



The City of Saint John

Request for Proposals

**2024-580501P
MOBILE VOICE AND DATA SERVICES**

Saint John, New Brunswick

Request for Proposals No.: 2024-580501P

Issued: Wednesday, June 12th, 2024

Submission Deadline: **Wednesday, June 26th, 2024, 4:00:00 p.m., ADT**

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PART 1 – INTRODUCTION

1.1 Invitation to Proponents

- (1) This Request for Proposals (“RFP”) is an invitation by The City of Saint John (the “City”) to prospective proponents to submit proposals for the supply of mobile voice and data services as further described in Part 2 – The Deliverables (the “Deliverables”).

1.2 RFP Contact Person

- (1) For the purposes of this procurement process, the “City Contact” shall be:

Monic MacVicar, CCLP, CPPB
Procurement Specialist
Supply Chain Management
City of Saint John
Email: supplychainmanagement@saintjohn.ca

1.3 Type of Contract for Deliverables

- (1) The City will issue a Supply Agreement for the duration of the contract and will execute necessary contract documents from the successful proponents. Terms and conditions of this RFP document will be in effect for the duration of the contract.

1.4 Award

- (1) It is the City’s intention to evaluate the deliverables as described in Part 2 – The Deliverables (the “Deliverables”) and award will be based on the criteria outlined in Appendix D – RFP Particulars – B. Evaluation Criteria. The City reserves the right to split the award of this proposal as follow:
 - i. Award for the hardware as well as the mobile voice and data services to the top ranked proponents based on the outcome of the evaluation; and/or
 - ii. Award of the hardware as well as the mobile voice and data services to be split between two or more proponents based upon the overall best value to the City; and
 - iii. Award of Manage Services will be done separately based upon the overall best value to the City.
- (2) Any resulting agreement from this RFP for the supply of mobile voice and data services is expected to be for a 2-year contract with an option for four (4) 1-year extensions at the City’s discretion, for an overall maximum of six (6) years. Where mobile network and device technology is continually evolving, productivity and service gains must be enabled through up-to-date devices while balancing cost to the City.

- (3) The City requires that mobile devices obtained through any contract resulting from this RFP be provisioned in a way that fulfills commitment obligations every two (2) years making them eligible for upgrade without penalty.
- (4) Vendors must specify if specific volumes or exclusivity are conditions for the contract.

1.5 No Guarantee of Volume of Work or Exclusivity of Contract

- (1) The City makes no guarantee as to the value or volume of the Deliverables. The contract to be entered with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. The City may contract with others for same or similar to the Deliverables or may obtain the same or similar to the Deliverables internally.

1.6 Canadian Free Trade Agreement (CFTA)

- (1) Proponents should note that procurements falling within the scope of Chapter 5 of the Canadian Free Trade Agreement (CFTA) are subject to that chapter but that the rights and obligations of the parties shall be governed by the specific terms of this RFP. For further reference, please see the Internal Trade Secretariat website at <https://www.cfta-alec.ca/>.

[End of Part 1]

PART 2 – THE DELIVERABLES

2.1 Description of Deliverables

- (1) This RFP is an invitation to submit offers for the provision of mobile voice and data services as further described in Appendix D – RFP Particulars.

[End of Part 2]

PART 3 – EVALUATION OF PROPOSALS

3.1 Timetable

(1) The RFP timetable is tentative only and may be changed by the City at any time.

Issue Date of RFP	Wednesday, June 12 th , 2024
Deadline for Questions	Tuesday, June 18 th , 2024 at 4:00:00PM Atlantic Time
Deadline for Issuing Addenda	Wednesday, June 19 th , 2024 at 4:00:00PM Atlantic Time
Submission Deadline	Wednesday, June 26 th , 2024 at 4:00:00PM Atlantic Time
Rectification Period	3 Business Days
Evaluation	Complete within 2 weeks of closing
Anticipated Deadline for Selection of Highest Ranked Proponent	TBD

3.2 Submission Instructions

(A) **Proposals Shall be Submitted Electronically**

Proposals are to be submitted via email to:

supplychainmanagement@saintjohn.ca

(B) **Proposals Shall be Submitted in Prescribed Manner**

Proponents shall submit:

- one (1) signed technical proposal and supporting information in pdf format, clearly identified as “2024-580501Q - Mobile Voice and Data Services”; and
- one (1) signed financial proposal and supporting information in pdf format, clearly identified as “2024-580501Q - Mobile Voice and Data Services”.

(C) **Proposals Should Be Submitted on Time**

(1) Proposals shall be submitted at the Prescribed Location on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected.

(D) **Amendment of Proposals**

(1) Proponents may amend their proposals prior to the Submission Deadline by submitting the amendment in a sealed package to the Prescribed Location. The sealed package shall be prominently marked with the RFP title and number and the full legal name and return address of the proponent. Any amendment should clearly indicate which part of the proposal the amendment is intended to affect.

(E) Withdrawal of Proposals

- (1) At any time throughout the RFP process, a proponent may withdraw a submitted proposal. To effect a withdrawal, a notice of withdrawal must be sent to the City Contact and must be signed by an authorized representative. The City is under no obligation to return withdrawn proposals.

3.3 Stages of Proposal Evaluation

- (1) The City will conduct the evaluation of proposals and selection of the highest ranked proponent in the following three stages described in further detail below:
- (a) Stage I – Mandatory Requirements and Rectification
 - (b) Stage II – Evaluation of Rated Criteria and Pricing
 - (c) Stage III – Selection and Final Negotiation

(A) Stage I – Mandatory Requirements and Rectification

Submission and Rectification Period

Stage I will consist of a review to determine which proposals comply with all of the mandatory requirements. Proposals failing to satisfy the mandatory requirements as of the Submission Deadline will be provided an opportunity to rectify any deficiencies. Proposals satisfying the mandatory requirements during the Rectification Period, as described in Part 3 – Section 3.1 – Timetable will proceed to Stage II. Proposals failing to satisfy the mandatory requirements within the Rectification Period will be excluded from further consideration. The Rectification Period will begin to run from the date and time that the City issues its rectification notice to the proponents.

Mandatory Submission Forms

Other than inserting the information requested on the mandatory submission forms set out in this RFP, a proponent may not make any changes to any of the forms.

Submission Form (Appendix A)

Each proponent must complete the Submission Form and include it with their technical proposal. The Submission Form must be signed by an authorized representative of the proponent.

Pricing Form (Appendix B)

Each proponent must complete the Pricing Form and include it with their financial proposal. The Pricing Form must be completed according to the instructions contained in the form. Fees must be provided in Canadian funds, inclusive of all costs, applicable duties, overhead, and insurance costs, except for HST/GST.

Reference Form (Appendix C)

Each proponent must complete the Reference Form and include it with its technical proposal.

Other Mandatory Requirements

Each proposal must:

- (a) Be in English.
- (b) Be for the entire scope of work as described in Appendix D – Section A - The Deliverables. Incomplete proposals or proposals for only part of the Deliverables described in Appendix D shall be disqualified.

(B) Stage II – Evaluation of Rated Criteria and Pricing

Stage II will consist of a scoring by the City of each qualified proposal on the basis of the rated criteria and the pricing in accordance Appendix D – Section B – Evaluation Criteria. The City intends to shortlist to up to Three (3) proponents, however, should the City deem it to be in its best interest, it may expand this number accordingly.

(C) Stage III – Selection and Final Negotiation

Once the proposals have been evaluated as per Stage II, the top-ranked proponent may be selected to enter into direct negotiations.

