



**City of Charlottetown**

**REQUEST FOR PROPOSALS**

**WIRELESS TELEPHONE / DATA SERVICES**

**September 17, 2010**

# **REQUEST FOR PROPOSALS**

## **City of Charlottetown**

### **Wireless Telephone / Data Services**

#### **Introduction:**

The City of Charlottetown provides various public safety and other services to protect and support the citizens, business and community functions throughout the City. Many of these services are public safety functions relating to health, safety, and protection of property. The City is soliciting proposals from qualified providers for wireless telephone / data services that provide extensive coverage area, reliable, continuous service, provides versatile equipment offerings, professional uncomplicated account management, and flexible billing and accounting policies for the purpose of contracting for the best service offering at a competitive rate.

#### **Objective**

The intent of this RFP is to select a firm or combination of firms for the procurement of Wireless Telephone / Data Services for the City of Charlottetown.

#### **Scope of the Work**

Consultants shall provide a proposal that addresses the Scope of Work as identified as Appendix A to this document.

#### **Proposal Content**

##### **Qualifications and Experience**

Proponents shall be qualified and experienced in the areas of service for projects of this scope and complexity.

Proponents shall have:

- Technical competence;
- Experience on similar projects;
- Proven performance;
- Availability of dedicated personnel for the duration of the project;
- Location and/or local knowledge;
- Managerial ability.

##### **Project Management**

Describe the management structure to be used on this project:

- Provide an organization chart of the project group;
- Identify the role and responsibilities of key members(s);
- Identify reporting relationships.

Describe schedule for services and work plan(s) for this project, indicating anticipated start and end dates. In addition Consultants shall include a schedule for invoicing services to the City.

### **Methodology:**

Proponents shall provide a concise methodology for the requested Consulting Services including:

- Understanding of the project objectives and scope including peripheral problems.

### **Payment by City of Charlottetown**

Proponents are advised that the City has now moved to electronic payments on goods and services provided to the City.

Payment of invoices will be made by way of Electronic Funds Transfer. The successful proponent will be required to provide the necessary information for registration on the City's system.

### **Pre-Proposal Questions**

Questions with regard to the Proposal process should be directed in writing to Doug Morton, Finance/Purchasing Officer at [dmorton@city.charlottetown.pe.ca](mailto:dmorton@city.charlottetown.pe.ca) Technical questions should be referred to Donna Waddell, Director of Corporate Services at [dwaddell@city.charlottetown.pe.ca](mailto:dwaddell@city.charlottetown.pe.ca)

Any questions received, which are of a material nature, may give rise to an Addendum being issued for clarification. Any and all Addenda will be posted to the City of Charlottetown Website in the Tenders Section. It is the responsibility of all potential proponents to ensure that they check for any Addenda prior to submission. Individual communication of Addenda will not take place. The City Website may be found at [www.city.charlottetown.pe.ca/tenders](http://www.city.charlottetown.pe.ca/tenders)

### **Proposal Submission:**

Proposals **shall be concise** and include the following information

1. **Three copies** of your firms proposal are to be submitted in a sealed envelope clearly marked to identify contents **plus one electronic copy** and addressed to **City of Charlottetown Wireless Telephone / Data Services, Purchasing Officer, 3<sup>rd</sup> Floor, City Hall, 199 Queen St., Charlottetown, PEI, C1A 7K2;**
2. Proponents are requested to identify the members of their project team and the level of effort for each member;
3. Proponents are requested to submit, a statement of the **firm fixed lump sum fees** for the consulting service including the breakdown of the lump sum fees for services;
4. Consultants are requested to submit a detailed schedule for the entire assignment;
5. Proposals shall be submitted before **12:00:00 PM local time, September 17, 2010.**
6. Proposals will be evaluated based on the Criteria for Proposal Evaluation as attached to this RFP (Appendix C).
7. Time is of the essence for this work.
8. The term of the agreement shall commence January 1, 2011 and run for a period of three years with an option for a fourth year if mutually agreed.

The Proposal with the highest points score (i.e. Technical Proposal + Financial Proposal) will be considered the preferred proposal. Once the preferred proposal has been selected, changes to the Scope of Work may be considered .

**The City of Charlottetown does not, by virtue of this proposal call, commit to an award of this project, or to accepting the lowest or any proposal submitted.**

**The City reserves the right to reject outright any bid it deems as non-compliant to the requirements of this proposal call.**

**The City reserves the right, should it choose to do so, to award this proposal in any manner deemed to be in the best interest of the City.**

## **APPENDIX A – SCOPE OF WORK**

The City has need to provide communications services to a large number of employees (administrative, Police, Fire, Public Works, etc) over a large land area with varying topographical make ups on a 24 hour, 365 days per year basis. Many of these communication events are related to Public Safety; therefore, coverage, reliability, and versatility are key aspects of any wireless provider selected by the City resulting from responses to this RFP. Proponents are to note that message texting is a desired feature and should be addressed in the proposal.

