



## Request for Proposal (RFP) for

# Technical Support and Dispatch Services

**Bid Deadline: 2 p.m. EDT, September 17, 2020**

Newport Utilities requests bids to provide Technical Support and Dispatch services for its Fixed Wireless network to be completed and submitted to Newport Utilities by 2 p.m. EDT on September 17, 2020. Newport Utilities is not obligated to accept bids received after the time and date stated. Bidders are strongly encouraged to send proposals a couple days early to ensure on-time arrival, even when paying for expedited shipping.

Questions regarding this RFP should be directed to Donna Cureton, Newport Utilities Purchasing Agent at [DCureton@NewportUtilities.com](mailto:DCureton@NewportUtilities.com). All questions must be received prior to 1pm EDT August 14, 2020. Sealed bids should be delivered to Newport Utilities labeled "RFP: Support, Provisioning, Network Monitoring, and Dispatch".

### **Mailing/Physical Address**

Newport Utilities Attn: Purchasing  
170 Cope Blvd  
Newport, TN 37822



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## Introduction

Newport Utilities provides service to more than 21,500 customers in Cocke County and parts of Jefferson, Sevier, and Greene Counties. NU provides services covering an area of more than 600 square miles, 2190 miles of electrical distribution and 36.5 miles of electrical Transmission lines.

In 2017, Newport Utilities' Board of Directors adopted a business plan to provide broadband data, voice, and video services to most of its service area. The plan is divided into several phases utilizing Fiber and Fixed Wireless networks that will pass more than 21,000 potential business and residential customers. This RFP is for providing technical support for customers (combined tier 1 and 2), provisioning (CPE configuration and turn-up, plant documentation, support of field services personnel), network monitoring, and dispatch services specifically for the fixed wireless service areas.

## Assessment and Award

Newport Utilities reserves the right, without penalty and at its discretion, to accept or reject any proposal, withdraw this RFP, make no award, to waive or permit the correction of any informality or irregularity and to disregard any non-conforming or conditional proposal.

Newport Utilities is not obliged to accept the lowest priced proposal. Although critical, price is only one of the determining factors for the successful award.

Newport Utilities reserves the right to enter into contractual negotiations and if necessary, modify any terms and conditions of a final contract with the Bidder whose proposal offers the best value to Newport Utilities.

## Disclaimer

This RFP shall not be construed in any manner to create an obligation on the part of Newport Utilities to enter into any contract, or to serve as a basis for any claim whatsoever for reimbursement of costs for efforts expended in responding to this RFP. The scope of this RFP may be revised at the sole option of Newport Utilities at any time. Newport Utilities shall not be obligated by any proposals or by any statements or representations, whether oral or written, that may be made by Newport Utilities, except as provided for in a final approved signed agreement. Newport Utilities shall be held free from any liability resulting from the use or implied use of the information submitted in any proposal.

## Projected Schedule

All events and dates are subject to change.

RFP Event	Projected Schedule
Issue Technical Support and Dispatch RFP	August 26, 2020
Final Acceptance of Bidder Questions	September 3, 2020
RFP Proposals Due	September 17, 2020
Notification of Successful Vendor	September 19, 2020



Bidders are strongly encouraged to send proposals a couple days early to ensure on-time arrival, even when paying for expedited shipping.

Newport Utilities anticipates the turn up of friendly customers via fixed wireless in September of 2020. Newport Utilities and selected Bidder will work together to establish support documentation, standard operating procedures and conduct training.

## **Objective**

Newport Utilities seeks a partner with extensive experience and capabilities to provide technical support and dispatch services in the fixed wireless service provider industry. This RFP may be awarded for a 3-year term, with up to two possible 1-year extensions, for a total of 5 years or for a full 5-year term.

Technical support will be a combined tier 1 and tier 2 at the initial point of contact by phone or email.. Dispatch services consist of job assignment, crew monitoring, assistance of customer service and technical support personnel for non- standard scheduling of installations/onsites, and customer contact to provide updates/reschedule appointments as required. These services are to be provided via an exceptional customer service experience for both internal and external parties.

