



Town of La Ronge

Request for Proposal

May 7th, 2021

Supply and Delivery of Telephone and Internet Services

Submission Deadline: 3:00 PM, June 10th, 2021

1. INTRODUCTION

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to solicit companies to supply fixed line telephone services, internet services and equipment along with developing a community partnership with Town to promote its economic and community well being.

1.2 Background

The Town of La Ronge is a community located in Northern Saskatchewan with a population of approximately 2,800. The Town's Council just recently adopted its 2021 to 2025 Strategic Plan with the following the key strategic priorities of the Town:

- a. Economic Development and Tourism – good broadband connectivity in communities has been proven to help facilitate local economic development.
- b. Downtown Revitalization
- c. Community Wellness – developing corporate partnerships that help promote and improve the well being of the Town of La Ronge.
- d. Infrastructure
- e. Recreation – Introduce new and innovative recreation programming using new and existing assets.

1.3 Definitions

In this request for proposal the following definitions shall apply

“Closing Time” as identified in Section 2.1;

“Contract” means a formal written contract between the parties in Section 1.1 and the preferred proponent to undertake the supply;

“Evaluation Committee” means the representatives of the Town of La Ronge that will review RFP responses received;

“Preferred Proponent” means the Proponent recommended by the Evaluation Committee to enter into negotiations for a contract;

“Proponent” means an entity that submits a Proposal;

“Service” means the supply and delivery of telephone services to organizations listed in this RFP.

“Representative” means authorized employee of any of the entities in Section 1.1;

“RFP” means this Request for Proposals;

2. INSTRUCTIONS TO PROPONENTS

2.1 Closing Time and Address for Proposal Delivery

A proposal should be labelled with the Proponent’s name and RFP title. A completed version of Schedule B is required to be attached to the proposal. Proponents are responsible to ensure submissions are sent with enough time to ensure it is received on or before the following closing time. Any submissions received after the stated closing time will not be accepted.

Deadline to submit: June 10th, 2021 3:00 PM local time

The Proponent must submit their proposals to the following contact via email:

Vanessa Patterson
Executive Assistant
(P) 306-425-2066 Ext 3804
(E) executiveassistant@laronge.ca

2.2 Proponent Inquiries

Any discrepancies or omissions in the RFP or having doubts as to the meaning or intent of sections within the RFP should immediately notify the contact in Section 2.2. If an amendment is deemed necessary by the Town, an amendment will be issued accordingly. No oral conversations will affect or modify the terms of the RFP or may be relied upon by the Proponent.

Contact:

Steve Brown
Chief Administrative Officer
(P) 306-425-3805
(E) administrator@laronge.ca

2.3 Schedule of Events

The following timelines for this RFP are below:

Task	Date
Release Date for RFP	May 7 th , 2021
RFP Close Date	June 10 th , 2021

The Town reserves the right to modify the above schedule. All changes will be made by addendum.

2.4 Late Proposals

Proposals received after the Closing Time will not be accepted. No extensions will be granted.

2.5 Amendments

Proposals may be changed by written amendment within 48 hours before the Closing Time but not after. The amendment must be duly signed by the authorized signatory of the Proponent.

2.6 Addenda

If the Town determines that an amendment is required to the RFP, the Town will issue a written addendum to all suppliers who have acknowledged interest in responding. By delivery of a Proposal to the Town, the Proponent is deemed to have received, accepted and understood the entire RFP, including any and all addendums. Proponents will need to acknowledge that they have read all addendums issued in their proposal.

2.7 Examination of Contract Documents

Proponents will be deemed to have carefully examined the RFP, including all attached Schedules and other attached documents prior to preparing and submitting a Proposal with respect to any and all facts.

2.8 Contract Term

There are two options for contracts:

1. The Town will award a 5-year contract with no option to renew.
2. The Town will award a 5-year contract with a supplier option to renew for another 5 years with pricing remaining firm for the additional 5 years.

All proponents should identify any changes in pricing for said services requested in this RFP for each option above.

