



REGIONAL
DISTRICT
OF NANAIMO

REQUEST FOR PROPOSALS No. 25 – 008

Mobile Wireless and Data Services

ISSUED: February 11, 2025

Submissions and Questions are to be directed to:

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Manager, Business Solutions

Regional District of Nanaimo

Email: rkarim@rdn.bc.ca

CLOSING DATE AND TIME:

Submissions must be received on or before:
3:00 PM (15:00) Local Time on March 12, 2025

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1. Introduction

The Regional District of Nanaimo (RDN) is seeking proposals from qualified firms for the provision and activation of devices utilizing cellular voice and data services. This Request for Proposal (RFP) may involve the continuation or replacement of existing cellular devices with the RDN's current service provider. The RDN is looking to establish an agreement for a term of thirty-six (36) months and reserves the right to modify or negotiate the final terms of the contract.

2. Instructions to Proponents

Closing Date & Time

Submissions must be received on or before 3:00 PM (15:00 hours), Local Time, on March 12, 2025. Any questions are requested at least five (5) business days before the closing date.

Submission Instructions

By Email: With “25-008 Mobile Wireless & Data Services” as the subject line at this electronic address:

rkarim@rdn.bc.ca.

Please note: the maximum email file size limit is 20MB.

Amendment to Proposals

Proposals may be amended in writing and sent via email to rkarim@rdn.bc.ca before the closing date. Such amendments should be signed by the authorized signatory of the proponent.

Addenda

If the RDN determines that an amendment or questions & answers are required for this RFP, the RDN will post the Addendum on the RDN (<https://www.rdn.bc.ca/current-bid-opportunities>) and BC Bid (<https://bcbid.gov.bc.ca/>) websites. Each addendum will be incorporated into and become part of the RFP. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the RDN. It is the sole responsibility of the proponent to check and ensure that any and all amendments are included prior to submitting their final proposal submission.

Withdrawal of Proposals

The proponent may withdraw their proposal at any time by submitting a written withdrawal email to rkarim@rdn.bc.ca on or before the closing date.

Unsuccessful Vendors

The regional district will offer debriefings to unsuccessful proponents, on request, at a mutually agreeable time.

3. Background

The Regional District of Nanaimo's (RDN) Information Services (IS) Department oversees all cellular and wireless data requirements for the end-user departments. Over the past three years, RDN's average annual expenditure on wireless devices and mobility contracts has been approximately \$126,000.00. It should be noted that past expenditures do not guarantee future spending, which may vary based on budget allocations, equipment age, and replacement schedules.

Deliveries are typically made to the RDN's IS department at 6300 Hammond Bay Road, Nanaimo, B.C. However, there may be occasions where delivery is requested directly to a customer site within the boundary of the Regional District of Nanaimo.

Device Statistics & Management Overview

Device Plan	Current Count	Device Type
Voice and Data	224	Apple iPhones, Android Devices.
Voice Only	19	Feature phones, Apple iPhone, and Android Devices
Data Only	106	Tablets, Laptops, Network Devices, IoT
Fixed IPs	5	-

The RDN manages a fleet of 349 mobile devices/lines, including 224 smartphones, 106 Tablets, and various other devices, all operating under a shared voice and data contract. Of these, approximately 200 devices have outstanding balances, totaling an estimated \$88,507.69. Proposals must include an immediate transition plan which accounts for these balances and devices.

As of December 2024, RDN's shared data plan provides approximately 835GB of LTE/5G data. The organization also has access to an annual allocation to replace one-third of the total device fleet.

RDN's current contract structure includes 138 lines on month-to-month plans (106 Data only, 32 Voice and Data) and 200 lines with agreements set to expire between mid-2025 and 2027. Proposals should outline strategies to manage these varying contract terms and ensure a seamless transition.

Historically, the RDN utilizes Apple iOS and Android mobile phones and devices. The iOS devices account for 80% of all RDN devices, Android devices (primarily Google Pixel) make up 20% of all RDN devices. The RDN expects that successful proponents will offer Apple iOS and Google Pixel devices at competitive pricing.

RDN utilizes two mobile device management solutions: Microsoft Intune and Apple Business Manager to enroll and manage the devices. The RDN values having enrollment performed by the service provider, and the Organization ID will be provided to the successful proponent to enroll seller-purchased devices with Apple Business Manager.