Bidders should provide bids for 3-year with possible extensions and 5-year options. Bidders are encouraged to submit pricing for their solutions in per subscriber and per call/email models for Newport Utilities' consideration. Pricing should be itemized by each service provided but can include bundle pricing as an addition.



## **Newport Utilities Culture**

Impressions of Newport Utilities are formed to a large degree by the words and acts of its employees and partners. Newport Utilities and its partners can provide virtually perfect service, but a few thoughtless remarks on the part of one employee of Newport Utilities or a partner can undo it all. It is imperative the Bidder understand and conform to Newport Utilities' culture and commitment to exceptional customer service. In the eye the customer, every employee is Newport Utilities.

### **Customers**

- Are not dependent on us; we are dependent on them.
- Are not an interruption of our work, they are the purpose of it; and we are not doing them a favor by serving them, they are doing us a favor by giving us the opportunity.
- Are not someone with whom to argue. Even though they may be misinformed or misled, they depend on us for information and help. They deserve both.
- Even though a customer may be rude or unreasonable, we must be tolerant and patient listeners.

### **Integrity**

Absolute honesty is expected of every Newport Utilities employee and partner. The customer who entrusts their family's welfare to us must have complete confidence in the service we provide and in the people who work for us.

### **Cooperation**

Newport Utilities is a business of human contacts with co-workers, partners, and customers. Success requires the ability to get along with people, to work well with others, and to show consideration for the other person regardless of their position. No one should assume the attitude that their responsibility is just one assigned task. We are all working for Newport Utilities and should welcome every opportunity to be of greater service.

### **Courtesy**

Our business, probably more than any other business, requires unflinching courtesy at all times. Ours is a business of service, and the manner in which the service is rendered is usually as important as the service itself. No act of a customer, no matter how much it may try our patience, can justify the breach of this rule. The practice of courtesy is also important in our relations with our co-workers, for only in being courteous can we expect to receive courtesy from others.

## **Network Overview**

Newport Utilities's broadband services will be provided via Fixed Wireless networks. For the Fixed wireless customers, Newport Utilities will use an LTE solution from Ericsson including Nokia wireless customer premise equipment (CPE) devices. The wireless network will be managed by Ericsson's network management system. ETI, in tandem with NiSC, (OSS/BSS) and Nokia HomeCare SaaS software will be used for CRM, service order creation and management, network documentation, trouble ticket creation, dispatch/escalation, and management, and tracking of Newport Utilities customer premise equipment (CPE). Newport Utilities will utilize an auto configuration server (ACS) platform (to be selected) to provide insight into the home network to better support its In-Home Managed WiFi. Newport Utilities intends to launch its fixed wireless service with Internet service only initially.



## Service Offerings Overview

### Residential

#### Data

Asymmetrical speeds up to 100Mbps/15Mbps, private or dynamic public IPv4 and a /120 IPv6

#### Additional Services

Managed WiFi: Wireless router, Wi-Fi extenders, available for data services

### Commercial

#### Data

Fixed Wireless: Tier 1 – Asymmetrical speeds up to 100Mbps/15Mbps, dynamic public IPv4, and /64 IPv6 subnet

Note, Newport Utilities will not provide email service as part of its residential and business Internet offering.

## Call Volumes

Estimated technical support call and email volume is approximately 3-5% of the customer base per month. The estimate combines tier 1 and tier 2 functionality as support personnel should provide both on all contacts. This is only an estimate and will depend on many factors including technical savviness of the customer base, stability of the network, etc.

The number of daily provisioning calls is currently unknown and will depend on the flow-through provisioning success rate.

The number of daily dispatch calls is currently unknown. Call volume is expected to be low.

Bidder must be able to scale to meet demand as customer base, installations, and dispatching needs increase.

## Contact Type Prioritization

Technical support calls and emails should be weighted to provide priority service based on account class and contact type.

- 1st priority – Outage Management calls (internal use – Bidder, Newport Utilities, and contractor use)
- 2nd priority – Business calls
- 3rd priority – Provisioning & Dispatch calls (internal use)
- 4th priority – Business emails
- 5th priority – Residential calls
- 6th priority – Residential emails

Provisioning and Dispatch calls should be prioritized above business emails and below business calls should the Bidder use blended staffing to provide those services.



