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| (g) Experience of Key Personnel Assigned to the Project; (Section <b>G</b> ) | 5%  |
| (h) <b>ECM Implementation Approach of Proponent</b> ; (Section <b>H</b> )    | 20% |
| (i) Project Schedule; (Section <b>I</b> )                                    | 5%  |
| (j) Value Added or Innovative Services of Proponent; (Section <b>J</b> )     | 5%  |

- B27.2 Further to B27.1(a), the Award Authority may reject a Proposal as being non-responsive if the Proposal is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Proposal, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B27.3 Further to B27.1(b), the Award Authority shall reject any Proposal submitted by a Proponent who does not demonstrate, in his/her Proposal or in other information required to be submitted, that he/she is responsible and qualified.
- B27.4 Further to B27.1(c), Form N: Mandatory Requirements will be evaluated considering the information requested and submitted in accordance with **B11**.
- B27.5 Further to B27.1(d), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.
- B27.5.1 Optional Unit Prices are for information purposes only and will not be evaluated.
- B27.6 Further to B27.1(e), Form N: Non-Mandatory Requirements will be evaluated considering the information requested and submitted in accordance with **B12**.
- B27.7 Further to B27.1(f), Experience of Proponent and Subcontractors will be evaluated considering the experience of the organization on projects of similar size and complexity as well as other information requested, in accordance with **B14**.
- B27.8 Further to B27.1(g), Experience of Key Personnel Assigned to the Project will be evaluated considering the experience and qualifications of the Key Personnel and Subcontractor personnel on Projects of comparable size and complexity, in accordance with **B15**.
- B27.9 Further to B27.1(h), ECM Implementation approach of the Proponent will be evaluated considering your firm's understanding of the City's Project, project management approach and team organization, in accordance with **B16**.
- B27.10 Further to B27.1(i), Project Schedule will be evaluated considering the Proponent's ability to comply with the requirements of the Project, in accordance with **B17**.
- B27.11 Further to B27.1(j), Value added or innovative services of the Proponent will be evaluated considering the information requested and submitted in accordance with **B18**.
- B27.12 Notwithstanding **B27.1(e)** to **B27.1(j)** where Proponents fail to provide a response to **B8.2(a)**, **B8.2(c)**, **B8.2(d)**, **B8.2(e)**, **B8.2(f)** and **B8.2(g)** the score of zero may be assigned to the incomplete part of the response.
- B27.13 This Contract may be awarded on the basis of:
- (a) Alternative 1 ; or
  - (b) Alternative 2; or
  - (c) Alternative 3; or
  - (d) Alternative 4.
- as identified on Form B: Prices. Each alternative will be evaluated in accordance with the specified evaluation criteria.
- B27.13.1 Notwithstanding **B8.1**, the Proponent may, but is not required to, bid on all alternatives.
- B27.13.2 Notwithstanding **B28.3**, the City shall have the right to choose the alternative that is in its best interests. If the Proponent has not bid on all alternatives, he/she shall have no claim against the City if his/her partial

offer is rejected in favour of an award of the Contract on the basis of an alternative upon which he/she has not bid.

B27.14 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B27.1(a) and B27.1(b), **27.1(c)** the Proposal will be determined to be non-responsive and will not be further evaluated.

B27.15 Proposals will be evaluated considering the information in the Proposal Submission and any interviews held in accordance with **B25**.

## **PART E – SPECIFICATIONS**

Revise E2 to read:

### **E2. GOODS AND SERVICES**

- E2.1 The Contractor shall supply an Enterprise Content Management (ECM) System in accordance with the requirements hereinafter specified.
- E2.2 Item No. **7, 14, 21, 34, 41, 48** - Server – initial server-side shall be provided for back office infrastructure installation at City of Winnipeg facilities.
- E2.3 Item No. **1, 8 15, 22, 28, 35, 42, 49**- License/**Subscription** – one-time per **user** shall be provided for users.
- E2.4 Item No. **2, 9, 16, 23, 29, 36, 43, 50** - Maintenance/Support – annual per user shall be provided for each license/**Subscription**. The Proponent will provide support in accordance with specifications.
- E2.5 Item No. **3, 10, 17, 24, 30, 37, 44, 51**- Professional Services – Installation and Setup – Installation, configuration, and testing of the solution will be completed by the Contractor.
- E2.6 Item No. **4, 11, 18, 25, 31, 38, 45, 52** – Professional Services – Administrator Training – Training for City of Winnipeg administrative resources shall be provided by the Contractor.
- E2.7 Item No. **5, 12, 19, 26, 32, 39, 46, 53**- Professional Services – End-User Training / Orientation / Documentation – training for internal users, IT technical documentation, and all training documentation shall be provided to the City of Winnipeg by the Contractor.
- E2.8 Item No. **6, 13, 20, 27, 33, 40, 47, 54** – Premium Support (per use) – Escalated expert support for administrators on incidents on a 7x24 basis; may be in-person

## **QUESTIONS AND ANSWERS**

Q1 What are your records management policies (record series, retention schedules and disposal of records actions etc.) currently that need to be enforced within the ECM system? And if there is a new policy being developed is there any more information available on this (repealing No. 86-2010)?

