



**REGIONAL DISTRICT
of Fraser-Fort George**

REQUEST FOR PROPOSALS IT-16-01

for

MOBILE WIRELESS DEVICES AND DATA SERVICES

Closing Date: May 3, 2016



TABLE OF CONTENTS

1.0	INVITATION AND INSTRUCTIONS	3
2.0	PURPOSE, OBJECTIVE AND INTENTION	4
3.0	GENERAL INFORMATION AND INSTRUCTIONS TO PROPONENTS	4
3.1	Discrepancies or Omissions	4
3.2	Proposal Submissions	4
3.3	Regional District's Right to Reject Proposal	4
3.4	References	4
3.5	Pricing	5
3.6	Responsibility of Proponent	5
4.0	CLAIM FOR COMPENSATION	5
5.0	SCOPE OF WORK.....	5
6.0	SPECIFICATIONS.....	6
6.1	Customer Services :	6
6.2	Devices :	6
6.3	Plans :	6
6.4	Billing and Account :	7
6.5	Network Coverage :	7
6.6	Implementation/ Deployment :	7
6.7	Support :	7
6.8	Trial Period :	8
6.9	Agreement :	8
6.10	Exclusivity :	8
6.11	Value Added :	8
6.12	Emerging Technologies :	8
6.13	Emergency requirements :	8
7.0	PAYMENT	8
7.1	Contract Price	8
7.2	Total All Inclusive Maximum Price	8
7.3	Invoices	8
8.0	PROPOSAL EVALUATION AND SELECTION PROCESS.....	9
9.0	CONTRACT SCHEDULE.....	9
9.1	Form of Contract.....	9
9.2	Award of Contract.....	9
10.0	COMPLIANCE WITH LAWS.....	9
11.0	LAWS OF BRITISH COLUMBIA	9
12.0	RIGHT TO TERMINATE SERVICES	9
13.0	INDEMNITY	10
14.0	INSURANCE	10
15.0	REGISTRATION WITH WORKSAFEBC.....	10
16.0	OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION	10
17.0	RIGHTS OF WAIVER.....	10
18.0	SEVERABILITY.....	10
	APPENDIX 'A' - GOODS AND SERVICES TAX INFORMATION	11
	APPENDIX 'B' - PROPOSAL CHECKLIST.....	12

REQUEST FOR PROPOSALS IT-16-01

MOBILE WIRELESS DEVICES AND DATA SERVICES

1.0 INVITATION AND INSTRUCTIONS

The Regional District of Fraser-Fort George (the “Regional District”) invites proposals for the supply, delivery, implementation and support of wireless devices and data plans for the Regional District.

Three (3) complete copies of your proposal must be submitted in a sealed package marked: “**RFP IT-16-01 Mobile Wireless Devices and Data Services**” to be received by:

General Manager of Financial Services
Regional District of Fraser-Fort George
3rd Floor, 155 George Street
Prince George BC V2L 1P8

up to **2:00 p.m. local time, Tuesday May 3, 2016**. Responding Proponents must have their name and full mailing address clearly marked on the outside of the proposal package. Late proposals will not be accepted and will be returned unopened to the Proponent. **Facsimile proposals will not be accepted.**

To be considered, proposals must be signed by an authorized signatory of the Proponent. By signing the proposal, the Proponent is bound to statements made in response to this Request for Proposals, (this “RFP”). Any proposal received by the Regional District that is unsigned will be rejected.

The Proponent will be competent and capable of providing the Mobile Wireless Devices and Data Services. The Proponent may be required to provide evidence of previous experience and financial responsibility before a Contract is awarded.

The Regional District will not be responsible for any costs incurred by Proponents which result from the preparation or submission of documents pertaining to this RFP. The accuracy and completeness of the proposal is the Proponent’s responsibility. Should errors be discovered, they will be corrected by the Proponent at their expense.

RFP documents may be obtained on, or after Monday April 11, 2016

- a) in a PDF (public document format) file format from the Regional District’s website at www.rdffg.bc.ca;
- b) on the BC Bid® website www.bcbid.gov.bc.ca; or
- c) in hard copy from the Regional District Service Centre, 155 George Street, Prince George, BC between 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding statutory holidays.