## Service Definitions, Service Levels, and Requirements

The following section describes the services Newport Utilities seeks at a high level, including the scheduled hours of operation for each, examples of common daily tasks, requirements, and service levels to be meet. It should be noted that additional service level KPIs/thresholds and reporting needs may be added/changed as Newport Utilities gains a better understanding of its internal processes, systems, tools, and needs.

### Support (Provide Quotes for both of the following scenarios)

1. 24/7/365
2. 7am-Midnight/365

#### Description of Service / Definitions:

Customer Service – Newport Utilities will provide customer service functionality to include order entry for new service and move/add/changes (MACs), billing discussions, and payments.

Tier 1 - Consists of, but is not limited to, the following:

Account Verification	Subscription Verification	Customer Education
Promotion of Products	De-escalation of Irate Customers	Ticket Creation
Ticket Update	Ticket Escalation	Ticket Scheduling
Ticket Closure	Ticket Closure	Previous Ticket Review
Define Trouble Scope	Standard Troubleshooting	Bypass Customer Equipment
Issue Duplication/Replication	Pattern Analysis	(routers, surround systems, etc.)

Tier 2 – Consists of, but is not limited to, the following:

Provisioning Verification	CPE Operation	Port Lock/Unlock
Service Lock/Unlock	Reboot	De-provisioning
Re-provisioning	Advanced Troubleshooting	Outage Correlation

Tier 3 – Newport Utilities Engineering will provide tier 3 support. This includes specialized troubleshooting beyond tier 2, vendor engagement, and ticket updates/closure.

Supervisor Calls – Contact center’s leadership will be responsible for providing escalation call support for support agents. All escalations to leadership would need to be summarized and sent to Newport Utilities’ Network Support Manager for awareness.

First Touch Resolution - Resolution of a customer’s problem(s) during a single contact without transferring, calling the customer back, or escalation of the ticket (for onsite or to tier 3) and without additional contact from customer for the same issue(s) within 7 days.

SLA Service: A high priority service with agreed commitments between the client and service provider regarding quality, availability, penalties, and responsibilities for the service offering.

## Service Levels:

- 1) Incident service level commitments
  - a. First Touch Resolution rate of > 85%
  - b. Combined escalation and onsite rate: < 5%
  - c. Escalation of tickets to tier 3 that are not resolvable by tier 1/2 or an onsite (excluding tickets pending customer response/action)
    - i. Residential
      1. Service out: < 2 hours
      2. Other: < 4 hours
    - ii. Business
      1. Service out: < 1 hour
      2. Other: < 2 hours
    - iii. SLA
      1. Less than 20 minutes
  - d. Quality Control – Departmental: Pass 85% of QCs by scoring 85% or better
- 2) Phone contact service level commitments
  - a. Residential
    - i. Median Wait Time: < 20 seconds
    - ii. Average Wait Time: < 90 seconds
    - iii. Calls Abandoned Percentage: < 10%
  - b. Business
    - i. Median Wait: < 20 seconds
    - ii. Average Wait: < 60 seconds
    - iii. Calls Abandoned Percentage: < 5%
  - c. SLA
    - i. Median Wait Time: < 20 seconds
    - ii. Average Wait Time: < 60 seconds
    - iii. Maximum Wait: 90 seconds
    - iv. Calls Abandon Percentage: < 5%
- 3) Email contact service level commitments
  - a. Residential
    - i. Median Response Time: < 6 hour
    - ii. Average Response Time: < 12 hours
    - iii. Max Response Time: < 24 hours
  - b. Business
    - i. Median Response Time: < 30 minutes
    - ii. Average Response Time: < 60 minutes
    - iii. Max Response Time: < 120 minutes
  - c. SLA
    - i. Median Response Time: < 5 minutes
    - ii. Average Response Time: < 10 minutes
    - iii. Max Response Time: < 30 minutes