During the negotiation, the City may provide the top-ranked proponent with any additional information and may seek further information and proposal improvements. After the negotiation, the top-ranked proponent may be invited to revise its initial proposal and submit its Best and Final Offer (BAFO) to the City.

[End of Part 3]

PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS

4.1 General Information and Instructions

(A) Proponents to Follow Instructions

- (1) Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable part, section, subsection or paragraph numbers of this RFP.

(B) Information in RFP Only an Estimate

- (1) The City and its representatives shall not be liable for any information or advice or any discrepancies or errors or omissions that may be contained in this RFP or an Addenda, appendices, data, materials or documents (electronic or otherwise) attached or provided to the proponents pursuant to this RFP.
- (2) The City and its advisors make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general scale and scope of the work. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

(C) Proponents Shall Bear Their Own Costs

- (1) The proponent shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews, and/or presentations.

4.2 Communication after Issuance of RFP

(A) Proponents to Review RFP

- (1) Proponents shall promptly examine all of the documents comprising this RFP, and
 - (a) Shall report any errors, omissions or ambiguities; and
 - (b) May direct questions or seek additional information in writing by email to the City Contact on or before the Deadline for Questions. All questions submitted by proponents by email to the City Contact shall be deemed to be received once the email has entered into the City Contact's email inbox. No such communications are to be directed to anyone other than the City Contact. The City is under no obligation to provide additional information, and the City shall not be responsible for any information provided by or obtained from any source other than the City Contact.

- (2) It is the responsibility of the proponent to seek clarification from the City Contact on any matter it considers to be unclear. The City shall not be responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

(B) All New Information to Proponents by Way of Addenda

- (1) This RFP may be amended only by an addendum in accordance with this subsection. If the City, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addenda. Each addendum forms an integral part of this RFP.
- (2) Such addenda may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the City. Addenda may be obtained from the City's website (www.saintjohn.ca) under the menu option "Tender and Proposals". In Appendix A, proponents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

(C) Post-Deadline Addenda and Extension of Submission Deadline

- (1) If any addendum is issued after the Deadline for Issuing Addenda, the City may at its discretion extend the Submission Deadline for a reasonable period of time.

(D) Verify, Clarify and Supplement

- (1) When evaluating responses, the City may request further information from the proponent or third parties in order to verify, clarify, or supplement the information provided in the proponent's proposal. The City may revisit and re-evaluate the proponent's response or ranking on the basis of any such information.

(E) No Incorporation by Reference

- (1) The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal will not be considered to form part of its proposal.

(F) Proposal to Be Retained by the City

- (1) The City will not return the proposal or any accompanying documentation submitted by a proponent.

4.3 Debriefing

(A) Debriefing – Following Award

- (1) Upon written request from any proponent, the City may provide a more detailed oral debriefing either by phone or in person, as required by the proponent. The written request shall be submitted to the City Contact no later than 15 calendar days after notification of award.

- (2) The acceptance of the successful proposal shall not be discussed during a debriefing.

4.4 Prohibited Conduct

(A) Proponent Not to Communicate with Media

- (1) A proponent may not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the City Contact.

(B) No Lobbying

- (1) A proponent may not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent.

(C) Illegal or Unethical Conduct

- (1) Proponents shall not engage in any illegal business practices, including but not limited to, activities such as bid-rigging, price-fixing, bribery, fraud or collusion. Proponents shall not engage in any unethical conduct, including but not limited to, other inappropriate communications, offering gifts to members of Common Council, employees, officers or other representatives of the City, deceitfulness, submitting proposals containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or maybe seen to compromise the competitive process provided for in this RFP.

(D) Past Performance or Inappropriate Conduct

- (1) The City may prohibit a proponent from participating in the procurement process based on past performance or based on inappropriate conduct in a prior procurement process.
- (2) Such inappropriate conduct shall include, but not be limited to the following:
 - (a) All the conducts as described in Part 4 – Section 4.4;
 - (b) The refusal of the proponent to honour its pricing or other commitments made in its proposal; or
 - (c) Any other conduct, situation or circumstance determined by the City, in its sole and absolute discretion, to constitute a Conflict of Interest.

4.5 Confidential Information

(A) Confidential Information of City

- (1) All information provided by or obtained from the City in any form in connection with this RFP either before or after the issuance of this RFP:

- (a) Is the sole property of the City and must be treated as confidential;
- (b) Is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Contract;
- (c) Must not be disclosed by the proponent to any person, other than persons involved in the preparation of the proponent's proposal or the performance of any subsequent contract, without prior written authorization from the City; and
- (d) Shall be returned by the proponents to the City immediately upon the request of the City.

(B) Confidential Information of Proponent

- (1) A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the City. The confidentiality of such information will be maintained by the City, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to the City's advisors retained for the purpose of evaluating or participating in the evaluation of their proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the City Contact.

4.6 Procurement Process Non-Binding

(A) No Contract A and No Claims

- (1) The procurement process is not intended to create and shall not create a formal legally binding bidding process and shall instead be governed by law applicable to direct commercial negotiations.
- (2) For greater certainty and without limitation:
 - (a) Neither the proponent nor the City shall have the right to make any claims (in contract, tort, equity or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to this RFP.

(B) No Contract until Execution of Written Contract

- (1) The RFP process is intended to identify the highest ranked proponent for the purposes of entering into a contract. No legal relationship or obligation regarding the procurement of any good or service shall be created between the proponent and the City by the RFP process until the issuance of a purchase order for the acquisition of such goods and/or services.

(C) Non-Binding Price Estimates

- (1) While the pricing information provided in responses will be non-binding prior to the issuance of a purchase order, such information will be assessed during the evaluation of the responses and the ranking of the proponents. Any inaccurate, misleading or incomplete information, including

withdrawn or altered pricing, could adversely impact any such evaluation, ranking or contract award.

(D) Disqualification for Misrepresentation

- (1) The City may disqualify the proponent or rescind a contract subsequently entered into if the proponent's response contains misrepresentations, omissions, or any other inaccurate, misleading or incomplete information.

(E) Cancellation

- (1) The City may cancel or amend the RFP process without liability at any time.

4.7 Governing Law and Interpretation

(A) Governing Law

- (1) The terms and conditions in this Part 4:

- (a) Are included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);
- (b) Are non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and
- (c) Are to be governed by and construed in accordance with the laws of the province of New Brunswick and the federal laws of Canada applicable therein.
- (d) This procurement is also subject to the following Policies, Legislation and Internal Trade Agreement(s) including:
 - i. Canadian Free Trade Agreement
 - ii. City of Saint John Strategic Procurement Policy
 - iii. New Brunswick Procurement Act and Regulation 2014-93

(e) Reserved Rights

The City reserves the right to:

- a) Reject an unbalanced Proposal. For the purpose of this section, an unbalanced Proposal is a Proposal containing a unit price which deviates substantially from, or does not fairly represent, reasonable and proper compensation for the unit of work bid or one that contains prices which appear to be so unbalanced as to adversely affect the interests of the City. The City reserves the right to use Proposals submitted in response to other like or similar Requests for Proposals as a guideline in determining if a proposal is unbalanced.
- b) Amend or modify the scope of a project, and/or cancel or suspend the Proposal Solicitation at any time for any reason.
- c) Require proponents to provide additional information after the Closing Date for the Proposal Solicitation to support or clarify their proposals.
- d) Not accept any or all proposals.
- e) Not accept a proposal from a proponent who is involved in litigation, arbitration or any

