

THE CITY OF DAWSON

Box 308 Dawson City, YT Y0B 1G0
PH: 867-993-7400 FAX: 867-993-7434
www.cityofdawson.ca



REQUEST FOR PROPOSALS (RFP)

RFP Title: Resident Transition Support – Dawson City Cable System Shutdown

RFP Issue Date: November 14, 2025

RFP Closing: Friday November 28, 2025, 4pm

1. Purpose

The City invites proposals from proponents—individuals, community groups, non-profits, social enterprises, or companies—to assist residential customers with transition support leading up to, and following, the shutdown of the Dawson City Cable System (effective May 31, 2026).

2. Background

The City has decided that the Cable System will be shut down by May 31st 2026 due to a continuing decline in subscribers and increasing costs. As of the summer of 2025 the system had approximately 90 residential subscribers, with approx. 25% being elderly. It is expected that subscriber cancellations will increase with the announcement of the service being closed – May 31st, 2026, was chosen as the closedown date to give subscribers enough time to find an alternative service.

Some subscribers may need help selecting alternatives and setting up services/devices. Northwestel, the provider with the largest local presence, will collaborate with the City on information sessions, coverage details, and technical assistance. The successful proponent will coordinate with the City and Northwestel while remaining vendor-neutral where possible.

3. Scope of Work

We expect a portion of subscribers may need assistance in identifying alternative services, choosing an alternative service, setting up an alternative service, setting up their TV's.

Northwestel has agreed to work with the City to assist current subscribers and the City with this process – it is expected that the proponent will work with Northwestel and the City to

- Set up and Coordinate a “Town Hall” information session,
- Identify questions and needs, develop and distribute plain language handouts and messaging
- Identify Subscribers who may need help and identify help needed, priority for Elders
- Identify options and assist navigation (fiber/DSL, fixed wireless/cellular, satellite, streaming)
- Technical assistance for Set-up & migration (modem/router/Wi-Fi, streaming devices/apps, , accessibility, basic troubleshooting) as needed.

4. Deliverables

- Provide a plan to outline proposed activities and costs (Fixed rate, variable rate cage,)
- Monthly service logs identifying subscribers requiring assistance and assistance provided
- Identify Monthly Transitions completed.
- Work with the City and Northwestel co-operatively and positively

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5. Term and Funding

1. Award through June 30, 2026. Program costs are expected to be under \$10,000 . Expectation is that the Subscriber base will drop off steadily as most subscribers switch to alternatives on their own.
2. Provide clear pricing (fixed rate or unit rate for services rendered)

5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

3. Approach and Feasibility
4. Capacity / Experience
5. Budget/ Rates/Assumptions

6. Submission Instructions

Proposals must be submitted in PDF format via email to:

David Henderson
Chief Administrative Officer
City of Dawson
cao@cityofdawson.ca

Late submissions will not be considered.

7. Inquiries

All questions regarding this RFP must be submitted in writing no later than Tuesday Nov 25, 2025 to David Henderson - cao@cityofdawson.ca

8. General Terms

1. The lowest or any proposal will not necessarily be accepted
2. The City reserves the right to negotiate with the selected proponent.
3. All work must comply with applicable safety codes and ethical standards
4. The City reserves the right to cancel this RFP at any time.

Sincerely,

David Henderson B.Sc.,M.B.A.

Chief Administrative Officer (CAO)
Tr'ondëk Hwëch'in Traditional Territory
Bus 867.993.7400
Cell 613.802.3840