

DEPARTMENT OF THE NAVY

NAVY EXCHANGE SERVICE COMMAND
3280 VIRGINIA BEACH BOULEVARD
VIRGINIA BEACH, VA 23452-5724

IN REPLY REFER TO

K:WF

February 18, 2003

REQUEST FOR QUOTE

NNA250-03-Q-0021

From:	Contract Specialist	NEXCOM
Questions?	Phone: (757) 631-3782 Fax: (757) 631-4506	3280 Virginia Beach Boulevard Virginia Beach VA 23452
RFQ Number	NNA250-03-Q-0021	Quote due on or before March 28, 2003
Date:	February 18, 2003	
Subj:	Prepaid Phone Card	7 Pages (including this one):

1. PURPOSE

This is a Request for Quote (RFQ) for the contractor to furnish prepaid phone cards to the Navy Exchange Iceland. The awarded contractor will supply the specific prepaid card for phone calls originating from Iceland calling to the United States, and other countries listed herein.

2. GENERAL INFORMATION

The Navy Exchange Service Command (NEXCOM) has a requirement for a vendor to provide a low rate per minute prepaid phone card. Cards are to be shipped upon request to Navy Exchange, Naval Air Station, Keflavik, Iceland, on an indefinite quantity/ indefinite delivery basis. Products delivered during the performance of the contract must conform to the products provided as samples and as approved by NEXCOM.

3. TYPE OF LICENSE AGREEMENT

It is NEXCOM's intent to grant a non-exclusive contract to provide prepaid phone cards as specified in the agreement. NEXCOM reserves the right to offer other prepaid calling products services to NEXCOM customers through current or future contracts.

4. EVALUATION FACTORS FOR AWARD

a. A single award will be made to that offeror submitting the proposal that is found to represent the "Best Value" to NEXCOM. Award will be made to the responsive, responsible offeror whose proposal is acceptable based on the following evaluation factor:

- (1) Offers the lowest rate per minute from Iceland to the United States

b. **Preferred Items:** Additionally, proposals offering any of the below preferred items will be evaluated more favorably than proposals that do not offer preferred services.

- (1) Offers co-branded prepaid cards
- (2) Offers the prepaid phone card with vending capability
- (3) Offers the exchange a leased vending machine
- (4) Offers POP signing for the selling of the card
- (5) Offers a commission payable to NEXCOM

5. SUBMISSION OF OFFERORS PROPOSAL

The following section is a description of what NEXCOM expects the offeror to include in its proposal.

- (1) Business Plan - explain how the contractor's program for NEXCOM will meet NEXCOM's requirement as outlined in this Request for Quote.
- (2) Describe the models and types of prepaid cards that will be provided. Include in your description an overview of phone and network features.
- (3) Contractor is required to submit three (3) samples of the providers current prepaid cards with their proposal. Samples will be destroyed after testing and not paid for by NEXCOM.
- (4) References: Contractor must provide at least two (2) references attesting to the quality of the products and services provided. Reference information must contain the name, title, business name, address, telephone and facsimile numbers, and e-mail address if available.
- (5) The offeror must provide the retail price per minute from Iceland to the countries listed below and to the countries listed to Iceland:
 - (a) United States
 - (b) United Kingdom
 - (c) Philippines
 - (d) Italy
- (6) Offeror must list any pay phone/mobile surcharges that would be additional to the fixed line price per minute.

6. DURATION OF CONTRACT

This contract shall become effective on date of award and shall remain in effect for a one (1) year period, unless extended or terminated in accordance with other provisions herein.

7. CONTRACT RENEWALS

Following the initial term, renewals of this agreement may be exercised at the sole discretion of NEXCOM. NEXCOM may exercise up to two one-year renewal options and shall indicate its renewal intentions no less that four (4) weeks prior to expiration the agreement. Such preliminary

notice does not obligate NEXCOM to renew. A license agreement modification will be issued to implement any renewal options.

8. SAMPLES

Contractor is required to submit three (3) samples of the provider’s current prepaid cards with its proposal. Samples will be destroyed after testing and will not be paid for by NEXCOM.

9. SCHEDULE OF SUPPLIES

Item	Description	Estimated Quantity*	Price Per Minute
0001	\$20 Prepaid Phone Card	300	
	Preferred Item		Commission Amount
0002	Commission Per Card Denomination		

*The quantities stated above are estimates only.

10. PREPAID CARD REQUIREMENTS / DESCRIPTION OF SERVICE

The contractor will furnish a low rate price per minute prepaid phone card to the Navy Exchange Iceland with the following specifications and features:

- (1) **Requirements / Specifications**
 - (a) The contractor will be required to provide a \$20 denomination prepaid card for the purpose of calls originating from Iceland to the following countries: United States, United Kingdom, Philippines and Italy.
 - (b) The price per minute must match or be lower than like products offered on the local market. The denomination of the prepaid card must be priced in US currency. In addition the price per minute must be decremented in US

currency from the balance remaining on the prepaid card.

- (c) All toll free access numbers for international countries calling back to the US must be printed on the back of the prepaid card. Instructions for using the prepaid card as well as the expiration date notice must be printed on the back of each prepaid card.
- (d) Network availability will be 99.99%. Completed calls will be a minimum of 95%, with the expectations of busy or no answer conditions being no greater than 5% of call attempts.
- (e) No monthly fee, surcharges, hidden charges or minimum charges may be applied to the price per minute or face value of the card when using card from a land line phone.
- (f) Set up time for calls before the voice prompt announcements will be no longer than 4 seconds from completion of customer dialing. Call connection from the number dialed to the first ring will be no longer than 8 seconds.
- (g) Transmission quality will be industry standard level for voice transmission.
- (h) Debiting will not begin until the called party answers and will be in one minute increments.
- (i) Contractor warrants all merchandise / services to be merchantable and fit and sufficient for the use intended.
- (j) Contractor is required to submit three (3) samples of the provider's current prepaid cards with its proposal.