All subsequent information regarding this RFP, including amendments, addenda, and answers to questions, will also be available as above.

All questions relating to this RFP must be directed to:

Mr. Steve Botham
Manager of Information Technology
Regional District of Fraser-Fort George
155 George Street Prince George BC V2L 1P8
Telephone: 250-960-4400 Fax: 250-562-8676 Email: sbotham@rdffg.bc.ca

2.0 PURPOSE, OBJECTIVE AND INTENTION

The intention of this RFP is to award a contract (the "Contract") to the successful Proponent (the "Proponent") who can demonstrate the ability to supply and deliver a high quality product that meets or exceeds the specifications contained within this RFP.

3.0 GENERAL INFORMATION AND INSTRUCTIONS TO PROPONENTS

3.1 Discrepancies or Omissions

Proponents finding discrepancies, errors, or omissions in this RFP, or requiring clarification on the meaning or intent of any part herein, should immediately request in written form either by mail, fax, or email, clarification from the Manager of Information Technology. No responsibility will be accepted for oral instructions. Any work done after discovery of discrepancies, errors or omissions, will be done at the Proponent's risk.

3.2 Proposal Submissions

Three (3) signed copies of each proposal shall be submitted. Each copy shall be complete and shall not refer to any other copy for additional information, clarification, or details.

Proposals submitted by fax, electronically, or not in the proposal format will **NOT** be accepted.

Proposals not submitted in strict accordance with these instructions or not complying with the requirements in this RFP may be rejected.

The Regional District will not be responsible for any costs incurred by Proponents as a result of the preparation or submission of a proposal pertaining to this RFP. The accuracy and completeness of the proposal is the Proponent's responsibility. Should errors be discovered they will be corrected by the Proponent at their expense.

Any proposal received after the closing date and time (Tuesday, May 3, 2016 at 2:00 p.m.) will be considered disqualified and will be returned unopened to the Proponent.

3.3 Regional District's Right to Reject Proposal

The Regional District reserves the right in its sole discretion to waive informalities in proposals, reject any and all proposals, or accept the proposal deemed most favourable in the interests of the Regional District. The lowest or any proposal will not necessarily be awarded.

If a proposal contains a defect or fails in some way to comply with the requirements of this RFP which in the sole discretion of the Regional District is not material, the Regional District may waive the defect and accept the proposal.

The Regional District reserves the right to reject a proposal based on potential or perceived conflict of interest.

The Regional District reserves the right to reject any proposal where:

- a) one or more of the directors, officers, principals, partners, senior management employees, shareholders or owners of the Proponent, is an officer, employee or director of the Regional District, or is a member of the immediate family of an officer, employee or director of the Regional District; or
- b) in the case of a proposal submitted by a Proponent who is an individual person, where that individual is an officer, employee or director of the Regional District, or is a member of the immediate family of an officer, employee or director of the Regional District.

By submitting a proposal the Proponent confirms that clauses a) and b) above are not applicable.

3.4 References

Proponents should identify a minimum of three (3) local government clients for which the Proponent has supplied mobile wireless devices and data plan services in the last five (5) years complete with the name of the organization's contact information.

The Regional District reserves the right to reject any proposal submitted by a Proponent who is, or whose principals are, at the time of proposing, engaged in a lawsuit against the Regional District in relation to work similar to that being proposed.

3.5 Pricing

The items listed in the Specifications are minimum features to be provided. Proponents may also provide separate pricing on additional elements they feel would benefit the Regional District in meeting its goal.

