

STATE OF NEW HAMPSHIRE
Department of Administrative Services
Division of Procurement and Support Services
Bureau of Purchase and Property
State House Annex
Concord, New Hampshire 03301

Date: October 1, 2020

NOTICE OF CONTRACT

COMMODITY: WIRELESS CELLULAR AND DATA SERVICES

CONTRACT NO.: 8002751 NIGP: 839 0000

VENDOR: NH #1 Rural Cellular, Inc. (U.S. Cellular) VENDOR #: 289867
8410 W. Bryn Mawr Ave. Suite 700
Chicago, IL 60631

CONTACT PERSON(S): Traci Sullivan, Business Account Sales Executive

Tel. No.: (603) 264-1616

E-Mail: traci.sullivan@uscellular.com

Option #2: Primary Customer Support/Billing Requests

E-Mail: Stateofnewhampshire@uscellular.com

(800) 819-9373

Option #3: U.S. Cellular New England Support Specialist

Email: BSSSNewEngland@uscellular.com

EFFECTIVE FROM: October 1, 2020 through March 31, 2023

PAYMENT & TERMS: Payments shall be made via Procurement Card (P-Card –Credit Card) or ACH*.

*If the agency is enrolled in the Pcard Program, payments shall be made via Pcard.

INVOICING AND REPORTING REQUIREMENTS:

Invoices and reports are required throughout the duration the Contract as denoted below.

- Monthly Reports

The Contractor shall provide a Monthly Summary Report detailing services provided under this contract to both the Department of Administrative Services, Bureau of Plant and Property and the Department of Information Technology - Statewide Telecommunications. Included in the Monthly Summary Report shall be all cellular telephone numbers subscribed to the State, billing program used, monthly cost, usage cost, data usage, telephone minute usage, date of the last usage, equipment provided (including make/model/serial number/telephone number), telephone "owner", State agency responsible for billing and contact person. **The State shall not be required to use any Contractor associated website as the main source to gather this information. The contractor may provide website access as an additional tool to the State of New Hampshire but is not to be used in lieu of any reporting requirements.**

The report shall also highlight any device that has been inactive for sixty (60) days or more. That State shall work with the agency and Contractor to determine if these devices shall be removed from service.

- Invoicing Services

Invoicing Services shall consist of the costing of all Contractor provided services. Contractor shall detail all charges and provide extended definitions of itemized charges. Bulk charges shall be rejected by the State. A separate invoice shall be available for each telephone subscribed to each State office. The State may require that multiple telephones be billed on a single account. In such cases, the Contractor shall place charges on a single master bill.

Invoices shall be submitted on a monthly basis, inclusive of the first bill cycle day of the month to the last bill cycle day of the month in which the services have been performed. Charges will be pro-rated by the numbers of days in service when partial month services occur.

- Invoice Details

All monthly reports and invoices shall be itemized including details for every Contractor billable item, inclusive of basic monthly charges, minutes of use, excess minutes of use, call detail inclusive of city/town location and telephone number called. All call records must be listed in sequential order by date of call.

- Invoice Corrections

The Contractor shall provide within ten (10) working days after notification, any corrective data requested by the State. This shall include replacement reports, corrective information on balances and credits and any other change of service information required for bill back to agencies by the State.

- Invoice and Report Delivery Timeframe

Invoices and Reports shall be delivered on or prior to 25 days subsequent to the monthly bill cycle. The State shall not be held liable for service performed without the receipt of properly filed invoices, reports and supporting information. Invoices shall be forwarded directly to State users, and may be forwarded as a group to same addresses when directed by the State.

- Account Balances

The Contractor shall maintain all records of payments, credits and balances.

- Accuracy of Invoices

Contractor shall be responsible to justify all charges to the State. Invoices must be reviewed for accuracy prior to delivery to the State. All billing information provided to the State must reflect same information. Paper invoices and electronic reports shall reflect same call detail, record count, call and service cost. Conflicts between support data and paper billing shall be considered incomplete billing and payment held until proper support information provided by the Contractor.

- Paper

Invoices shall be provided on paper. It is preferable that invoices also be available electronically, delivered by e-mail, or downloadable from an Internet web site.

