



REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

Title: **PREQUALIFICATION OF SERVICE PROVIDER
FOR WIRELESS SERVICE AND DEVICES**

Reference No.: 1220-050-2015-009

(General Services)

REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

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REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

1. INTRODUCTION

1.1 Purpose

The purpose of this request for expressions of interest and statements of qualifications (the "RFEI/SOQ") is to:

- (a) invite submissions (the "**Submission**") from respondents (the "**Respondent**") that describe the desire, relevant expertise, capability and resources of the Respondent to undertake the project requirements as generally set out in Schedule A – Specifications of Goods and Scope of Services; and
- (b) to select a Respondent or Respondents who may be invited to participate in the next stage of the competitive selection process, when called.

The selection process is composed of 2 stages.

Stage 1: It is the intent of the City to utilize this RFEI/SOQ to generate indications of interest in the project and shortlist, from those who have expressed an interest and rank high on the Stage 1 Evaluation Criteria, at least three top-ranked Respondents to continue to Stage 2, the Request For Quotations (RFQ) process. Stage 2: Respondents who were top ranked in Stage 1 will be invited to submit a quotation responding to Stage 2 RFQ. The purpose of this RFQ is to establish a master agreement(s) with qualified service and/or equipment provider(s) for wireless service and devices.

All interested parties should respond to this RFEI/SOQ as the City does not guarantee that a RFQ will be issued following this RFEI/SOQ and may elect to directly negotiate with one or more Respondents, or the City may at any time and at its sole discretion decide to cancel this process for any reason in its entirety.

1.2 Definitions

In this RFEI/SOQ the following definitions shall apply:

"**BC Bid Website**" means www.bcbid.gov.bc.ca;

"**City**" means the City of Surrey;

"**City Representative**" has the meaning set out in section 2.4;

"**City Website**" means www.surrey.ca;

"**Evaluation Team**" means the team appointed by the City;

"**Preferred Respondent(s)**" means the Respondent(s) selected by the Evaluation Team;

"**Respondent**" means an entity that submits a Submission;

"**Submission**" means a submission submitted in response to this RFEI/SOQ;

"**RFEI/SOQ**" means this Request for Expressions of Interest and Statements of Qualifications; and,

"**Services**" has the meaning set out in Schedule A.

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Submission Delivery

A Submission should be labelled with the Respondent's name, RFEOI/SOQ title and reference number. A Submission should be submitted in the form as set forth in Section 3 – SUBMISSION FORM AND CONTENTS

The Respondent may submit a Submission either by email or in a hard copy, as follows:

(a) Email

If the Respondent chooses to submit by email, the Respondent should submit the Submission electronically in a single pdf file to the City by email at: purchasing@surrey.ca. PDF emailed Submissions are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Respondents should phone to confirm receipt. A Respondent bears all risk that the City's equipment functions properly so that the City receives the Submission.

(b) Hard Copy

If the Respondent chooses NOT to submit by email, the Respondent should submit one original unbound Submission and three (3) copies (four (4) in total) which should be delivered to the City at the office of:

Name: Richard D. Oppelt, Purchasing Manager
at the following location:

Address: Surrey City Hall
Finance & Technology Department – Purchasing Section
Reception Counter, 5th Floor West
13450 – 104 Avenue, Surrey, B.C., Canada, V3T 1V8

2.2 Date

The City would prefer to receive Submissions on or before May 19, 2015. The City's office hours are 8:30 am to 4:00 pm, except holidays.

2.3 Inquiries

All inquiries related to this RFEOI/SOQ should be directed in writing to the person named below (the "**City Representative**"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Purchasing Manager
Email: purchasing@surrey.ca
Reference: #1220-050-2015-009

2.4 Addenda

If the City determines that an amendment is required to this RFEOI/SOQ, the City Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the "BC Bid Website") and the City Website at www.surrey.ca (the "City Website") that will form part of this RFEOI/SOQ. It is the responsibility of Respondents to check the BC Bid Website and the City Website for addenda. The only way this RFEOI/SOQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any

person will affect or modify the terms of this RFEOI/SOQ or may be relied upon by any Respondent. By delivery of a Submission, Respondent is deemed to have received, accepted and understood the entire RFEOI/SOQ including, any and all addenda.

2.5 Status Inquiries

All inquiries related to the status of this RFEOI/SOQ, including whether or not a Respondent has been selected, should be directed to the City Website and not to the City Representative.

3. SUBMISSION FORM AND CONTENTS

3.1 Package (Hard Copy)

If the Respondent chooses NOT to submit by email, the Respondent should submit a Submission in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the City.

Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your submission, they should be fully 100% recycled stock.

The City seeks and prefers submittals on 100% Post Consumer Fibre (PCF) paper, consistent with the City's policy and the City environmental practices.