The RDN has a strong desire to standardize and simplify the management of cellular devices, minimizing internal administrative costs for the Information Services and Finance departments. Proposals which provide a highly limited number of plans including all anticipated features (e.g. a single choice each for Smartphone / Voice-Only / Data-Only, with a discount for BYOD, or similar), and which result in reduced management overhead related to overage chargebacks, would help streamline operational processes and improve budgeting accuracy. Of particular value would be proposals that eliminate issues related with unintentional roaming to the US on near-border areas.

The following table outlines the total minutes, Canadian long-distance minutes, international long-distance minutes, and data usage patterns from 2024 to provide clear expectations. RDN’s current plans include unlimited long-distance calling within Canada and unlimited SMS/MMS to Canada and the United States.

2024 Usage Stats

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov
Total Minutes	32405	35214	31248	33128	31583	34356	32524	33319	30938	29589	29806
CDN LD Minutes	3513	3705	3137	3736	3311	3507	3725	3659	2937	3213	3168
INTL/US LD Minutes	64	73	210	89	49	66	49	67	93	13	26
Canadian Data (GB)	328	356	346	461	438	488	467	453	449	416	498

4. Proposal Evaluation

The process of opening and reviewing the submitted proposals will be conducted privately, rather than in a public forum. The RDN will evaluate the proposals to determine how well they meet the specified requirements listed in Section 5 and how they score according to the weighted categorical criteria outlined below.

CATEGORY		WEIGHTAGE	QUALIFYING THRESHOLD
Technical		60%	
	Features, Capacity and Device Replacement for Current and Future growth	35%	N/A
	Minimized Administrative Overhead and Pricing Variability	10%	N/A
	Service Area Coverage	15%	10%
Financial		40%	
	Price		
	Transition Plan / Operational Continuity / Hardware Pricing Model		
Total		100%	

Technical Evaluation (60%)

1. Features, Capacity, and Device Replacement for Current and Future Needs (35%)
 - a. Provide details on each feature listed in the requirements, explaining how the proposal meets or exceeds these requirements and ensures sufficient capacity (minutes, data, roaming usage) for current and future needs.
 - b. Describe the device replacement process, including the proposed device for standard low-cost replacement, how subsidies and discounts apply to any premium devices, and an

overview of the project plan for transitioning to the new contract with minimal service disruption and internal / staffing costs to the RDN.

- c. Outline any additional services provided at no extra cost to the RDN that offer tangible value.

2. Minimized Administrative Overhead and Pricing Variability (10%)

Explain how the proposed features and plans, along with any unique management and billing features, will minimize administrative overhead and pricing variability. Detail how these features will meet current usage requirements without incurring overage costs, reduce staff overhead in managing the contract, hardware, and services, and eliminate the overhead associated with package selection, provisioning/de-provisioning, and controlling unexpected costs.

3. Service Area Coverage (15%)

Proponents must provide mapping supported by field-collected signal strength data that clearly shows coverage across the RDN’s entire area in detail, including any known locations with poor or unreliable service. The map should include topographic relief (contours or shading), cartographic features such as roads and lakes, tower locations, antenna vectors, and graduated signal quality shading, or similar measures sufficient to give the RDN confidence in the proponent’s quality of service. Failure to provide mapping of sufficient detail, or mapping that shows a clear reduction in service from the current provider, will result in disqualification. A copy of the RDN area map is included in Appendix A: RDN Area Map. The boundary KML file can be made available on request to proponents.

Scores will be allocated as:

- lesser coverage than existing service provider achieves 0 %, and the proposal will be disqualified.
- equivalent coverage achieves 10 %,
- and greater coverage achieves 15 %.

Price Evaluation (40%)

Pricing will be evaluated using a relative pricing formula based on the rates provided below.

$$\text{Lowest Price} \div \text{Proponent's Price} \times \text{Weighting} = \text{Proponent's Pricing Score}$$

Proponents are requested to follow the format outlined below when submitting their pricing information. This format should be used in conjunction with any information the proponents wish to present.