- other similar proceeding against the City.
- f) Reject any or all proposals without any obligation, compensation or reimbursement to any proponent or any of its team members.
 - g) Withdraw a Proposal Solicitation and cancel or suspend the Proposal Solicitation process.
 - h) Extend, from time to time, any date, any time period or deadline provided in a Proposal Solicitation (including, without limitation, the Proposal Solicitation Closing Date), upon written notice to all proponents.
 - i) Assess and reject a proposal on the basis of
 - i. Information provided by references;
 - ii. The proponent's past performance on previous contracts;
 - iii. Information provided by a proponent pursuant to the City exercising its clarification rights under the Proposal Solicitation process;
 - iv. The proponent's experience with performing the type and scope of work specified including the proponent's experience;
 - v. Other relevant information that arises during a Proposal Solicitation process.
 - j) Waive formalities and accept proposals which substantially comply with the requirements of the Proposal Solicitation.
 - k) Verify with any proponent or with a third party any information set out in a proposal.
 - l) Disqualify any proponent whose proposal contains misrepresentations or any other inaccurate or misleading information.
 - m) Disqualify any proponent who has engaged in conduct prohibited by the Proposal Solicitation documents.
 - n) Make changes including substantial changes to the proposal documents provided that those changes are issued by way of an addendum in the manner set out in the Proposal Solicitation documents.
 - o) Select any proponent other than the proponent whose proposal reflects the lowest cost to the City.
 - p) Cancel a Proposal Solicitation process at any stage.
 - q) Cancel a Proposal Solicitation process at any stage and issue a new Proposal Solicitation for the same or similar deliverable.
 - r) Accept any proposal in whole or in part.

And these reserved rights are in addition to any other express rights or any other rights which may be implied in the circumstances and the City shall not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by any proponent or any third party resulting from the City exercising any of its express or implied rights under a Proposal Solicitation.

(f) Limitation Of Liability And Waiver

In every Proposal Solicitation, the City shall draft the documents such that each proponent, by submitting a proposal, agrees that:

- a) Neither the City nor any of its employees, agents, advisers or representatives will be liable, under any circumstances, for any claims arising out of a Proposal Solicitation process including but not limited to costs of preparation of the proposal, loss of profits, loss of opportunity or any other claim.
- b) The proponent waives any claim for any compensation of any kind whatsoever including claims for costs of preparation of the proposal, loss of profit or loss of opportunity by reason of the City's decision to not accept the proposal submitted by

the proponent, to award a contract to any other proponent or to cancel the Proposal Solicitation process, and the proponent shall be deemed to have agreed to waive such right or claim.

[End of Part 4]

APPENDIX A – SUBMISSION FORM

(A) Proponent Information

Please fill out the following form, and name one person to be the contact for your response to this RFP response and for any clarifications or amendments that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under Which the Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (If Any):	
RFP Contact Person and Title:	
RFP Contact Phone:	
RFP Contact Facsimile:	
RFP Contact E-mail:	

(B) Acknowledgment of Non-Binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of this RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process, and that there will be no legal relationship or obligations created until the City and the selected proponent have executed a Supply Agreement.

(C) Ability to Provide Deliverables

The proponent has carefully examined this RFP documents and has a clear and comprehensive knowledge of the Deliverables required under this RFP. The proponent represents and warrants its ability to provide the Deliverables required under this RFP in accordance with the requirements of this RFP for the prices set out in the Pricing Form.

(D) Mandatory Forms

The proponent encloses as part of the proposal the mandatory forms set out below:

FORM	INITIAL TO ACKNOWLEDGE
Submission Form	
Pricing Form	
Reference Form	

Notice to proponents: There may be forms required in this RFP other than those set out above. See the Mandatory Requirements section of this RFP for a complete listing of mandatory forms.

(E) Non-Binding Price Estimates

The proponent has submitted its fees in accordance with the instructions in this RFP and in the Pricing Form set out in Appendix B. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its quotation or its eligibility for future work.

(F) Addenda

The proponent is deemed to have read and accepted all addenda issued by the City prior to the Deadline for Issuing Addenda. The onus remains on proponents to make any necessary amendments to their proposal based on the addenda. The proponent confirms that it has received all addenda by listing the addenda numbers, or, if no addenda were issued, by writing the word "None", on the following line: _____ . Proponents who fail to complete this section will be deemed to have received all posted addenda.

(G) No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

(H) Disclosure of Information

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the City to the City's advisers retained for the purpose of evaluating or participating in the evaluation of this proposal.

Signature of Witness

Signature of Proponent Representative

Name of Witness

Name

Title

Date

I have the authority to bind the proponent.

APPENDIX B – PRICING FORM

(A) Pricing Form

- (1) Complete the following table to provide pricing for the supply of mobile voice and data plans, hardware and managed services, **exclusive of HST/GST**.

(B) Instructions on How to complete Submission Pricing Forms

Qualified vendors may submit proposals and pricing information for all or part of the three opportunities to partner with the City and Saint John Police and should indicate which opportunities the response is for by checking the appropriate box.

- Mobile Voice and Data Plans (Table 1)
- Hardware (Table 2)
- Managed Services (Table 3)

If submitting proposal for more than one opportunity, a combination of pricing forms will be required. For example, If a vendor is intending to submit offers for both **Mobile Voice and Data Plans** and **Hardware**, both tables will be required to provide pricing on all requirements of the RFP. If a vendor is submitting proposals for **Hardware** and **Managed Services**, materials used for kitting are in the hardware table and the service is costed in the managed services table.

If services are offered including hardware, the cost is 0. For example; if the service fee for kitting a phone or tablet includes the case, screen protector, box and postage, the amount can be entered into the managed services table and a 0 is entered into the hardware table for kitting.

For the purposes of this RFP, a subsidized device is a device purchased with a mobile voice and data plan.

Vendors must enter “N/A” for any option that is not available or is not recommended by the vendor.

The space for comments at the end of each section is for vendors to provide any clarifying information.

Mobile Voice and Data Plans Table 1

Mobile Voice and Data Plans for	Pricing		
	Subsidized	Purchased Outright	BYOD (devices the City will bring to the new contract)
All one-time costs, itemized separately			
The minimum monthly charge for a mobile voice and data plan that includes unlimited voice minutes in Canada, 2 GB of pooled data per person per month, three-way calling, call waiting, call forwarding, voice messaging (VM), caller ID, 911 and E911 service, multimedia messaging service (MMS), texting, short message service (SMS), Cellular Private Network (APN).			
US Roaming Plans			
International Roaming plans			
Cost of data pooling if using an average of 3 GB per person month			
Cost of data per user based on 2 GB per person per month			
Vendors may recommend an alternate plan to the minimum monthly charge for a mobile voice and data plan as described above. Please describe the plan and provide the cost(s) in this table.			
Data only options for MiFi devices.			
Data only options for air card.			
Data only options for USB air card cellular wireless adapters for PC and Mac			
Rate for Push-to-Talk (PTT).			
Monthly cost of a suspended plan.			
One time cost for suspended plan.			
The early cancellation fee			

APPENDIX C – REFERENCE FORM

Each proponent is requested to provide three references from clients who have obtained similar goods or services to those requested in this RFP from the proponent in the last two years.

Reference #1

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

Reference #2

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

Reference #3

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

APPENDIX D – RFP PARTICULARS

(A) The Deliverables

Overview

The City of Saint John (City), including the Saint John Police Force (SJP) are seeking a mobile solutions partner(s) and requests proposals from qualified vendors to provide mobile device plans, and devices, and managed services for its mobile devices using 5G network and technology. The vendor or vendors will provide mobile device plans, devices, and managed services to support the organizational goals of controlling costs, ensuring devices and data are secure, and employees are provided helpful and efficient support.

