

2025 Mobile Device Services RFP Questions & Responses

December 8, 2025

Document Reference	Question	Response																					
<p>5.6 - Price</p> <p>Bidder’s will provide a list of all major suppliers and manufacturers involved in the contract, including their country of origin and whether they are based in the United States.</p>	<p>Please clarify what SCRD defines as "involved". Are you looking for a list of manufacturers that supply devices, as an example (Apple, Samsung etc.)</p>	<p>We are seeking details about any companies involved in supplying the goods and services as proposed by the bidder. For example, if a proponent offered on-coast physical device support through a third-party reseller location, or device warranty repairs through a third-party provider.</p> <p>We are aware that physical devices are manufactured by a variety of companies. That was not the intended information to be solicited by this requirement.</p>																					
<p>7.2 - Weighted Criteria</p> <p>Proposals meeting all the mandatory criteria will be further assessed against the following weighted criteria</p>	<p>Will SCRD provide a detailed scoring matrix on - for example - a 5 point scale for each of the weighted requirements across Section 5 (5.1-5.6) so Proponents understand what SCRD is looking for within each rated requirement for an exceeded score.</p>	<p>The following scoring guide is referenced by our evaluation team during the scoring process. Each category is scored out of 10, then weighting is applied as described in 7.2</p> <table border="1" data-bbox="1115 683 1940 1232"> <thead> <tr> <th>Score</th> <th>Description</th> <th>Scoring Table Summary</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>Exceptional</td> <td>Exceptional, far exceeds expectations with no added risk; very desirable.</td> </tr> <tr> <td>8.5</td> <td></td> <td>Exceeds the requirements of the criterion in ways that are beneficial to the needs; any added risk deemed acceptable</td> </tr> <tr> <td>7</td> <td>Meets Requirements</td> <td>Meets expectation and all minimum requirements.</td> </tr> <tr> <td>5</td> <td></td> <td>Arguably meets expectations and minimum requirements.</td> </tr> <tr> <td>2.5</td> <td>Fails to meet requirements</td> <td>Fails to meet minimum requirements, proposes other solution.</td> </tr> <tr> <td>0</td> <td>Unacceptable</td> <td>Proposed solution deemed unacceptable from every aspect. No response or solution submitted.</td> </tr> </tbody> </table>	Score	Description	Scoring Table Summary	10	Exceptional	Exceptional, far exceeds expectations with no added risk; very desirable.	8.5		Exceeds the requirements of the criterion in ways that are beneficial to the needs; any added risk deemed acceptable	7	Meets Requirements	Meets expectation and all minimum requirements.	5		Arguably meets expectations and minimum requirements.	2.5	Fails to meet requirements	Fails to meet minimum requirements, proposes other solution.	0	Unacceptable	Proposed solution deemed unacceptable from every aspect. No response or solution submitted.
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<p>5.1.8 - Roaming Included</p> <p>The Regional District desires to pay no additional costs for incidental US and International roaming. Proponents should provide an option for a reasonable quantity of US and International calling, messaging and data, shared by the whole plan. See the statistics in section 3.1 to gauge what ‘incidental’ means in this case. Additionally, proponents should include information about roaming functionality and how users on the plan can access affordable US and International roaming plans on an easy, user-driven, ad hoc basis.</p>	<p>Will SRDC clarify how you anticipate incidental US or International roaming? Please provide an example.</p>	<p>The simplest solution would be for the proponent to include calling/data usage for all of North America (CAN/US/MEX) in their proposed service plan – eliminating almost all roaming fees entirely. However, the SCRD is primarily concerned about Canada calling and data.</p> <p>Proposals that include some mechanism for managing or limiting costs for incidental usage in US, Mexico or other countries will be evaluated taking into consideration weighted factors described in 7.2. Ideally these should be automatic and not require explicit case-by-case action from the SCRD to ensure that we do not incur excessive roaming fees.</p> <p>We are familiar with methods for this that look like: “for a fixed \$-amount (possibly per day), a user may use their normal plan features in the USA” This type of feature would meet this requirement. Pricing must be clearly laid out in the proponent’s response.</p>																																										
<p>Appendix C</p> <p>Response Form - Proposed Pricing - Devices</p>	<p>Will the SCRD please provide a list of your current fleet of devices including make and model so all Proponents have access to the same information as the current incumbent.</p>	<p>In addition to the below listing of user devices, the SCRD uses several SIM cards that are placed in other SMS/Data devices such as SCADADroid dataloggers and alarm dialers to allow them SMS or Data network access.</p> <table border="1" data-bbox="1087 954 1885 1515"> <thead> <tr> <th colspan="3" data-bbox="1087 961 1885 998"><b>Devices</b></th> </tr> <tr> <th data-bbox="1087 998 1228 1036">Vendor</th> <th data-bbox="1228 998 1780 1036">Description</th> <th data-bbox="1780 998 1885 1036">Count</th> </tr> </thead> <tbody> <tr> <td data-bbox="1087 1036 1228 1073">Apple</td> <td data-bbox="1228 1036 1780 1073">APL IPXR</td> <td data-bbox="1780 1036 1885 1073">6</td> </tr> <tr> <td data-bbox="1087 1073 1228 1110">Apple</td> <td data-bbox="1228 1073 1780 1110">APLE IP11</td> <td data-bbox="1780 1073 1885 1110">8</td> </tr> <tr> <td data-bbox="1087 1110 1228 1148">Apple</td> <td data-bbox="1228 1110 1780 1148">APPLE IP12</td> <td data-bbox="1780 1110 1885 1148">1</td> </tr> <tr> <td data-bbox="1087 1148 1228 1185">Apple</td> <td data-bbox="1228 1148 1780 1185">APPLE IP13</td> <td data-bbox="1780 1148 1885 1185">1</td> </tr> <tr> <td data-bbox="1087 1185 1228 1222">Apple</td> <td data-bbox="1228 1185 1780 1222">APPLE IP13PM</td> <td data-bbox="1780 1185 1885 1222">1</td> </tr> <tr> <td data-bbox="1087 1222 1228 1260">Apple</td> <td data-bbox="1228 1222 1780 1260">APPLE IP8PL 64/256</td> <td data-bbox="1780 1222 1885 1260">2</td> </tr> <tr> <td data-bbox="1087 1260 1228 1297">Apple</td> <td data-bbox="1228 1260 1780 1297">Apple iPhone 11 64GB</td> <td data-bbox="1780 1260 1885 1297">44</td> </tr> <tr> <td data-bbox="1087 1297 1228 1334">Apple</td> <td data-bbox="1228 1297 1780 1334">Apple iPhone 12 64GB</td> <td data-bbox="1780 1297 1885 1334">11</td> </tr> <tr> <td data-bbox="1087 1334 1228 1372">Apple</td> <td data-bbox="1228 1334 1780 1372">Apple iPhone 13 Pro 256GB</td> <td data-bbox="1780 1334 1885 1372">1</td> </tr> <tr> <td data-bbox="1087 1372 1228 1409">Apple</td> <td data-bbox="1228 1372 1780 1409">APPLE IPHONE11 128</td> <td data-bbox="1780 1372 1885 1409">1</td> </tr> <tr> <td data-bbox="1087 1409 1228 1446">Apple</td> <td data-bbox="1228 1409 1780 1446">iPad 10 - 64GB</td> <td data-bbox="1780 1409 1885 1446">5</td> </tr> <tr> <td data-bbox="1087 1446 1228 1484">Apple</td> <td data-bbox="1228 1446 1780 1484">Apple iPad Pro 12.9 128GB</td> <td data-bbox="1780 1446 1885 1484">4</td> </tr> </tbody> </table>	<b>Devices</b>			Vendor	Description	Count	Apple	APL IPXR	6	Apple	APLE IP11	8	Apple	APPLE IP12	1	Apple	APPLE IP13	1	Apple	APPLE IP13PM	1	Apple	APPLE IP8PL 64/256	2	Apple	Apple iPhone 11 64GB	44	Apple	Apple iPhone 12 64GB	11	Apple	Apple iPhone 13 Pro 256GB	1	Apple	APPLE IPHONE11 128	1	Apple	iPad 10 - 64GB	5	Apple	Apple iPad Pro 12.9 128GB	4
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Appendix B and C	Is the SCRD open to Proponents responding in their own pricing templates as opposed to the ones provided in Appendix B and C or is it mandatory to respond within the templates provided?	<p>Proponents may choose to use another format, however the information included must cover the same information requested in our template or an explanation, such as '<i>contribution to pooled Canada minutes is not applicable as unlimited calling in North America is provided in proposed plans</i>' to explain any missing information.</p> <p>Proponents are advised to keep their presentation of pricing information simple and clear to facilitate comparative analysis.</p>																																																									