Plan Description	Device Count	Per-Device Monthly Cost (Exclusive of Tax)	Total 3-Year Cost (Device Cost x Monthly Cost x 36)
Voice & Data	224		
Voice Only	19		
Data Only	106		

Hardware Replacement Cost* (Based on RDNs current standards)	Device Count	Per-Hardware Replacement Cost (Exclusive of Tax)	Total Hardware Replacement Cost (Device Count x Per-Device Cost)
iOS (iPhone 15 - 256 GB)	188		
Android (Google Pixel 8 - 128 GB)	50		

* Cost should reflect three-year commitment cost for device indicated, less any hardware subsidies provided for device replacement. The device count in each category is for comparative purposes only.

Other Mandatory Charges and Fees not included in Monthly Fees (e.g. SIMs, dealer transaction fees, transition costs. etc.)	Total 3-Year Expense

Incentives or One-Time Credits	Total 3-Year Credit

Rates must be provided in Canadian dollars, inclusive of all applicable duties, except for PST and GST, which should be itemized separately.

Unless otherwise specified, rates quoted by the proponent must be all-inclusive. This includes all labor and material costs, travel and carriage costs, insurance costs, delivery costs, installation, and setup costs (including any pre-delivery inspection charges), and all other overhead, including any fees or charges required by law.

Proposals submitted should be in enough detail to allow the RDN to determine the Proponent’s qualifications and capabilities from the documents received. The selection committee, formed at the RDN’s sole discretion, will score the Proposals in accordance with the criteria provided.

The RDN may evaluate proposals on a comparative basis by comparing one proponent’s proposal to another proponent’s proposal. The RDN reserves the right to not complete a detailed evaluation if the RDN concludes the proposal is materially incomplete or irregular or contains any financial or commercial terms that are unacceptable to the RDN.

The selection committee may proceed with an award recommendation or the RDN may proceed to enter into negotiations with the highest evaluated proponent with the intent of developing an agreement. If the parties after having bargained in good faith are unable to conclude a formal agreement, the RDN and the Proponent will be released without penalty or further obligations other than any surviving obligations regarding confidentiality and the RDN may, at its discretion, contact the Proponent of the next best rated Proposal and attempt to conclude a formal agreement with it, and so on until a contract is concluded or the proposal process is cancelled.

The RDN reserves the right to award the assignment in whole or in part or to add or delete any portion of the work. Throughout the evaluation process, the evaluation committee may seek additional clarification on any aspect of the Proposal to verify or clarify the information provided and conduct any background investigation and/or seek any additional information it considers necessary.

5. Requirements

This section itemizes the categorical requirements of this RFP. It is expected that proponents will provide responses to each item contained in this section to ensure a comprehensive evaluation of their proposal.

General:

1. Transition plan to ensure all agreed services are migrated quickly and effectively, minimizing service interruptions, inconvenience, and internal overhead.
2. An efficient service and hardware ordering mechanism, with short delivery lead-times.
3. Rapid device replacements, warranty service, and add/move/change support that offer convenience and ease of use for Information Services staff and end users.
4. A dedicated account representative who will conduct regular account engagements – please outline their roles and responsibilities.
5. Devices provided unlocked at no additional cost.
6. Subsidized full-fleet device replacement on a three-year cycle with minimal costs, allowing the RDN to select standard low-cost and premium devices models as needed.
7. Pooled data between all devices with data access, with a minimum pool contribution of 5GB per Smartphone.
8. The ability to place “data blocks” on non-data lines, at no additional cost.
9. The ability to place a percentage of lines in “vacation disconnect” mode, to retain numbers for periods of inactivity with reduced charges.
10. Automated voice and data roaming features that minimize internal management complexity and total costs.
11. Data-only option, allowing SIM cards to be installed in LTE hotspots, laptops, tablets, and IoT/SCADA sensors and to draw from pooled data.
12. No charges for device activations/deactivations, SIM cards, number changes, or other service changes.
13. Online management interface for services, subscriptions, reporting, billing and performance monitoring. Please provide functional highlights of the system.
14. Usage based rebates, initial no-charge device upgrade allotment (float devices).
15. The ability to terminate a reasonable number of lines with waived cancellation cost.
16. The ability to add services and devices over the length of the agreement.
17. The ability to port numbers into and out of the plan without incurring charges (e.g. allow employees to take their number with them on departure, without requiring cancellation of associated plan).
18. Mechanisms to ensure continuity of service during disasters or emergencies. Please elaborate on your priority levels and protocols for restricting access during significant emergency events or disasters, and how you can support the RDN in ensuring ongoing critical communications in times of crisis.
19. Advanced billing management solution, allowing automated review, internal distribution, and analysis based on hierarchical cost centers.

