other rights are granted by Contractor to the District or any school in Contractor's IP by implication, estoppel or otherwise. District further acknowledges and agrees that Contractor shall continue, during the term hereof, to expand and modify its Products, in its sole discretion.
26. Data and Release (Representations and Warranties):
  - a. In connection with Contractor's provision of the Products to District and to allow for the proper functioning and purpose of the Products, the District agrees to and shall release certain data to the Contractor and agrees to permit the Contractor to collect certain data from District's users of the Products (collectively, "**Data**"). Certain of this Data may be subject to the Family Educational Rights and Privacy Act ("**FERPA**") (20 U.S.C. § 1232g; 34 CFR Part 99), in which case it will be known as FERPA Data ("**FERPA Data**"). Certain portions of the Data may be considered Personally Identifiable Information ("**Personally Identifiable Information**"). De-Identified Data ("**De-Identified Data**") is data generated from usage of Contractor Products from which all Personally Identifiable Information has been removed or obscured so that it does not identify an individual student and there is no reasonable basis to believe the remaining information can be used to identify a student. For the purposes of this agreement De-Identified Data will not be considered Personally Identifiable Information and, thus,

shall not be deemed FERPA Data, as defined above, or COPPA Data, as defined below. Personally Identifiable Information may be collected from students under the age of 13 during the normal course of such students' use of the Products and thus may be subject to the Children's Online Privacy Protection Act, in which case it will be known as COPPA Data ("**COPPA Data**"), but with respect to both COPPA Data and FERPA Data, such Data may only be used for the purpose of facilitating and enhancing the use and functionality of the Products and in connection with Contractor's providing the Products to District and its users. Contractor will access, use, restrict, safeguard and dispose of all FERPA Data and COPPA Data related to this Agreement in accordance with FERPA and COPPA, respectively. Notwithstanding such release or collection, the FERPA Data, COPPA Data, and Personally Identifiable Information remain the property of the District.

- b. Contractor in providing Products to the Customer may use external service providers as required to facilitate a variety of operations, known as Third Party Service Providers. Outsourced operations may include, but are not limited to: web hosting, assisting with providing customer support, database reporting, analytics, and assisting with marketing or billing. As a result of this relationship, Third Party Service Providers may have access to Personally Identifiable Information. Contractor Partners are obligated to take appropriate commercially reasonable steps to maintain the confidentiality of all District information they receive in connection with Contractor Product and are subject to other legal restrictions that prohibit the use of District information for any purpose other than that described below for specific Contractor purpose. Any data exchanged with Third Party Service Providers will be deleted or transferred, per District request, when no longer needed, or at contract expiration. Contractor Partners should be submitted when bidding.
- c. Contractor assures that data is secured and protected in a manner consistent with industry standards at a minimum and has attached documentation reflecting Contractor's existing data privacy and security guidelines and/or policies. The guidelines and/or policies will apply to both Personally Identified Information and De-Identified Data. Contractor's use of Personally Identifiable Information shall be for the exclusive use of the District and/or third parties identified and approved by the District. Contractor may use De-Identified Data for the following purposes: to improve the Product, to demonstrate the effectiveness of the Product, and for research or other purposes related to developing and improving the Product. Contractor's use of such De-Identified Data may survive termination of this Agreement.
- d. "Personally Identifiable Information" or "**PII**" means information provided to Contractor in connection with Contractor's obligations to provide the Products under the Agreement that (i) could reasonably identify the individual to whom such information pertains, such as name, address and/or telephone number or (ii) can be used to authenticate that individual, such as passwords, unique identification numbers or answers to security questions or (iii) is protected under Applicable Laws. For the avoidance of doubt, PII does not include aggregate, anonymized data derived from an identified or identifiable individual
- e. District represents and warrants that:
  - i. any such FERPA Data released to Contractor has been released pursuant to, among other things, a limited exception under FERPA acting for the District as a "**School Official**" with a legitimate educational interest for the purposes of providing the Products; and
  - ii. District has complied fully with FERPA and, among other things, has specified at least annually in a FERPA notification to parents/guardians that it uses outside contractors/consultants as "School Officials" to provide certain institutional services and functions such as those set forth in this Agreement.
- f. Contractor shall function as a school official of the District and agrees to the following conditions, as required by 20 U.S.C. Section 1232g and 34 C.F.R. Section 99.31:
  - i. Contractor is performing a service or function for which the District would otherwise use employees;

