



Request for Proposals

Wireless Devices and Services

Closing:

Two complete hard copies and one (CD or USB key) copy prepared in .pdf format

or

By e-mail prepared in .pdf format to mmoody@Parksville.ca.

Response must be received before 2 pm Pacific Time on Friday October 18, 2019.

Closing Location:

City of Parksville – Parksville Civic & Technology Centre
Administration (First floor)
PO Box 1390
100 Jensen Avenue East
Parksville, BC V9P 2H3

Contact Person:

Michael Moody,
Manager of Information Systems
mmoody@Parksville.ca
250 954-3085

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1.0 BACKGROUND

The City of Parksville is situated on Vancouver Island along Highway 19A approximately 37 Kilometres Northwest of Nanaimo. The City provides local government services to a population of 12,514 (2016).

The City is looking for qualified and experienced firms to submit a proposal for providing Wireless devices and services for cellular and smartphone devices. The current contract with Bell mobility expires January 2020. It is the intent to have a new three-year contract in place by the end of January 2020.

The City has various wireless devices used by staff. See Appendix 1 for details.

The City is looking for a Wireless services vendor to provide services for a period of three years for the following:

- Wireless Device replacements
- Wireless Device plans
 - Voice and Data
 - Data only
 - Voice Only

The City uses primarily iPhones and Samsung Android devices for Smartphones.

2.0 SCOPE OF WORK

- ❖ Provide a dedicated Account Representative.
- ❖ Provide a dedicated website for ordering devices, ordering or changing device service plans and ordering accessories.
- ❖ Provide Electronic invoicing via email.
- ❖ Provide an on-line system that allows City Staff to view invoices online and perform analytical reporting.
- ❖ Please provide full pricing details and all associated costs for:
 - Wireless Devices (plan subsidized and non-plan subsidized)
 - iPhone
 - Samsung
 - Flip Phone
 - Data card
 - Wireless Modem
 - Accessories
 - Wireless Voice Plans
 - Wireless Data Plans
 - Wireless Data / Voice Plans
- ❖ Provide pricing options for US and International travel plans (Voice, Text, Data)
- ❖ Please provide all optional costs where applicable for alternate device models, plans, data usage, software licensing if applicable, device storage options and device access capabilities (i.e. Wifi, 4G, LTE etc).

For billing purposes during the duration of the contract the City requires:

- ❖ A master bill sent to our Accounts Payable department. A sample bill with your proposal is required (Paper or digital).
- ❖ On-line access for the appointed City account administrator(s) to review overall and individual device bills.
- ❖ Additional On-line access for the appointed City account administrator(s) to review real-time information on a per user / account for troubleshooting and analysis purposes.
- ❖ The ability to create on-line customized reports in order to analyze wireless accounts as a whole and individually. Reporting capabilities should include the capability to analyze phone usage (minutes) and data usage (GBs) as well as attributed costs. Additionally, on-line billing information should be available to be downloaded into Excel for further analysis.

Wireless devices and services – Support Services

Provide details of your firms support services structure in place for *Wireless devices and services*. Please include details on the following:

- ❖ Response time and procedures in place for when *Wireless devices and services* are not operational or are below the acceptable performance threshold for those services.

- ❖ Detail on escalation procedures in place for performance issues unresolved within 4, 8 and 24 hours where applicable.
- ❖ Details on loaner equipment provided when devices are sent in for repair.

Vendors are encouraged to include in their proposal any additional information they feel the City should consider. Information relative to additional service benefits, special programs for high volume users, invoicing capabilities and any other information would be important to include in the proposal.

4.0 PROPOSAL FORMAT

This section describes the expectations for proposal formatting. Any proposal submitted should be in general alignment with these expectations to facilitate comparative evaluation.

Following the proposal format when submitting your proposal, will assist the City in performing a more accurate evaluation of proposals.

COVER LETTER

- ❖ Provide a single-page cover letter that introduces your company and products and services that you are offering in this RFP response.

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- ❖ Include a list of all sections and appendices in the proposal response and indicate corresponding page numbers.

PROJECT TEAM AND CORPORATE COMMITMENT

Establish that the proponent's organizational structure and proposed team, including sub-consultants and specialists, has the necessary technical and managerial knowledge to successfully carry out the requirements of this RFP. As well, confirm the proponent's corporate commitment to the adhering of the terms and conditions of this RFP.