Voice:

1. Unlimited Canada local and long-distance minutes.
2. Unlimited Canadian and US text messaging, including picture/video messaging.
3. 411e: directory assistance services.

4. Included voicemail, caller-ID, conference calling, call-waiting, and call-forwarding / instant forwarding.
5. Automatic roaming.
6. Caller ID block availability.

Data:

1. Pooled/shared data, including tethering.
2. Data only plans for suitable devices such as tablets, mobile hotspots, and IoT devices, with options for pool usage and dedicated data plans.
3. Minimum pool contribution of 5GB data for each smartphone.
4. Visual Voicemail.
5. Dedicated IP address availability.
6. Data block availability.
7. Automatic roaming.

Value Added (these are optional requirements, valued by the RDN):

1. Priority access for emergency services / crisis management staff during emergency events.
2. Included no-cost roaming for common travel locations (e.g. US / Mexico).
3. Unlimited local and long-distance minutes from common travel locations (e.g. US / Mexico)
4. A lone worker alert solution, providing timed check-ins, “man down” detection, location, and 24/7 monitoring service.
5. Unlimited or lower cost long distance international voice and data.
6. Reduce risk posed by line commitment, should there be a substantial change in the organization's budget, operational needs, or technological advancements.
7. Unique service offerings, such as low-frequency / long distance service for IoT devices, secure network access, etc.
8. Other included feature and services with quantifiable value to the RDN that do not require additional expenditure.

The RDN expects to establish a Service Level Agreement (SLA) that has clear commitments with respect to response times and the ability to escalate issues.

6. Proposed Purchase Contract

With the submission, please include a draft copy of your corporate agreement for the RDN to review as a basis for evaluation and negotiation.

7. General Conditions

No Contract

By submitting a Request for Proposal and participating in the process as outlined in this RFP, proponents expressly agree that no contract of any kind is formed until a fully executed contract is in place.

Privilege Clause

The lowest or any proposal may not necessarily be accepted.

Acceptance and Rejection of Submissions

This RFP does not commit RDN in any way to select a preferred Proponent, or to proceed to negotiate a contract, or to award any contract. The RDN reserves the right in its sole discretion to cancel this RFP, up until the award, for any reason whatsoever. The RDN may accept or waive a minor and inconsequential irregularity, or where applicable to do so, the RDN may, as a condition of acceptance of the Submission, request a Proponent to correct a minor or inconsequential irregularity with no change in the submission.

Conflict of Interest

Proponents shall disclose in their Proposals any actual or potential Conflict of Interest and existing business relationships it may have with the RDN, its elected officials, appointed officials or employees.

Solicitation of Board Members and RDN Staff

Proponents and their agents will not contact any member of the RDN Board or RDN Staff with respect to this RFP, other than the RDN Contact named in this document.

Litigation Clause

The RDN may, in its absolute discretion, reject a Proposal submitted by Proponent, if the Proponent, or any officer or director of the Proponent is or has been engaged either directly or indirectly through another corporation in legal action against the RDN, its elected or appointed officers and employees in relation to:

- (a) any other contract for works or services; or
- (b) any matter arising from the RDN's exercise of its powers, duties, or functions under the Local Government Act, Community Charter, or another enactment within three years of the date of this Call for Proposals.

In determining whether to reject a Proposal under this clause, the RDN will consider whether the litigation is likely to affect the Proponent's ability to work with the RDN or whether the RDN is likely to incur increased staff and legal costs in the administration of this Contract if it is awarded to the Proponent.

No Claim for Compensation

Proponents are solely responsible for their own expenses in preparing and submitting a Proposal and for any meetings, negotiations, or discussions with the RDN. The RDN will not be liable to any Proponent for any claims, whether for costs, expense, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP. Proponents agree that by participating in the RFP process they have no claim for compensation.

Ownership of Proposals

All Proposals, including attachments and any documentation, submitted to and accepted by the RDN in response to this RFP become the property of the RDN.

Freedom of Information

All submissions will be held in confidence by the RDN. The RDN is bound by the Freedom of Information and Protection of Privacy Act (British Columbia) and all documents submitted to the RDN will be subject to provisions of this legislation. The successful vendor and value of the award is routinely released.

Appendix A: RDN Area Map

<Double Click to open the embedded PDF file>

