



OFFICE OF COUNTY MAYOR GLENN JACOBS

Procurement Division, 1000 N. Central Street, Suite 100, Knoxville, TN 37917

**Knox County Procurement Division
Addendum 1 to Request for Proposals No. 3042
Mobile Solutions**

Addendum Date: March 31, 2021

Buyer: Jay Garrison

Closing Date: April 16, 2021 @ 2:00 p.m.

The following is for clarification:

QUESTION 1: Can Knox County provide a current breakdown of the number of your current devices by model?

ANSWER 1: This information is not available at this time.

QUESTION 2: Can final bids be submitted via the portal or do hard copies have to be provided?

ANSWER 2: Per Section 1.11, electronic submittals will not be accepted.

QUESTION 3: Would Knox County be open to purchasing off of the current State of Tennessee Contract?

ANSWER 3: The intent of this Request for Proposals is for the County to enter into its own agreement with a service provider(s). No references to any other cooperative agreement shall be included in the proposer's response. This includes any current State of Tennessee contracts, other Tennessee local government contracts, NASPO, GSA, or other national cooperatives, etc.

The County currently has contracts with U.S. Cellular and Sprint. However, some departments utilize other providers through various State or cooperative agreements. This RFP will not alter those State or cooperative agreements. It will be the decision of the vendors to either submit a response to this RFP or to continue to utilize the other agreements that are in place. If a proposer that currently has a cooperative agreement in place submits a response, it cannot be tied to, or be contingent on, any of those agreements.

It will be the decision of the vendor to determine if they wish to submit a response to this RFP or to continue to provide services through another agreement.

QUESTION 4: Will award of this RFP be given to one sole provider or multiple providers?

ANSWER 4: Knox County may choose to make a single award or multiple award depending on which provides the best value to, and is in the best interest of, the County.

QUESTION 5: Can Knox County provide a list of locations with full addresses?

ANSWER 5: This information is not available at this time.

QUESTION 6: Can Knox County please clarify what is needed for this requirement? Describe ability to meet "emergency" requests for new equipment, services, etc. Is this referring to "Network Outages"?

ANSWER 6: No. This is regarding the replacement of equipment in case a device is damaged, lost stolen, etc. Services is relating to additional services such as cell on wheels, satellite phones, etc.



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QUESTION 7: Under Part III – Company Information, can Knox County clarify what is needed for the “Emergency service notification process”? Is this in reference to network outage notification process?

ANSWER 7: No. This refers to the process of notifying the contractor when equipment or services are needed on an emergency basis.

QUESTION 8: Since the below states National Cooperative Purchasing, I assume it is ok to submit State of Tennessee contract pricing?

ANSWER 8: No. See answer 3.

QUESTION 9: Is Knox County willing to extend the bid due date out 3 weeks from the date the questions are answered? There are many parameters to consider in this bid and there are answers needed to provide the best solution.

ANSWER 9: The deadline will not be extended.

QUESTION 10: Would Knox County provide a breakdown of device types and quantities? Number of Aircards, GPS tracking, Satellite Phones, MiFis, Tablets, Smartphones etc.

ANSWER 10: See Answer 1.

QUESTION 11: Would Knox County modify the Pricing Sheet to include all requested services and devices? Example: GPS, Mifi, Satellite Phones, unlimited Smart Phone plans, unlimited feature phone plans, etc.

ANSWER 11: No. The pricing sheet is merely for evaluation purposes only. Proposers are to submit a discount percentage off of list price for all products and services offered. The County requests that a single discount percentage be offered for all products and services.

QUESTION 12: To best answer 4.2.3 Network, please provide the Knox County facility addresses where the devices will be used. Vendor must provide network coverage to all Knox County facilities which include, but are not limited to: All Knox County, Knox County Sheriffs Office, Knoxville/Knox County Community Action Committee, and Knox County School locations. Vendor must also state local, regional and national coverage areas and provide coverage maps, along with any known “dead areas”, with their response.

ANSWER 12: There are multiple addresses for Knox County Government. A comprehensive list is not available at this time. We are merely asking for a coverage map of the County showing actual coverage areas and “dead areas” as well as coverage areas both regionally and nationally.

QUESTION 13: Would Knox County clearly define the specifications of Section 5.7 as it relates to GPS units and services (fleet services, equipment, vehicles, etc.)? In addition, who is your current provider for GPS/telematics services?

ANSWER 13: The County is merely seeking information for the services you provide. It is up to the proposer to describe the services offered.

QUESTION 14: How many vehicles and or assets will be included in this project? Can that number change over time to include more vehicles or assets? Will they all be deployed at once or in phases? If they are phases, please provide the anticipated deployment scope.



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- ANSWER 14: This information is not available at this time. The County is not seeking to add these services at this time. We are merely seeking information on the services offered. The County does not guarantee any quantities of any device or service to be bought under this contract.
- QUESTION 15: Will there be a requirement to track assets other than vehicles such as generators, trailers, etc.? If yes, what assets would you like to track? Trailers, heavy duty equipment, generators and road signs are few examples of the assets we track.
- ANSWER 15: Not at this time. The main purpose of this RFP is to provide cellular communication for County departments. Other products and/or services may be purchased on an as needed basis.
- QUESTION 16: Please advise how many spare devices, air phones, etc., MIFIs, spare phones Knox County is looking for?
- ANSWER 16: A set number of backup devices is not known at this time. It would be at a department's request if needed. This can be negotiated with the successful proposer(s) after an award is made.
- QUESTION 17: Please clarify the website functionality requirement, what is specifically meant by, "...customizable website for the Knox County account."
- ANSWER 17: Customizable in this case refers to the ability of a user to log in to a dedicated Knox County department's account and see products offered with the correct pricing as well as the ability to view their account, make changes, place orders, etc.

End of Addendum 1.

Please acknowledge Addendum I in your response.

A handwritten signature in blue ink, appearing to read "Jay Garrison".

Jay Garrison, CPPO, CPPB
Knox County Procurement