2.9 Permits and Licenses

The successful Proponent will be required to obtain and pay for all necessary permits and licenses required for supply of services to the Town.

2.10 Proposed Pricing

All prices proposed must be in Canadian Currency. If not stated otherwise, it will be assumed prices quoted are in Canadian funds and shall include all applicable taxes, duties and costs of packing, transportation and other charges, unless otherwise expressly stipulated.

At the Town's request, the successful proponent will provide the financing for any applicable contract cancellation fees with their current provider and add the financing costs into the monthly per line charge for telephone lines.

2.11 References

The Town or any of the RFP partners reserves the right to check the references of any and all Proponents at any time during the evaluation process at the Town's discretion. References may be contacted by phone and/or in writing and any information received will be used to assist the evaluation committee in assessing a Proponents capacity and capability to provide the Services as outlined in this RFP.

2.12 Opening of Proposals

The Town intends on opening Proposals in private.

3. PROPOSAL SUBMISSION FORM AND CONTENTS

3.1 Proposal Contents

Proponents will include the following in their proposal:

- a. Proponent Profile - Provide a cover letter briefly introducing the Proponent's organization including length of time in business. The letter should include the names of the persons who are authorized to make representation for the Proponent, their titles, addresses, email addresses and telephone numbers
- b. Qualifications and Experience - Proposals should provide Proponent's relevant experience and qualifications within the last five (5) years in providing telephone services as described in this RFP. Key personnel should be identified.
- c. Proposed Approach and Deliverables - Proposals shall provide sufficient detail to address all Town requirements as listed under Schedule A.
- d. References - The Proponent should provide references from customers that have provided services in two (2) similar applications.
- e. Schedule B – Completed Form of Proposal must be included.

3.2 Pricing

All pricing for monthly hardware, network access, North America long distance, features and other related phone services shall be included per specifications in Schedule A on a per line per month cost.

Additional one-time charges for items such as but not limited to installing additional drops, training, hardware configuration should be clearly identified in the proposal.

Any and all other costs that need to be identified for providing requested services in RFP should be identified. Should pricing be unavailable, the proponent should provide a summary of the commitment they are prepared to undertake for services requested.

3.3 Service Contract

Proponents are to include a copy of their standard service agreement in their proposal when being submitted. This however does not obligate the Town or it's partners to accept the terms of the agreement provided.

3.4 Signature

The legal name of the person or firm submitting the Proposal should be inserted on Schedule C. The Proposal should be signed by a person authorized to sign on behalf of the Proponent.

4. EVALUATION AND SELECTION

4.1 Evaluation Committee

The evaluation of Proposals will be undertaken by the Evaluation Committee.

4.2 Evaluation Criteria

The Evaluation Committee will compare and evaluate all Proposals to determine which Proponent is the most advantageous for to use according to the following criteria.

Description	Score (%)
1. Corporate Commitment	15%
2. Corporate Experience	25%
3. Implementation Plan	10%
4. Account Management	10%
5. Financial Considerations	40%
Total	100%

The Evaluation Committee will not be limited to the criteria above and may consider other criteria that they deem as relevant during the evaluation process. The Town reserves the right to utilize a comparative basis when evaluating the Proposals received.

4.3 Discrepancies in Proponent's Financial Proposal

If any discrepancies, errors or omissions in pricing submitted are found in the Proposal, the Town shall be entitled to make obvious corrections, but only if, and to the extent, the corrections are apparent from the Proposal as submitted. In particular:

- a) if there is a discrepancy between the unit price and the extended total, then the unit price shall be deemed correct, and corresponding correction will be made to the extended total;
- b) if a unit price has been given but the corresponding extended total has been omitted, the extended total will be calculated from the unit price and estimated quantity;
- c) if the extended total has been given but the corresponding unit price has been omitted, then the unit price will be calculated using the extended total and the estimated quantity.

