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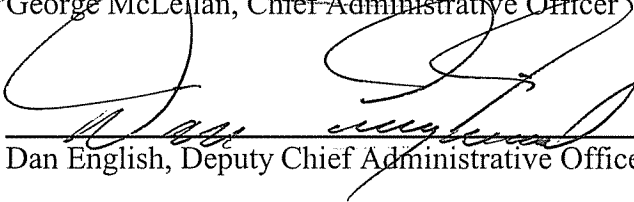
Halifax Regional Council

January 14, 2003

**TO:** Mayor Kelly and Members of Halifax Regional Council

**SUBMITTED BY:**

  
George McLellan, Chief Administrative Officer

  
Dan English, Deputy Chief Administrative Officer

**DATE:** January 14, 2003

**SUBJECT:** Cellular Communications - Request for Proposals #02-007

**ORIGIN**

Request for Proposal # 02-007, for the provision of wireless services, was publically advertised to provide best value for dollar for HRM's overall cellular communications capabilities.

**RECOMMENDATION**

**It is recommended** that Regional Council Award RFP # 02-007 to the highest ranking proponent, Aliant Telecom Mobility, as the primary provider of cellular service to HRM, pending successful negotiation of the term of the contract (one to three years) to include air time, hardware and related services at an estimated annual cost of approximately \$450,000.

S.S.P

## **BACKGROUND**

The use of cellular communications by HRM has continued to increase to the point where it has become a vital part of the communications and service delivery landscape. Presently cellular services are provided to HRM under a variety of arrangements and contractual agreements. Cellular service is one of the fastest growing segments of communications and, as such, lends itself to changing services and price fluctuations. For example, recently there has also been an addition of a third cellular network service provider on the local scene.

As part of the ongoing wireless strategy staff have continued to review the operating efficiency and associated costs of HRM's cellular services.

## **DISCUSSION**

The competitive market climate and falling technology costs were market factors which HRM concluded were ingredients favouring reduced costs to HRM in acquiring cellular communications. Potential vendors were expected to provide economical services that, at a minimum, met current coverage and service levels with a view to improving coverage and value for dollar. The following areas were deemed essential requirements that vendors must meet to provide cellular communications to HRM:

- a) ability to provide, support, and maintain cellular coverage to all areas of HRM including adequate in-building coverage;
- b) effectively respond to HRM emergency service requirements such as 911, Fire, Police and EMO
- c) reduction in current operating costs and increase in service capabilities
- d) provide a single point of contact and accountability for support, maintenance, installation/activation and billing of all network, hardware and related services.

A total of three (3) responses were received to the RFP as follows;

1. Rogers AT&T Wireless
2. Aliant Telecom
3. Telus Mobility



All three service providers submitted proposals which included technical and pricing information. The responses were reviewed by an evaluation team and included presentations by the Vendors to clarify aspects of their submissions. The evaluation team included staff from Fire, Police, Public Works & Transportation and Information Services Business Units. Testing was performed by staff to verify service coverage and hardware performance.

Proposals were evaluated using the following six criteria;

1. Pricing
2. Technical
3. Service and Maintenance
4. Administrative and Training
5. Vendor Experience and Innovation
6. Implementation Plan

Aliant Telecom Mobility's proposal received the highest (most acceptable) overall score. The evaluation scores are summarized in the attached table.

### **BUDGET IMPLICATIONS**

The expenses related to cellular service are budgeted in the business Unit Operating Budgets. The Aliant RFP response will guarantee rates for the term of the agreement (1 to 3 years).

### **MULTI-YEAR FINANCIAL IMPLICATIONS**

This report complies with the Municipality's Multi-Year Financial Strategy as well as relevant legislation. There is no impact on the approved Operating and Capital & Reserve budgets or policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves.

### **ALTERNATIVES**

1. Status Quo - this is not a recommended alternative and would be a fragmented solution since HRM currently receives service under a variety of arrangements offering inconsistent and inadequate coverage and levels of service.
2. Award RFP #02-007 to one of the other vendors - this is not recommended as Aliant Telecom Mobility's proposal received the highest (most acceptable) score based on the overall evaluation criteria.

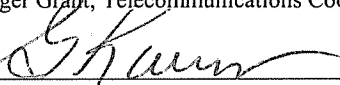


**ATTACHMENTS**

Evaluation table attached.

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Roger Grant, Telecommunications Coordinator

Report Approved by:   
Geri Kaiser, Director of Shared Services 490-4630





**HALIFAX REGIONAL MUNICIPALITY  
CELLULAR COMMUNICATIONS PROPOSAL EVALUATION RFP # 02-007**

EVALUATED BY: Information Services, Fire & Emergency Services, Public Works and Transportation, Police Services.

CRITERIA	MAX. SCORE	SUBMISSION		
		Alliant	Rogers AT & T	Telus
<b>1. TECHNICAL.</b> A. Service Coverage B. Understanding Requirements C. Suitability of Technology D. Effective Call Handling E. Disaster Recovery Plan F. Hardware Functionality/Application G. Security H. Features and Admn Benefits	100			
		79	57	67
	COMMENTS			
<b>2. SERVICE AND MAINTENANCE</b> A. After Sales Service B. Servicing Locations C. Warranties	40			
		35	27	21
	COMMENTS			
<b>3. ADMINISTRATIVE AND TRAINING</b> A. Individual and Group Training B. Training Outline C. Acct Mgt. & Billing D. Reporting	40			
		26	19	14
	COMMENTS			
<b>4. VENDOR EXPERIENCE AND INNOVATION</b> A. Staff Expertise B. References/HRM's Experience C. Financial Risk D. Innovative Achievements	40			
		33.3	23.3	15
	COMMENTS			
<b>5. IMPLEMENTATION PLAN</b> A. Timeline B. Network-Hardware Conversion & Upgrade	20			
		16	20	10
	COMMENTS			
Sub-Total (Technical Only)	240	189.3	146.3	127
<b>1. FINANCIAL</b>	160	142	160	82.9
<b>TOTAL (Technical &amp; Financial)</b>	400	331.3	306.3	209.9