3.6 Responsibility of Proponent

- a. Each Proponent is responsible for informing themselves as to the contents and requirements of this RFP. Each Proponent is solely responsible to ensure that they have obtained and considered all information necessary to understand the requirements of the RFP and to prepare and submit their proposal. The Regional District will not be responsible for any loss, damage, or expense incurred by a Proponent as a result of any inaccuracy or incompleteness in this RFP or as a result of any misunderstanding or misinterpretation of the terms of this RFP on the part of any Proponent.
- b. The Regional District may at any time prior to the closing date and time, issue additional information, clarifications, or modifications to the RFP by written addenda via the Regional District website. Information provided in the addenda shall supersede all previous information provided.
- c. The Regional District will endeavor to notify all Proponents of any such addenda as may be issued but it is the Proponent's sole responsibility to ensure they have reviewed the Regional District's website for any addenda issued. By submitting a proposal the Proponent is deemed to have made itself aware of all addenda issued.
- d. If a Proponent is in doubt as to the true meaning of any part of this Request for Proposal or finds omissions, discrepancies or ambiguities, a request for interpretation or correction should be submitted to the Manager of Information and Technology in writing.
- e. Only the written Request for Proposal and any addenda issued by the Manager of Information and Technology should be relied upon by Proponents when preparing and submitting their proposals.
- f. By submitting a quotation the Proponent represents that it has the expertise, qualifications, resources, and relevant experience to perform the Work.
- g. Proponents are responsible to examine the place of work prior to submission. By submitting a proposal the Proponent represents that they have examined the place of work or specifically elected not to.

Please see Appendix 'A' for a Proposal Checklist.

4.0 **CLAIM FOR COMPENSATION**

No Proponent shall have any claim for compensation of any kind whatsoever as a result of participating in this RFP.

In the event that the previous paragraph is found to be invalid by a court of competent jurisdiction then this paragraph will apply. By submitting a proposal a Proponent agrees that they will not claim damages in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing their proposal for matters relating to this RFP or in respect of the competitive proposal process and the Proponent by submitting a proposal waives any claim for loss of profits if a Contract is not entered into with the Proponent.

5.0 **SCOPE OF WORK**

Service will be provided from Contract award date for three or five years. At the end of the agreement, the Contract will continue on a month to month arrangement until new supply arrangements are finalized through a new RFP process.

Included in the scope are the majority of the Regional District's cell phones, smart phones, and tablets. Exceptions include units that are sourced through specific suppliers due to issues such as network coverage, situations where change is overly disruptive, and special purpose devices.

Data-only devices such as wireless data USB are included, with exceptions such as, but not wholly inclusive to, SCADA Alarm devices, the Fire Departments 911 and first response systems. For these devices, the Regional District selects the best fit methodology. Through this RFP the Regional District wishes to establish rates for future data-only devices and plans but reserves the right to select data-only devices from any supplier.

The Regional District anticipates that the Proponent will provide an entire refresh of the Regional District's current mobility complement identified in this RFP with chosen devices offered in the RFP response.

6.0 SPECIFICATIONS

The Proponent organization will be expected to provide or identify:

6.1 Customer Services :

- a) The service delivery model of the organization including the names of any dealers or subcontractors who would be involved in providing services to the Regional District.
- b) Service representatives that would be assigned to the Regional District account and the roles and responsibilities of each.
- c) Proposal regarding Regional Districting frequency/availability of service review by Proponent to provide recommendations to the Regional District.
- d) A pool of spare devices is required so that if a device is not working the SIM card can be moved to a spare device to provide interim services while the primary device is being repaired or serviced. Spares should be comparable cell phones, smart phones or tablets.
- e) The Regional District prefers that subsidized device upgrades be handled as credits that can be applied to any device rather than being tied to a specific device or user. This provides more flexibility in managing devices. Indicate your ability to supply this service.
- f) Information regarding organization plans to keep up with newly emerging technology and increased bandwidth requirements for data services.

6.2 Devices :

- a) Smart phones – Current Complement (CC) : 62 Smart Phones (Blackberry, iPhones and Android)
- b) Ruggedized phones – CC : 16 Rugby LTE, 12 Sonim XT5500
- c) Wireless USB data – CC : 5 wireless USB data devices
- d) Tablets – CC : 11 Tablets
- e) 4G networks – The Regional District desires that all new devices meet or exceed the communication bandwidth provided by a 4G network.

