

City of Coquitlam

Request for Proposals

RFP No. 17-03-15

Cellular Mobile Services

Issue Date: November 1, 2017

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### [PROPOSAL SUBMISSION FORM](#)

### [Appendix A – Price Sheet](#)

## DEFINITIONS

**“Agreement” “Contract”** means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the proposal submitted and will incorporate by reference the Request for Proposals, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

**“City”** means City of Coquitlam.

**“CVS”** means Cellular Voice/data Services.

**“CMP”** means Cellular/Mobile Plans.

**“ICT” “IT”** means the City of Coquitlam Information, Communication and Technology Division.

**“MD”** means Mobile Devices.

**“Price”** means the amount that will be paid by the City to the Vendor for delivery and acceptance of goods.

**“Proponent”** means responder to this Request for Proposals.

**“Proposal”** means the submission by the Proponent.

**“Request for Proposals” “RFP”** shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals.

**“Shall” “Must” “Will” “Mandatory”** means a requirement that must be met.

**“Vendor”** means the successful Proponent awarded the contract for supply of goods and services.

## 1.0 INSTRUCTIONS TO PROPONENTS

### 1.1 Request for Proposals

The City of Coquitlam (“City”) requests proposals from qualified mobile and wireless data providers for the provision of **Cellular voice/data services (“CVS”), Cellular/Mobile Plans (“CMP”) and Mobile devices (“MD”)** to be used by various City staff and departments.

### 1.2 Obtaining RFP Documents

RFP documents are available for downloading from the City of Coquitlam website:  
[www.coquitlam.ca/BidOpportunities](http://www.coquitlam.ca/BidOpportunities)

### 1.3 Term

The City is seeking a single provider of devices, plans and services for the City’s fleet of Mobile Devices (MD’s) for the next three (3) years. This term may be renewed for two additional one year terms subject to mutual agreement of delivery and service.

### 1.4 Background

The City of Coquitlam (the “City”) is a vibrant, diverse and growing community of approximately 145,000, situated in the heart of Metro Vancouver. The City has approximately 1600 employees, 320+ of which have cellular and mobile devices.

The following is a breakdown of the number of devices the City maintains:

| Device                | Quantity |
|-----------------------|----------|
| Android Device        | 47       |
| IOS Device            | 197      |
| Blackberry 10 Device  | 74       |
| iPads                 | 5        |
| Data Cards (Laptops)  | 100      |
| Cell Phones (No Data) | 148      |

The City’s Average monthly usage is:

| Type                          | Average Monthly Usage (per unit) |
|-------------------------------|----------------------------------|
| Voice: Cellular & Smartphones | 76300 minutes                    |
| Voice: Long Distance          | 10 minutes                       |
| Data: Smartphones             | 233 Gb                           |
| Data: Text Messages           | 74000 messages                   |
| Data: Data only devices       | 102 Gb                           |

Equipment quantities stated are subject to budget approval and are not a guarantee or commitment by the City. Actual order quantities may vary.

### 1.5 Scope of Services

#### Mobile Devices

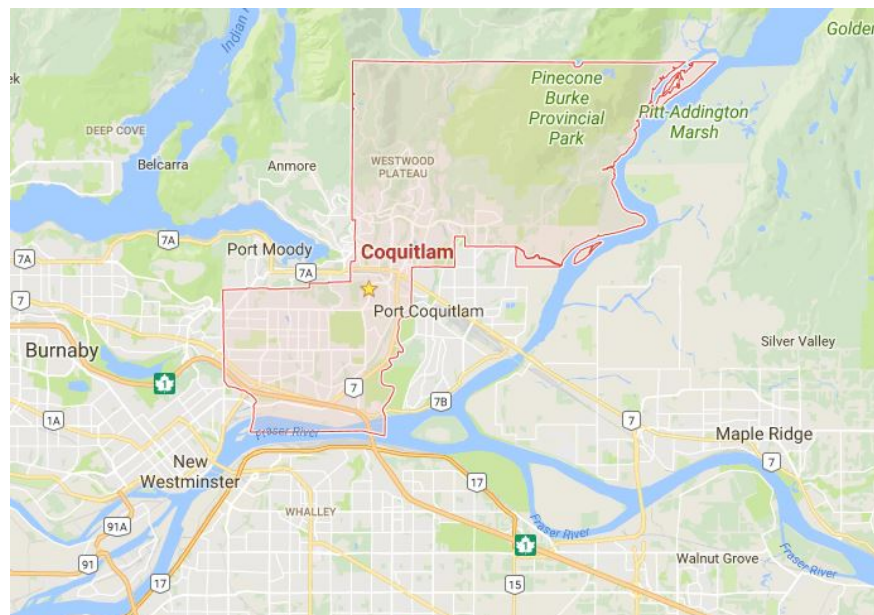
- Provide hardware solutions for City Staff
- Provide Cellular voice/data services for City Staff
- Provide voice/data, data only and travel plans for City Staff