**Requirements:**

- 1) Provide exceptional customer service
- 2) Comply with Customer Proprietary Network Information (CPNI) rules and regulations to protect customer account, information, and identity
- 3) 99.99% availability and uptime of all call center services during scheduled hours of operation
- 4) Outbound Caller ID should display Newport Utilities' advertised phone number
- 5) From and Reply-To email addresses should respectively display Newport Utilities' advertised residential or business technical support email address based on type of customer contact
- 6) Document every customer contact to include issue, all troubleshooting performed, and resolution or other action taken
- 7) Provide Newport Utilities with access to email contacts, responses, and call recordings
- 8) Coordinate with Newport Utilities during times of outage to develop outage script and apply front-end outage messaging prior to hold queues to educate callers of outage/issue
- 9) Reporting
  - a. Call stat statistics – Daily and weekly to include but not limited to Offered Calls, Calls Answered, Median Wait, Average Wait, Abandon %, Median Abandon wait, Average Abandon wait
  - b. Email statistics – Daily and weekly to include number of Emails Received, Emails Processed, Median Response Time, Average Response Time,
  - c. QC – Weekly and monthly departmental level QC results
  - d. Incident statistics – Bidder will provide ticket reporting from ETI OSS/BSS to include, but not limited to, First Touch Resolution rate, Time to Resolution, etc.
- 10) Provide Newport Utilities with access to individual QCs and associated call recordings/emails and responses
- 11) Provide documentation of escalated calls (supervisor calls), resolution/results, and collaborate with authorized Newport Utilities employees to help resolve continuing issues.
- 12) Facilitate provisioning (troubleshooting, network documentation, etc.) and dispatching roles to assist field service personnel performing trouble calls during after-hours, weekends, and holidays.

**Service Levels:**

- 1) Phone contact service levels
  - a. Median Wait: < 20 seconds
  - b. Average Wait: < 60 seconds
  - c. % of call exceeding a certain time
- 2) Incident service levels
  - a. Resolve order in Fail Order Queue: < 15 minutes (tech onsite)
  - b. Resolve order in Fail Order Queue: < 60 minutes (no tech onsite)

**Requirements:**

- 1) Provide exceptional customer service
- 2) 99.99% availability and uptime of all call center services during scheduled hours of operation
- 3) Outbound Caller ID should display Newport Utilities' advertised phone number
- 4) Document every field contact to include issue, cause, and resolution
- 5) Provide access to call recordings



- 6) Reporting: Call stat statistics – Daily and weekly to include but not limited to Offered Calls, Answered Calls, Median Wait, Average Wait, Abandon %, Median Abandon wait, Average Abandon wait

## Dispatching

Hours: 8 a.m. – 5 p.m., Monday – Friday

### Description of Service / Definitions:

Dispatch staff will work in an authoritative role, in cooperation with the Field Services Manager, to assist with standard duties like:

Advising field tech of a new same day onsite	Advise and reroute field tech due to schedule change	Schedule monitoring for adherence (to ensure efficiency)
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They will assist customer service and technical support staff with non-standard scheduling of installations and trouble calls that may occur due to extenuating circumstances (limited availability, high priority services, customer demand, etc.)

Additionally, dispatch staff will be responsible for coordinating or updating customers for:

Schedule updates (arrive early/late)	Inclement Weather	Onsite Cancellations
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### Service Levels:

- 1) Median Wait: < 20 seconds
- 2) Average Wait: < 60 seconds

### Requirements:

- 1) Provide exceptional customer service to internal and external customers
- 2) Comply with CPNI rules and regulations to protect customer account, information, and identity
- 3) 99.99% availability and uptime of all call center services during scheduled hours of operation
- 4) Outbound Caller ID to customers should display Newport Utilities' advertised phone number
- 5) Document every customer/employee contact to include details of interaction
- 6) Provide access to call recordings
- 7) Reporting: Call stat statistics – Daily and weekly to include but not limited to Offered Calls, Calls Answered, Median Wait, Average Wait, Abandon %, Median Abandon wait, Average Abandon wait

## Inter-company Communications

Open communication between Bidder and Newport Utilities will be required to ensure project success. Bidder will be available for a weekly video/voice conference call to refine SOPs, discuss service-level metrics, work on continuing service issues, and other items of importance. Newport Utilities and Bidder will also work together daily through unscheduled video/voice calls, emails, and potentially instant messaging.