6.3 Plans :

- a) Provide a range of voice and data plan options. Including what services are included in each plan (ie: caller id, voice mail, text messaging send/receive) prime time vs. evening and weekends.
- b) The Regional District is interested in plans that pool or otherwise aggregate long distance, roaming, data, and other similar features in order to provide these features to staff members who require them while reducing administrative work and overage costs. Pool billing offering must encompass all devices identified in the RFP.
- c) Data plans should include provisions to limit charges in case of unexpected volumes of data usage, such as a maximum charge or automatic escalation to a more suitable plan.
- d) The Regional District strongly prefers 'per second' billing on voice plans.

- e) The Regional District strongly prefers unlimited text messaging.
- f) The Regional District would benefit from shared minutes even on low end plans.
- g) The Regional District may be interested in data only devices as well as voice only smart hub options (i.e. – smart hub without data, cell phones without voice, etc.).
- h) The Regional District may be interested in service cost provided independently of device costs, no device subsidy.
- i) The Regional District prefers no charge for device activations, number changes, cancellations, or other service charges.
- j) The Regional District strongly prefers the ability to place a percentage of lines in “vacation disconnect” mode, to retain numbers for long periods of inactivity.

6.4 Billing and Account :

- a) The Regional District requires itemized billing for each user.
- b) The Proponent organization guarantees the security of the Proponents account and billing information. There must be a secured administrative function provided to maintain security if on-line access to account information is provided.

6.5 Network Coverage :

- a) Proponents must ensure and demonstrate superior coverage throughout all areas of the Regional District, national and international on a minimum 4G network.
- b) The ability to provide destination-specific time limited voice and data roaming plans to limit costs when travelling outside of Canada

6.6 Implementation/ Deployment :

- a) The Proponent must provide a high level plan for implementation and deployment of devices and services. The successful Proponent shall handle all details with no cost and minimal inconvenience and disruption to District staff. The transition plan is to include phone number migration (number porting), data and voicemail migration, disposal of old equipment (including data wiping), and software upgrades.
- b) The Regional District anticipates that once an agreement is signed new services will be contracted with the selected Proponent where appropriate. Conversion of existing plans where appropriate is anticipated to start on or before July 01, 2016.
- c) Data-only devices and associated plans will be converted to the selected Proponent only in cases where the conversion is beneficial to the Regional District.
- d) An entire refresh of Regional District mobility compliment is anticipated.

6.7 Support :

- a) The Regional District requires device, invoice, and account support be available from Proponent organization. Proponent must be able to assign a dedicated account representative for support specifically to the Regional District and handle account management issues.
- b) Support must be minimally available during the Regional District’s standard core hours, Monday to Friday, 8:00 a.m. to 5:00 p.m. pacific standard time with options for after-hours support. It is desired that any user will have access to support personnel for questions. If the support request cannot be handled immediately, the required callback response will be within 1 hour of the initial request.
- c) On-site support may be required. Proponent organization will supply onsite support within 24 hours of the initial request.
- d) Local support representation is desired by the Regional District.

6.8 Trial Period :

- a) A thirty day test period of the proposed system to determine full coverage for all area with the Regional District limits and operability of the equipment is satisfactory as determined by selected employees. A trial or pilot test period involving employees from different departments is expected.

6.9 Agreement :

- a) The agreement should have an option for a three year and a five year term. The Proponent should commit to continue support and obligations after the end of Contract on a month to month basis using the established rate structure until such time that the Regional District enters into a new supply arrangement.
- b) The Regional District strongly desires an agreement in which there are minimal or no Contract termination charges at the end of the agreement or other methods that would allow the Regional District to administer its devices in such a way as to minimize agreement end termination charges.

6.10 Exclusivity :

- a) The Regional District's intent is to identify a primary supplier for mobile wireless devices and data services but is unable to commit to an exclusive Contract with the successful Proponent. The Regional District retains the right to select a supplier other than the primary supplier where it feels this would better suit the needs of an individual client or circumstance.

6.11 Value Added :

- a) Information about features, services or capabilities that are not referenced in this document that your company believes would be beneficial to the Regional District.
- b) Identify any employee family plans which may compliment your proposal.
- c) The Regional District may be interested in Contract minimum commitment to ensure best pricing.

