



City of North Battleford

Request for Proposal

February 13, 2026

Supply and Delivery of Telephone and Internet Services

RFP# IT20260213

Submission Deadline: 3:00 PM, March 6, 2026

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 for the City of North Battleford Facilities, Twin Rivers Curling Club, Dekker Centre for Performing Arts, North Battleford Library and others associated with and recommended by the City.

1.2 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 City of North Battleford 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.

March 6, 2026 at 3:00 PM local time

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

City Clerk Department
(P) 306-445-1700
(E) tenders@cityofnb.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 City, 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:

City Clerk Department
(P) 306-445-1700
(E) tenders@cityofnb.ca

2.3 Schedule of Events

The following timelines for this RFP are below:

Task	Date
Release Date for RFP	February 13, 2026
RFP Close Date	March 6, 2026

The City 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 City determines that an amendment is required to the RFP, the City will issue a written addendum to all suppliers who have acknowledged interest in responding. By delivery of a Proposal to the City, 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

All parties intend to award a Contract for a term of 5 years effective upon award with an option to extend for an additional 5 years.

All parties listed may exercise each extension right by written notice given to the successful Proponent. Each extension period shall be on the same terms and conditions as provided in the Contract.

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 City and its RFP partners.

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 City's or any of the RFP partner'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 City 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 City'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 City 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

three (3) 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 City 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.

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 City or its 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. References and Experience	10%
2. Implementation Plan	20%
3. Included Features and Value	25%
4. Account Management and Support	15%
5. Financial Considerations	30%
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 City 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 City 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 City may, at its absolute discretion, reject a Proposal of a Proponent, or any office 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 City 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 City 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 City 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 City, 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 City or its partners, its elected, employees, and agents.

5.4 Solicitation of City or Partner Staff

Proponents and their agents will not contact any employee of the City, 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 City of North Battleford for all organizations located within the City.

5.6 Confidentiality

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

SCHEDULE A

SCOPE OF SERVICES

GENERAL

The City of North Battleford and associated organizations desire to secure supply of fixed telephone 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. Modernise telephone infrastructure to provide more usage flexibility for users.

SCOPE OF SERVICES

The Proponent shall provide the following:

- a. Fixed Telephone and Internet to the following organizations:
 - City of North Battleford Facilities (19 Locations listed in Schedule B)
 - Twin Rivers Curling Club
 - North Battleford Library
 - Dekker Centre for the Performing Arts
- b. All needed equipment and installation to provide the telephone and internet services.
- c. If no service or limited service is available at a location, the proponent can propose alternative solutions to provide internet and/or telephone services to those locations.

d. Business opportunities:

1. Telephone Land Lines – land line telephone connections
2. Internet connections - internet service to various City and partner locations.
3. Public WIFI Service – Provision and installation of Public WIFI at certain City facilities for use by customers and patrons.
4. Advertising opportunities – opportunity to advertise in certain facilities on facility doors and other areas that promote the proponent's brand.

e. Standard telephone features (required) to be included.

- 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 redials
- ix. Calling name and number delivery
- x. Call Park
- xi. Music on Hold

f. Additional telephone features that need to be included as options:

- i. Audio Conferencing
- ii. Group Paging
- iii. Hunt Group

- iv. Multi Key Call Waiting
- v. Shared Call Appearance
- vi. Auto Attendant
- vii. Ability to use Physical and/or Soft Phones
- viii. Ability to use soft phones from Mobile/Cellular devices

g. Other telephone 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.

h. New desired telephone features:

- i. Integration with Microsoft Teams and Zoom
- ii. Digital fax service (fax to email)

SCHEDULE B

Needed Equipment and Service Details

A. City of North Battleford

Current telephone and internet service: ACCESS Communications Co-operative

Current telephone handsets are Polycom VVX 410 units and should be reused where possible.

The City would like to convert at least 15 physical phones to soft phones or a combination of physical and soft phones.