Newport Utilities requests Bidder accommodate periodic contact center visits for face-to-face meetings, communication, in-person observation, and ability to conduct Newport Utilities daily work while on site.



## Quality of Work

Bidder agrees to conform to Newport Utilities standards for exceptional customer service and quality of work. All work performed by Bidder is subject to review by qualified Newport Utilities employees. Some aspects of quality of work will vary by the service provided. Newport Utilities will work with the Bidder to set standards by providing train-the-trainer training regarding use of NiSC, ETI, applicable element managers, customer interaction, QC process, and other tools. Regular calibration meetings will be conducted to reaffirm standards of quality and provide feedback.

## Required Deliverables

### Executive Summary

Provide an executive summary (less than 2 pages) with the following:

- Why Newport Utilities should consider the Bidder for providing support, provisioning, network monitoring, and dispatch services
- Advantages the Bidder feels they provide for each service required
- Synopsis of Bidder's abilities to meet the requirements of this RFP

### Service Summary Compliance Sheet

Fill out and respond to Service Summary Compliance Sheet (p. 21) after ensuring familiarity with this RFP's necessary services, requirements, service levels, and reporting needs.

### Service Level Credits

Provide a suggested schedule for credits to be used when Bidder is unable to meet service level commitments.

### Company Overview

Provide an overview including the following information about your Company:

- Company name, date established, number of employees, business address, phone number, fax number, e-mail address
- Brief statement of the Bidder's background, demonstrating longevity and financial stability
- Strategic partnerships
- ☐ Lines of business conducted by company
- ☐ Description of any recent mergers or acquisitions (last 5 years)

### Financial Qualifications

Provide a narrative describing the firm's financial condition and willingness to undertake and complete the project proposed and to furnish equipment and services in accordance with this RFP. Any additional financial information not specifically requested that the Bidder believes would prove their financial condition should be provided.

Explain the financial position of the company. The audited balance sheets for the last three years should be submitted and must demonstrate the soundness of the Bidder's financial position, showing long-term profitability. Where necessary, Newport Utilities will make inquiries with the Bidder's bankers.



## Project Experience

Describe previous experience providing Newport Utilities' required services within the past five years. Preference will be given to those Bidders that can exhibit experience providing support, provisioning, network monitoring, and dispatching service for themselves and/or other service providers utilizing similar technology and networks for delivery of customer's services, demonstration of team stability, and commitment to exceptional customer service. Newport Utilities may contact other project owners as references. Include the following for current or past projects:

- Customer name, title, and contact information (phone and e-mail if available)
- Type of customer (rural telephone, electric utility, municipality, MSO, etc.)
- Contract start and finish dates
- Size of project (customers supported, monthly volume of calls, etc.)
- Adherence to contracted KPIs (first-touch resolve rate, wait times, abandon %, escalation %, etc.)
- Overall scope of the project
- Bidder's role in the project
- Present stage of the project
- Any unusual problems that had to be overcome or novel approaches employed

## Ability to Scale

Newport Utilities conservatively estimates approximately 3,500 business and residential subscribers at the end of its fixed wireless project. Describe the respondent's ability to support this project during start, ramp up, and maturity.

## Technology Specifications

Newport Utilities will provide Bidder remote access to ETI, and other customer management tools as needed. Preference would be over a site-to-site VPN.

Bidder is responsible for Automatic Call Distribution (ACD) and phone/email queues required to provide Support, Provisioning, and Dispatch services. Newport Utilities will forward calls from its Shortel IVRs to queue telephone numbers provided by the Bidder. Required queues are:

Support Residential  
Outage Management

Support Business  
Dispatch

Provisioning

Bidder should specify number of call paths available for each queue Newport Utilities will forward calls to.

## Additional Qualifications

Newport Utilities requests that each Bidder's proposal provides additional information and/or describe how they will meet each of the following items. Enough detail should be provided so their proposals can be thoroughly evaluated. The Bidder shall provide supporting explanations or additional information as requested by Newport Utilities.



Any questions regarding these requirements should be emailed to [ccalhoun@nuconnect.com](mailto:ccalhoun@nuconnect.com). Items requiring clarification are subject to be listed (along with the answer) on the website as an addendum to the RFP.