- Electronic Media

Monthly reports shall be provided in electronic PC format with all files provided as Open Data Base Compliant (ODBC) ASCII flat files. All such reports shall be e-mailed to designated Contract Administrator, or alternate addresses when provided by the State.

SCOPE OF SERVICE:

Traditional cellular telephone services shall allow users to directly dial any telephone number which is available through the Public Branch Exchanges as available from Local Exchange Carriers, Competitive Local Exchange Carriers, Long Distance Carriers and competitive Cellular Telephone Service providers. Access to any telephone subscriber number shall not be restricted. Services shall include typical "off the shelf" features and telephone operation. Equipment provided for use with this service shall be referred to as Traditional Cellular Telephone (TCT) equipment. One (1) free voice device shall be offered for each user one (1) time per line. Otherwise devices shall be eligible for upgrade at prices included in any awarded contract.

ISP ACCESS DATA SERVICES:

Contractor shall provide data transport at multiple speeds, limited by the use of Contractor technology. Common terminology is third generation (3G) fourth generation (4G LTE) service and fifth generation (5G).

SMARTPHONE SERVICES:

A SmartPhone is defined as a mobile phone with advanced capabilities including PC-like functionality with access to text messaging, e-mail, web browsing, take and display photos and videos, and data storage. Phones must be capable of accessing Microsoft Exchange Server and include Personal Digital Assistant (PDA) capabilities including calendaring. Access shall be provided throughout the Contractor footprint of the continental United States. Equipment functionality must include the ability to open MS Excel, MS Word and Adobe Acrobat files. Currently systems running iOS are the only accepted operating systems, though this may change and the Contractor needs to be flexible with this evolving technology. Equipment provided for use with this service shall be referred to as SmartPhone (SM) equipment. One (1) free SmartPhone device for each accepted operating system specified shall be offered for each user per line. The free device shall sustain the End of Life support of the SmartPhone's manufactures as it relates to update support. For example, if a device is not able to update to the latest operating system (OS) then a new free device shall be provided. The Contractor shall permit the upgrade of devices annually at no cost. Otherwise, devices shall be eligible for upgrade at prices included in the Exhibit C.

One (1) free SmartPhone sample device shall be provided to the Department of Information Technology (DoIT), Director of Technical Support, for a ninety (90) day evaluation and use approval prior to distribution to users. Devices shall be returned to the Contractor after evaluation. Rejected devices shall be replaced with DoIT approved devices.

Contractor shall provide State of NH employees access to the State of NH Mobile Device Management solution at no additional cost or change in plan regardless of whether it is a personal or State of NH device.

ACCESSORIES:

All telephones provided by the Contractor shall be complete and ready to use with the following attachments:

- Standard Wall Charger
- 12-volt Car Charger
- Choice of cell phone case (including belt clip holster or belt clip carrying case)
- Bluetooth earpiece/headset
- Screen protectors for SmartPhones

- Hand Held Portable Telephones

Traditional Cellular Telephones shall allow use of each service feature proposed by the Contractor and incorporate hands free talk-back, corded earpiece, graphic display, internal call directory and other common phone features. A base phone shall be provided at no charge, with optional feature phones for purchase.

Contractor shall provide a full range of SmartPhones offering iOS, Android and Microsoft operating systems (though at this time the ONLY approved devise is the iOS).

- ISP Access Data Equipment

Contractor shall provide Internet access equipment inclusive of Sierra Wireless Aircards, Novatel Wireless Ovation or equipment with same performance and similar features, designed for use with laptop, mobile or stationary data equipment. Contractor shall provide a full physical, operating and

technical description of each device offered.

- Machine-to-Machine

Contractor shall provide services allowing wireless and wired systems; such as vehicle tracking, game cameras, etc. Any lines utilized under this plan shall be a separate account from any other voice or data plan.

- Bluetooth Equipment

Contractor shall provide devices and accessories compatible with Bluetooth, hands-free, equipment. Hands-free equipment shall also be offered at a minimum discount for the entire term of any awarded contract.