### **GENERAL REQUIREMENTS**

(1) Please provide a summary of your proposal's key benefits. This section should specifically highlight:

- Coverage for voice / data
- Network technology for voice / data
- Account management
- Invoicing / billing
- Products / equipment
- Services / features
- Complete message texting capability

(2) Please provide a summary of your proposal's key requirements. This section should specifically highlight:

- Contract terms and conditions
- Any key retirements required of the City
- Key pricing elements
- Pooled minutes (data, cellular, or air card)

(3) Please provide a sample copy of your contract agreement form.

(4) Optional items for consideration (ie Push to Talk)

## TECHNICAL REQUIREMENTS AND COVERAGE

- (1) Provide a description of your wireless service including the technology used. What percent of your covered territory uses this technology?
- (2) Describe your method for handling calls when a caller is moving from an analog to digital network
- (3) What services or products does your company offer to promote driving safety while using a cellular phone? (i.e. Legal compliance with PEI Laws).
- (4) Does your company offer discounts on cellular phone equipment and accessories to corporate customers?
- (5) Does your company support a Push to Talk feature to its users? If so, please explain the benefits and limitations of this technology, including coverage, privacy, clarity and equipment cost.
- (6) Please describe if your equipment offers any of the following features:
  - a. Digital cellular service
  - b. 3G or 4G
  - c. Analog cellular service
  - d. Private / Commercial Radio service
  - e. Digital two way service

## NETWORK STRATEGY

- (1) Explain the technological advantages of the wireless network your company currently offers? How do you ensure network security?
- (2) What percentage of the City and Province are covered by your company's cellular and two-way communications?

- (3) What percentage of the remainder of Canada is covered by your company's cellular and two-way communications?
- (4) Will users incur roaming or long distance charges? Explain at what point those charges are incurred and provide relevant cost information.

## ACCOUNT MANAGEMENT

- (1) Provide an overview of your account team support strategy.
- (2) Describe the options for ordering equipment and service. Do you offer a single point contact for all orders?
- (3) Describe the order process from initial order to receipt of goods.
- (4) Do cellular phones arrive activated? If not, what steps does an end user need to take to activate a phone? What action does an end user need to take if there are problems with a phone received?
- (5) Can you provide a dedicated customer care team?
- (6) Describe your procedures to assist with persistent account inquiries or problems.
- (7) Can you provide on-line (internet) account access to billing and inventory information?

## INVOICING

- (1) Please provide a detailed description of your electronic invoicing module
- (2) Please provide a sample copy of your invoice.

## REPORTING

- (1) Describe the types of information provided in the standard reports that you provide to customers. Provide sample reports.
- (2) Describe your company's ability to provide customized reports (on-line) to the City documenting:
  - a. Roaming usage
  - b. Airtime usage
  - c. Subscriber usage
  - d. Call detail
  - e. Account usage
  - f. Summary of total charges
  - g. Recurring / non-recurring charges detail.
- (3) In what media do you provide reports? (hard copy / other)

## IMPLEMENTATION

Provide a sample implementation plan that details the transition to your proposed services, including the following:

- (1) Time line showing major events, responsibilities, and who is responsible.
- (2) Description of the major steps in the implementation plan.
- (3) Success criteria for each major event and phase.
- (4) Identify major activities that involve the time of City employees or use of City premises.
- (5) The resources, especially personnel, that your company will dedicate to this activity.

(6) Will a single individual in your organization have responsibility for managing the implementation process?

#### PROPOSED UPTAKE

Blackberry units – approx 30 units, unlimited data

Cell phones – approx 110 units, varying minute usage in the average of 200 minutes/month. Please refer to Annex B

Proponent shall suggest the most beneficial package for anticipated City requirements and also the transition plan for conversion to a new carrier, if required.

In order to minimize City cost exposure, current agreements will be allowed to run to their expiry date unless additional arrangements are suggested.

