



## ADMINISTRATIVE REPORT

Report Date: September 16, 2014  
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Meeting Date: October 1, 2014

TO: Standing Committee on Planning, Transportation and Environment

FROM: General Manager, Financial Services Group, Chief Information Officer and Chief Purchasing Official

SUBJECT: Contract Award for the Provision of Wireless Service and Devices

### **RECOMMENDATION**

- A. THAT Council authorize City staff to negotiate, to the satisfaction of the City's Chief Information Officer, Chief Purchasing Official, General Manager of Financial Services and Director of Legal Services, and enter into a contract with Bell Mobility Inc. for the provision of wireless service and devices for a three year term, with the option to extend for two (2) additional one-year terms at an estimated cost of \$4.4 million plus applicable taxes for the initial 3 year term with funding to be provided from the City's approved operating budget.
- B. THAT the Chief Purchasing Official, Director of Finance, and Director of Legal Services be authorized to execute on behalf of the City the contract contemplated by Recommendation A.
- C. THAT no legal rights or obligations will be created by Council's adoption of Recommendations A and B above unless and until such contract is executed by the Chief Purchasing Official, Director of Finance, and Director of Legal Services.

### **REPORT SUMMARY**

The City issued a Request for Proposal (RFP # PS20140242) in April 2014 for the Provision of wireless service and devices. The RFP was advertised on the City of Vancouver's website and BC Bid and the work was called in accordance with the terms and conditions of the Procurement Policy. City staff on the RFP evaluation committee and subsequently the Bid Committee, have considered the proposals received, and on that basis recommend that the City negotiate and, if such negotiations are successful, enter into a contract as described above with Bell Mobility Inc.

## ***COUNCIL AUTHORITY/PREVIOUS DECISIONS***

The City's Procurement Policy requires that contracts with values over \$2 million must be approved by Council following review and recommendation by the Bid Committee. The Bid Committee has considered and recommended Bell Mobility Inc. as the successful proponent.

## ***REPORT***

### ***Background/Context***

As part of daily City operations, the City uses cellular phones, smartphones, tablets, and other wireless devices with voice and/or data plans. With the strategic procurement of wireless service and devices, the City plans to support its daily operations as well as the Digital and Mobile Workforce Strategies to increase productivity, customer service quality, and innovation by enabling mobile City employees to perform City business while away from their desk or primary work area.

Through this RFP, the City sought a supplier with the capability and experience to recommend and provide cost-effective wireless service and devices that best meet the City's objectives and requirements.

### ***Strategic Analysis***

The RFP was issued in accordance with the City's Procurement Policy. The City received proposals from three proponents in response to the RFP. The proposals were evaluated through the work of an evaluation team under the stewardship of Supply Chain Management to determine which offered the best overall value to the City. The team comprised of representatives from Information Technology, Vancouver Park Board, Engineering Services, Sustainability, Finance and Supply Chain Management. In determining which proposals offered the best overall value to the City, both quantitative and qualitative factors such as capability, price, product and service offerings, and sustainability were considered, among other factors.

Some of the criteria considered in the overall evaluation process included:

- Financial offerings;
- Ability to meet City requirements including product offerings on hardware and accessories, usage plans, network coverage, repair and warranty, training, and sustainability;
- Ability to provide customer supports and services through business technology solutions for account management, electronic billing and payment and reporting.

Based on the overall evaluation, the team concluded that the proposal submitted by Bell Mobility Inc. best met the City's requirements and provided best overall value to the City.

### *Financial Implication*

The estimated value of the contract is \$4.4 million, for the three-year contract term, based on an analysis of historical 2011-2013 device and service plans usage, an estimated device mix for 2014-2016, and an estimated device refresh rate for 2014-2016.

The estimated contract value reflects a projected increase in the number of devices/plans, along with a projected increase to the amount of data services used to support wireless access to City services and applications as part of the implementation of the Digital and Mobile Workforce Strategies.

The actual contract value will be subject to the rate of adoption of new devices, the selection of devices and associated rate plans, and the implementation of the Digital and Mobile Workforce Strategies. The City will implement IT policies to govern device selection and usage to manage costs. Funding for the provision of wireless service and devices will be provided from City's approved operating budget.

### *Legal*

The City's Procurement Policy requires that contracts awarded by Bid Committee with values over \$2 million must be concurred by the Director of Legal Services. Such concurrence will be satisfied through the assistance of Legal Services in negotiating and drafting the contract and the execution of the contract by the Director of Legal Services.

### *CONCLUSION*

In summary, City staff recommend that the City of Vancouver negotiate and enter into a three-year contract, with the option to renew for two (2) additional one-year terms with Bell Mobility Incorporated for the provision of wireless service and devices as Bell Mobility Incorporated offers the best overall value to the City.

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