1. Describe contact center's physical location(s), staff structure, and current staff levels.
2. Describe staffing augmentation required for this project
3. Provide overview of contact center staff technical support experience, qualifications, education, and certifications. (median years of experience of frontline staff, percentage of frontline staff with applicable formal education, certifications, etc.)
4. Provide resumes for call center leadership staff (Team lead equivalent and above)
5. Provide management escalation path and contact information for Newport Utilities to utilize as needed.
6. Provide a detailed description of the automatic call distributor (ACD) hardware and software used for the proposed solution.
7. Describe any limitations on maximum number of queued calls or emails, maximum wait time, etc. of your ACD system.
8. Provide detailed information of redundancies and disaster recovery enactments in place to provide uninterrupted call center services.
9. Detail willingness and provide a plan to train Bidder's staff in use of Newport Utilities' OSS/BSS platform (ETI) for CRM, ticketing, order entry/review, scheduling, etc.
10. Detail willingness and provide a plan to train Bidder's staff in use of Newport Utilities' element managers, ACS platform, and future tools.
11. Describe commitment to ongoing and refresher training of Newport Utilities' systems and tools.
12. Describe mentoring and training processes to be used to meet QC goals. This should focus on both technical and behavioral aspects of the support process.
13. Provide details of awards, certifications, and/or other recognitions of Bidder providing exceptional customer service.
14. Provide details of Bidder's ability to provide required services in additional languages, if any.

## Added Value

This section asks the Bidder to provide any value-add services that the Bidder brings to the project that are not already covered in this RFP. Value add services may include additional services contained within base costs (i.e. ability to provide support via chat), existing SOPs that can be modified for the project, internally developed tools or software that provide benefit, etc.

Be as specific as possible.

## Evaluation Criteria

Newport Utilities intends to select and contract with the Bidder that demonstrates, in Newport Utilities' opinion, the highest degree of exceptional customer service, technical ability, and professional merit for this project. Newport Utilities will evaluate each response and make judgment based on the following factors:

- 1) Exceptional Customer Service – Newport Utilities will evaluate each Bidder's ability to meet or exceed Newport Utilities' commitment to exceptional customer service as detailed in the Bidder's RFP response.
- 2) Technical Competence – Newport Utilities will evaluate the respondent's integration of all activities and services required, qualifications, depth, and experience. Qualified staff will also be evaluated.



- 3) Relevant experience providing required services (self or other)
- 4) Bidder’s ability to meet all requirements of Service Summary sheet
- 5) Overall Cost - Newport Utilities will evaluate overall cost based on competitive pricing. Costs should be provided in per subscriber and per call models **for both 3-year with possible extensions and 5-year terms**. Costs should be broken down in detail for required services. Bidders are encouraged to consider creative cost structures that recognize the project’s small customer base at startup and cost effectively scale for growth.

If for any reason Newport Utilities and the Bidder cannot execute on an agreement, Newport Utilities will reevaluate the remaining firms and select the next qualified bidder.

## Service Summary Compliance Sheet

Check each service and task that Bidder will provide and fully meets Newport Utilities’ needs for all duties, requirements, service levels, reporting, etc. A detailed explanation for items or service levels the Bidder cannot provide should be provided separately.

### \_\_\_Support

- |                                  |                                     |                             |
|----------------------------------|-------------------------------------|-----------------------------|
| ___Account Verification          | ___Subscription Verification        | ___Customer Education       |
| ___Promotion of Products         | ___De-escalation of Irate Customers | ___Ticket Creation          |
| ___Ticket Update                 | ___Ticket Escalation                | ___Ticket Scheduling        |
| ___Ticket Closure                | ___Ticket Closure                   | ___Previous Ticket Review   |
| ___Define Trouble Scope          | ___Bypass Customer Equipment        | ___Standard Troubleshooting |
| ___Issue Duplication/Replication | (routers, surround systems, etc.)   | ___Pattern Analysis         |
| ___Provisioning Verification     | ___CPE Operation                    | ___Port Lock/Unlock         |
| ___Service Lock/Unlock           | ___Reboot                           | ___De-provisioning          |
| ___Re-provisioning               | ___Advanced Troubleshooting         | ___Outage Correlation       |
| ___Reporting                     | ___Service Levels and Requirements  |                             |