- ii. Contractor is under the direct control of the District with respect to the use and maintenance of education records;
  - iii. Contractor is subject to the requirements of 34 C.F.R. Section 99.33(a) governing the use and re-disclosure of personally identifiable information from education records; and
  - iv. Contractor represents that it has the knowledge, skill and resources necessary to provide and maintain a web-based educational product or platform that is sufficiently secure and encrypted to protect confidential information.
- g. Contractor and District each represent and warrant that any COPPA Data and FERPA Data released and/or shared by Contractor and/or District for the purposes of this Agreement shall be covered by that party's respective agreement with the other party regarding FERPA Data and COPPA Data and no further agreement shall be needed by the other party for such release or sharing.
- h. Contractor and District agree that all such FERPA Data is provided on an "as is" basis and neither party shall be liable for any express or implied warranties, including but not limited to implied warranties of merchantability, non-infringement, and fitness for a particular purpose. Further, absent gross negligence or willful misconduct, neither party shall be liable to the other for any damages in whatever form or under any theory of liability for the "as is" data, even if advised of such.

27. **Data Transfer Protocol.** The District will assign a team representing technical and academic expertise ("District team") to work with Contractor to establish the automated data transfer. The project timeline, services provided by Contractor, and tasks required of the District Team will be finalized in a Statement of Work provided by Contractor and agreed upon by the District. Contractor will need to provide a detailed data definition and layout document that the District team will use to map their data system(s) to Contractor's data feed specification. At that point, Contractor will work with the District team to establish scheduled, automatic data transfers between the District student data system(s) and a secure file transfer protocol ("SFTP") site hosted by Contractor. Contractor will provide their data validation rules to the District team. Every time new data is published to the SFTP, Contractor will validate the data, load the successful records into the Contractor data system, and send an email to the District team notifying them of potential errors.

28. **Ownership and Protection of Confidential Information**

- a. By virtue of this Agreement and providing District with the Products, the parties may have access to information of the other party that is deemed confidential ("**Confidential Information**"). Confidential Information includes information, ideas, materials or other subject matter of such party, whether disclosed orally, in writing or otherwise, that is provided under circumstances reasonably indicating that it is confidential or proprietary. Confidential Information includes, without limitation, all business plans, technical information or data, product ideas, methodologies, calculation algorithms and analytical routines; and all personnel, customer, contracts and financial information or materials disclosed or otherwise provided by such party ("**Disclosing Party**") to the other party ("**Receiving Party**"). For the purposes of this agreement De-Identified Data will not be considered Confidential Information. Confidential Information does not include that which (a) is already in the Receiving Party's possession at the time of disclosure to the Receiving Party, (b) is or becomes part of public knowledge other than as a result of any action or inaction of the Receiving Party in violation of this Agreement, (c) is obtained by the Receiving Party from an unrelated third party without a duty of confidentiality, or (d) is independently developed by the Receiving Party.

Confidential Information means any and all information of either party disclosed or otherwise made available to or learned by the parties under this Agreement, which is designated as "confidential" or "proprietary" or which, under all of the circumstances, ought reasonably to be treated as confidential, and includes, but is not limited to, school data and, all school student records and personnel records of both parties.

Contractor, the District, and each school partner will maintain the confidentiality of any and all Personally Identifiable Information exchanged as part of the Agreement.