Vendors are required to complete Appendix G to self-report on meeting the requirements of this request for proposals (RFP). Qualified vendors may submit proposals for all or part of the three opportunities to partner with the City and SJP.

Part 1 - Mobile Device Plans

To fully identify options with respect to the acquisition of mobile device rates and data plans, the City and SJP are asking respondents to provide pricing for purchasing both subsidized devices from the same vendor that provides the mobile device plans, as well as outright purchase options. The City/SJP have some new devices that must be brought into the new contract and used with a plan. Mobile device plans must include costs for various services, such as voice minutes, voicemail, data, Wi-Fi-only plans, texting and messaging.

The vendor(s) must provide an efficient and cost-effective contract providing simple, inclusive pricing and usage plans enabling City-wide coverage. An example of this would be voice and data plans with built-in long distance and roaming that simplifies both user experience and program administration. Features to control costs, such as data usage alerts and data pooling are required in the RFP response for the City/SJP's consideration.

The mobile device plan contract to be negotiated with the selected proponent will not be an exclusive contract for the provision of the hardware deliverables or managed services.

Vendors must provide a description of their organization's security program to demonstrate how the vendor would contribute to the City/SJP's goals of controlling costs and ensuring devices and data are secure. For example, security clearances completed by the Federal government for contractors or certifications held by the organization such as ISO 9001, 14001, 27001, or the NIST Telecommunications Security Guidelines for Telecommunications Management Network and an overview of the security program in place are acceptable. Vendors must demonstrate their ability to meet the data management standards for Protected A and Protected B data.

Recognizing that mobile network and device technology is continually evolving, and wanting to ensure that productivity and service gains are enabled through up-to-date devices, the City/SJP requires that mobile devices subsidized through any contract resulting from this RFP be provisioned in a way that fulfills commitment obligations every two (2) years making them eligible for upgrade without penalty.

The vendor must provide services in accordance with the City's Acceptable Use and Mobile Device policies.

Part 2 - Devices

To fully identify options with respect to procuring and provisioning new or certified refurbished devices, including device staging, kitting and deployment, the City is asking respondents to provide pricing for these services.

Devices provided must come with a minimum one-year warranty. Devices must be supported for operating system upgrades and security patches for at least 3 years from the initial date of use by the City. For the purposes of this RFP, costs can be based on providing the following devices.

- **iPhone 13 128 GB** or newer (any other options should be within the iPhone 13 product line or higher)
- **iPad 9th generation 64 GB** and **iPad mini 6th generation 64 GB** (any other options should be within the iPad or iPad mini product lines)
- **Samsung Galaxy S23 256 GB** or **Samsung Galaxy A35 128 GB** (within this product line or higher)
- **Samsung Galaxy Tab S8 128 GB** or **Samsung Galaxy Tab A8 32 GB** (within this product line or higher)
- Smartphones and tablets must be priced separately from accessories, such as keyboards and pencils.
- Other mobile solutions such as such as Mi-Fi devices, Air Cards, modems or other hotspot solutions must be priced separately. Vendors must provide device name and specifications with pricing.

The hardware device plan contract to be negotiated with the selected proponent will not be an exclusive contract for the provision of the hardware deliverables.

Vendors must provide a description of their organization's security program to demonstrate how it would contribute to the City's goals of controlling costs and ensuring devices and data are secure. For example,

- security clearances for contractors providing a service to government completed by the Federal government or
- certifications held by the organization such as ISO 9001, 14001, 27001, or
- the NIST Telecommunications Security Guidelines for Telecommunications Management Network
- and an overview of the security program in place may be acceptable, although certifications are preferred. Vendors **must** demonstrate their ability to meet the data management standards for Protected A and Protected B data.

Vendors must:

- Vendor(s) must be an Apple Independent repair center or Apple Authorized service provider
- Vendor(s) must be a Samsung independent service provider or Samsung authorized service centre
- Vendor(s) must explain their ability and procedures to refurbish devices to a like-new state in an access-controlled location

Recognizing that mobile network and device technology is continually evolving, and wanting to ensure that productivity and service gains are enabled through up-to-date devices, the City/SJP require that mobile devices purchased through any contract resulting from this RFP be provisioned in a way that fulfills commitment obligations every two (2) years making them eligible for upgrade without penalty.

The vendor must provide services in accordance with the City's Acceptable Use and Mobile Device policies.

Part 3 - Managed Services

A service provider is required to deliver managed services, including

- device deployment,
- handling end-user trouble-tickets, repairs and general user support
 - Vendor(s) must be an Apple Independent repair center or Apple Authorized service provider
 - Vendor(s) must be a Samsung independent service provider or Samsung authorized service centre
 - Vendor(s) must explain their ability and procedures to refurbish devices to a like-new state in an access-controlled location
- onboarding devices to the City's Mobile Device Manager (MDM)
- inventory and lifecycle management of devices for full-time employees or contracted or casual employees and students.
- providing cost-effective device kitting
- decommissioning devices being removed from the City's inventory, including wiping the data from the device and then recycling the device after it is wiped. The vendor is responsible for ensuring that data wiping is executed using military-grade software certified minimally by ADISA.
- BYOD support must be limited to support required by the City/SJP.

The City/SJP make no guarantee as to the value or volume of the managed services. The City may contract with other service providers for the same as or like the managed services deliverables or may obtain the same as or like the managed services deliverables internally.

To protect the City/SJP's Protected A and Protected B data, the Vendor(s) must hold an industry-recognized certification requiring third-party audits to ensure devices being onboarded, repaired or decommissioned are managed correctly. Certifications should audit facilities, processes, transportation methods, and operational transparency. Examples of industry-recognized certifications are.

- R2V3, Canada and International
- Recycler's Qualification Office (RQO), Canada only
- E-Stewards, Canada and Internal

The City/SJP have some new devices that must be brought into the new contract and included by the vendor providing managed services.

A vendor service level agreement (SLA) or agreements covering mobile device plans, and devices, and managed services with clearly defined requirements and terms for non-performance is required.

The vendor must provide services in accordance with the City's Acceptable Use and Mobile Device policies.

RFP Objectives

The City is seeking to establish a contract or contracts for:

- Mobile device voice and data plans and devices using the 5G network and technology, with City-wide coverage. Voice and data plans must provide typical services such as voice minutes, data, texting. Plans must also provide less-used services such as the supply and support of Push-To-Talk licensing, and data plans if required. Efficient and cost-effective contract(s), providing simple, inclusive pricing and usage plans are required.

- Mobile device procurement, supply and management that is efficient and cost-effective and enables the City/SJP to use mobile devices safely and securely for their work. Devices must also enable efficient business processes using the opportunities created by mobile devices and technology. Productivity and service gains must be enabled through up-to-date devices while balancing cost to the City.
- Managed services for secure, cost-effective mobile devices management including all phases of the device lifecycle using the City’s mobile device management (MDM) platforms. Managed services must provide configured, secure and reliable devices to employees with little to no operational downtime and secure, environmentally sustainable decommissioning of devices. The City is considering implementing a Bring Your Own Device (BYOD) option. In their response, vendors must include information on how they secure, and manage BYOD programs and include BYOD program cost details.
- Vendor service level agreement(s) (SLA) covering mobile voice and data plans, device procurement and support, and managed services with clearly defined requirements and terms for non-performance are required.

Current Situation

Quantity and Types of Mobile Devices

The City/SJP presently have 642 active mobile devices in use. The breakdown of current devices by type is shown in Table 4.