4.4 Litigation

In addition to any other provision of this RFP, the Town may, at its absolute discretion, reject a Proposal of a Proponent, or any officer or director of the Proponent submitting the Proposal, is or has been engaged directly or indirectly in a legal action against , any organization identified in Section 1.1, its elected or appointed officers, representatives, employees in relation to any matter, or if has initiated legal action against any officers or directors of the Proponent.

4.5 Additional Information

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Committee may make requests to only selected Proponents.

The Evaluation Committee may consider such clarifications or additional information in evaluating a Proposal.

4.6 Negotiation of Contract and Award

If the Town or any of its RFP partners selects a Preferred Proponent, it may

- (a) enter into a Contract with the Preferred Proponent,
- (b) enter into discussions with the Preferred Proponent to attempt to finalize the Contract, including applicable financial terms, and such discussions may include:
 - 1. clarification of any outstanding issues arising from the Preferred Proponent Proposal;
 - 2. negotiation of amendments to the departures to the drafted Contract, if any, proposed by the Preferred Proponent.
- (c) If at any time prior to or after the RFP process closes, the Town forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time, shall terminate this RFP.

5 GENERAL CONDITIONS

5.1 RFP Termination

The Town reserves the complete right to reject all Proposals received at any time and terminate this RFP process.

5.2 Proponent's Expenses

Proponents are solely responsible for their own expenses in preparing and submitting Proposals, and for any meetings, negotiations or discussions with the Town, its partners or other representatives will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred

by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP.

5.3 Conflict of Interest

A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the Town or its partners, its elected, employees, and agents.

5.4 Solicitation of Town or Partner Staff

Proponents and their agents will not contact any employee of the Town, its partners or elected officials with respect to this RFP, other than the contact identified in section 2.2 or in Schedule B, at any time prior to the award of a contract or the cancellation of this RFP.

5.5 Customer Support

Proponents shall have customer support for their services residing within the Town of La Ronge for all organizations located within the Town.

5.6 Confidentiality

All submissions become the property of the Town and will not be returned to the Proponent. All submissions will be held in confidence by the Town unless otherwise required by the laws applicable to the Province of Saskatchewan. Proponents should be aware the Town of La Ronge is subject to The Local Authority Freedom of Information and Protection of Privacy Act.

SCHEDULE A

SCOPE OF SERVICES

GENERAL

The Town and its partners desire to secure supply of fixed telephone line and internet services for its corporate needs.

OBJECTIVES

Objectives for this RFP are as follows:

- a. Reduce corporate annual fixed telephone line expenditures
- b. Solicit innovative ideas on improving the efficiencies within corporate operations.
- c. Seek a telecommunications partner to help facilitate economic development in the Town of La Ronge.

SCOPE OF SERVICES

The Proponent shall provide the following:

- a. Fixed Telephone Services, Equipment and Internet to the following organizations:

- Town of La Ronge

Note: The Town reserves the right to extend the proposal pricing provided to other community groups, First Nations and not for profit organization in the Town of La Ronge providing the infrastructure to support it is in place

- b. Business opportunities:

- 1. Telephone Land Lines – land line telephone connections

2. Internet connections – must be able to provide internet speeds up to 400 MBs download and 25 MBs upload internet service to various Town and partner locations.
3. Corporate WIFI Service – installation of free WIFI at the Town's hockey arena, the Mel Hegland Uniplex.
4. Broadband Economic Development Opportunity – the town is presently developing Saskatchewan's first Northern Highway Master plan along Highway 102. As part of the master plan, it's been identified that good internet speeds facilitates improved economic development. The successful proponent should include costs where possible or a commitment to supply an internet speed up to 400 MBs download and 25 MBs upload to:
 - a. The La Ronge Airport (Barber Field) – the Town is in the process of securing outside funding to help facilitate expansion of the internet services at the La Ronge Airport from the Town. Please note the La Ronge Airport is the 3rd busiest airport in the Saskatchewan.
 - b. Highway 102 Master Plan – per the map on page 13, the Town is in the process of developing a masterplan to handle current and future economic demands along Highway 102 in Town limits. Phase 1 of the project is to focus on the section of highway that runs through Town limits as it has an average of 1,000 to 1,500 vehicles that pass on it daily. The second phase of the plan would be to partner with the Village of Air Ronge and the Lac La Ronge Indian Band on developing a regional master plan on the portion of Highway 102 that passed through all three communities. See following picture.