- Existing Equipment

Equipment currently owned by the State, when compatible, shall be serviced by the Contractor. Services shall include equipment programming, repair as available from the Contractor, removal and installation of equipment in State vehicles, and operational instructional assistance.

- Equipment Maintenance and Warranty

The Contractor shall have at their disposal installation and support technicians to provide support services for all equipment supplied by the Contractor. All equipment shall remain fully functional throughout the duration of the contract. Any equipment purchased by the State shall be provided with a three (3) year warranty, resulting in free of charge repair or replacement of any device that becomes faulty. Replacement of such devices may be with a certified like new device. Replacement shall be provided within three (3) State business days of notification. It will be acceptable through the course of the term of service to substitute alternate equipment as manufacturers discontinue products and introduce new equipment. Acceptance of such equipment shall be at the discretion of the State.

As an alternative, the Contractor may propose one year equipment warranty with equipment replacement available for each year of the Contract, resulting in complete equipment coverage for the entire duration of the Contract.

- Quality of Equipment

All equipment provided shall be new or of factory refurbished like new quality. The State retains the right to reject any equipment which does not provide a showroom appearance and equivalent operation.

- Insurance

The Contractor may propose equipment insurance providing replacement of lost, stolen or damaged telephones. Insurance shall be at the option of the State and not a requirement of the Contractor.

- Security

The Contractor shall maintain network security at all times, disallowing network facility access by unauthorized users. When fraudulent use is detected, the Contractor shall contact the State and discontinue service for a designated telephone number if directed by the State.

PURCHASE ORDERS:

The State may email, mail, or fax Purchase Orders (PO) as requests for service. Contractor shall accept State Purchase Orders whenever used. If a PO is used the applicable contract number shall be referenced in the body of the PO.

ORDERING PROCEDURE:

Telephoned Requests

State agencies may call the Contractor at any time between 8:00 A.M. and 4:30 P.M., Monday through Friday, to request services. The Contractor shall respond and provide appropriate service as requested, and allowed under the Contract, with the exception of Smartphones. Only Smartphones previously approved by the State Department of Information Technology shall be provided. No tablets may be purchased under this Contract.

- The Contractor shall be responsible to provide to DoIT-Statewide Telecommunications, a monthly report in Microsoft Excel to track each Smart Phone issued and/or in-use under this contract identifying (at a minimum) the device model, serial number, Agency/User assigned the device, date of issuance, date of termination, and date equipment returned to Contractor.
- **INITIAL SERVICE REQUESTS:**
- The Contractor shall contact designated State agencies to perform a service needs analysis as directed by the State at the initiation services. The Contractor shall meet with each designated agency to determine the count and type of telephones, service program and delivery of replacement services. The needs analysis shall be completed prior to deployment. A complete deployment plan including agency, end user, telephone number, equipment supplied, cost and cost plan shall be provided to the Department of Information Technology (DoIT) Telecommunications Section prior to deployment.
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- Political sub-divisions and authorized non-profit organizations shall utilize their own individually established ordering procedures.

RETURNS:

Return Authorization credits shall be provided without penalty for faulty equipment.

- Contractor shall provide the State with a single point of contact and address for the return of equipment.
- Contractor shall be responsible for all shipping charges for faulty equipment returned.
- Defective telephones, accessories and associated equipment shall be replaced within three (3) State business days from notification of failure. Such service shall be available to State users by placing a single telephone call to the Contractor.
- The Contractor shall be responsible to accept all equipment returned following the termination of a line or the upgrade of a device.

For a more information, please reference the entire contract 8002751

PRICING:

BASIC VOICE – NO TEXT OR DATA

200 Minutes	400 Minutes	Unlimited
\$10.00	\$20.00	\$23.00

BASIC VOICE- INCLUDING TEXT & DATA

1000 Minutes	Unlimited
\$32.50	39.99

SMARTPHONE

4 GB w/ Unlimited Minutes	Unlimited Data Plan
\$32.50	\$39.99

4G MOBILE BROADBAND ACCESS/HOTSPOT

2 GB	5 GB	10 GB	Unlimited
\$19.80	\$30.00	\$35.00	\$39.00

TELEPHONE & EQUIPMENT COSTS

ITEM	CATEGORY	MANUFACTURER OR DESCRIPTION	MODE/VERSION	INITIAL COST PER ITEM**	Replacement COST per ITEM***
Traditional Cellular Telephone	TCT	ANS	F30	\$ 0.01	\$ 79.92
Traditional Cellular Telephone	MS	Inseego	MiFi 7000	\$ 0.01	\$ 191.52
Mobile or Stationary Data Access Equipmen for PC Laptop Support	MS	Inseego	MiFi 7000	\$ 0.01	\$ 191.52
USB Wireless Broadband Card	MS	Inseego	MiFi 7000	\$ 0.01	\$ 191.52
Smart Phone	SP	Apple	iPhone 8	\$ 0.01	\$ 448.80
Smart Phone Mobile Antivirus and Mobile anti-Malware Protection antivirus only available on Android	SP	Device Protection +	Standard Plan	\$ 9.99	\$ 9.99
Standard Wall Charger	TCT			No Charge	Incl w/each new device
Fast Charge Wall Charger	SP	Ventev	Wallport RQ1300	\$ 22.49 after disc *	
12-volt Car Charger	TCT/SP	Ventev	Dashport	\$ 26.24 after disc *	
Wireless Charger	SP	Samsung	Battery Pack 10K	\$ 44.49 after disc *	
Cell Phone Power Pack	SP	Mophie	Powerstation 5K	\$ 29.99 after disc *	
Cell Phone Case (includes Belt clip holster type)	TCT/SP	Otterbox	Defender	\$ 37.49 after disc *	
Corded Earpiece (Ear-bud)	TCT			No Charge	Incl w/each new device
Bluetooth Earpiece/Headset	SP	Plantronics	Explorer 80 Series	\$ 29.99 after disc *	
Traditional Cellular Telephone	TCT	Kyocera	Dura XA	\$ 199.99	\$ 249.99
Traditional Cellular Telephone	TCT	LG	Wine LTE UN220	\$ 149.99	\$ 228.00
Traditional Cellular Telephone	TCT	Sonim	XP3 Camera	\$ 199.99	\$ 240.00
Traditional Cellular Telephone	TCT	Sonim	XP3 Camera Non-Camera	\$ 199.99	\$ 240.00
Traditional Cellular Telephone	TCT	Sonim	XP5s	\$ 249.99	\$ 339.00
Smart Phone	SP	Apple	iPhone 8 Plus 64GB	\$ 99.00	\$ 549.86
Smart Phone	SP	Apple	iPhone 8 256GB	\$ 149.00	\$ 599.86
Smart Phone	SP	Apple	iPhone 8 Plus 256GB	\$ 249.00	\$ 699.86
Smart Phone	SP	Apple	iPhone XR 64GB	\$ 49.99	\$ 599.00
Smart Phone	SP	Apple	iPhone XR 128GB	\$ 99.99	\$ 649.00