Device Type	Device Count
iPhone 5S	1
iPhone 6	7
iPhone 6S	37
iPhone 7	132
iPhone 8	6
iPhone SE	80
iPhone SE3	67
iPhone 11	29
iPhone X	1
iPhone XR	12
iPhone XS	3
iPhone 12	5
iPhone 13	2
iPhone 14	7
iPhone 15	1
Apple Watch	1
iPad	2
iPad Air 2	6
iPad Mini 4	84
iPad 8	7
iPad 9	10
iPad 10	1

iPad 13 Pro	2
iPad Air 16	2
LG Velvet	1
Air Cards	4
MiFi	28
Samsung S21	1
Samsung Galaxy S5 Neo	1
Samsung Galaxy A5 (2017)	1
SAMSUNG GALAXY A53	2
Samsung Galaxy S10	2
Samsung Tab A8	3
Samsung Rugby	11
Samsung Tab A7	4
Sonim XP5	6
Sonim XP5S	23
Sonim XP7	2
Samsung X Cover Pro 21	10
ZTE Cymbal 2	2
ZTE MF279T	17
Modems	2
SIM Cards (Data Only Requirements)	17
Total	642

Table 4 Current Devices by Type

Method of Payment for Mobile Devices

The acquisition cost of devices (new or like-new) may be subsidized through the rate plans with the City/SJP's service provider. Purchasing outright and BYOD options are also being explored in this RFP.

For subsidized devices, terms are two (2) years to full commitment, upgradeable after two (2) years.

Pooling of Voice and SMS

Under the terms of the current Rogers Communications voice and data agreement with the City/SJP, Voice and SMS usage are not pooled. Data pooling is being explored in this RFP.

Usage

The City/SJP’s voice, texting and data services use for May 2024 is provided to aid vendors in preparing their responses. The data is shown in Table 5.

Service	May 2024 Usage	Average Per Device
Incoming Calling Minutes	64,778 minutes	139 minutes
Outgoing Calling Minutes	59,914 minutes	128 minutes
Canada Data Usage (GB) via Smartphones	819 GB	1.75 GB
Canada Data Usage (GB) via MiFi, Air Card, SIM card, Modem*	1333 GB	8 GB
Canada Data Usage (GB) Total	2152 GB	3.5 GB
Within Canada Long-Distance Minutes	8,365 minutes	18 minutes
Canada to USA Long-Distance Minutes	137 minutes	Less than one minute
International Long-Distance Minutes	3 minutes	Less than one minute
Non-Roaming Texts Sent	57,613 texts	123 texts
Non-Roaming Texts Received	57,963 texts	100 texts
MMS US/International Usage	9 messages	Less than one message

Table 5 Voice, Texting and Data Services Use

*Due to recent WiFi network improvements, the use of these devices is expected to decrease.

Ordering and Provisioning

The ordering of mobile voice and data services and hardware for all City departments, agencies, and commissions is currently carried out by the City’s Information Technology service area. Upon receipt of the device(s) by Information Technology, they are configured, and onboarded to the Mobile Device Manager, kitted and deployed to users.

Billing and Reporting

Currently, on a monthly basis, the City’s Strategic Services service area receives detailed statements of all items that are chargeable by Rogers Communications to the client departments in an electronic format. Rogers Communications also provides a summary paper invoice for all items that are chargeable by them to the client departments. Once received and verified, this invoice is then paid by the Finance & Administration Department.

Mobile Device Management

Mobile device management is delivered by the Information Technology service area through Apple Business Manager, Samsung KNOX and Microsoft Intune.

Network and Coverage

Proposed wireless networks must provide mobile voice and data services, using 5G (or later when it becomes available) technology and networks, with coverage over the entire Greater Saint John geographic area and surrounding areas. Proponents will be asked to provide a dead zone map and may be asked to provide devices for testing of network coverage prior to award. The City/SJP may test coverage at designated locations to validate network coverage.

Proposed wireless networks must provide 5G (or later when it becomes available) coverage across Canada. Proposals must include detailed coverage maps showing coverage and network speed.

Carriers must provide US and international coverage through roaming agreements. Proponents must provide detailed coverage maps showing coverage and network speed.

Voice and Data Plans

The City is looking to simplify both user experience and program administration through simple, inclusive pricing and usage plans. Having the same plans apply to both subsidized and non-subsidized devices is required.

Plans that treat all voice minutes the same and that have features like built-in long distance and roaming that eliminate complexity for users when traveling are preferred.

The ability to pool device data, voice minutes and SMS/MMS messages across the organization is preferred however large enough per-device usage plans may be considered equivalent in eliminating overage charges for high volume users.

Plans must include competitive Canadian, North American, and International calling and roaming rates for Data, voice, and text messaging.

Proposals must include costs associated with subsidized devices, devices purchased outright and bring your own device (BYOD) options.

Plans must allow for device tethering / hotspots.

Vendors must decrease rate plan charges when hardware is paid.

The City/SJP require specific rate plans for the following use cases in vendor proposals:

1. Smartphone voice, SMS/MMS and data.
2. Data only. (Air card, modem, M2M, MiFi and Wireless hotspot).
3. Push-to-Talk (PTT) licenses if required
4. Cellular Private Network (APN/VPN)

Proposed voice rate plans must include the following features at no cost or at competitive rates:

1. Call Waiting
2. Three Way Calling
3. Call Forwarding
4. Voice Messaging (VM)
5. Caller ID
6. 911 and E911 Service
7. Multimedia Messaging Service (MMS)

8. Short Message Service (SMS)

The length of time required for fulfillment of commitments and cancellation of individual plans without penalty or additional cost must not exceed two (2) years from the date of activation. Vendors must detail terms of cancellation for plans with and without subsidized devices.

The ability to suspend phones under contract is desired in order to manage the cost of provisioning mobile devices to seasonal/contract employees. Vendors must clearly indicate if and how they provide for the suspension of service and describe what the monthly cost of a suspended plan would be, any one-time costs associated with suspending or reactivating a plan, and what impact suspension has on contract length or commitment periods.

Updated hardware pricing and addition of new device types and models must be provided, at minimum, on a bi-annual basis, or on request of the City.

In their response vendors must include, at minimum, the following information respective to their proposed plans.

- The services included in the contract and any limits on the use of those services that could trigger overage charges or additional fees;
- The **minimum monthly charge** for services included in the contract;
- The commitment period;
- Where applicable, the total early cancellation fee, the amount by which the early cancellation fee will decrease each month; and at what point the City will no longer be subject to an early cancellation fee.
- All one-time costs, itemized separately;
- Rates for optional services available to the customer at the time the contract is agreed to;
- Whether the contract can be extended automatically on a month-to-month basis when it expires, and if so, when it starts;
- Whether upgrading the device or otherwise amending a contract term or condition would extend the customer's commitment period or change any other aspect of the contract;
- Cost comparison of using pooled data versus data per user

Hardware

The City/SJP see the use of mobile devices as strategic to the delivery of cost effective and innovative services to its constituents. To fully understand our options with respect to acquisition of mobile devices the City/SJP are asking respondents to provide pricing for both the outright purchase of user devices and a subsidized purchase included in the offered voice and data plans.

Vendor(s) must be able to supply hardware and devices for the duration of the contract:

1. Smartphones
 - a. Current generation Apple iPhones
 - b. Current generation Android smartphones
2. Tablets
 - a. Current generation Apple iPads
 - b. Current generation Android tablets
3. Mobile devices appropriate for Push-to-Talk, if required
4. Connectivity options such as Air card, MiFi devices, cellular wireless adapters for PC and Mac.

