REQUEST FOR PROPOSAL

Mobile Wireless and Data Services

Issue date: May 19, 2017

Closing Location:
City Hall
715 Main Street
P.O. Box 640
Humboldt, SK S0K 2A0

Closing Date and Time:
Proposals must be received prior to:
4:00 pm on June 15, 2017

City Contacts:
Lori Yaworski,
Accountant Supervisor
Telephone: (306) 682-2525 Ext. 302
Email: finance@humboldt.ca
OR
Sandra Pauli,
Director of Corporate Services
Telephone: (306) 682-2525 Ext. 311
Email: sandra.pauli@humboldt.ca

This is a request for proposal (RFP) only. The City of Humboldt is not obligated or construed as obligated to proceed further. The City of Humboldt may at its sole discretion elect not to accept any submission for any reason.
Invitation:
The City of Humboldt is seeking proposals from qualified mobile wireless and data providers for the provision of cellular voice/data services, as detailed herein.

Introduction:
The City of Humboldt is a growing and vibrant community with an estimated population of 6,500 residents. Over the past few years, the City has experienced significant growth and has undertaken significant efforts to evaluate its operations to increase its effectiveness and efficiency.

As a corporation, the City of Humboldt has approximately 90 employees, including Management employees and members of the Canadian Union of Public Employees.

Instructions to Proponents

Scope of Proposal
The City is requesting proposals to provide a selection of Cellular Telephone and Cellular Data services that will address the requirements of the City for a 3 year term, but is open to considering a shorter or longer term.

Cellular Service
Cellular service plans should include the provision of voice and data cellular services for cell phone, smartphone, tablets and data modem devices for the connection of laptop computers. Plans should be able to include either or both, voice and data components for an individual device. We would expect a certain amount of stability with the cellular services. The billing fees for the service plans on an individual device shall be submitted in an easily readable monthly statement, and should include identification of the user and City account information.

A hardware upgrade eligibility plan for the existing devices is welcome. Explain any device cancellation fees for individual and all devices in the plan. Record the minimum number of each type of device within the plan.

Voice Cellular Service Plan
The service provider will provide the voice cellular services based on rate plans that include the specific services set out in Schedule 1. The provider will have a published coverage map for the services that can be viewed on a public website. Separately billable components for monthly access, number of minutes of local air time, local calling, long distance calling, and roaming should be included in each monthly statement. Include any other offers that will be advantageous for the users of the plan.
Schedule 1 - Voice & Text Messaging
A monthly plan per device for minutes/text messaging:
• Reasonable amount of voice minutes (currently we have 300)
• Pooled minutes with other devices within the plan
• Unlimited weekend calling between hours specified by the provider
• Unlimited calls between devices in the plan
• Voicemail system
• Reasonable amount of outgoing text messages (currently we have 1500) and unlimited incoming text messages
• Pooled outgoing text messages with other devices within the plan
• Ability to retain the existing cellular phone numbers

Cellular services included in plans or available at additional fees:
• Caller ID display.
• Three-way conference calling.
• Call waiting.
• Call forwarding.
• Long distance rate plan for Canada and US.

• Roaming fee for voice cellular and text messages. However, we should be able to pay for travel minutes, if we need to take our mobile device to another country.
• Fee for voice cellular minutes when the user exceeds the monthly plan minutes. Preferably with notification, if possible.
• Fee for text messages when the user exceeds the monthly plan message count.
• Activation, system access, and 911 fees.

Data Cellular Service Plan
The service provider will provide data cellular services based on rate plans that include the specific services set out in Schedule 2. We would like to see plans for smartphones and other mobile devices that can be connected via SIM, USB, or modem.

The provider will have a published coverage map for the services that can be viewed on a public website. Separately billable components for monthly access, number of megabytes used, and roaming should be included in each monthly statement.

Include any other offers that will be advantageous for the users of the plan.

Schedule 2 – Data Services
A monthly plan per device:
• A reasonable amount of data traffic to effectively use email, Internet, and other network services without spending extra on additional megabytes.
• Pooling of data traffic with other devices within the plan.
Cellular services included in plans or available at additional fees:
- Tethering, Mobile Hotspot.
- Notification that a user has reached their limit for monthly usage, or that they will be charged for extra.
- Roaming fee for data services. However, we should be able to pay for travel megabytes, if we need to take our mobile device to another country.
- Activation, system access.

Cellular User Equipment
Provide us a list of the mobile phone, smartphones that can operate within the proposed plans. Also tell us what other devices can be used that can directly connect into your network either via use of a SIM or USB device.
- A suitable warranty period on the phone or device.
- Repair services, should we require them.
- Access to mobile devices that we can use to replace damage phones temporarily and without additional charges.
- The ability to trade in for a new mobile device.
- Provide a list of which devices would be free of cost with a contract (or at a reduced cost), and which ones would be available at additional costs.
- We would like to see some rugged models of phones and devices.

