



REQUEST FOR PROPOSALS No. 19-056

Mobile Wireless and Data Services

ISSUED: August 6, 2019

CLOSING DATE AND TIME:

Submissions must be received at the Closing Location on or before:
3:00 PM (15:00 hrs) Local Time on August 29, 2019

Regional District of Nanaimo (RDN) Contact for Questions:

Gary Jurasek, Manager, IT, GIS & Innovation

Email: gjurasek@rdn.bc.ca

Phone: (250) 390-6532

Questions are requested at least five (5) business days before the closing date.

Proposals will not be opened in public



Instructions to Proponents

Closing Date/Time/Location

Submissions must be received at the closing location on or before 3:00 PM (15:00 hrs), Local Time, on August 29, 2019. Select one (1) of the Submission Methods below:

1. By Email: With "19-056 Mobile Wireless & Data Services" as the subject line at this electronic address: gjurasek@rdn.bc.ca

Please note: Maximum email file size limit is 20MB, or less.

2. By hand/courier delivery: One (1) copy of the Proposal along with one (1) electronic copy of the Proposal on a USB stick should be enclosed and sealed in an envelope clearly marked: "19-056 Mobile Wireless & Data Services" delivered to the:

Regional District of Nanaimo
Main Reception – 2nd Floor
6300 Hammond Bay Road
Nanaimo, B.C., V9T 6N2
Attention: Gary Jurasek, Manager, IT, GIS & Innovation

Should there be any differences between the hard copy and the electronic copy, the hard copy will prevail. Proposals received by facsimile are not accepted.

Amendment to Proposals

Proposals may be amended in writing and sent via email at gjurasek@rdn.bc.ca on or before the closing. Such amendments should be signed by the authorized signatory of the Proponent.

Addenda

If the RDN determines that an amendment is required to this RFP, the RDN will post the Addendum on the RDN (www.rdn.bc.ca) and BC Bid (www.bcbid.gov.bc.ca) websites. Each addendum will be incorporated into and become part of the RFP. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the RDN. It is the sole responsibility of the Proponent to check and ensure any and all amendments are included prior to submitting their final Proposal submission.

Withdrawal of Proposals

The Proponent may withdraw their Proposal at any time by submitting a written withdrawal email at gjurasek@rdn.bc.ca on or before the closing.

Unsuccessful Vendors

The District will offer debriefings to unsuccessful Proponents, on request, at a mutually agreeable time.



1. INTRODUCTION

The purpose of this Request for Proposal is to solicit submissions from qualified firms for the provision and activation of devices using cellular voice and data services. It may include continuation or replacement of existing cellular devices with the Regional District's current service provider. The RDN is looking for an agreement term of 60 months. The RDN reserves the right to modify or negotiate the final terms of the contract.

2. BACKGROUND

The RDN's IT Department manages all cellular and wireless data requirements throughout the RDN on behalf of the End User departments. Based on spend data over the past three years, the RDN's average annual spend has been approximately \$100,000.00 per year on wireless devices and mobility contracts. Past purchases are no guarantee of future purchases, which could be more or less than past expenditures, depending on budgets, age of the equipment, and replacement schedules.

Historically the RDN has utilized Apple and Samsung mobile phones and mobile devices. The RDN's expectation is that successful resellers have most of these established brands available at competitive pricing.

In most cases, deliveries are to be made to the RDN's IT department located at 6300 Hammond Bay Road, Nanaimo, B.C. On occasion, delivery may be requested directly to the customer site.

Current Device Totals

Smart Phones	Mobile	Data Only	TOTAL
132	6	35	173

The RDN has 132 smartphones, 6 mobile phones, 35 mobile devices cards for a total of 173 devices on shareable data contract. Of these lines, there are approximately 106 that have outstanding device balances that total about **\$27,377.66**. It is expected that any transition plan would take this into consideration as part of the proposal. The RDN expects to add between 10 and 20 additional devices per year.

The RDN is looking for a minimum of 3 Gigs of shared data per month and a minimum of 250 voice minutes per month. Flexible plans that allow growth would be considered a benefit to the RDN.

3. PROPOSAL EVALUATION

This RFP will be evaluated as follows:

Plan Features, Administration, Hardware, Form of Agreement	30%
Price	30%
Experience, Reputation and Resources	25%
Transition Plan / Operational Continuity/Conversion Costs	15%



The RDN currently enjoys the following contracted features and will be measuring the proposals against this baseline.