6.12 Emerging Technologies :

- a) Options for addressing the inclusion of emerging technologies under the terms of this agreement.

6.13 Emergency requirements :

- a) The ability for Public Safety and Emergency Coordinators to have priority access to the network.
- b) The ability to have an Emergency Response Plan and notification system should the Cellular Tower or network infrastructure be experiencing issues for over 24 hours.

7.0 PAYMENT

7.1 Contract Price

All prices for the Mobile Wireless Devices and Data Services including supply and delivery shall be stated in Canadian dollars. Any applicable Federal or Provincial taxes or levies must be included in the proposal, but are to be listed separately from the Contract price. The Contract price must be open for acceptance for sixty (60) days.

7.2 Total All Inclusive Maximum Price

The proposal should contain all pricing information relative to performing the Mobile Wireless Devices and Data Services as described in this RFP.

In the event that invoices are rendered that are in excess of the fees quoted in the final signed Contract payment will not be made unless the additional deliverables have been negotiated with and accepted by the Regional District in advance of the conduct of the work.

7.3 Invoices

All invoices paid as a result of this Contract will be paid as per the Regional District's standard payment terms "current month's invoices will be paid net 30 days".

8.0 PROPOSAL EVALUATION AND SELECTION PROCESS

All proposals will initially be evaluated by the Regional District to assess the qualifications and capabilities of Proponents to meet the minimum standards specified in this RFP.

Evaluation of proposals will be by a committee formed by the Regional District in order to provide a recommended award of the Contract. The Contract award will be evaluated on the professional qualifications, experience, local knowledge, work plan, methodology and schedule, price and quality of proposal. The proposal should be clear, concise, and complete.

The following proposal evaluation methodology will be used by the committee to evaluate the proposals received:

Customer Service and Support	30 points
Work plan, methodology, and product offering.....	30 points
Budget	30 points
Quality of Proposal (including format)	10 points
Total	100 points

Throughout the evaluation process the Regional District in its sole discretion may request additional written clarification and/or supplemental information from selected Proponents as part of the evaluation process.

9.0 CONTRACT SCHEDULE

9.1 Form of Contract

The Contract to supply and deliver the Mobile Wireless Devices and Data Services will be in the form of a letter of proposal acceptance, purchase order, or other format as agreed upon by the Regional District and the successful Proponent and will include this RFP, all appendices, amendments and addenda.

9.2 Award of Contract

The Contract is expected to be awarded not later than Wednesday May 25, 2016. The Regional District may delay the date of awarding the Contract if deemed appropriate by the Regional District.

The successful Proponent will be notified of acceptance of its proposal by notification, in writing, delivered to the address on the proposal. No other communication will constitute acceptance of any proposal.

In compliance with the *Local Government Act*, the RDFFG Board will appoint a Proponent for the Mobile Wireless Devices and Data Plan Services.

10.0 COMPLIANCE WITH LAWS

The Proponent will give all the notices and obtain all the licenses and permits required to perform the work and provide written confirmation that the Proponent's and subcontractor's personnel are fully certified to perform the work. The Proponent will comply with all laws, regulations and requirements of authorities having jurisdiction applicable to the work or performance of the Contract.

11.0 LAWS OF BRITISH COLUMBIA

Any Contract resulting from this RFP will be governed by and will be construed and interpreted in accordance with all laws in effect in the Province of British Columbia.

12.0 RIGHT TO TERMINATE SERVICES

The Regional District may terminate any or all services upon thirty (30) days written notice. If such notice is given, the Regional District will pay for any reasonable time and expense incurred to bring the Mobile Wireless Devices and Data Services to a close in a prompt and orderly manner.

13.0 INDEMNITY

Notwithstanding the provision of insurance coverage by the Proponent, the Proponent hereby agrees to indemnify and save harmless the Regional District, its officers, agents, and employees from and against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomever made, brought or prosecuted and in any manner based upon, arising out, related to, occasioned by or attributable to the activities of the Proponent, its servants, agents, subcontractors and suboperators, in providing the Mobile Wireless Devices and Data Plan Services and performing the work of the Contract, excepting always liability arising solely out of the negligent act or omission of the Regional District.