Smart Phone	SP	Apple	iPhone XR 256GB	\$ 199.99	\$ 749.00
Smart Phone	SP	Apple	iPhone XS 64GB	\$ 449.00	\$ 899.00
Smart Phone	SP	Apple	iPhone XS 256GB	\$ 599.00	\$ 1,049.00
Smart Phone	SP	Apple	iPhone XS 512GB	\$ 799.00	\$ 1,249.00
Smart Phone	SP	Apple	iPhone XS Max 64GB	\$ 549.00	\$ 999.00
Smart Phone	SP	Apple	iPhone XS Max 256GB	\$ 699.00	\$ 1,149.00
Smart Phone	SP	Apple	iPhone XS Max 512GB	\$ 899.00	\$ 1,349.00
Smart Phone	SP	Apple	iPhone 11 64GB	\$ 249.00	\$ 699.00
Smart Phone	SP	Apple	iPhone 11 128GB	\$ 299.00	\$ 749.00
Smart Phone	SP	Apple	iPhone 11 256GB	\$ 399.00	\$ 849.00
Smart Phone	SP	Apple	iPhone 11 Pro 64GB	\$ 549.00	\$ 999.00
Smart Phone	SP	Apple	iPhone 11 Pro 256GB	\$ 699.00	\$ 1,149.00
Smart Phone	SP	Apple	iPhone 11 Pro Max 64GB	\$ 649.00	\$ 1,099.00
Smart Phone	SP	Apple	iPhone 11 Pro Max 256GB	\$ 799.00	\$ 1,249.00
Smart Phone	SP	Apple	iPhone 11 Pro Max 512GB	\$ 999.00	\$ 1,449.00
Smart Phone	SP	Google	Pixel 3 64GB	\$ 399.99	\$ 699.99
Smart Phone	SP	Google	Pixel 3 128GB	\$ 499.99	\$ 799.99
Smart Phone	SP	Google	Pixel 3 XL 64GB	\$ 499.99	\$ 799.86
Smart Phone	SP	Google	Pixel 3 XL 128GB	\$ 599.99	\$ 899.86
Smart Phone	SP	Google	Pixel 3a	\$ 0.01	\$ 199.00
Smart Phone	SP	Google	Pixel 3a XL	\$ 79.00	\$ 279.00
Smart Phone	SP	Google	Pixel 4 64GB	\$ 499.99	\$ 799.00
Smart Phone	SP	Google	Pixel 4 128GB	\$ 599.99	\$ 899.00
Smart Phone	SP	Google	Pixel 4 XL 64GB	\$ 599.99	\$ 899.00
Smart Phone	SP	Google	Pixel 4 XL 128GB	\$ 699.00	\$ 999.00
Smart Phone	SP	LG	K40	\$ 0.01	\$ 179.99
Smart Phone	SP	LG	K8s	\$ 0.01	\$ 149.99
Smart Phone	SP	LG	Stylo 4	\$ 79.99	\$ 269.86
Smart Phone	SP	LG	X Venture	\$ 99.99	\$ 360.00
Smart Phone	SP	LG	G8 ThinQ	\$ 499.99	\$ 799.99
Smart Phone	SP	LG	V40 ThinQ	\$ 599.99	\$ 899.86
Smart Phone	SP	Motorola	E5 Play	\$ 0.01	\$ 168.90
Smart Phone	SP	Motorola	E6	\$ 0.01	\$ 168.90
Smart Phone	SP	Motorola	G7 Play	\$ 0.01	\$ 210.00
Smart Phone	SP	Samsung	A10e	\$ 0.01	\$ 180.00
Smart Phone	SP	Samsung	A20	\$ 49.99	\$ 270.00
Smart Phone	SP	Samsung	Galaxy A50	\$ 0.01	\$ 349.99
Smart Phone	SP	Samsung	Galaxy S9	\$ 199.99	\$ 499.99
Smart Phone	SP	Samsung	Galaxy S10e 128GB	\$ 299.99	\$ 599.99
Smart Phone	SP	Samsung	Galaxy S10e 256GB	\$ 449.99	\$ 749.86
Smart Phone	SP	Samsung	Galaxy S10 128GB	\$ 449.99	\$ 749.99
Smart Phone	SP	Samsung	Galaxy S10 Plus 128GB	\$ 549.99	\$ 849.99
Smart Phone	SP	Samsung	Galaxy Note 10	\$ 649.99	\$ 949.99
Smart Phone	SP	Samsung	Galaxy Note 10 +	\$ 799.99	\$ 1,099.99

			256GB		
Smart Phone	SP	Samsung	Galaxy Note 10 + 512GB	\$ 899.99	\$ 1,199.99
Smart Phone	SP	Samsung	Galaxy S20 5G 128GB	\$ 699.99	\$ 999.99
Smart Phone	SP	Samsung	Galaxy S20 Plus 5G 128GB	\$ 899.99	\$ 1,199.99
Smart Phone	SP	Samsung	Galaxy S20 Plus 5G 512GB	\$ 1,049.99	\$ 1,349.99
Smart Phone	SP	Samsung	Galaxy S20 Ultra 5G 128GB	\$ 1,099.00	\$ 1,399.00
Smart Phone	SP	Samsung	Galaxy S20 Ultra 5G 512GB	\$ 1,299.00	\$ 1,599.00
Smart Phone	SP	Sonim	XP8	\$ 399.99	\$ 699.99