Please double-side your Submission.

Submissions should be in a sealed envelope/package, marked on the outside with the Respondent's name, title of the Submission and reference number.

3.2 Form of Submission

Submissions shall include the information set forth in Section 3.2 below:

3.2.1 Cover Letter

The cover letter should include the full legal name and business address of the Respondent, as well as the signature of an authorized signatory of the Respondent.

3.2.2 Executive Summary

3.2.3 Technical Submission

Respondent should prepare each of the five elements of the Technical Submission as set forth in Sections 3.2.3.1 – 3.2.3.5 below as they relate to Schedule A – Specifications of Goods and Scope of Services. Please also provide (if available) examples of service and support requirements and corresponding service level metrics that you have utilized with other clients.

3.2.3.1 Qualifications and Capabilities

Company History. Respondents should provide a brief history and description of their company detailing how they will support a master agreement.

Facilities. Respondents should indicate location of primary business, number of branch offices, distribution outlets, and support centres, as appropriate.

Personnel. Respondents should include a map or other documentation that indicates the number and type of sales, support personnel, or other resources that are employed to

service purchase orders. Respondent should also submit resumes of all key personnel who will be involved in the ongoing management of the account.

Organization. Respondents should include an organization chart and a thorough narrative describing how a master agreement will be supported from senior management down to field technicians. Respondent should describe you project organization and project management methodology.

3.2.3.2 Equipment and Services Overview

Describe ability to provide goods and the services related to supporting the Goods. Include an overview of how the Goods is/are delivered and serviced. Respondent should describe the types of equipment and service offerings and the ability to provide these services. Examples of these services offering would include but not limited to the following:

- Warranty - Break Fix – Non-Warranty
- Standard non customized Training
- Installation/de-installation
- Support
- Asset Tagging
- Maintenance
- Custom service solutions
- Recycling/disposal

3.2.3.3 Experience

Submit three (3) examples of current or previous governmental entities and/or large educational institutions that have or are currently receiving similar products and services to those proposed in this RFEI/SOQ solicitation. These should be for contracts that have been in place during the past three years. The information required in response to this specification should include the name and telephone number of the contract administrator, the dollar value of the contract, plus the effective dates of the contract(s). The City reserves the right to contact these entities.

3.2.3.4 Environmental

Explain commitment to environmentally preferable purchase specifically in the areas of:

(a) End of life management: Respondent should include information regarding takeback, recycling and trade-in programs available; and

(b) Environmental solutions: Respondent should include information on how additional value is provided regarding environmental solutions such as selling refurbished/remanufactured devices and equipment. Respondent should outline how your company is willing to work with the City to minimize the impact on the environment. Respondent should specifically address:

- (i) Materials – manufacturers declaration on reduction/elimination of hazardous materials (i.e. mercury and lead);
- (ii) Product – In general how does the Respondent identify product longevity, percent of packaging and packing materials that are recycled/reusable, availability of replacement parts for life extension, cost, and complication to upgrade;
- (iii) Corporate – Respondent should provide information on if the Respondent has in-place regarding sell/procurement of refurbished/remanufactured goods.

3.2.3.5 Customer Satisfaction

Respondent should describe its success in customer satisfaction. This could include current customer satisfaction statistics or survey results concerning the quality of the Goods and services offered.

3.3 Signature

The Submission should be signed by a person authorized to sign on behalf of the Respondent and include the following:

- (a) If the Respondent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Submission should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Submission on behalf of the corporation is submitted;
- (b) If the Respondent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Respondent is an individual, including a sole proprietorship, the name of the individual should be included.

4. EVALUATION AND SELECTION

4.1 Evaluation Team

The evaluation of Submissions will be undertaken on behalf of the City by an Evaluation Team. The Evaluation Team may consult with others including City staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is required. The Evaluation Team will give a written recommendation for the selection of a Preferred Respondent or Preferred Respondents to the City.

4.2 Evaluation Criteria

The Evaluation Team will compare and evaluate all Submissions to determine the Respondent's strength and ability to provide the Services to the City, generally using the following criteria:

(a) Technical

The Evaluation Team will consider the Respondent's responses to Section 3.2.3.

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Submissions by comparing one Respondent's Submission to another Respondent's Submission. All criteria considered will be applied evenly and fairly to all Submissions.

The Evaluation Team reserves the right to require timely submission of additional and/or supporting materials concerning type and quality of the Goods offered including product specifications, benchmark results or other meaningful measurement the Evaluation Team believes would be helpful in assessing quality.