Confidentiality requirements will survive the termination or expiration of this Agreement. To ensure the continued confidentiality and security of student data, Contractor and school security plans will be followed.

- b. Ownership. Confidential Information of either party (and any derivative works thereof or modifications thereto) is and will remain the exclusive property of that party or its licensors, as applicable. Neither party shall possess nor assert any lien or other right against or to Confidential Information of the other party. No Confidential Information of either party or any part thereof, will be sold, assigned, leased, or otherwise disposed of to third parties by the other party or commercially exploited by or on behalf of Contractor, its employees, or agents.
- c. Method of Transfer. Contractor will employ industry best practices, both technically and procedurally, to protect the Data from unauthorized physical and electronic access during transfer.
- d. Restrictions on Use. The Receiving Party shall not use Confidential Information of the Disclosing Party for any purpose other than in furtherance of this Agreement, with the understanding that the Contractor also retains aggregate, de-identified, anonymized information for improvement, research and development purposes. The Receiving Party shall not disclose Confidential Information of the Disclosing Party to any third parties except as otherwise permitted hereunder. The Receiving Party may disclose Confidential Information of the Disclosing Party only to those employees, subcontractors or agents who have a need to know such Confidential Information and who are bound to retain the confidentiality thereof under provisions (including, without limitation, provisions relating to nonuse and nondisclosure) no less restrictive than those required by the Receiving Party for its own Confidential Information. The Receiving Party shall maintain Confidential Information of the Disclosing Party with at least the same degree of care it uses to protect its own proprietary information of a similar nature or sensitivity, but with no less than reasonable care under the circumstances. Each party shall advise the other party in writing of any misappropriation or misuse of Confidential Information of the other party of which the notifying party becomes aware.
- e. Exclusions. Notwithstanding the foregoing, this Agreement shall not prevent a party receiving a judicial order or other legal obligation from disclosing Confidential Information of the other party, provided that the other party is promptly notified and cooperates to allow intervention to contest or minimize the scope of the disclosure (including application for a protective order). Otherwise, neither Contractor nor any of its personnel may release confidential data or results if such data or results include individual person, District- or state-identifiable data or results, either directly or inferentially, unless agreed by the parties in writing on a case by case basis. Notwithstanding the foregoing, nothing in this Agreement shall limit Contractor's ability to use De-Identified Data for product development and research purposes as permitted under FERPA.
- f. Destruction of Confidential Information. At no cost to the party that owns the Confidential Information, the other party shall upon (a) written request by the owner at any time, and (b) upon termination or expiration of this Agreement, securely eliminate or return promptly in the format and on the media in use as of the date of the written request, all or any requested portion of Confidential Information that may be in the other party's possession or control.
- g. Breaches and Misuse. A Security Incident is a suspected, attempted, or imminent threat of unauthorized access, use, disclosure, breach, modification, disruption or destruction to or of District Data. In the event of a Security Incident, Contractor shall investigate the Security Incident, identify the impact of the Security Incident and take commercially reasonable actions to mitigate the effects of any such Security Incident. If the Security Incident results in a Security Breach, a documented, unsecured disclosure, access, alteration or use of the data, not permitted in this Agreement, which poses a significant risk of financial, reputational or other harm to the affected End User or the District, Contractor shall, (i) timely provide any notifications to individuals affected by the Security Breach that Contractor is required to provide, and, (ii) notify District of the Security Breach, subject to applicable confidentiality obligations and to the extent allowed and/or required by Applicable Laws. Except to the extent prohibited by Applicable Laws, Contractor shall, upon District's written request, provide



District with a description of the Security Breach and the type of data that was the subject of the Security Breach.

The parties will each cooperate fully in resolving any actual or suspected acquisition or misuse of Confidential Information.

29. In the event of termination by District or Contractor prior to completion of the contract, only the segment of fees attributable to non-licensing shall be subject to proration. Compliance with FERPA and COPPA is subject to survival of any provisions in accordance with their specific terms. Contractor obligations to comply with FERPA requirements will survive the expiration or termination of this contract.