- ❖ Provide a brief introduction of the proponent's company and any required sub-consultants.
- ❖ Identify the primary contact for the project. Should this primary contact not have the signing authority required to execute an agreement with the City, identify the individual who will fulfill this role in addition to the primary contact.
- ❖ Summarize the past relevant experience and performance of the proposed team's key personnel.
- ❖ Provide an organization chart showing the names and responsibilities of key personnel.
- ❖ Provide resumes (maximum 2 pages in length) for key personnel.
- ❖ State the corporate commitment to completing this project within the scope, budget, and timelines outlined.
- ❖ Declare that the proponent, if successful, will purchase a City of Parksville business license prior to beginning the project.

- ❖ Any deviation or exceptions to the terms and conditions included within this RFP must be fully described. Any proposal that contains terms or conditions that are contrary to, or inconsistent with, those included within this RFP may be rejected at the discretion of the City.
- ❖ Include a completed copy of section *7.0 Proposal Commitment* from this RFP.

PAST PERFORMANCE AND REFERENCES

Present recent similar projects completed by the proponent, demonstrating a documented history of success at completing works similar to those described within this RFP.

- ❖ Provide an overview of a minimum of three and maximum of six recent similar projects. Include details of what aspects of these projects were undertaken by key personnel of proposed project team and/or any proposed sub-consultants.
- ❖ List the name, position, and telephone number of a contact person from each project to serve as a reference. References may be contacted to confirm the proponent's ability to meet budget, schedule, and quality targets.

PROJECT UNDERSTANDING, METHODOLOGY, TASK LIST, AND DELIVERABLES

Communicate in detail your understanding of the project, its requirements, and important issues. Describe both the project management and technical methodologies proposed to be used. Clearly indicate all services which are to be included, excluded, optional, or to be provided by others.

- ❖ Describe the proposed methodology and approach to manage the project, as well as identification and management of risks to the project and how those risks will be managed.
- ❖ Identify areas where innovative solutions supporting the purpose of the project are proposed and how they could be leveraged to drive project success.
- ❖ Provide a description of the communication requirements and expectations between the City and the successful proponent.
- ❖ List all phases of work, breakdown each phase into tasks, and discuss what is to be undertaken for each discrete task. Identify deliverables for each phase of work. **At a minimum the phases of work and deliverables listed in "Section 2. Scope of Work" of this RFP must be present.** Additional phases and deliverables proposed to support innovative solutions or project management strategies will be acceptable.

FEES / COSTS

- ❖ Provide a pricing schedule as per details noted in “Section 2.0 Scope of Work”.
- ❖ Where applicable, provide monthly cost for each service offered.
- ❖ Provide costs for options where applicable.
- ❖ Provide any applicable porting costs if required.

5.0 PROPOSAL EVALUATION CRITERIA

The City will evaluate each proposal submitted on the basis of how well the proponents respond to the requirements of the RFP. Each submission will be assessed using a matrix scoring system as set out below.

PROJECT TEAM AND CORPORATE COMMITMENT - 10%

PAST PERFORMANCE AND REFERENCES – 15%

PROJECT UNDERSTANDING, METHODOLOGY, TASK LIST, AND DELIVERABLES – 25%

FEES / COSTS – 50%

Evaluation criteria for fees will be as per the following formula:

$$\text{Fees score} = \frac{\text{Lowest Price} \times 50 \text{ Points}}{\text{Proposal Price}}$$

FEES SCORE WILL BE BASED ON A FIVE-YEAR TOTAL COST OF OWNERSHIP.

6.0 PROPOSAL SUBMISSION

6.1 General

Before submitting proposals, proponents must satisfy themselves about the nature and location of the work, local conditions, the professional services, equipment, technology and facilities needed for the execution of the work, and all other factors that might have a bearing on their proposal. Proponents are fully responsible for obtaining all information required for the preparation of proposals and the execution of the work.

Proponents are solely responsible for their own expenses in preparing and submitting proposals, and for any meetings, negotiations, or discussions with the City or its representatives and consultants, relating to or arising from this RFP. Proponents agree that by participating in the RFP process, and/or submitting a proposal, they have no claim for compensation.

6.2 Inquiries

All inquiries regarding this request for proposal must be directed to:

Michael Moody
Manager of Information Systems
City of Parksville
Telephone: 250 951-3085
Email: MMoody@Parksville.ca

All requests for information (RFI) related to this RFP are to be submitted in writing by email at least ten calendar days prior to the Closing Date.

RFIs and answers will be recorded and distributed via addendum posted to BC Bid (www.bcbid.gov.bc.ca). It is the responsibility of the proponent to download and obtain any addenda posted. Information obtained from any other source is not official and should not be relied upon.