General:

- Service cost provided independently of device costs, no device subsidy
- No charges for device activations, number changes, cancellations, or other service changes
- Ability to place a percentage of lines in “vacation disconnect” mode, to retain numbers for long periods of inactivity
- Ability to place “data blocks” on non-data lines, at no additional cost
- Ability to provide destination-specific time limited voice and data roaming plans to limit costs when travelling outside of Canada
- Online account management, providing Excel exports of all lines, including number, cost, usage, assignee, description, and manager/cost center
- Semantic PDF billing, allowing in-house app to automatically split and distribute the PDF by responsible internal program
- Local reseller support for activations, service changes, warranty service. No charge delivery / pickup.
- Dedicated account representative, regular account health engagements
- Lone worker alert solution, providing timed check-ins, “man down” detection, location, and 4/7 monitoring service
- Usage-based rebates, initial no-charge device upgrade allotment
- 200 line commitment, with plan price adjustments if commitment falls 80% below this level

Voice:

- 250 pooled/shared minutes per line
- No charge Voicemail, Caller ID, Conference Calling, Call Waiting, Call Forwarding,
- 411e
- No charge SMS/MMS
- No charge in-plan calling
- No charge evenings and weekends
- No charge “instant forward” where required

Data:

- Pooled/shared data, tethering included
- Data plans for telephones allocated per line at either 1GB or 500MB
- Automatically tiered data plans for tablets, mobile internet sticks, etc
- Visual Voicemail

Desirables

The following items are not currently provided, but will be evaluated favorably in this RFP:

- Newly purchased devices to be provided initially unlocked at no additional cost
- Additional pooled data plan tiers (e.g. 2GB, 3GB, 5GB, 10GB) allowing equitable distribution of costs for high-use data lines as pooled data becomes exhausted
- Unlimited or lower cost long distance



- Reduce risk posed by line commitment should there be a substantial change in the

Proposals submitted should be in enough detail to allow the RDN to determine the Proponent's qualifications and capabilities from the documents received. The selection committee, formed at the RDN's sole discretion, will score the Proposals in accordance with the criteria provided.

The RDN may evaluate proposals on a comparative basis by comparing one proponent's proposal to another proponent's proposal. The RDN reserves the right to not complete a detailed evaluation if the RDN concludes the proposal is materially incomplete or, irregular or contain any financial or commercial terms that are unacceptable to the RDN.

The selection committee may proceed with an award recommendation or the RDN may proceed to enter into negotiations with the highest evaluated proponent with the intent of developing an agreement. If the parties after having bargained in good faith are unable to conclude a formal agreement, the RDN and the Proponent will be released without penalty or further obligations other than any surviving obligations regarding confidentiality and the RDN may, at its discretion, contact the Proponent of the next best rated Proposal and attempt to conclude a formal agreement with it, and so on until a contract is concluded or the proposal process is cancelled.

The RDN reserves the right to award the assignment in whole or in part or to add or delete any portion of the work. Throughout the evaluation process, the evaluation committee may seek additional clarification on any aspect of the Proposal to verify or clarify the information provided and conduct any background investigation and/or seek any additional information it considers necessary.

4. PROPOSED PURCHASE CONTRACT

With your submission, please include a draft copy of your corporate agreement for the RDN to review as a basis for evaluation and negotiation.

5. GENERAL CONDITIONS

5.1 No Contract

By submitting a Request for Proposal and participating in the process as outlined in this RFP, proponents expressly agree that no contract of any kind is formed until a fully executed contract is in place.

5.2 Privilege Clause

The lowest or any proposal may not necessarily be accepted.

5.3 Acceptance and Rejection of Submissions

This RFP does not commit the RDN, in any way to select a preferred Proponent, or to proceed to negotiate a contract, or to award any contract. The RDN reserves the right in its sole discretion cancel this RFP, up until award, for any reason whatsoever



The RDN may accept or waive a minor and inconsequential irregularity, or where applicable to do so, the RDN may, as a condition of acceptance of the Submission, request a Proponent to correct a minor or inconsequential irregularity with no change in the Submission.

5.4 Conflict of Interest

Proponents shall disclose in their Proposals any actual or potential Conflict of Interest and existing business relationships it may have with the RDN, its elected officials, appointed officials or employees.

5.5 Solicitation of Board Members and RDN Staff

Proponents and their agents will not contact any member of the RDN Board or RDN Staff with respect to this RFP, other than the RDN Contact named in this document.

5.6 Litigation Clause

The RDN may, in its absolute discretion, reject a Proposal submitted by Proponent, if the Proponent, or any officer or director of the Proponent is or has been engaged either directly or indirectly through another corporation in legal action against the RDN, its elected or appointed officers and employees in relation to:

- (a) any other contract for works or services; or
- (b) any matter arising from the RDN's exercise of its powers, duties, or functions under the Local Government Act, Community Charter or another enactment within five years of the date of this Call for Proposals.

In determining whether to reject a Proposal under this clause, the RDN will consider whether the litigation is likely to affect the Proponent's ability to work with the RDN whether the RDN is likely to incur increased staff and legal costs in the administration of this Contract if it is awarded to the Proponent.

5.7 No Claim for Compensation

Proponents are solely responsible for their own expenses in preparing and submitting a Proposal and for any meetings, negotiations, or discussions with the RDN. The RDN will not be liable to any Proponent for any claims, whether for costs, expense, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP. Proponents agree that by participating in the RFP process they have no claim for compensation.

5.8 Ownership of Proposals

All Proposals, including attachments and any documentation, submitted to and accepted by the RDN in response to this RFP become the property of the RDN.

5.9 Freedom of Information

All submissions will be held in confidence by the RDN. The RDN is bound by the Freedom of Information and Protection of Privacy Act (British Columbia) and all documents submitted to the RDN will be subject to provisions of this legislation. The successful vendor and value of the award is routinely released.