1. **City Hall – 1291 101 Street**

Phones: 39

Auto Attendant: Yes

Hunt Group: 1

Fax Lines: 2

Internet Services: 1 (1000Mbps, 4 Static IP addresses)

Dedicated Internet Services: 1 (50Mbps synchronous, 2 static IP addresses)

Alarm Line: 1

Public WiFi - Yes

2. **Aquatic Centre - #4, 623 Carlton Trail**

Phones: 7

Auto Attendant: Yes

Fax Lines: 0

Internet Services: 0 (Feeds from the Fieldhouse)

Alarm Line: 1

Public WiFi - Yes

3. **Fieldhouse - 623 Carlton Trail #3**

Phones: 3

Auto Attendant: Yes

Fax Lines: 0

Internet Services: 2 (600Mbps each, 2 Static IP addresses)

Alarm Line: 1

Public WiFi - Yes

4. **Public Works Shop and Water Works Shop – 11112 6th Ave.**

Phones: 7 (including Water Works Shop)

Fax Lines: 0

Internet Services: 1 (1000Mbps, 1 Static IP address)

Alarm Line: 0

Public WiFi - No

5. Parks Shop – 11202 8th Ave.

Phones: 3

Fax Lines: 0

Internet Services: 0 (Feeds from Public Works / Water Works)

Alarm Line: 1

Public WiFi - No

6. CSO Building – 602 110th Street

Phones: 3

Fax Lines: 1

Internet Services: 1 (150 Mbps, 1 Static IP address)

Alarm Line: 0

Public WiFi - No

7. Firehall - 902 104 Street

Phones: 9

Hunt Groups: 1

Fax Lines: 0

Internet Services: 1 (300Mbps, 1 Static IP address)

Alarm Line: 0

Public WiFi - No

8. Waste Water Treatment – 1 Canola Ave.

Phones: 1

Fax Lines: 0

Internet Services: 0

Alarm Line: 0

Public WiFi – No

9. Water Treatment 2 (FE Holiday) – River Side Drive

Phones: 1

Fax Lines: 0

Internet Services: 1 (150Mbps, 1 Static IP address)

Alarm Line: 0

Public WiFi - No

10. Water Treatment 1 – River Valley Drive

Phones: 1

Fax Lines: 0

Internet Services: 1 (150Mbps, 1 Static IP address)

Alarm Line: 0

Public WiFi – No

11. River Valley Maintenance Shop – River Valley Drive

Phones: 3

Fax Lines: 0

Internet Services: 1 (300Mbps, 1 Static IP address)

Alarm Line: 0
Public WiFi - No

12. Don Ross Centre - 891 99 Street

Phones: 7
Fax Lines: 0
Internet Services: 4 (1000Mbps each, 1 Static IP address)
Alarm Line: 3
Public WiFi - Yes

13. Allen Sapp Gallery - 1 Railway Ave

Phones: 3
Hunt Groups: 1
Fax Lines: 0
Internet Services: 1 (1000Mbps, 1 Static IP address)
Alarm Line: 0
Public WiFi - No

14. Access Communications Center - 1902 104 St

Phones: 0
Fax Lines: 0
Internet Services: 1 (1000Mbps, 1 Static IP address)
Dedicated internet: ADHOC as required for events.
Alarm Line: 1
Public WiFi - Yes

15. Waste Management – 130th Street

Phones: 2
Fax Lines: 0
Internet Services: 1 (150Mbps each, 1 Static IP address)
Alarm Line: 1
Public WiFi - No

16. Airport – Airport Road

Phones: 6
Fax Lines: 1
Internet Services: 1 (150Mbps, 1 Static IP address)
Alarm Line: 1
Public WiFi - No

17. 109ST Storage. – 762 109th Street

Phones: 0
Fax Lines: 0
Internet Services: 0
Alarm Line: 1
Public WiFi - No

18. Lawn Bowling Building. – 1902 106th Street

Phones:0
Fax Lines: 0
Internet Services: 0
Alarm Line: 1
Public WiFi - No

19. Water Tower – 1191 105th Street

Phones:0
Fax Lines: 0
Internet Services: 1 (1000Mbps, 1 Static IP address)
Alarm Line: 0
Public WiFi - No

20. Twin Rivers Curling Club - #2, 623 Carlton Trail

Phones: 5
Auto Attendant: Yes
Fax Lines: 0
Internet Services: 1 (150Mbps, 1 Static IP address)
Alarm Line: 1
Public WiFi - Yes

21. North Battleford Library – 1392 101st Street

Phones:12
Fax Lines: 1
Internet Services: 1 (150Mbps, 1 Static IP address)
Alarm Line: 1
Public WiFi - No

B. Dekker Center (North Battleford) - #2, 623 Carlton Trail

Phones:10
Fax Lines: 0
Internet Services: 1

C. North Stars Hockey - 1902 104 Street

Phones:2
Fax Lines: 0
Internet Services: 1

D. Kinsmen Band Hall – 1801 104 Street

Phones:0
Fax Lines: 0
Internet Services: 1

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)