6.3 Instructions, Terms, and Conditions

The following terms and conditions will apply to this Request for Proposal. Submission of a proposal indicates acceptance of all the terms that follow and that are included in any addenda issued by the City.

- Proposals clearly marked “City of Parksville, Communications Services RFP” must be received by the **Closing Date: before 2 pm Pacific Time on Friday October 18, 2019.**
- Proposals should be delivered to the attention of Michael Moody, Manager of Information Systems, at the City of Parksville Administration Department as follows:

By hand delivery, courier or mail:

City of Parksville
Administration Department
(First floor)
PO Box 1390
100 Jensen Avenue East
Parksville, BC V9P 2H3

By email:

Michael Moody
Manager of Information Systems
e-mail: MMoody@parksville.ca

- Proponents are cautioned to carefully read and follow the instructions, terms and conditions required by this Request for Proposal as any deviation, omission, as well as any inaccuracies or misstatements may be cause for rejection. However, the City reserves the right, at its sole discretion, to waive minor irregularities and defects in a proposal and proceed with that respondent.
- In the event only one proposal is received, the City reserves the right to return that proposal unopened.
- Proposals received after the closing time will be returned unopened.
- Proposals must be executed by an authorized signatory of the proponent utilizing the Proponent Commitment section of this Request for Proposal.
- All proposals and subsequent information or material received shall become the property of the City and will not be returned. The proposals will be held in confidence by the City subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.
- Proposals may be withdrawn by written request only to Michael Moody, Manager of Information Systems, or his designate, at any time prior to the scheduled closing time.

Proposals remain valid and may not be withdrawn, for a period of Ninety (90) days following the deadline date for submission of proposals.

- Prior to the deadline date for submission of proposals, proponents must not contact any other representative of the City regarding this Request for Proposal, other than Michael Moody, Manager of Information Systems, or his designate. Unauthorized contact with any City representatives, including members of City Council, may be cause for the rejection of the proponent's proposal.
- The City is under no obligation to award a contract as a result of this Request for Proposal and reserves the right to terminate this Request for Proposal process for any reason, at any time. The City may then do nothing, re-tender, sole-source or complete the work with the City's own forces.
- No proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this Request for Proposal process, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- This Request for Proposal and the successful proponent's response may form part of any contract or professional services agreement entered into with the City of Parksville.
- Any information acquired about the City by a proponent during this process must not be disclosed unless authorized by the City, and this obligation will survive the termination of the Request for Proposal process.
- The proponent, including all consultants, sub-consultants, corporation or individual members of a proponent, will promptly disclose to the City any potential conflict of interest and existing business relationships they may have with the City or evaluation committee. The City reserves the right to disqualify any proponent who in its opinion has a conflict of interest, whether such conflict exists now or is likely to arise in the future.
- Pricing will be firm for the contract period unless this Request for Proposal states otherwise. All prices quoted are to be in Canadian funds including fees, charges, contingencies and applicable taxes.
- The lowest priced proposal will not necessarily be chosen, but the proposal that is deemed to offer the best overall value to the City of Parksville.
- Any dispute arising from this Request for Proposal, or subsequent agreement, will be resolved according to the laws of the Province of British Columbia.
- Using a subcontractor (who must be clearly identified in the proposal) is acceptable. This includes a joint submission by two proponents having no formal corporate links. However, in this case, one of these proponents must be prepared to take overall responsibility for successful interconnection of the two products and this must be defined in the proposal.

7.0 PROPOSAL COMMITMENT

This section must be completed by the proponent and included as an appendix with their submitted proposal:

Provided that this proposal is accepted within ninety (90) calendar days from the closing date, the undersigned agrees on behalf of the company named below, to supply the goods and services listed at the prices quoted, under the terms and conditions set forth in this RFP document, the proponent's proposal, any and all addendum, which shall together form the agreement. This proposal is valid and enforceable for a period of not less than ninety (90) days following the closing date. In accordance with the terms, conditions, instructions and specifications the undersigned agrees to supply products and services at the prices quoted.

Company Name:

Company Address:

Postal Code:

Phone Number:

Email Contact:

Signature of Signing Officer:

Printed Name of Signing Officer:

Title of Signing Officer:

Date:

Appendix 1 - Device List

Quantity	Device Description	Application
18	iPads / Laptops	Data access only
12	Flip Phones	Phone access only
44	iPhones and Samsung	Phone and Data