#### Billing services

- Electronic delivery of bills
- Reporting portal

#### Network Coverage

- City employees with mobile devices will require reliable coverage within the City boundaries and throughout the lower mainland.



- On occasion, City staff may travel to locations outside of the lower mainland and will require network coverage, these areas include:
  - British Columbia ( other than the lower mainland)
  - Canada, ( other than BC)
  - United States ( including Alaska and Hawaii)
  - International Destinations

#### Other Services

- Transition services from current incumbent

1.6 Delivery and Acceptance

All equipment and consumables must be prepaid and shipped complete, FOB to the City destination (various locations). The City will in no manner be responsible for any delivery or shipping charges.

1.7 Closing Date & Time

Proposals should be submitted on or before 2:00 pm (local time)

**Wednesday, November 22, 2017**

Proposals will not be opened in public.

1.8 Instructions for Proposal Submission

Proposal submissions are to be consolidated into one pdf file and uploaded electronically through QFile, the City's file transfer service accessed at [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

- 1. In the Subject field enter:** RFP name and number
- 2. Consolidate files into 1 .pdf document and Send**  
(Ensure your web browser remains open until you receive two emails from Qfile to confirm receipt.)

Proposal submitted shall be deemed to be successfully received when displayed as new email at the City's email address. The City will not be responsible for any delay or for any Proposals not received for any reason, including technological delays or issues by either party's network or email program and the City will not be liable for any damages associated with Proposals not received.

The City reserves the right to accept proposals received after the Closing date and time but is under no obligation to evaluate.

Should assistance be required, phone 604-927-3060.

### 1.9 Enquiries

Questions are to be submitted in writing three business days prior to the closing date and sent to email: [bid@coquitlam.ca](mailto:bid@coquitlam.ca) quoting the RFP name and number.

The City at its sole discretion will determine which enquiries require response, which will be provided to all interested parties by issue of written addenda and posted on the City's website before the Closing Date.

If a change or additional information is warranted, the City's response will be communicated to all Proponents by written Addenda that will be posted on the City's website prior to the Closing Date.

### 1.10 Addenda

**Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website address:**  
[www.coquitlam.ca/BidOpportunities](http://www.coquitlam.ca/BidOpportunities)

Upon submitting a proposal, Proponents will be deemed to have received notice of all addenda that are posted on the City website, and deemed to have considered the information for inclusion in the Proposal submitted.

Should there be any discrepancy in the documentation provided, the City's original file copy shall prevail.

### 1.11 Withdrawal of Proposals

Proposals may be withdrawn by written notice of an authorized representative of the company sent to email: [bid@coquitlam.ca](mailto:bid@coquitlam.ca) prior to time set as closing time for receiving Proposals.

### 1.12 Liability for Errors

While the City has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the City, nor is it necessarily comprehensive or exhaustive.

### 1.13 Extension of Offer

The Vendor agrees to allow other local public agencies with similar needs within British Columbia to participate in this contract.

Additional participating agencies may opt to enter into a contract with the successful Vendor for the purchase of the products and services described in this RFP based on the terms, conditions, prices, and percentages offered by the Vendor to the City of Coquitlam with possibly minor changes negotiated.

This is intended to be means of promoting cooperative purchasing efforts with the public sector, and to provide additional value to the Vendor.