5. Any other devices, that are secure, and available with associated rate plans or for purchase.

Vendors must provide, at minimum, the following detail on the requested smartphone, cellular phone, Aircard, MiFi hotspots and modem devices.

- Manufacturers, models, operating systems, features, and accessories available with associated usage plans.
- Cost of a subsidized device provided as part of a contract,
 - The full price to the City for the device.
 - The price per billing period for the device based on the 2-year commitment.
- Cost to purchase the device unlocked without associated plans. Include any available discounts and financing options.
- Cost for chargers, batteries, cases and holsters, hands free devices and other accessories.
- Manufacturer and available extended warranties.
- Programs for trade-in or recycling of retired hardware.
- Where applicable, the total early cancellation fee, the amount by which the early cancellation fee will decrease each month, and at what point the City will no longer be subject to an early cancellation fee.

The City makes no guarantee as to the value or volume of the hardware deliverables. The City may contract with others for the same as or similar to the hardware deliverables.

Mobile devices subsidized through any contract(s) resulting from this RFP must be provisioned in a cost-effective way that fulfills commitment obligations every two (2) years making them eligible for upgrade without penalty.

Ordering and Fulfillment

Vendors must provide a full description of their proposed ordering and fulfillment process including but not limited to:

- Ability to deliver devices within three (3) business days from the time of order 95% of the time.
- A single point of contact where authorized City personnel can place and check the status of orders or report issues.
- A list of physical store locations where authorized City personnel can place and pickup orders for mobile devices and accessories **or**,
- Describe how the Vendor would manage onboarding, deployment, and inventory management without being physically present in the City.
- How and where the vendor will provide end-user orientation on new hardware as needed.
- How and where the vendor will provide reliable, secure, and confidential repairs support

In the past, the City has requested that the ordering and fulfillment of hardware be provided directly by the carrier however, in this RFP process, the City will consider a dealer/partner designated by the carrier or an independent dealer. The City/SJP requires the opportunity to approve the designated dealer.

Negotiated terms for Ordering and Fulfillment will be formalized under a Service Level Agreement clearly describing service levels and penalties for non-performance.

Service and Support

The Vendor must provide service and support for all products obtained under contract(s) during implementation and for the duration of the contract period, including providing a loaner device when a device is out of service for repair or waiting for replacement.

Device Support

The Vendor must provide support for all products during the warranty period, where possible. The vendor must also identify if any products (i.e. Tablets, smartphones) will require the city's personnel to interact with a third party for warranty support.

The vendor must describe the process for warranty support on such devices, and how a city user would be supplied with a temporary loaner device in such a circumstance.

Proponents must detail how devices and services obtained through the contract are supported including but not limited to;

1. Number, location and hours of service of authorized service locations in the Greater Saint John area where service would be available as part of an agreement with the city or,
2. Number, location and hours of service of authorized service locations outside the Greater Saint John area where service would be available as part of an agreement with the City.
3. What are the processes to send devices if service and support is outside the City?
4. Can billing for equipment serviced at authorized service locations be charged directly to the City's account associated with the device?
5. Can accessories purchased at authorized service locations be charged directly to the City's account associated with the device?
6. Location(s) of spare/loaner equipment and process for issuing.
7. A single point of contact service that will support service billings, activations and inquiries from authorized City personnel or its partners.
8. Describe how the Vendor would manage repairs and device assessments without being physically present in the City.
9. A mobile voice and data support desk dedicated to enterprise level customers.
10. What training / orientation for new devices and services is available to City users and Information Systems support personnel?

The Vendor must work with the City's MDM solution and must pass security standards for network access to the City/SJP before providing managed services.

Negotiated terms for Service and Support will be formalized under a Service Level Agreement(s) clearly describing service levels and penalties for non-performance. The vendor should provide SLA template(s) with their RFP response.

Billing and Reporting

Vendors must provide a consolidated monthly billing for all services and equipment, one-time and recurring charges incurred during the period. Specific billing start and end dates are negotiable.

Vendors **must**, if calculating late fees, calculate the date of late fee payments beginning on the 45th day after the invoice due date.

Vendors **must** provide a detailed description of the billing, activation, payment and adjustment processes complete with samples of billing documents and online customer account portals.

Billing **must** be set up by our internal budget numbering system to comply with accounting and auditing procedures.

The vendor **must** provide access to self-serve online billing and reporting tools. Applications for analysis, data extraction and download are required.

A monthly report of added and deleted devices is required and must be submitted to the Information Technology service area.

Implementation and Schedule

Expiry Date of current mobility contract: **September 30, 2024**

Vendors must provide the City with a migration plan describing how they will provision, distribute, and activate user mobile devices and accessories and port existing phone numbers to their network with minimal impact on business functions in the proposal(s).

During the implementation period City staff will work with the provider to activate and distribute mobile devices to the end users and schedule training as required. The successful bidder is required to provide City staff support regarding hardware, device features, accessories, training, and information about data and voice plans and packages.

The City requires all contracted individual user mobility plans and devices to be activated within a thirty (30) day implementation period from the date of award unless specific exceptions are agreed to by the City.

Vendors must detail any additional costs associated with implementation.

Number Portability

For business continuity, the City/SJP require mobile telephone numbers currently in use be ported to newly contracted services. Prospective vendors are asked to confirm that they will comply with wireless number portability and facilitate any required number porting.

Added Value

The City/SJP is seeking a mobility partner that brings reliable, cost effective and innovative support to our mobility needs. There may be technologies, services, and features offered by vendors that were not specifically requested in this RFP but can add significant value to either our specific mobility objectives and goals.

Vendors are invited to describe any added value products, services and features that feel will enhance the City/SJP's ability to service its citizens.

Compensation for the Cost of Cancellation of Current Contracts

On the termination date of the current contract, **September 30, 2024**, the City/SJP will incur penalty costs for mobile plans with unfulfilled commitments. Vendors are asked to specify in their pricing proposal what, if any, subsidy or compensation they would offer to affect a consolidated transition of City mobile to their services.

Penalties paid by the City increase our costs and will be included in our Total Cost of Ownership (TCO) calculations. Subsidies or compensation amounts will be used to reduce the proposed Total Cost of Ownership as part of the Pricing evaluation.

A table showing by month the number of current plans reaching full commitment and calculated penalty for termination as of May 30, 2024, is provided in **Appendix F**.

Term of Contract

Vendor(s) must offer a 2-year contract with an option for four (4) 1-year extensions at the City's discretion, for an overall maximum of six (6) years. Where mobile network and device technology is continually evolving, productivity and service gains must be enabled through up-to-date devices while balancing cost to the City.

The City requires that mobile devices obtained through any contract resulting from this RFP be provisioned in a way that fulfills commitment obligations every two (2) years making them eligible for upgrade without penalty.

Vendors must specify if specific volumes or exclusivity are conditions for the contract.

Appendix F

Current Contract Expiries and Penalty Costs by Month

Year	Month	# of contracts expiring	
2024	August	11	\$367.53
	September	2	\$148.22
	November	2	\$173.44
	December	1	\$213.33
2025	January	1	\$201.25
	July	19	\$4,256.00
	August	1	\$232.17
	November	1	\$276.25
Total			\$5,868.09

Appendix G

Self-Report on Requirements

Vendors are required to self-report their ability to fulfill the requirements in the proposal.