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<p>Proponents should include options for a complete device refresh over the three-year term, including a selection of current generation devices available at no cost to the Regional District. Proposals shall include a list of currently available devices in an Appendix.</p>	<p>5.1.1 - Devices</p> <p>Will the SCRD provide examples of devices you consider to be "current generation"? per section 5.1.1. In Appendix C, the RFP states "The Regional District is interested in having a selection of current model devices available for staff to choose from at reasonable discounted prices". As there can be misinterpretation between "current model" and "current generation", please provide examples.</p>	<p>Please consider 'current generation' to mean the device models of a particular product line that are still available 'new' from a manufacturer and fully supported.</p> <p>For example, as of now, this would include – non-exhaustively – devices such as:  iPhone 17, iPhone Air, iPhone 16, iPhone 16e, Pixel 10, Pixel 10 Pro, Pixel 9, Pixel 9a, Samsung S25 (various sub-models), Samsung A56, Samsung A36, Galaxy 7 Fold 7, Galaxy XCover7 Pro, Galaxy Xcover6 Pro, Moto g 2025, sonim XP Pro, sonim XP5Plus</p> <p>We recognize and expect that this list will evolve over the length of the proposed contract as new devices are released by device manufacturers and older models cease being sold as 'new' devices in a fully supported fashion.</p>
<p>General</p>	<p>Understanding that SCRD will respond to questions by December 12th, per the RFP, will Proponents have a chance to follow up on any previous submitted questions where further clarification may be required?</p>	<p>We believe we've been sufficiently clear in our original posting, and that our responses to these questions will provide clarity to several areas where there might have been minor ambiguities. We do not foresee the need for further questions and answers that could result in delaying the close date of the RFP. As such, no further questions will be entertained.</p>
<p>Coverage Area</p>	<p>Will the SCRD please provide a GIS file for the Primary area and Secondary area in Appendix A - Coverage Area?</p>	<p>Shapefiles may be obtained here:  <a href="https://share.scrd.ca/d/eae28a36e3fd428ebe80/">https://share.scrd.ca/d/eae28a36e3fd428ebe80/</a></p> <p>Please note that the Primary Area of interest is of key concern as it represents the areas where most of our usage will occur.</p>
<p>General</p>	<p>Is the SCRD interested in CPO devices and if so are there any specific requirements?</p>	<p>The SCRD is willing to explore CPO devices and how that might impact the total cost of ownership of our device fleet. We would require any CPO devices to be 'current generation' as defined above, and to be provided with equivalent support and warranty to a new device – whether that warranty is to be provided by the proponent or the original manufacturer. If any third parties are involved in provision of CPO devices, that should be fully described.</p>