### 1.14 Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: [City of Coquitlam Instructions to Proponents](#).

By submission of a proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.



## 2.0 EVALUATION AND SELECTION

### 2.1 Evaluation Criteria

The criteria for evaluation of the Proposals are listed in no particular order or precedence and may include but are not limited to, the following:

#### Corporate Experience and Resources – 20 points

- Demonstrated successful performance providing goods and services of similar size, scope and complexity to municipal and commercial clients;
- Established local business office; key account manager and service representatives in metro Vancouver area;

#### Technical – 40 points

- Methodology and Approach; plan for delivery, installation, commissioning and training transition to new fleet;
- Equipment, Handsets and software functionality
- Service and service plans offered;
- Network Coverage and Quality;
- Level of support

#### Financial – 40 points

- Price
- Sustainable benefits
- Value added benefits

#### **And, upon selection of one or more lead proponent(s):**

- Demonstrations of equipment or software may be requested
- Interviews may be conducted
- References may be contacted

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

### 2.2 Selection Process

Proposals will be reviewed and evaluated by an Evaluation Committee comprised of City staff.

The Evaluation Committee will evaluate proposals in accordance with the stated criteria to select one or more lead Proponent(s). Proposals may be evaluated in comparison to each of the other submissions.

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 such requests to only selected Proponents. The Evaluation Committee may consider such clarifications or additional information in evaluating a Proposal.

The Evaluation Committee, may, at its sole discretion, request interviews with the highest ranked Proponent(s) to present their proposal. Information obtained from interviews will be scored to complete the evaluation.

Upon submission of a Proposal, Proponents agree that the City may disclose the names of Proponents that submit Proposals in response to this RFP and the total amount of the contract award. However, no totals, scores or unit prices will be provided to any Proponent.

The City reserves the right to accept or reject any or all proposals or cancel the RFP. The lowest proposal may not necessarily be accepted, rather will be analyzed to determine best overall value to the City.

### 2.3 Negotiation

The City reserves the right, prior to contract award, to negotiate changes to the scope of the services or to the contract documents (including pricing) with the proponent or any one or more proponents, proposing the “best value” without having any duty to advise any other proponent or to allow them to vary their proposal as a result of changes to the scope of the services or to the contract documents; and the City may enter into a changed or different contract with the proponent(s) proposing the “best value”, without liability to proponents who are not awarded the contract.

### 2.4 Notification of Award

The City will notify the successful Proponent (“Vendor”) in writing of their decision to award the Services by issuance of a City Purchase Contract or Purchase Order (“PO”).

The City of Coquiltam [Terms and Conditions of Purchase](#) are posted on the City’s website and will apply to this contract.



**CITY OF COQUITLAM  
RFP No. 17-03-15**

**Cellular Mobile Services**

**Proposals should be received on or before 2:00 pm local time  
Wednesday, November 22, 2017  
(Closing date and time)**

**Instructions for Proposal Submission**

Proposal submissions are to be consolidated into one PDF file and uploaded electronically through Qfile, the City's file transfer service accessed at website: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

- 1. In the "Subject Field" enter:** RFP Number and Name
- 2. Add files in .pdf format and Send**  
(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete.)

Proponents are to allow ample time to complete the Proposal Submission process.

If assistance is required, phone 604-927-3060.

**PROPOSAL SUBMISSION FORM**

**Complete and return this Proposal Submission Form complete with:**

1. Appendix A – Price Sheet
2. Proponent's Service Agreement

**Submitted by:** \_\_\_\_\_  
(Company name)

**1. Experience, Reputation and Resources**

- 1.1. Provide Corporate profile, location of branches, background, stability, structure
- 1.2. Proponent availability: the hours during which the Services are available;
- 1.3. Proponent’s equipment servicing resources, capability and capacity, as relevant;