14.0 INSURANCE

The Proponent, without limiting its obligations or liabilities, and at its own expense, must provide and maintain throughout the Contract term, the following insurances with insurers licensed in the Province of British Columbia in forms acceptable to the Regional District. All required insurance shall be endorsed to show the Regional District as additional insured and provide the Regional District with 30 days' advance written notice of cancellation or material change. The Proponent must provide the Regional District with evidence of the required insurance, in a form acceptable to the Regional District, upon notification of award and prior to the execution and delivery of the Contract:

1. Commercial General Liability (CGL), written on an occurrence based form, in an amount not less than \$3,000,000 inclusive per occurrence insuring against bodily injury and property damage and including liability assumed under the Contract. The Regional District is to be added as an additional insured. Such CGL coverage shall include the following liability extensions: Contingent Employers Liability, Cross Liability Cover, Broad Form Products & Completed Obligations, Personal Injury, Blanket Contractual, and Cross Liability.

15.0 REGISTRATION WITH WORKSAFEBC

The Proponent shall abide by all provisions of the *Workers Compensation Act* and its regulations and may be required to sign a WorkSafeBC Safety Covenant in the form provided by the Regional District. The Proponent must be a registrant in good standing at all times with WorkSafeBC for the duration of the Contract. Prior to receiving any payment, the Proponent may be required to submit a WorkSafeBC Clearance letter confirming all assessments have been paid and the Proponent is in good standing.

16.0 OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION

Proposals will be received and held in confidence by the Regional District, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this RFP.

All documents, including proposals, submitted to the Regional District become the property of the Regional District. The Regional District will provide a debriefing for Proponents, upon request by a Proponent, subject to the *Freedom of Information and Protection of Privacy Act*.

17.0 RIGHTS OF WAIVER

A waiver or any breach of provision of this RFP will not constitute or operate as a waiver or any other breach of any other provisions nor will any failure to enforce any provision herein operate as a waiver of such provisions or of any other provisions.

18.0 SEVERABILITY

All paragraphs of the Contract are severable one from the other. Should a court of competent jurisdiction find that any one or more paragraphs herein are void the validity of the remaining paragraphs hereof will not be affected.

APPENDIX 'A' - GOODS AND SERVICES TAX INFORMATION

Supplier: _____
NAME

ADDRESS

CITY

PROVINCE

POSTAL CODE

PHONE NUMBER

Are you a GST Registrant? Yes _____ No _____

If YES, please indicate your registration number: _____

If NO, Please fill in the following (check appropriate box):

- Proponent qualifies as a small supplier under Section 148 of the legislation
- Other: Specify _____

SIGNATURE OF AUTHORIZED PERSON

PRINT NAME

TITLE

DATE

APPENDIX 'B' - PROPOSAL CHECKLIST

Proponents are asked to respond in a similar manner and submit three (3) copies of their proposal. The following format and sequence, with all pages consecutively numbered, is to be followed in order to provide consistency in proposals and to ensure each proposal receives full and complete consideration.

Before submitting your proposal, check the following points:

- Is the proposal complete?
 - a) Title page
 - b) One page Letter of Introduction
 - c) Table of Contents
 - d) Executive Summary
 - e) Statement of Understanding
 - f) References
 - g) Prices
 - h) Good and Services Tax Information form included
 - i) Additional information, if any
 - j) **All amendments and addenda, if any, issued for this RFP. Each amendment and addenda must be signed by the Proponent and included with the proposal and will form part of the proposal documents.**

- Are there three (3) complete copies of your proposal?

Note: *The proposal may be disqualified if ANY of the applicable foregoing points have not been complied with.*

Ensure that the proposal is returned in a **sealed** envelope clearly marked on the outside with:

- Attention: General Manager of Financial Services
Regional District of Fraser-Fort George
3rd Floor, 155 George Street
Prince George BC V2L 1P8
- RFP IT-16-01 – Mobile Wireless Devices and Data Plans
- Proponent's name and mailing address