**SECTION B – EXISTING CELLULAR PLANS**

Account#	Account Name	Mobile#	Model Description	Rate P Co
510629057	PLANNING DEPARTMENT, CITY OF CHARLOTTETOWN	9026287721	SAMSUNG M320 DEALER	PEI200_3
510629057	PLANNING DEPARTMENT, CITY OF CHARLOTTETOWN	9026290191	SAMSUNG M300 DEALER	PEI200_3
510629128	RECREATION CITY OF CHARLOTTETOWN	9023880857	SAMSUNG M500 BLACK NS	PEI200_3
510629128	RECREATION CITY OF CHARLOTTETOWN	9023938070	MOTOROLA K1M KRZR DEALER	PEI200_3
510629128	RECREATION CITY OF CHARLOTTETOWN	9026267555	Samsung A860 Blue DEALER	PEI200_3
510629128	RECREATION CITY OF CHARLOTTETOWN	9026289712	SAMSUNG A460 DEALER	PEI200_3
510629128	RECREATION CITY OF CHARLOTTETOWN	9026290830	MOTOROLA C341 NS	PEI200_3
510641554	FIRE DEPARTMENT, CITY OF CHARLOTTETOWN	9026287307	MOTOROLA M800 BLACK NS DEALER	PEI200_3
510641554	FIRE DEPARTMENT, CITY OF CHARLOTTETOWN	9026287441	MOTOROLA M800 CP DEALER	PEI200_3
510651563	WATER COMMISSION, CITY OF CHARLOTTETOWN	9026289576	SAMSUNG A860 DEALER	PEI200_3
510651563	WATER COMMISSION, CITY OF CHARLOTTETOWN	9026289577	SAMSUNG A860 DEALER	PEI200_3
510651563	WATER COMMISSION, CITY OF CHARLOTTETOWN	9026289578	SAMSUNG A860 DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023880340	SAMSUNG A660 REFURB DEALER	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023931550	MOTOROLA M800 CP DEALER	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023932164	SAMSUNG INSTINCT DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023937797		FED2_36
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023941056	MOTOROLA RAZR V3C GUN METAL NS DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026285457	SANYO 7500 BLACK NS	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023944337	M800 DEALER	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023944422	BLACKBERRY 8330RED DEALER	FED2_36
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026266805	SAMSUNG M500 UNSUBSIDIZED	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026267623	SANYO 7500 BLACK NS	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026285549	M800 BAG DEALER	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026285561	M800 DEALER	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026285407	SANYO 7000 BLACK DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026289220	SANYO 7500 BLACK NS	FED3_36
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026290050	M800 DEALER	FED2_V
510682785	FIRE DEPARTMENT, CITY OF CHARLOTTETOWN	9023941826		FED2_V
510682785	FIRE DEPARTMENT, CITY OF CHARLOTTETOWN	9026287264	MOTOROLA M800 CP DEALER	PEI200_3
510682785	FIRE DEPARTMENT, CITY OF CHARLOTTETOWN	9026287458	SAMSUNG A640 BLACK NS DEALER	PEI200_3
510690963	CITY OF CHARLOTTETOWN	9023932093	BLACKBERRY 8130RED DEALER	PEI200_3
510690963	CITY OF CHARLOTTETOWN	9026266284	SANYO 3800 BROWN DEALER	PEI200_3
510690963	CITY OF CHARLOTTETOWN	9026290253	LG MUZIQ DEALER	PEI200_3
510690963	CITY OF CHARLOTTETOWN	9026294960	SANYO 6750 ECLIPSE UNSUBSIDIZED	PEI200_3
510690963	CITY OF CHARLOTTETOWN	9026295353	BLACKBERRY 8330RED DEALER	PEI200_3
510690963	CITY OF CHARLOTTETOWN	9026299565	MOTOROLA V9M RAZR2 DEALER	PEI200_3
510693811	CITY OF CHARLOTTETOWN POLICE DEPT	9026269816	SANYO 7500 BLACK NS	FED1_V
510693811	CITY OF CHARLOTTETOWN POLICE DEPT	9026269819	SANYO PRO700 YLLW DEALER	ZIN_36
510699461	COMMUNITY POLICING	9026267777	SANYO 6600 WHITE DEALER	N014_36
510794614	CITY OF CHARLOTTETOWN	9023938540	MOTOROLA TIMEPORT 730C NS	PEI200_3
510950670	BILL HOGAN, CHARLOTTETOWN FIRE DEPARTMENT	9023941370	SANYO 7050 DEALER	8TKM_36
510950670	BILL HOGAN, CHARLOTTETOWN FIRE DEPARTMENT	9026290674	SANYO PRO 200 DEALER	PEI200_3