**2. Service Plans**

- 2.1. Provide details on the features included with your basic service plan offering. All service plans shall minimally include nationwide coverage and common rate plans, caller ID, call waiting, call forwarding and voice mail.
- 2.2. Provide details on optional features to the basic service plan offerings.
- 2.3. Provide details of roaming charges in Canada, United States and International.
- 2.4. Provide details regarding ability to pool service minutes across all devices.
- 2.5. Provide 'flex data' plans for overages.
- 2.6. Ability to pool data across all devices and types (iOS, Android) including data-capable phones, tablets and broadband cards. Provide details.
- 2.7. Provide Yes/No responses to the following:

| Description  | Yes/No |
|--|--------|
| Proponent will make available new plans to the City as they are agreed upon with other Public Sectors in British Columbia. |        |
| Proponent, on a quarterly basis, provide details of new plans that can made available to the City for consideration.       |        |
| The City shall be able to change the service plan assigned to any cell number at no charge or extension of current term.   |        |
| Changes to service plan assignment will be effective within 24 hours and appear on the next billing cycle.                 |        |
| Ability to temporarily suspend service on billing on a cellular number for up to 120 days, without cost to the City.       |        |
| Ability to re-assign a cellular number to another individual and/or location without cost to the City.                     |        |

- 2.8. Describe ability to provide a no-charge spare cell phone / smart phone pool during summer periods (April- Sept).
- 2.9. Provide details to replace and/or upgrade devices at no cost during the term of the contract.
- 2.10. Provide any details and cost for early termination of contract. Also refer to **Appendix A – Price Sheet**.
- 2.11. State the process to review and renegotiate the discount and/or product and services pricing during the term as the number of subscribers increase or on another defined schedule. Describe such circumstances.
- 2.12. Provide information on any other services that your service plan includes.

**3. Hardware**

- 3.1. Attach to the proposal, a list of the available hardware that your company supports. Attach website links for each type of commercial grade Cellular Mobile handset proposed.
- 3.2. If the proponent uses a reseller for the supply of hardware, the reseller must be registered with Apple for DEP. Provide proof of registration.
- 3.3. Describe the process for buying back EOL devices that are no longer utilized by the City.
- 3.4. State the warranty period for product, including phones and accessories, and provide information regarding supplier’s warranty policies and processes, including replacement response time and process for return of failed device.
- 3.5. Insurance – confirm ability to insure the pool of phones against damage, loss or theft. Propose hardware insurance based on: (a) an individual subscriber basis with insurance added within the first 30 days of activation and (b) on City's account level for consideration.
- 3.6. Provide Yes/No responses to the following:

| Description  | Yes/No |
|--|--------|
| Proponent agrees to provide additional onsite training on new devices as needed. |        |
| Provide quarterly device path and EOL updates.                                   |        |
| Proponent agrees to stock on-hand a mutually agreed upon number of devices.      |        |

**4. Mobile Device Management**

The City currently uses Blackberry Enterprise Server (Vers. 12.5 ) for Mobile Device Management (MDM).

- 4.1. Describe MDM abilities that would complement and/or enhance the City’s existing deployment. Please detail the product that you propose and the additional cost. (See pricing sheet), if any, to the City.
- 4.2. If the City’s MDM does not integrate with the Proponents systems, provide detailed information on a recommended approach. On-premise vs Managed service.

**5. Network Coverage**

- 5.1. Provide a detailed network coverage map for Coquitlam and the surrounding areas, including all available and proposed (next 3 years) services that the proponent support coverage.
- 5.2. Describe how the proponent monitors and assesses its' overall network availability.
- 5.3. Describe your network SLA with respect to in-building and outside network coverage area.
- 5.4. Describe the process by which the proponent will notify of service affecting outages.
- 5.5. The City requires access to an APN that permits the use of dynamic IPV4 addresses, either public or private IP addresses and no filtering of IPSEC VPN traffic. Proponent to provide details of such service and options.
- 5.6. Provide Yes/No responses to the following:

| Description  | Yes/No |
|--|--------|
| The City expects that there will be adequate signal strength within designated City locations such that business operations are not negatively impacted. Proponent agrees to provide and install at no cost to the City in-building coverage enhancement if needed to meet this requirement. |        |
| Proponent agrees to perform coverage assessments for City buildings at no charge throughout the term of the agreement as requested by the City.  |        |