*\$50 Accessory credit may be used towards purchase of accessories for any new lines and existing paygo lines with a rate plan or usage > \$29.99

** Upgrade cost (annually) is equivalent to initial cost per item

*** Replacement cost is defined as cost for item purchased outside of new line or line upgrade (annually)

ITEM	CATEGORY	MANUFACTURER OR DESCRIPTION	COST	% DISCOUNT	LABEL
Pay as You Go plan Add ons:					
PAY-AS-YOU-GO-TEXT MESSAGING	TCT/SP		\$ 0.10	\$ -	\$0.10 per msg
TEXT MESSAGING 250	TCT/SP		\$ 4.95	\$ -	\$4.95 for 250 msgs, \$0.10/text overage
TEXT MESSAGING 750	TCT/SP		\$ 9.95	\$ -	\$9.95 for 750 msgs, \$0.10/text overage
UNLIMITED TEXT MESSAGING	TCT/SP		\$ 14.95	\$ -	SMS msg
UNLIMITED TEXT/PIX/VID MESSAGING	TCT/SP		\$ 19.95	\$ -	
UNLIMITED MOBILE TO MOBILE	TCT/SP		\$ 10.00	\$ -	
UNLIMITED MESSAGING	TCT/SP		\$ 10.00	\$ -	
5 GB SMRTPH DATA VERTICAL	SP		\$ 24.95	\$ -	\$9/GB overage
UNL (22 GB) SMRTPH DATA VERTICAL Data speed slowed after 22GB LTE	SP		\$ 26.95	\$ -	No overage
First Responder Plan (UNL Voice, Msg, UNL LTE data - no throttling) for Police, Fire and Ambulance Service Providers	SP/MSD		\$ 39.99	\$ -	Police, Fire, Ambulance Svc providers
UNL Voice & MSG & 1GB Data speed slowed after 1GB LTE	TCT/SP		\$ 30.00	\$ -	
UNL Voice & MSG & 5GB Data speed slowed after 5GB LTE	SP		\$ 32.50	\$ -	
UNL Voice & MSG & 25GB Data speed slowed after 25GB LTE	SP		\$ 39.99	\$ -	
2GB LTE data only plan	MSD		\$ 19.80	\$ -	
5GB LTE data only plan	MSD		\$ 30.00	\$ -	

10GB LTE data only plan	MSD		\$ 35.00	\$ -	
Government UNL Data Only Plan with 25GB LTE data	MSD		\$ 39.00	\$ -	
\$50 accessory credit for any new and existing lines with rate plan or usage > \$29.99					
M2M Pooled 512KB	MSD		\$ 2.80	\$ -	\$1/MB overage
M2M Pooled 1MB	MSD		\$ 3.50	\$ -	\$1/MB overage
M2M Pooled 2MB	MSD		\$ 4.50	\$ -	\$1/MB overage
M2M Pooled 3MB	MSD		\$ 5.00	\$ -	\$1/MB overage
M2M Pooled 4MB	MSD		\$ 6.00	\$ -	\$1/MB overage
M2M Pooled 5MB	MSD		\$ 7.00	\$ -	\$1/MB overage
M2M Pooled 10MB	MSD		\$ 8.00	\$ -	\$1/MB overage
M2M Pooled 25MB	MSD		\$ 12.00	\$ -	\$1/MB overage
M2M Pooled 50MB	MSD		\$ 15.50	\$ -	\$1/MB overage
M2M Pooled 250MB	MSD		\$ 20.00	\$ -	\$1/MB overage
M2M Pooled 1GB	MSD		\$ 23.00	\$ -	\$15.36/GB
M2M Pooled 5GB	MSD		\$ 40.00	\$ -	\$15.36/GB
M2M Pooled 10GB	MSD		\$ 60.00	\$ -	\$15.36/GB

QUESTIONS:

Direct any questions to Erica Brisson, 603-271-7272 or Erica.Brisson@DAS.NH.Gov