- By placing an “X” in the “yes” column next to the requirement, the vendor indicates it can provide the service or feature as described or exceeding the requirement.
- By placing an “X” in the “partly” column next to the requirement, the vendor indicates it can provide part of the service or feature as described.
- By placing an “X” in the “no” column next to the requirement, the vendor indicates it cannot provide the service or feature as described.
- Vendors must use the Comments / Reference column to describe how the requirement can be exceeded or explain “partly” or “no” responses. Vendors **must** reference where the requirement is addressed in the vendor’s proposal. Reference must include page and section number to ensure an efficient evaluation process.

Requirement	Yes	Partly	No	Comments / Reference to Proposal
Part 1 Mobile Voice and Data Plan using 5G Network and Technology				
The vendor <u>must</u> agree to the length of time required for fulfillment of commitments and cancellation of individual plans without penalty or additional cost <u>must</u> not exceed two (2) years from date of activation.				
The vendor <u>must</u> agree that the contract can be extended automatically on a month-to-month basis when it expires, and if so, when it starts;				
Provide Service Level Agreement (SLA) covering mobile voice and data plans (including for BYOD, subsidized devices and devices purchased outright) with clearly defined requirements and terms for non-performance.				
The vendor must provide services in accordance with the City’s Acceptable Use and Mobile Device policies.				
Proposed wireless networks <u>must</u> provide 5G coverage across Canada. Proposals <u>must</u> include detailed coverage maps showing coverage and network speed.				
Supply of mobile voice and data services using 5G (or later) networks				

and technology with city wide coverage.				
Provide security program information to demonstrate how the Vendor would contribute to the City's goals of controlling costs and ensuring devices and data are secure.				
The vendor must indicate if they support porting or transferring a number from a current City/SJP's account to the new mobile devices contract. If so, what terms and charges apply.				
Provide an efficient and cost-effective contract providing simple, inclusive pricing and usage plans including BYOD, subsidized devices and devices purchased outright.				
Vendor must use simple, inclusive pricing and usage plans, including if amending a contract term or condition that would extend the customer's commitment period or change any other aspect of the contract.				
Features to control costs are required in the RFP for the City's consideration.				
The ability for users to be alerted on devices of data usage is of significant added value.				
The same plans apply to both subsidized and non-subsidized devices is required.				
Plans that treat all voice minutes the same and that have features like built-in long distance and roaming agreements for US/international that eliminate complexity for users when traveling are preferred.				
Plans <u>must</u> include competitive Canadian, North American, and International calling and roaming rates for Data, voice, and text messaging.				
The ability to pool device data, voice minutes and SMS/MMS messages across the organization is preferred however large enough per-device usage plans would be considered				

equivalent in eliminating overage charges for high volume users.				
Plans <u>must</u> allow for device tethering.				
The vendor must bill for voice and data plans, and any other services, directly to the City's account associated with the device.				
The minimum monthly charge for services included in the contract.				
All one-time costs, itemized separately.				
Rate for Smartphone voice, SMS/MMS and data.				
Data only. (Air card, modem, M2M, Wireless hotspot).				
Rate for Push-to-Talk (PTT) as an add-on to smartphone and cellular plans.				
Rate for Cellular Private Network (APN/VPN)				
Call Waiting at no cost or at competitive rates				
Three Way Calling at no cost or at competitive rates				
Call Forwarding at no cost or at competitive rates				
Voice Messaging (VM) at no cost or at competitive rates				
Caller ID at no cost or at competitive rates				
911 and E911 Service at no cost or at competitive rates				
Multimedia Messaging Service (MMS) at no cost or at competitive rates				
Short Message Service (SMS) at no cost or at competitive rates				
The ability to suspend phones under contract is desired to manage the cost of provisioning mobile devices to seasonal and contract employees. Vendors <u>must</u> clearly indicate if and how they provide for the suspension of service and describe what the monthly cost of a suspended plan would be, any one-time costs associated with suspending or reactivating a plan, and what impact suspension has on contract length or commitment periods.				

Where applicable, the total early cancellation fee, the amount by which the early cancellation fee will decrease each month; and at what point the City will no longer be subject to an early cancellation fee.				
Vendors <u>must</u> detail terms of cancellation for plans with and without subsidized devices.				
Provide the cost of data pooling and using data per user so that cost options are comparable.				
Vendor will provide pricing for a subsidized purchase included in the offered voice and data plans and the cost of a subsidized device provided as part of a contract, including the full price to the City for the device.				
Vendor is responsible for decreasing rate plans charges when hardware is paid and <u>must</u> adjust the billing amount for the first month after the device is paid for.				
Include any available discounts and financing options.				
Vendor should specify in their pricing proposal what, if any, subsidy or compensation they would offer to affect a consolidated transition of City/SJP mobile voice and data plans and like-new devices to their services.				
Rates for optional services available to the customer at the time the contract is agreed to;				
Pricing for outright purchase of user devices included in the offered voice and data plans.				
Any limits in the contract on the use of services that could trigger overage charges or additional fees;				
Vendor <u>will</u> provide a single point of contact service that will support service billings, activations, and inquiries from authorized City personnel or partners of the City.				
Proponents must provide details of procedures for reporting network issues or outages, committed response times and escalation procedures. Historical data showing the frequency				

of outages and mean time to restore services should be included where available.				
Provide a dead zone map and devices for testing of network coverage prior to award.				
Part 2 - Devices				
Devices are provisioned in a way that fulfills commitment obligations every two (2) years				
The vendor must provide services in accordance with the City's Acceptable Use and Mobile Device policies.				
Provide Service Level Agreement (SLA) covering ordering and fulfillment, device support and service (including for BYOD, subsidized devices and devices purchased outright) with clearly defined requirements and terms for non-performance. Vendors to include certified refurbished devices.				
The vendor must work with all original equipment manufacturers (OEM) such as Apple, and Samsung as an official service technician and reseller.				
Vendor must provide an overview of the security program in place, which may be acceptable to move forward in the RFP process, although certifications are preferred. Vendors must demonstrate their ability to meet the data management standards for Protected A and Protected B data.				
The vendor has provided specification details of devices as requested on page 8.				
The vendor will deliver devices within three (3) business days from time of order 95% of the time.				
The vendor must bill devices or accessories purchased at authorized service locations directly to the City's account associated with the device.				
Updated hardware pricing and addition of new device types and models must be provided, at minimum, on a bi-annual basis, or on request of the City.				

Vendors to include information for certified refurbished devices.				
Vendor <u>will</u> provide manufacturers, models, operating systems, features and accessories available with associated usage plans. on the requested smartphone, cellular phone, Air card, wireless hotspots and modem devices.				
Vendors <u>must</u> be able to supply appropriate (secure, supported by OEM and warranty, not too old) mobiles devices such as smartphones, tablets and MiFi units for the duration of the contract. Certified refurbished devices may be acceptable.				
Vendors <u>may</u> be able to supply Push-to-Talk capability mobile devices for the duration of the contract.				
Vendors <u>must</u> be able to supply USB air card cellular wireless adapters for PC and Mac for the duration of the contract.				
Vendors must provide the cost to purchase the device unlocked without associated plans.				
Vendors are asked to also list other devices, and the costs for purchase, including chargers, batteries, cases and holsters, hands free devices and other accessories.				
Devices provided must come with a minimum one-year warranty.				
The Vendor <u>must</u> provide support for all products during the warranty period, where possible.				
Devices must be supported for operating system upgrades and security fixes for at least 3 years from the initial date of use by the City.				
The vendor must describe what, if any, products (i.e. phones, tablets, Air cards, wireless hotspots) will require the city's personnel to interact with a third party for warranty support.				
The Vendor <u>must</u> provide service and support for all products obtained under contract, during implementation				