## 6. Support

- 6.1. Describe the process by which the City accesses the proponents help/support desk.
- 6.2. Describe the dedicated support team that will be responsible for the support to the City for the length of the agreement.
- 6.3. Describe the escalation process for addressing unresolved issues (including a point person to work issues and take ownership of problems).
- 6.4. Describe the process and the amount of detail the proponent provides when there is an investigation and/or auditing of a user’s device. Examples are; Misuse of device, overage and disputed charges.
- 6.5. For the following questions, proponent to provide samples of functionality.

| Description   | Yes/No |
|---|--------|
| Proponent to provide Web -based portal that allows City to effectively obtain detailed information on data usage, texting, long distance and roaming charges. |        |
| Portal has the ability to view activity log data online.  |        |
| Portal has the ability to export activity log data electronically to the City. Includes file format and information that can be exported.                     |        |
| Portal has management and usage reports   |        |
| Portal has the ability to provide email alerts to administrators indicating users are close (90%) to account limits   |        |
| Proponent will activate all upgrades and warranty replacement devices Over the Air (OTA) or provide equivalent service.                                       |        |

**7. Invoicing**

- 7.1. Proponent shall provide the monthly consolidated invoice (electronic) for all cellular numbers and supporting detail. Provide sample.
- 7.2. Describe the process for credits or service adjustments. State any credit or service adjustments excluded from service plan.
- 7.3. The City does not set the caller-id to the registered user for those positions that are in contact with the public, i.e. bylaw officers, it uses the position. For invoicing purposes, describe how the registered user could be shown on the invoice, but not on the caller id.

Example is:

| Caller ID         | Invoice                                     |
|-------------------|---|
| Bylaw - Coquitlam | 604-999-9999<br>Bylaw-Coquitlam<br>John Doe |

- 7.4. Provide Yes/No responses to the following:

| Proponent shall make every effort to have credits appear in the same billing cycle and invoice as the related charge. |  |
|---|--|
| All charges must relate to a specific cell number (charges cannot be billed at account level).                        |  |
|   |  |

**8. Implementation Plan**

Provide a detailed implementation plan for that describes:

- 8.1. The process to distribute/exchange hardware and accessories to staff.
- 8.2. The process for the recycling of current hardware and accessories.
- 8.3. Port existing phone numbers with minimal impact to business.
- 8.4. A timeline with respect to the distribution and porting of numbers.
- 8.5. The proposed team that will be responsible for the migration.



- 8.6. The appropriate resources, in terms of quantity and skills that will assist in the migration planning and technical conversion from the existing cellular service provider.
- 8.7. Any costs for carrier migration, Refer to **Appendix A – Price Sheet**
- 8.8. It is expected that unsupported devices will be upgraded to current smartphone standards at no cost. If this is not the case, provide a solution and associated cost.
- 8.9. The City resources required, prior to conversion, with regard to subscriber information and responsibilities.
- 8.10. Accounting support during the transition period.

**9. Sustainable Benefits**

**Distributor/Manufacturer** – Provide information on corporate initiatives, programs and product choices that could be considered environmental, financial/economic, social/ethically sustainable value that would **benefit the City**.

**Equipment** – Describe all environmental “Green” certifications, innovations in manufacturing, and any other benefits that contribute to overall Best Value of the equipment proposed including return, recycling and disposal of replacements equipment.

*Provide any available information regarding the origin of the equipment and if recycled material was used in the manufacturing*

**10. Value Added Benefits**

The City encourages creative solutions/proposal responses. Describe any additional opportunities or added value services that would assist or **benefit the City**.

**11. Experience And References**

Vendors shall be competent and capable of delivery, supply installation and commissioning of the new equipment and performing the services requested. Contracts indicated below should be of a similar size and scope with other public entities.