The successful proponent will also have an opportunity to be a signatory to the plan along with the Town and other partners.

Any marketing and promotional opportunities along with plan will be made available to the successful proponent.



5. Advertising opportunities – opportunity to advertise in facilities on facility doors and other areas that promote the proponent’s brand.
 6. Employee Purchase Program – exclusive rights to offer the Town’s employees a reduction for residential services for those that live in the Town of La Ronge, LLRIB and the Village of Air Ronge.
- c. Standard Features (required) to be included in all telephone lines:

- i. Enhanced Voice Mail
- ii. Desktop Client
- iii. Busy Line Field
- iv. Call Me Anywhere
- v. Call Pull
- vi. Do not Disturb
- vii. Call Forwarding/transfer
- viii. Last number redial
- ix. Calling name and number delivery
- x. Call Park
- xi. Music on Hold

d. Additional features that need to be included as options for lines identified:

- i. Audio Conferencing
- ii. Group Paging
- iii. Hunt Group
- iv. Multi Key Call Waiting
- v. Shared Call Appearance
- vi. Auto Attendant

e. Other requirements:

- i. North America long distance included in proposal, international long distance costs to be identified in proposal.
- ii. Conference call costs to be included in proposal.
- iii. Supply color expansion modules for phones
- iv. Proposed phone system will be independent of internal network and its related hardware.

SCHEDULE B

Equipment and Service Details

A. Town of La Ronge

Current telephone and internet service: SaskTel IBC and Internet, Access Communications is providing one internet connection to 1212 Hildebrand Drive

1. 1212 Hildebrand Drive
 - a. IBC Phone System – 9 extensions including fax lines;
 - 1 - Access Internet Connection – 450 m/s down, 25 m/s up
 - 1 – SaskTel Internet Connection – 5 m/s down, 1 m/s up
2. 701 Hildebrand Drive (Fire Hall)
 - a. Pots Line Phone System – 6 extensions including faxes
 - 1 – SaskTel Internet Connection – 5 m/s down, 1 m/s up
3. 1120 Hildebrand Drive (Uniplex)
 - a. Pots Line Phone System - 4 extensions including faxes
 - 1 IBC phone line
 - 1 – SaskTel internet connection – 5 m/s down, 1 m/s up
4. La Ronge Airport
 - a. Pots Line Phone System - 2 extensions including faxes
 - 2 – SaskTel internet connection – 5 m/s down, 1 m/s up
5. 420 A & B Finlayson Street (Town Shop & Old Shop)
 - a. Pots Line Phone System - 2 extensions including faxes
 - 1 – SaskTel internet connection – 5 m/s down, 1 m/s up
 - 1 IBC Line
6. Multiple Lift Stations throughout the town (locations can be provided)
 - a. Pots Line Phone System – 16 extensions including faxes
 - 2 – SaskTel internet connections – 5 m/s down, 1 m/s up

SCHEDULE C
FORM OF PROPOSAL

RFP Title: Supply and Delivery of Telephone and Internet Services

Legal Name of Proponent: _____

Contact Person and Title: _____

Business Address: _____

Telephone: _____

Email Address: _____

TO: _____

Dear Sir,

1. I/We, the undersigned duly authorized representative of the Proponent, having received and carefully reviewed all of the Proposal documents, include the RFP and any issued addenda and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Services, submit this Proposal in response to the RFP.
2. I/We confirm that our financial proposal, experience and reputation are included as part of this Proposal.
3. I/WE confirm that this proposal is accurate and true to best of my/our knowledge.

This Proposal is submitted this ____ day of _____ month, _____ year.

I/We have the authority to bind this Proponent.

(Legal Name of Proponent)

(Signature of Authorized Signatory)

(Print Name and Position of Authorized Signatory)