



CITY OF SAN ANTONIO

FINANCE DEPARTMENT – PURCHASING DIVISION

ADVERTISEMENT ONLY

Solicitation Type and Name: Request for Proposals for Telecommunications Billing Audit and Correction Services for Information Technology Services Department.

Solicitation Number: 6100004132, RFP-2014-009

Description: The City of San Antonio, Information Technology Services Department (“City”) seeks Proposals from qualified Telecommunications Consultants interested in providing the services as described in this RFP.

This RFP is being tendered to allow the City to obtain Proposals for Telecommunications Billing Audit and Correction Services. The City utilizes telecommunications services for over 12,000 employees located in over 400 facilities throughout San Antonio, Texas. These services include local voice (single- and multi-line); PBX and Central Office Exchange; 311 non-emergency reporting; disaster routing and network reconfiguration services; long distance services; Internet connection services; private lines; WAN/LAN copper and optical services; mobile wireless data; mobile wireless voice; paging services, and cable television services. The City currently spends over \$6 million annually with various providers for all leased and contracted communications services.

The purpose of this Request for Proposal (RFP) is to seek the assistance of a qualified Telecommunications Consultant to provide Telecommunications Billing Audit and Correction Services. These services include, but are not limited to, the following:

- Perform a physical inventory of all carrier-provided telecommunication circuits and equipment, Internet service provider connections, and cable television service connections
- Review all landline and wireless telecommunication services contracts, Internet access agreements, and cable/video service contracts and verify proper billing of services
- Review monthly invoices for landline and wireless telecommunications services, Internet access service, and cable/video service and identify over or under charges, incorrect pricing, inapplicable regulatory fees, inappropriate taxes, coding errors, and other billing discrepancies
- Review company tariffs, online service guidebooks, industry billing coding manuals, state and federal regulations, and other relevant documents to verify proper billings
- Request correction of wrongly billed services and recovery of all overpaid amounts
- Negotiate as agent for City to maximize recovery of billing over charges
- Provide recommendations for future savings based on the reconfiguration of carrier-provided telecommunications services, substitution of services, or other changes in service delivery (as applicable)
- Provide monthly reconciliation reports to ITSD financial staff as well as ad-hoc reporting as needed

The objective of the billing audit is to identify billing irregularities and potential overcharges for the period for which records are available and to establish a baseline for past and future billings. The baseline will be used to identify fundamental problems and develop an action plan to correct discrepancies including the recovery of any overbilled/overpaid amounts.

Respondents must not be engaged in a business relationship with any of the telecommunications carriers listed in this solicitation or their affiliates such that there would be a conflict of interest in the Respondent's ability to work on behalf of the City for the term of this agreement.

Applicable Product Categories: 91804

Date Issued: March 5, 2014

Due Date & Time: April 7, 2014, at 2:00 p.m. (Central Time)

Pre-Submittal Conference: Conference will be held at the Information Technology Services Department, Back Conference Room, 515 S Frio Street, San Antonio, TX 78207, at 9: 00 a.m., Central Time, on Monday, March 17, 2014. Respondents are encouraged to prepare and submit their questions in writing five (5) calendar days in advance of the Pre-Submittal Conference in order to expedite the proceedings. City's responses to questions received by this due date may be distributed at the Pre-Submittal Conference and posted with this solicitation. Attendance at the Pre-Submittal Conference is optional, but highly encouraged.

Staff Contact Person: William Flint, Procurement Specialist 3, william.flint@sanantonio.gov

Evaluation Committee Voting Members:

Anthony A. Brooks, Assistant Director, Information Technology Services Department
Bart Mulcahy, Senior IT Manager, Information Technology Services Department
Melanie Seale, Assistant Director, Finance Department
Randy Schneider, Senior IT Manager, Information Technology Services Department

Pursuant to Section 011 – Restriction on Communications, Respondents are prohibited from communicating with: 1) elected City officials and their staff regarding the RFP or proposals from the time the RFP has been released until the contract is posted as a City Council agenda item; and 2) City employees from the time the RFP has been released until the contract is awarded.

Exceptions to the Restrictions on Communications:

Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until **10:00 a.m.**, Central Time, on **Thursday, March 20, 2014**. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail.

William Flint, Procurement Specialist III
City of San Antonio, Information Technology Services Department (ITSD)
william.flint@sanantonio.gov

Questions submitted and the City's responses will be posted with this solicitation.

To view this solicitation, go to <https://supplierservice.sanantonio.gov/irj/portal>. If you have not completed the City's SAePS Vendor Registration, you must do so in order to view the solicitation and submit a response.

TO REGISTER: You will need to complete the vendor registration by accessing the SAePS Vendor Registration at <http://www.sanantonio.gov/purchasing/SAePS.aspx>. Questions regarding registration may be submitted to the SAePS Hotline at: (210) 207-0118 or by email at: vendors@sanantonio.gov

Note: After you have successfully registered, you will need to send an email to the staff contact person requesting to be added to the solicitation vendor distribution list.