510955097	PARKS DEPARTMENT, CITY OF CHARLOTTETOWN	9023943844		PEI200_3
510955097	PARKS DEPARTMENT, CITY OF CHARLOTTETOWN	9023943845	SAMSUNG A660 SILVER NS DEALER	PEI200_3
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9023936383	PinPoint DC Power	PD1GBB
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9023936388	BT IP4200	PDRA
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026265462	PinPoint DC Power	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026265547	PinPoint DC Power	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026265576	PinPoint DC Power	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026265608	PinPoint DC Power	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026265612	PinPoint DC Power	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026265699	PinPoint DC Power	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026265780	PinPoint DC Power	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026266811	AIRLINK MODEM RAVEN GOLD DC POWER NS	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026266812	Q2438 OEM MODULE	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026266816	Q2438 OEM MODULE	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026267044	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026267053	BT IP4200	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026267160	BT IP4200	PDRA
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026268836	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026268853	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026269242	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026269254	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026269261	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026269340	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026269379	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023935328	MOTOROLA V9M RAZR2 DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937245	INTERFLEET 1X	PDRA
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937248	INTERFLEET 1X	PDRA_36
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937262	INTERFLEET 1X	PDRA
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937275	INTERFLEET 1X	PDRA
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937499	INTERFLEET 1X	PDRA
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937508	INTERFLEET 1X	PDRA_36
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937522	INTERFLEET 1X	PDRA_36
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937527	INTERFLEET 1X	PDRA_36
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937534	INTERFLEET 1X	PDRA
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937541	INTERFLEET 1X	PDRA_36
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937623	INTERFLEET 1X	PDRA_36
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023937658	INTERFLEET 1X	PDRA_36
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023942561	SAMSUNG M500 BLACK NS	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023942571	LG SHINE 8700 DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023942627	SAMSUNG A660 DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9026265478	SAMSUNG M510 DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9026267494	SAMSUNG A460 DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9026285039	SANYO PRO 200 DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9026285145	LG WINE GOLD DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9026290342	LG WINE BLACK DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9026294911	SAMSUNG A640 BLACK NS DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023938300	BLACKBERRY 8330RED DEALER	FED2_V
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026265701	SANYO PRO700 BLACK DEALER	PEI200_3
512137946	CITY OF CHARLOTTETOWN	9023880527	SAMSUNG M610 BLACK NS	PEI200_3
512137946	CITY OF CHARLOTTETOWN	9023935528	BLACKBERRY 8830 DEALER	PEI200_3

512137946	CITY OF CHARLOTTETOWN	9023935538	BLACKBERRY 8830 DEALER	PEI200_3
512137946	CITY OF CHARLOTTETOWN	9026267551	BLACKBERRY 8830 DEALER	PEI200_3
512137946	CITY OF CHARLOTTETOWN	9026285393	RIM 8830 AMP	PEI200_3
512137946	CITY OF CHARLOTTETOWN	9023940320	BLACKBERRY 8130RED UNSUBSIDIZED	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9026285615	SANYO 7500 BLACK NS	PEI200
512137946	CITY OF CHARLOTTETOWN	9023142706	BLACKBERRY 8130 DEALER	PEI200_3
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9026266177	AIRLINK MODEM RAVEN GOLD AC POWER NS	PDRA_36
510955097	PARKS DEPARTMENT, CITY OF CHARLOTTETOWN	9023941675	LG WINE GOLD DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023937562	SANYO PRO700 BLACK DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023936602	BLACKBERRY 8330RED DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023930613	LG 260 BLACK DEALER	PEI200_3
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023930638	SANYO PRO700 BLACK DEALER	PEI200_3
511170176	PUBLIC WORKS, CITY OF CHARLOTTETOWN	9023938586	MOTOROLA V9M RAZR2 DEALER	PEI200
512137946	CITY OF CHARLOTTETOWN	9026290347	BLACKBERRY 8830 DEALER	PEI200_3
510690963	CITY OF CHARLOTTETOWN	9026265658	SAMSUNG M320 DEALER	PEI200_3
512137946	CITY OF CHARLOTTETOWN	9023884115	BLACKBERRY 8330 DEALER	PEI200_3
512137946	CITY OF CHARLOTTETOWN	9023884168	BLACKBERRY 8330 DEALER	PEI200_3
511099517	WATER & SEWER UTILITY, CITY OF CHARLOTTETOWN	9023931094	PinPoint DC Power	PDRA_36
510680770	CITY OF CHARLOTTETOWN POLICE DEPT	9023935454	MOTOROLA M800 CP DEALER	PEI200_3

APPENDIX C EVALUATION CRITERIA

**Proposal Evaluation Criteria  
Wireless / Data Services  
Request for Proposals**

Criteria	Max. Score	
1. Project Team Qualifications - Company qualifications - Personal qualifications	25	
2. Related Experience and Capacity - Previous similar work - Company capacity (expertise, technical qualifications & support capabilities)	25	
3. Understanding of Objectives - Work outline & plan proposed - Methodology proposed	25	
4. Submission Quality	5	
5. Price	20	
Total	100	