and for the duration of the contract period, including BYOD, subsidized devices, refurbished devcies and devices purchased outright.				
The vendor explains how and where the vendor will provide reliable, secure, and confidential repairs and support.				
Vendor can provide a single point of contact service that will support service billings, activations, and inquiries from authorized City personnel or partners of the City.				
Part 3 - Managed Services				
The vendor will provide Service Level Agreement (SLA) covering managed services for device and user support (including for BYOD, subsidized devices and devices purchased outright), inventory management, and lifecycle management with clearly defined requirements and terms for non-performance.				
To protect the City/SJP's Protected A and Protected B data, the Vendor(s) must hold an industry-recognized certification requiring third-party audits to ensure devices being onboarded, repaired or decommissioned are managed correctly. Certifications should audit facilities, processes, transportation methods, and operational transparency.				
The vendor must work with all original equipment manufacturer (OEM) such as Apple, and Samsung as an official service technician and reseller.				
The Vendor <u>must</u> provide service using the City's MDM solutions (Apple Business Manager, Knox, Intune) and must pass security standards for network access to the City/SJP before providing managed services.				
The vendor must provide services in accordance with the City's Acceptable Use and Mobile Device policies.				
The vendor will onboard devices to the City's mobile device manager including				

BYOD, subsidized devices and devices purchased outright.				
Mobile telephone numbers currently in use <u>must</u> be ported to newly contracted services. Prospective vendors are asked to confirm that they will comply with wireless number portability and facilitate any required number porting.				
The vendor will provide managed services after deployment, to ensure devices are upgraded appropriately, assist in disaster recovery and support end users including BYOD, subsidized devices and devices purchased outright.				
The City requires all contracted individual user mobility plans and devices to be activated within a thirty (30) day implementation period from the date of award unless specific exceptions are agreed to by the City.				
The vendors must provide the City with a migration plan describing how they will provision, distribute, and activate user mobile devices and accessories and port existing phone numbers to their network with minimal impact on business functions.				
The vendors is aware that during the implementation period City staff will work with the provider to activate and distribute mobile devices to the end users and schedule training as required.				
The vendors <u>must</u> detail any additional costs associated with implementation.				
The vendor will manage mobile devices in a way that fulfills commitment obligations every two (2) years.				
The vendor must have an objective process or system to assess the condition of a device to efficiently determine if a device must be removed from inventory or can be refurbished and continue to provide value to the City/SJP.				
The vendor will ensure that data wiping is executed using military-grade software certified minimally by ADISA or the Federal Government's Contract Security Program (CSP).				

The vendor must include information on how they secure and manage BYOD programs.				
The vendor will provide device provisioning and deployment of devices, including BYOD, subsidized devices. devices purchased outright.				
Vendor provides a mobile voice and data support desk dedicated to enterprise level customers.				
The vendor must provide a single point of contact where authorized City personnel can place and check the status of orders or report issues.				
The vendor must provide a single point of contact for users that will support continuous operations for the City/SJP.				
The vendor will provide a list of physical store locations where authorized City personnel can place and pickup orders for mobile devices and accessories <u>or</u> the vendor has included the contact number, location and hours of service of authorized service locations outside the Greater Saint John area where service would be available as part of an agreement with the City.				
The vendor explains how and where the vendor will provide reliable, secure, and confidential repairs and support.				
If providing service and support from outside the City, the Vendor must describe the process of sending equipment between City employees and the vendor. Security and efficiency is critical.				
The vendor must deliver devices within three (3) business days from the time of order 95% of the time.				
The vendor must deliver devices already ready for the user, including complete kitting.				
The vendor explains how and where the vendor will provide end-user orientation on new hardware as needed.				

The vendor must provide a loaner device when usual device is out of service for repair or waiting for a replacement. Loaner device locations must be determined with the City.				
The vendor must describe the process for warranty support on devices, including a) how a city user would be supplied with a temporary loaner device and b) how to send the device for repair.				
The vendor must describe what, if any, products (i.e. phones, tablets, Air cards, wireless hotspots) will require the city's personnel to interact with a third party for warranty support.				
Vendor provides and explains what training / orientation for new devices and services is available to City users and Information Technology support personnel.				
The vendor must bill for services / equipment serviced at authorized service locations directly to the City's account associated with the device.				
The vendors <u>must</u> provide a consolidated monthly billing for all services and equipment, one-time and recurring charges incurred during the period. Specific billing start and end dates are negotiable.				
The vendors <u>must</u> provide a detailed description of the billing, activation, payment and adjustment processes complete with samples of billing documents and online customer account portals.				
The vendors <u>must</u> set up billing by our internal budget numbering system to comply with accounting and auditing procedures.				
The successful bidder is required to provide City staff support regarding hardware, device features, accessories, and training.				
Value Add				
Vendors are invited to describe any added value products, services and features that they feel will enhance the City/SJP's ability to service its citizens.				
Cost of Current Commitments				

<p>Vendors are asked to specify in their pricing proposal what, if any, subsidy or compensation they would offer to affect a consolidated transition of City mobile wireless to their services.</p> <p>Penalties paid by the City increase our costs and will be included in our Total Cost of Ownership (TCO) calculations. Subsidies or compensation amounts will be used to reduce the proposed Total Cost of Ownership as part of the Pricing evaluation.</p>			
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(B) Evaluation Criteria

- (1) The following is an overview of the categories and weighting for the rated criteria relevant to the evaluation of proposals under this RFP.

STAGE II OF EVALUATION PROCESS	SCORING (POINTS)
Quality and Completeness: <ul style="list-style-type: none"> • Has the proponent addressed all of the needs identified? • Is the proposal presented in an organized and professional manner? Have SPEC Sheets and WARRANTY information been submitted. 	10
Specifications Requirement and Security Standards: <ul style="list-style-type: none"> • Meet/exceed requirements outlined in Appendix D – (A) The Deliverable. • Warranty Information provided. • Ability to meet Security Standards 	40
Service Support, Added Value and Self-Report on Requirements: <ul style="list-style-type: none"> • Ability to meet service support level outline in the requirements. • Added Value; • Completion of Appendix G – Self-Report on Requirements. 	25
Cost: <ul style="list-style-type: none"> • Cost will be a factor, however, neither the only factor nor the determined factor, in the evaluation of the proposals. • The financial proposal shall include: <ul style="list-style-type: none"> ○ Pricing Form 	25
TOTAL POINTS FOR STAGE II	100

(C) Submission Requirements

(1) Proponents should include the following information in respect of each of the rated criteria:

(a) Quality and completeness – 10 Points

- i. Has the proponent addressed all of the needs identified and is the proposal presented in an organized and professional manner, have specification sheets and warranty information been provided?

(b) Specifications Requirement and Security Standards: – 40 Points

- i. Meet/exceed specifications outlined in Appendix D – (A) The Deliverable.
 - Wireless Network and Coverage
 - Voice and Data Plan
 - Hardware and ordering requirements
- ii. Warranty Information provided.
- iii. Ability to meet Security Standards

(c) Service Support, Added Value and Self-Report on Requirements – 25 Points

- i. Ability to meet service support level outline in the requirements.
- ii. Added Value;
- iii. Completion of Appendix G – Self-Report on Requirements.

(d) Cost (Financial Proposal) – 25 Points

- i. Completed Pricing Form as provided in Appendix B;
- ii. Proposed cost for the Deliverables, as described in Appendix D – RFP Particulars;