Background:
The following is a sample of cellular services currently used by the City. The values below reflect a typical month’s usage, however, these should not be considered as minimum monthly values for the purposes of this RFP. Specific employees may require different plans to suit their needs.

Current provider: Telus

Number of devices: 24
Current Device types: Cellphones (18) which include: Blackberry’s (2), iPhone (10), Sonin (5), Samsung (1), Tablets (6 data plan).

Usage charges based on March 17-April 16, 2017 Statement:
- Local calls 3025 minutes
- Long distance: 442 minutes
- Text messages: 2074 (Including pictures)
- Sent: 979
- Received: 1050
- Data Usage: 12.4GB (12,433.54 MB)

There are 8 iPhones, 1 Blackberry and 6 Ipad Tablets still under contract. The Payout for the Devices as of April. 16th is $2405.79.
Preliminary Contractual Requirements

The following points should be considered in the preparation of your proposal:

1. This RFP and the accepted proposal will form part of the contract made with the successful vendor;

2. The City reserves the right to withhold payment of up to 10% of the total fee until successful commissioning of the equipment;

3. Only personnel listed in the successful proposal shall perform any work unless otherwise approved by the City.

Selection Criteria and Contract Award Procedure

Upon receipt of proposals, an evaluation team will screen all proposals to ensure vendor compliance with the requirements of this RFP. The proposal will be evaluated and ranked based on the following selection criteria:

• Completion of all required responses in the correct format.
• The extent to which the vendor's solution fulfills the City’s minimum required features as set out in this RFP.
• The vendor's similar experiences and record of past performance in delivering such services.
• Qualifications of vendor personnel with the required skills and experience to promptly address day to day issues respecting cellular devices and data services.
• Cost details and total cost of vendor's proposal.
• Implementation schedule.

The City reserves the right to waive any minor irregularities and reject any or all replies including, without limiting the generality of the foregoing, any reply which:

• Is incomplete, obscure or irregular
• Has erasures or corrections
• Fails to provide the information required
General Terms and Conditions

Negotiation
The City reserves the right to negotiate enhancements or changes to the preferred Proposal with the proponent.

Right of the City to Cancel the RFP Process
The City is not bound to select a preferred Proponent or accept any Proposal and reserves the right in its sole discretion to postpone or cancel this RFP at any time for any reason whatsoever in accordance with the City’s judgment of its best interest and to proceed with the Services in some other manner separate from this RFP process.

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 City, its elected officials, appointed officials or employees.

Solicitation of Council Members and City Staff
Proponents and their agents will not contact any member of the City Council or City Staff with respect to this RFP, other than the City Representatives named in this document.

Indemnification
The Proponent shall indemnify and save harmless the City, its agents, employees and elected officials from and against any and all liability whatsoever for any losses by the Proponent.

Ownership
All information generated and presented through the course of this RFP will become the property of the City.

Freedom of Information and Protection of Privacy
It should be noted that the City is subject to the provisions of the Freedom of Information and Protection of Privacy Act. As a result, while Section 21 of the Act does offer some protection for third party business interests, the City cannot guarantee that all information provided to the City can be held in confidence.

Submittal Instructions
The City must receive the completed proposal no later than 4 p.m. on Thursday, June 15, 2017. Email submissions are welcome in PDF format emailed to sandra.pauli@humboldt.ca. The proposal with the project name clearly marked on the outside of the envelope can be delivered or mailed to:

City of Humboldt
P.O. Box 640, 715 Main Street
Humboldt, SK SOK 2A0
RECEIPT CONFIRMATION FORM

MOBILE WIRELESS AND DATA SERVICES

Closing date and time: 4:00 PM on June 15, 2017

As receipt of this document, and to directly receive any Request for Proposal addendums, please return this form to:

Attention: Sandra Pauli
Director, Corporate Services
City of Humboldt
715 Main Street, Humboldt, SK, S0K 2A0
Fax: 306.682.3144
Email: sandra.pauli@humboldt.ca

COMPANY NAME: ________________________________________________________________

STREET ADDRESS: ______________________________________________________________

CITY/PROVINCE: ________________________________________________________________

POSTAL CODE: _________________________________________________________________

PHONE NUMBER: ______________________________________________________________

FAX NUMBER: _________________________________________________________________

CONTACT PERSON: ______________________________________________________________

EMAIL ADDRESS: ______________________________________________________________

SIGNATURE: ___________________________________________________________________

DATE: __________________________________________________________________________