

NO: R238

COUNCIL DATE: December 14, 2015

REGULAR COUNCIL

TO: **Mayor and Council**

DATE: **December 2, 2015**

FROM: **General Manager, Finance and Technology**

FILE: **1355-100**

SUBJECT: **Wireless Services and Devices Agreement**

RECOMMENDATION

The Finance & Technology Department recommends that Council approve a 2 year agreement with Bell Mobility for the supply and implementation of wireless services and devices at an estimated total amount of \$863,000 excluding taxes.

BACKGROUND

The majority of cellular wireless services for the City are currently provided by Bell Mobility. The last 2 year agreement with Bell Mobility ended August 19, 2015.

The types of products and services related to this initiative include:

- Regular and rugged wireless cellphones, and smartphones;
- Mobile data services for field laptops and other computing appliances;
- Local, Canada-wide, USA, and International voice, text, and data services, as well as travel bundles; and
- Pooling (sharing) of voice, data, and other services.

DISCUSSION

In May 2015, the City issued Request for Expression of Interest #1220-050-2015-009 for the supply and implementation of Wireless Service and Devices.

The City received five responses (three from Telus with different fulfillment partners). Based on factors including their network stewardship and expansion strategy, the ability to offer a full and diverse suite of services and devices, and the experience of the fulfillment provider, these were shortlisted to the following three proponents:

1. Bell Mobility (direct provider for both services and device fulfillment)
2. Rogers Wireless for services, with Fraser Valley Wireless for device fulfillment
3. Telus Mobility for services, with Apex Wireless for device fulfillment

Shortlisted vendors were invited to summarize, highlight, and clarify their response in person, then were provided with 13 months of generalized usage and device fleet data with a request to provide pricing for domestic and roaming plan and services costs, as well as device hardware costs. An extensive evaluation was conducted, based on a set of pre-determined criteria.

The selection criteria included:

- the breadth of the proponent's experience in similar initiatives (including transitioning, deployment, and conversion activities);
- the fit and breadth of available products and services to the City of Surrey requirements;
- the ability to manage reporting, invoicing, and the partnership;
- the costs for plans, services, and devices; and
- the value of any proponent's sign-up incentives, differentiating value proposition, and in-building signal coverage investment.

Results of Evaluation

Bell Mobility provided the most competitive pricing and best demonstrated an offering of products and services that meet or exceed the parameters outlined in the Request For Expression of Interest. The average cost per device per month is projected to reduce by 37%.

FUNDING

Funding for this contract is available in the annual Operating Budget in each of the applicable years.

SUSTAINABILITY CONSIDERATIONS

The recommendations of this report will assist in achieving the objectives of the City's Sustainability Charter; more particularly, the following scope action items:

- EC1: "Corporate Economic Sustainability" that focuses on ensuring the City's resources are used efficiently and responsibly; and
- EN4: "Employee Trip Reduction Program" that centers on assisting employees in making sustainable transportation choices by offering alternative meeting methods that allow employees to connect, communicate and collaborate remotely, thereby reducing the number of trips that are necessary for conducting City business that has the effect of reducing greenhouse gas emissions.

CONCLUSION

It is recommended that Council authorize staff to enter into a 2 year agreement with Bell Mobility for the supply and implementation of wireless hardware and services at an estimated total amount of \$863,000 excluding taxes. This includes projected long distance and roaming costs, and the cost to refresh 810 cellphone and smartphone devices.

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