### \_\_\_Provisioning

- |                             |  |                             |
|-----------------------------|--|-----------------------------|
| ___Order Processing         | ___Review of Auto Provisioned Services | ___Accuracy Assurance       |
| ___Provisioning Corrections | ___Root Cause Analysis                 | ___Manual Provisioning      |
| ___Account/Plant Cleanup    | ___Facility Assignment                 | ___Complex Private Ethernet |
| ___CPE equipment            | ___Support Field Services              | ___IP Management            |
| ___Reporting                | ___Service Levels and Requirements     | ___Network Changes          |

### \_\_\_Dispatching

- |   |  |
|---|--|
| ___Advise Tech of New Same Day Onsite     | ___Advise and Reroute Tech Due to Change |
| ___Tech Schedule Monitoring for Adherence | ___Update Customer Early / Late          |
| ___Update Customer Inclement Weather      | ___Advise Customer of Cancellations      |
| ___Reporting                              | ___Service Levels and Requirements       |



# Service Summary Bid Sheet (3-year w/ possible extensions)

Pricing per month for 3-year term with up to 2 possible 1-year extensions

## Support

# of Subscribers	
< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

# of Contacts	
< 100	\$
100-249	\$
250-499	\$

## Provisioning

# of Subscribers	
< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

# of Contacts	
< 50	\$
50-99	\$
100-149	\$

## Extended Hours Provisioning

# of Subscribers	
< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

# of Contacts	
< 50	\$
50-99	\$
100-149	\$

## Dispatch

# of Subscribers	
< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

# of Contacts	
< 50	\$
50-99	\$
100-149	\$

## Extended Hours Dispatch

# of Subscribers	
< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

# of Contacts	
< 50	\$
50-99	\$
100-149	\$



# Service Summary Bid Sheet (5-year)

Pricing per month for 5-year term

## Support

### # of Subscribers

< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

### # of Contacts

< 100	\$
100-249	\$
250-499	\$

## Provisioning

### # of Subscribers

< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

### # of Contacts

< 50	\$
50-99	\$
100-149	\$

## Extended Hours Provisioning

### # of Subscribers

< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

### # of Contacts

< 50	\$
50-99	\$
100-149	\$

## Dispatch

### # of Subscribers

< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

### # of Contacts

< 50	\$
50-99	\$
100-149	\$

## Extended Hours Dispatch

### # of Subscribers

< 1,000	\$
1,000-2,499	\$
2,500-3,500	\$

### # of Contacts

< 50	\$
50-99	\$
100-149	\$



## **Contract Terms & Legal**

Newport Utilities reserves the right to reject any or all bids, to waive all informalities and/or irregularities in the bid, and/or accept/reject any proposal which may/may not be in its opinion in the best interest of Newport Utilities. This RFP does not commit Newport Utilities to pay any costs incurred in the preparation of a proposal or to procure or contract for services. Newport Utilities reserves the sole discretion to withdraw this RFP in its entirety at any time without prior notice.

All submittals in response to this RFP are subject to open record requests.

Respondents should understand that information provided in this RFP is intended solely to assist the respondent in preparing a submittal. To the best of Newport Utilities' knowledge, the information provided is accurate; however, there is no warranty expressed or implied. Furthermore, the respondent should be advised that omission of any bids received after the date stated may not be accepted.

No respondent shall be discriminated against based on race, gender, religion, national origin, ethnicity, sexual orientation, age, or disability in the solicitation, selection, hiring, or treatment of subcontractors, vendors, or suppliers. The respondent shall provide equal opportunity for subcontractors to participate in subcontracting opportunities. The respondent understands and agrees that violation of this clause shall be considered a material breach of this contract and may result in contract termination or other sanctions.

Newport Utilities intends to select and partner with the Bidder that demonstrates, in Newport Utilities' opinion, the highest degree of technical and professional merit for this project.