(2) **Prepaid Phone Card features** - (call-back prepaid cards are not authorized):

- (a) Toll free access number
- (b) English speaking customer service 24 hours a day, seven days a week
- (c) Expiration date – twelve (12) months from the date of the first use
- (d) Prepaid card will be US currency priced and price per minute will be decremented in US currency
- (e) Ability to use the prepaid card from cellular phones
- (f) All printed material on the prepaid card must be in English

11. ORDERING REQUIREMENTS

- a. The quantity stated in paragraph 9 above is an estimate only. NEX Keflavik may at its option, order more or less than the quantity shown. NEX Keflavik is obligated to purchase only those quantities actually ordered, received and accepted.
- b. Upon receipt of an order, the contractor will ship the quantity ordered within ten (10) days from the date of receipt of the order from the exchange.

- d. Prepaid cards can be shipped either activated or not activated, in either case, the value of the package must be insured. The contractor is responsible for all costs associated with the shipment of prepaid card orders to NEX Keflavik.
- e. The contractor is responsible for complying with all custom directives and regulations, payment of all custom duty and obtaining appropriate documentation to substantiate compliance.
- f. The contractor agrees to have approximately 500 of the authorized stock assortment available for immediate shipment to satisfy the bulk of expected customer demand.
- g. Returns: NEXCOM will deduct the cost of all returned prepaid cards from any payment due the contractor.
- h. Contractor will be charged back from the ordering facility for prepaid cards that are found to be damaged or defective, and these cards will be returned.
- i. Upon contract expiration or termination, the ordering facility will return and charge back the contractor for all unused prepaid cards.

12. INVOICING

- j. NEX Keflavik, Iceland will provide a purchase order to the contractor. The contractor must include the purchase order number with each shipping document.
- k. The contractor will process the request for activation if the cards arrive deactivated and once cards are activated, contractor will process invoice for payment.
- l. The invoice will contain: Contractor name and address, phone number, payment address, item description, quantity activated, prepaid card denomination, total due in US dollars.
- m. NEXCOM will pay the invoice within 45 days after receipt of merchandise.

13. DELIVERY REQUIREMENTS:

Upon receipt of an order, the contractor will ship the quantity ordered within ten (10) days after receipt of order. All merchandise should be delivered to:

U.S. Navy Exchange
U.S. Naval Air Station
Keflavik, Iceland

14. PREFERRED SPECIFICATIONS

It is NEXCOM's desire to have the following items included in the resultant agreement:

(1) It is preferred that the contractor furnish a co-branded (Navy Exchange and provider's logo) prepaid card. All items that bear the NEXCOM logo, design or name that may be produced by the successful, furnished with packaging or appear on the physical card will not be sold or released to another party. This prohibition includes, but is not limited to, quality control rejects, production overruns and overstocks. The items may be sold only if repackaged with the brand logo design or name removed.

(2) It is preferred that the contractors market the prepaid card. Explain in detail how the contractor will market and promote its products to prospective customers. Include a description of market channels that will be utilized and the strategies that will be employed.

(3) It is preferred that contractor provides appropriate point-of-purchase (POP) signing for NEXCOM provided prepaid card vending machines. This consists of POP adhesive fronts for the Opal D and DD series prepaid vend card machines for the purpose of marketing the \$20 prepaid vend card. The graphics must be approved by NEXCOM.

(4) A \$20 prepaid card made of material capable of being sold through D and DD Series Opal Vending machines. The prepaid card should be manufactured of 10-ml gauge plastic at a minimum and sealed with cellophane so the product can be sold from vending machines.

(5) A commission payable to NEXCOM per card denomination.

(6) In order to fully expand merchandising capabilities it is preferred that the contractor furnish co-branded vending cards and vending machines for operation or provide a separate lease option.

15. EMPLOYMENT OF NON-U.S. CITIZENS

- a. The Immigration Reform and Control Act of 1986 (IRCA), Public Law 99-603 (8 U.S.C. 1324a) requires employers to verify the eligibility of individuals for employment to preclude the unlawful hiring, or recruiting or referring for a fee, of aliens who are not authorized to work in the United States.
- b. By its performance of this contract, the contractor certifies it has and will comply with IRCA, to include that it has verified the identity and employment eligibility of any individual employed who is or may be employed by the contractor and works under this contract. The contractor certifies further that it will ensure that current and proposed subcontractors employing four or more individuals are in compliance with IRCA prior to the award of any subcontract for work under this contract.
- c. Questions regarding compliance under the Act may be directed to U.S. Department of Justice, Immigration and Naturalization Service.

16. THE GENERAL PROVISIONS

(NEXCOM Publication No. 61) are hereby incorporated by reference with the same force and effect as if set forth in full herein. The complete text of the General Provisions is available upon request or can be accessed via the Internet at {www.navy-nex.com}.

RFQ responses are due on/or before **28 March 2003 @ 2:00 PM.** Faxed responses are acceptable

If you have any questions, please contact NEXCOM at (757) 631-3311.