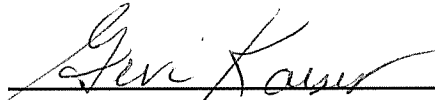




Halifax Regional Council  
April 1, 2003

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:

  
Geri Kaiser, Director, Shared Services

DATE: March 31, 2003

SUBJECT: RFP # 02-007 Cellular Communications

#### INFORMATION REPORT

#### ORIGIN

At Council of January 14, 2003 staff were directed to 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 terms of the contract (one to three years) to include air time, hardware and related services.

#### BACKGROUND

HRM has successfully completed negotiations with Aliant Cellular Services as the primary provider of cellular phone services for HRM. HRM was also able to include the Halifax Regional Water Commission in the negotiations to their satisfaction. We anticipate the contract will be signed within the next week in accordance with Council's motion of January 14<sup>th</sup>, 2003.

#### TERM

The contract will be for a **three (3)** year term with annual renewal. Renewal will be based on Aliant's meeting, or exceeding the terms of a detailed *Service Level Agreement* that outlines the quality and level of service provided to HRM and Aliant meeting HRM's hardware requirements and any mutually agreed incentives.

## AUTHORIZED HARDWARE DEALERS

Aliant will be responsible to HRM for the management of their Dealer Network. They have provided an extensive list of Aliant authorized dealers that can be utilized throughout HRM. Aliant will establish, maintain and update a web based data base of HRM's cellular equipment, warranties and cellular numbers to ensure a consistent level of service to HRM from all Aliant authorized dealers.

## STANDARDIZED EQUIPMENT

For efficiency, HRM will be moving to standardize the phones and accessories to three (3) or four (4) very functional and affordable units that meet the needs of most users. Certain users may require non-standard units. Those units and/or accessories will be available to the Business Unit and may require a longer order time.

## BUSINESS CONTINUITY

### *Do Users have to switch?*

The contract has been negotiated with Aliant as the main provider not the sole provided of services. The only users required to switch from the current provider to Aliant are emergency services or public health and safety delivery staff. This is due to issues regarding coverage and safety. We anticipate that many users will want to make the switch but no user will be required to switch unless their Business Unit decides to take that direction. However, HRM cannot guarantee the service prices charged by other providers.

### *If users switch to Aliant, can they keep their current phone number?*

Unfortunately, the individual service providers own the phone numbers and there is currently no facility in place for cell phone number portability.

### *What can be done?*

Provisions can be made to have calls forwarded from users current numbers to their new Aliant number for a cost of approximately **\$10.00 per month**.

## ROLL OUT

- ▶ Roll out of the new units will commence early in April and will be in three (3) stages.
- ▶ Phase I - Reassignment of current Rogers/Telus users who wish to switch service starting with emergency services or public health and safety service delivery staff and quickly moving to others.
- ▶ Phase 2 - Activating New Users - beginning in the later part of April, 2003.
- ▶ Phase 3 - Upgrading of hardware for current Aliant Users (as necessary) May, 2003.

Planning is well underway and the details on the 'roll out' plan will be forwarded to all Business Units including Mayor's Office and Council Support Office very shortly. This will provide details on: scheduled replacement, activating new users, upgrading current Aliant users, training, cell phone safety policy review, dealer network system, etc.

**BUDGET IMPLICATIONS**

Estimated annual costs is approximately \$450,000. Costs associated with cellular phone use are paid by the business units of HRM base on their selected hardware and usage.

**FINANCIAL MANAGEMENT POLICIES/BUSINESS PLAN**

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

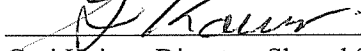
**ATTACHMENTS**

n/a

**INFORMATION BLOCK**

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.

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