**Unified School District No. 500  
Wyandotte County, Kansas**

**Request for Proposals  
Cellular Services and Devices 2024-2026**

**I. Background**

Unified School District No. 500, Wyandotte County, Kansas (USD 500 or District) is soliciting proposals for a 2-year Cellular Service and Devices Contract.

**II. Scope of Work & Key Deliverables**

USD 500 Technology and Information Services (TIS) Department is seeking a 2-year Cellular Service and Devices Contract.

This is for cellular service and cellular devices for “Smart” style cellular devices, each with at least 128GB storage capacity. The bid response shall include Apple iPhone 15 device costs, features and specifications, unlimited minutes, unlimited text messages, local and long-distance service, international service, and voicemail per month, per line/user. User identification for each line is to be included in the monthly printed billing invoice. Online billing information and access to a portal to view and manage invoices, devices, plan features, and plan usage is required.

Currently, there are 590 cell phone users with iPhone standard devices at 128 GB storage capacity. An additional 15 users require Pro devices at 256 GB storage capacity. These counts may fluctuate +/-.

This proposal is to include unit and extended pricing detail.

The total costs of all reoccurring and non-reoccurring charges must be explicitly specified.

Bid responders must be a direct service provider of the requested services and products. Bid responses submitted by vendors that are not direct service providers will not be considered.

**III. Required Qualifications**

USD 500 requires a vendor to meet the qualifications and specifications listed below:

- Vendors should include one-time and reoccurring costs in their proposals where applicable.
- Vendors must provide references from past clients for similar services/work.
- Vendors must provide documentation of financial stability.

**IV. Timeline for Implementation**

Contract term: 07/01/2024 to 06/30/2026

Project Timeline: Awardee vendor will allocate sufficient time to ensure seamless transition and 100% continuity of all bids detailed services on contract start date: 07/01/2024.

**V. Proposal Requirements**

An unbound original and five (5) bound copies of the bid proposals must be submitted with an electronic version (Flash drive) of the written proposal in PDF format. Please ensure that the electronic version of the proposal is labeled with Date, RFP Title and Vendor Name and packaged with the original copies of the response.

Proposals received after the due date and time will not be considered.

**Proposals may not be submitted by E-mail and facsimile.**

- Vendors will include one-time installation and reoccurring costs in their proposals where applicable.
- Proposals can include the pricing of individual items or alternate items if applicable but the District will favor comprehensive cost-effective solutions.

## **VI. Limitations**

This Request for Proposals (RFP) does not commit USD 500 to award any contract or pay for the preparation of any proposal submitted in response to this RFP. USD 500 may withdraw or amend this RFP in its entirety or in part, at any time if it is in the best interests of the organization to do so. This award is contingent upon the receipt of funding.

## **VII. Questions**

Questions concerning this solicitation should be emailed to Wayne Correll at [wayne.correll@kckps.org](mailto:wayne.correll@kckps.org). Questions are due by February 8, 2024, 12PM CST. Questions will be answered via addendum.

## **VIII. Evaluation of Proposals**

Each vendor proposal will be reviewed and scored against the criteria in the table below. A review committee with at least three members will evaluate the proposals. Each member of the committee will conduct a thorough, independent evaluation of each proposal. The committee will then meeting for a discussion after which members will have the option to revise their scores. The technical score will be determined by averaging each member's score in each category.