Proponents agree that by providing information below, the City has permission to contact references provided. Information obtained from references will not be discussed with any proponents.

|                                    |  |
|------------------------------------|--|
| <b>Supply Contract Description</b> |  |
| <b>Effective Start Date</b>        |  |
| <b>Approximate Value</b>           |  |
| <b>Customer/Municipality Name</b>  |  |
| <b>Reference Contact</b>           |  |
| <b>Telephone / Email</b>           |  |

|                                    |  |
|------------------------------------|--|
| <b>Supply Contract Description</b> |  |
| <b>Effective Date</b>              |  |
| <b>Approximate Value</b>           |  |
| <b>Customer/Municipality Name</b>  |  |
| <b>Reference Contact</b>           |  |
| <b>Telephone / Email</b>           |  |

|                                    |  |
|------------------------------------|--|
| <b>Supply Contract Description</b> |  |
| <b>Effective Date</b>              |  |
| <b>Approximate Value</b>           |  |
| <b>Customer/Municipality Name</b>  |  |
| <b>Reference Contact</b>           |  |
| <b>Telephone / Email</b>           |  |

## 12. Key Contacts

Vendors shall provide contact information for key account representatives that would be assigned to the City.

|    | Name, Title and Position | Role and Responsibility | Email address and Phone Number |
|----|--------------------------|-------------------------|--------------------------------|
| 1. |                          |                         |                                |
| 2. |                          |                         |                                |
| 3. |                          |                         |                                |

## 13. Compliance

Proponents shall describe any deviations to the RFP they would be unwilling to comply with and propose conditions to be added.

|  |
|--|
|  |
|--|

## 14. Acceptance

The City requests that proposals remain open for acceptance for a period of not less than 90 days from the closing date.

We confirm that this proposal is open for acceptance by the City for a period of \_\_\_\_\_ days.

**15. Conflict of Interest**

Proponents must disclose information regarding relationships that may be perceived to be a conflict of interest in doing business with the City.

|  |
|--|
|  |
|--|

**16. Addenda**

We acknowledge receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal:

| Addendum No. | Date Issued |
|--------------|-------------|
|              |             |
|              |             |
|              |             |
|              |             |

**17. Authorization**

We hereby submit our Proposal for the services as specified and undertake to carry out the work in strict accordance with all referenced Terms & Conditions, Regulations and Codes, applicable to this RFP:

|  |                   |
|--|-------------------|
| <b>Company Name:</b>   |                   |
| <b>Address:</b>  |                   |
| <b>Phone:</b>  |                   |
| <b>GST Registration No.:</b>   |                   |
| <b>Project Contact:</b><br>Name and Title of Individual <i>for communication related to this RFP</i><br>(please print) |                   |
| <b>Contact Email:</b>  |                   |
| <b>Name &amp; Title of Authorized Signatory:</b><br>(please print)   |                   |
|  | <b>Signature:</b> |
| <b>Date:</b>   |                   |

The signature is an authorized person of the organization and declares the statements made in their submission are true and accurate.

For the purpose of this RFP, electronic signatures will be accepted.

## Appendix A - Price Sheet

1. For easy reference, provide the name of the plans.
2. Provide additional comments to support the services on a separate sheet.
3. Provide pricing information on any other services that your service plan includes that has not been listed below.

| Option   | Name of Option/Plan |
|----------|---------------------|
| Option 1 |                     |
| Option 2 |                     |
| Option 3 |                     |