4.3 Litigation

In addition to any other provision of this RFEOI/SOQ, the City may, in its absolute discretion, reject a Submission if the Respondent, or any officer or director of the Respondent submitting the Submission, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission under this section, the City will consider whether the litigation is likely to affect the Respondent's ability to work with the City, its consultants and representatives and whether the City's experience with the Respondent indicates that there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

4.4 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Respondent with respect to any RFEOI/SOQ, and the Evaluation Team may make such requests to only selected Respondents. The Evaluation Team may consider such clarifications or additional information in evaluating a Submission.

4.5 Interviews

The Evaluation Team may, at its discretion, invite some or all of the Respondents to appear before the Evaluation Team to provide clarifications of their Submissions. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Submissions.

5. GENERAL CONDITIONS

5.1 No City Obligation

This RFEOI/SOQ is not a tender and does not commit the City in any way to pre-qualify a Preferred Respondent(s), or to proceed to negotiations for an agreement, or to award any agreement, and the City reserves the complete right to at any time reject all Submissions, and to terminate this RFEOI/SOQ process.

5.2 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing, and submitting a Submission, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFEOI/SOQ. The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Submission, or participating in subsequent proposal requests, negotiations for an agreement, or other activity related to or arising out of this RFEOI/SOQ.

5.3 No Contract

By submitting a Submission and participating in the process as outlined in this RFEOI/SOQ, Respondents expressly agree that no contract of any kind is formed under, or arises from, this RFEOI/SOQ, prior to the signing of a formal written agreement. The Respondent may cancel or revoke its Submission at any time, until acceptance by the City.

5.4 Conflict of Interest

A Respondent shall disclose in its Submission any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

5.5 Solicitation of Council Members and City Staff

Respondents and their agents will not contact any member of the City Council or City staff with respect to this RFEI/SOQ, other than the City Representative named in section **2.3**, at any time prior to the award of an agreement or the cancellation of this RFEI/SOQ.

5.6 Confidentiality

All Submissions become the property of the City and will not be returned to the Respondent. All Submissions will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

SCHEDULE A – SPECIFICATION OF GOODS AND SCOPE OF SERVICES

Project Name: Provision of Wireless Services and Devices

Project Reference No.: 1220-050-2015-009

1. BACKGROUND

The City's Information Technology Division is responsible for wireless devices, including cellular phones, smartphones, tablets, laptops, modems, and other wireless devices.

2. OVERVIEW OF THE PROJECT

Below is a brief overview of the project as it is currently envisioned:

The City's Information Technology Division seeks to partner with a mobile services provider that can deliver simple, predictable, and cost-effective plans, innovative services, excellent City-wide coverage, and comprehensive devices that meet the City's diverse and emerging needs.

In order to provide a high level of customer service and make the most productive use of their time, City Councillors, management, and staff (both in office and in field) have become increasingly dependent on wireless technology to perform their daily work. With the development of new and innovative mobile applications for handheld devices, the use of wireless technology is expected to expand beyond the existing 1,200 lines. As the City borders Washington State, we also need to easily manage and address accidental roaming from within the City.

Managing these devices and the associated costs is of key importance, requiring the successful partner to work with the City on a daily basis.

3. PROJECT DELIVERABLES

The works to be completed may include, but are not limited to, the following:

- Define and enter into a contract (2 years, plus option to extend 2 years) for predictable, innovative mobile service plans (domestic and roaming);
- Plan, coordinate, and manage the refresh of cellphones, smartphones, SIMs for laptops, Internet sticks, modems, and other devices to key delivery locations in Q4 2015. This includes providing documentation, training, and recycling returned devices;
- Plan and implement consolidated billing and reporting services, integrating into the City's financial systems;
- Delivering easy to understand bills that can either be pulled by, or pushed to each line's subscriber;
- Plan and implement in-building coverage where applicable; and
- Ongoing provision of services and devices, account and billing support for duration of contract.

Proponent should be able to demonstrate that they can deliver:

- Excellent outdoor and in-vehicle coverage throughout the City;
- In-building coverage within City Facilities that require them;
- A range of devices including but not limited to:
 - Flip phones;
 - Rugged flip phones;
 - Talk and text touch screen phones;
 - Rugged talk and text touch screen phones;

- iPhones (that are DEP compatible);
 - BlackBerries;
 - Tablets;
 - Internet (USB) sticks and SIMs for laptops and other devices that have integrated cellular modems; and
 - Modems for office use as well as vehicle or special application use
- Innovative, flexible mobile service plans (domestic and roaming) that make costs consistent and easy to predict (e.g. through pooling or other schemes), despite the diversity of devices, users and their consumption
- Simple, cost-effective US and International roaming that ideally, kick in as needed automatically
- Invoicing and reporting that can be tailored and integrate into the City's financial and database systems
- Roadmaps on products and services
- The ability to provide insight into usage trends
- A partnership approach to solving the City's current and emerging needs