The award will then be made to the most technically acceptable proposal(s), scored on the following criteria:

### **1. Cost-Effectiveness (25 Points)**

- Overall pricing of plans and equipment (10 Points)
- Comparison of rates for voice, data, and text services (5 Points)
- Availability of volume discounts or special educational pricing (5 Points)
- Clarity of billing (5 Points)

### **2. Network Coverage and Quality (20 Points)**

- Coverage strength and reliability in areas critical to the District (10 Points)
- Speed of data services and call quality (5 Points)
- Network reliability (5 Points)

### **3. Device Options and Management (15 Points)**

- Variety and quality of available devices (5 Points)
- Options for device upgrades and replacement policies (5 Points)
- Device management tools for monitoring and controlling usage (5 Points)

### **4. Customer Service and Support (10 Points)**

- Availability of dedicated support for the District (4 Points)
- Responsiveness and effectiveness of customer service (3 Points)
- Availability of training or assistance for device and service usage (3 Points)

### **5. Security and Compliance (10 Points)**

- Security features available for devices and data services (4 Points)
- Compliance with relevant data protection and privacy regulations (3 Points)
- Policies and measures for lost or stolen devices (3 Points)

### **6. Additional Features and Services (10 Points)**

- Availability of additional services like international roaming or special apps (4 Points)
- Integration capabilities with existing District technology systems (3 Points)

- Customization options for the District's specific needs (3 Points)

**7. Vendor Reputation and Experience (5 Points)**

- Experience in providing services to educational institutions or large organizations (2 Points)
- Financial stability and market reputation of the vendor (2 Points)
- Reviews and references from current or past clients (1 Point)

**8. Contract Terms and Conditions (5 Points)**

- Flexibility and clarity of contract terms (2 Points)
- Provisions for service modifications, expansions, or terminations (2 Points)
- Penalty clauses for non-compliance or poor performance (1 Point)

~End~

## Attachment A – Proposal Submission Form

**Bid Title:** Cellular Services  
**Bid No.:** RFP 24-002

When completing this form, be sure to carefully read the RFP to understand all requirements, complete for every section with accurate information, attach any necessary documents like financial stability proofs, client references, and double-check your proposal for accuracy. Ensure submission by the stated deadline and keep a copy for your records. If you don't receive acknowledgment within a reasonable period, follow up with Wayne Correll, Director of Purchasing at [wayne.correll@kckps.org](mailto:wayne.correll@kckps.org). Accurate and timely submissions are crucial for consideration. Please prepare and order your proposal as follows:

### Section 1. Bidder Information

- 1.1 Contractor Name: \_\_\_\_\_
- 1.2 Contact Person: \_\_\_\_\_
- 1.3 Address: \_\_\_\_\_
- 1.4 Phone Number: \_\_\_\_\_
- 1.5 Email Address: \_\_\_\_\_

### Section 2. Proposal Summary

- 2.1 Introduction/Executive Summary
- 2.2 Overview of the proposed solution
- 2.3 Key benefits

### Section 3. Scope of Work & Key Deliverables

- 3.1 Details of cellular services and devices offered.
- 3.2 Description of plans, features, and specifications
- 3.3 Unit and extended pricing details

### Section 4. Cost-Effectiveness

- 4.1 Breakdown of overall pricing
- 4.2 Details of any discounts or special pricing

### Section 5. Network Coverage and Quality

- 5.1 Information on coverage strength, data speeds, and reliability

### Section 6. Device Options and Management

- 6.1 List of available devices
- 6.2 Upgrade and replacement policies
- 6.3 Device management tools

**Section 7. Customer Service and Support**

- 7.1 Description of support services
- 7.2 Training and assistance offerings

**Section 8. Security and Compliance**

- 8.1 Security features
- 8.2 Compliance with data protection regulations

**Section 9. Additional Features and Services**

- 9.1 Information on any additional services like international roaming

**Section 10. Vendor Qualifications**

- 10.1 Past client references
- 10.2 Financial stability documentation

**Section 11. Terms and Conditions**

- 11.1 Contractual terms
- 11.2 Service modification and termination provisions

**Section 12. Signature and Date**

12.1 Acknowledgement: By signing below, I acknowledge that all information provided is accurate to the best of my knowledge and that failure to respond to any request for information within this proposal may result in rejection of the proposal.

BY:	_____	DATE	_____
TITLE:	_____	FIRM:	_____