|                  |  | Price in CDN dollars (exclude GST) |             |             |
|------------------|--|------------------------------------|-------------|-------------|
| Section A: Voice |  | Option<br>1                        | Option<br>2 | Option<br>3 |
| 1.               | Basic Monthly Rate (includes voicemail, caller ID, call waiting, call forwarding) (\$) |                                    |             |             |
| 2.               | Minutes per month included (#)   |                                    |             |             |
| 3.               | Incremental Minute Rate (\$)   |                                    |             |             |
| 4.               | Billing (Seconds vs Minutes ) (S/M)  |                                    |             |             |
| 5.               | Pooling of Minutes (Y/N)   |                                    |             |             |
| 6.               | Incoming Minutes – (U)nlimited or (C)apped amount                                      |                                    |             |             |
| 7.               | Outgoing Minutes – (U)nlimited or (C)apped amount                                      |                                    |             |             |
| 8.               | Local evenings and Weekends – (U)nlimited or (C)apped amount                           |                                    |             |             |
| 9.               | Overage (Rate/Minute)  |                                    |             |             |
| 10.              | Unlimited Local Carrier to Carrier (Y/N)   |                                    |             |             |
| 11.              | Unlimited Long Distance Carrier to Carrier (Y/N)                                       |                                    |             |             |
| 12.              | Unlimited Text Incoming (Y/N)  |                                    |             |             |
| 13.              | Unlimited Text Outgoing (Y/N)  |                                    |             |             |
| 14.              | Unlimited Canada Long Distance (Y/N)   |                                    |             |             |
| 15.              | Canada Long Distance (Rate/Minute)   |                                    |             |             |
| 16.              | US and international long distance (Rate/Minute)                                       |                                    |             |             |
| 17.              | US Roaming Voice (Rate/Minute)   |                                    |             |             |
| 18.              | US Roaming Text (Rate/Text)  |                                    |             |             |
| 19.              | US data charges (Rate/Mb)  |                                    |             |             |
| 20.              | International Roaming Voice (Rate/Minute)  |                                    |             |             |
| 21.              | International Roaming Text (Rate/Text)   |                                    |             |             |
| 22.              | International Data Charges (Rate/Mb)   |                                    |             |             |
| 23.              | Travel group pooling Plan (Y/N)  |                                    |             |             |

**Section A: Voice (cont'd)**

|                         |                                      | Price in CDN dollars (exclude GST) |                 |                 |
|-------------------------|--------------------------------------|------------------------------------|-----------------|-----------------|
| <b>Section A: Voice</b> |                                      | <b>Option 1</b>                    | <b>Option 2</b> | <b>Option 3</b> |
| 24.                     | Data Overage notification text (Y/N) |                                    |                 |                 |
| 25.                     | Corporate plan data top-ups (Y/N)    |                                    |                 |                 |
| 26.                     | Travel plan data Top-ups (Y/N)       |                                    |                 |                 |
| 27.                     | Conference Calling (Y/N)             |                                    |                 |                 |
| 28.                     | Call waiting (Y/N)                   |                                    |                 |                 |
| 29.                     | Call forwarding (Y/N)                |                                    |                 |                 |
| 30.                     | Caller ID (Y/N)                      |                                    |                 |                 |
| 31.                     | Caller Block (Y/N)                   |                                    |                 |                 |
| 32.                     | Voicemail (Y/N)                      |                                    |                 |                 |
| 33.                     | Detailed Billing (Y/N)               |                                    |                 |                 |
| 34.                     | Directory Assistance (Y/N)           |                                    |                 |                 |
| 35.                     | System Access Fee (\$)               |                                    |                 |                 |
| 36.                     | Enhanced 911 Fee (\$)                |                                    |                 |                 |

| <b>Section B: Data</b> |                                      |  |  |  |
|------------------------|--------------------------------------|--|--|--|
| 37.                    | Unlimited Blackberry Plan            |  |  |  |
| 38.                    | 1GB Blackberry Plan - Pooled         |  |  |  |
| 39.                    | 3GB Data Plan – Pooled               |  |  |  |
| 40.                    | 5GB Blackberry Plan – Pooled         |  |  |  |
| 41.                    | Unlimited (iphone/android) Data Plan |  |  |  |
| 42.                    | 1GB Data Plan – Pooled               |  |  |  |
| 43.                    | 3GB Data Plan – Pooled               |  |  |  |
| 44.                    | 5GB Data Plan – Pooled               |  |  |  |
| 45.                    | Overage (Rate/Mb)                    |  |  |  |
| 46.                    | US Roaming (Rate/Mb)                 |  |  |  |
| 47.                    | International Roaming (Rate/Mb)      |  |  |  |

| <b>Section C: Additional</b> |  |  |  |  |
|------------------------------|--|--|--|--|
| 48.                          | Costs for Carrier Migration (\$)       |  |  |  |
| 49.                          | Costs for deactivation of devices (\$) |  |  |  |
| 50.                          | Costs for termination of services (\$) |  |  |  |
| 51.                          | Mobile Device Management Fees (\$)     |  |  |  |