## **Instructions to Bidders (Companies Submitting RFPs)**

Each Bidder shall carefully examine all specifications, drawings, and other contract documents to familiarize themselves with all the RFP requirements, terms, and conditions thereof. Any information relating to the work furnished by the Owner or others, or failure to make these examinations shall in no way relieve any Bidder from the responsibility of fulfilling all of the terms of the contract, if awarded a contract.

No payment will be made for items not set up in the quotation, unless otherwise provided by contract amendment. All Bidders are cautioned that they should include in the prices quoted for the various bid items all necessary allowances for the performance of all work required for the satisfactory completion of the project.

Proposals that are submitted shall be clearly marked **“RFP: Support, Provisioning, Network Monitoring, and Dispatch”**

No emailed or facsimile proposals will be accepted.

**\*PLEASE SIGN THE FORMS LISTED BELOW, SCAN/SAVE AS PDF, AND RETURN VIA THE INSTRUCTIONS ABOVE.**

Checklist for Bidders:

- Contact Form
- Specifications Exception Form
- Indemnification Agreement
- No Bid Questionnaire



## RFP Contact Form

**Company**

**Address**

**Phone**

**Web address**

### **Contact 1 – Primary Contact/Project Manager**

Name

Title

Phone (mobile/direct)

Email

### **Contact 2 – Secondary Contact**

Name

Title

Phone (mobile/direct)

Email



## Specifications Exception Form

In the interest of fairness and sound business practice, it is mandatory that you state any exceptions taken by you to our specifications.

It should not be the responsibility of the Newport Utilities to search out information concerning the materials which you intend to furnish.

If your bid/quotation does not meet all of our specifications, you must so state in the space provided below.

Bids on equipment, supplies, services, and materials not meeting specifications may be considered by Newport Utilities; however, all deviations must be listed below.

Only person(s) who is/are authorized on behalf of the proposal, must sign the original RFP document in ink and include their title and position within the firm.

I do meet specifications.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

I do not meet specifications. *Exceptions are in the space provided.*

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

***Failure to submit this form with your bid/quotation will result in being rejected as unresponsive.***

**Exceptions (please list below and specify exceptions):**



## Indemnification Agreement

**The following indemnification agreement shall be and is hereby a provision of any contract.**

The successful Bidder/contractor agrees to indemnify, investigate, protect, defend, and save harmless Newport Utilities, its officials, officers, agents, and employees from any and all claims and losses accruing or resulting to any and all contractors, sub-contractors, supplies, laborers, and any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this contract and from any and all claims and losses accruing or resulting to any person, firm, or corporation which may be injured or damaged by the contractor in the performance of this contract. In any case, the foregoing provisions concerning indemnification shall not be construed to indemnify Newport Utilities for damage arising out of bodily injury to persons or damage to property caused by or resulting from the sole negligence of Newport Utilities or its employees. This indemnification shall survive the expiration or early termination of this contract.

Company: \_\_\_\_\_

Taxpayer ID: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Printed/Typed Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

*Failure to submit this form with your bid/quotation will result in being rejected as unresponsive.*



## No Bid Questionnaire

If you choose not to bid, please complete the questionnaire below and return it with your response by the bid opening date. Your assistance in helping us to analyze no bid rationale is very much appreciated. Thank You.

For the following reason(s), we are submitting a no bid:

\_\_\_\_\_ Services not supplied by our company

\_\_\_\_\_ RFP specifications (e.g. too restricted, not clear, etc.) - Please explain.

\_\_\_\_\_

\_\_\_\_\_ Profit margin on municipal bids is too low

\_\_\_\_\_ Past experience with Newport Utilities (e.g. payment delay, bid process, administrative problems, etc.) - Please explain.

\_\_\_\_\_

\_\_\_\_\_ Insufficient time allowed to prepare and respond to RFP

\_\_\_\_\_ RFP requirement (too large or small for our company)

\_\_\_\_\_ Priority of other business opportunities limit time/other resources available to deliver or perform according to bid specifications

\_\_\_\_\_ Other reason(s) - Please explain.

\_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_

(Signature)

\_\_\_\_\_

(Printed/Typed Name)

Title: \_\_\_\_\_ Date: \_\_\_\_\_