A1 The City has many records management policies (record series, retention schedules and disposal of records actions etc.) within each department. However the main records management policy to be enforced is the City By-law 86/2010 (under review)  
<http://clkapps.winnipeg.ca/dmis/docext/ViewDoc.asp?DocumentTypeld=1&DocId=5220>  
Refer to **Form N – Mandatory Requirement R20 and R125**.  
The City amends the policy as required from time to time.

Q2 For potential access to files in the field, does the city currently provide VPN access to employee smartphones/tablets/laptops?

A2 Yes, The City reserves the right to selectively provide VPN access to employees on smartphones/tablets/laptops in the field depending on business requirements.

Q3 Can you describe the city of Winnipeg's interpretation of COLD ingestion and viewing?

- A3 COLD means Computer Output to Laser Disk (COLD) - a system for archiving data such as business records and reports to one or more optical disks in a compressed but easily retrievable format. COLD system makes it unnecessary to archive reports in printed form and is easier to work with than microfiche, an earlier solution.
- Q4 In Q2 of Addendum 1 that states any off-premise hosting solution will need to reside in Canada; would the city also be interested in seeing a SaaS model for licensing based on an annual subscription?
- A4 An off premise hosting solution can be offered in a bid although the "data center" must reside in Canada. The City will consider the SaaS/Subscription model. Form B: Prices is amended in this Addendum to accommodate this model. The Proponents can provide additional details on this model with their proposal submission.
- Q5 Is any of the reports on current state, future state and gap analysis from Phase 1 available for viewing?
- A5 Yes, refer to **820-2018\_Appendix 1\_ECM\_Requirements\_Analysis\_version\_2.pdf (2.36 MB)** in the Bid Opportunity package posted on [https://www.winnipeg.ca/finance/findata/matmgt/documents//2018/820-2018//820-2018\\_Appendix%201\\_ECM\\_Requirements\\_Analysis\\_version\\_2.pdf](https://www.winnipeg.ca/finance/findata/matmgt/documents//2018/820-2018//820-2018_Appendix%201_ECM_Requirements_Analysis_version_2.pdf)
- Q6 Besides MS and PeopleSoft, are there any other LOB systems that require integration with the new ECM?
- A6 Yes there are many other proprietary systems like Amanda, PeopleSoft, Sharedrive, SharePoint, eDocs and like. Some are identified and others are not. What is most important is that, the new ECM should have the ability to integrate to other ECM and Business Applications including:
- Ability to migrate and or sync data and or content from one system to another according to business rules.
  - Ability to transfer files and data from one ECM or RM system to another.
  - Ability to ingest large numbers of content files and data for mass migrations.
- The new ECM functionality may be useful in migrating large numbers of documents/records from one system to the new ECM/RM systems such as Email, PeopleSoft, shared drives, eDocs or SharePoint and replaces custom code and scripting exercises including other yet to be identified systems. Refer to **820-2018\_Appendix 1\_ECM\_Requirements\_Analysis\_version\_2.pdf (2.36 MB)** in the bid opportunity package (Chapter 9).
- Q7 We are interested in proposing an on premise subscription based model. How do we go about entering that into the pricing sheet given it seems to be intended for perpetual licensing?
- A7 See A4 above.
- Q8 Are the scope limited to Phase 4 of the project?
- A8 Yes, it is in accordance with **820-2018\_Appendix 1\_ECM\_Requirements\_Analysis\_version\_2.pdf (2.36 MB)** in the bid opportunity package (Chapter 10 Appendix A).
- Q9 The RFP lists 16 depts. Is the intent for the Vendor to configure the solution for all 16 departments?
- A9 Yes, that is right.

Q10 Are the configuration of any Business Processes in scope for the RFP?

A10 Yes, configuration of Business Processes is in the scope for the RFP.

Q11 Are there any integrations required as part of this project?

A11 Yes. See A6 above.

Q12 Number of users that will use the proposed ECM system

A12 Approximately 8000 users.

Q13 Does the City of Winnipeg has a breakdown of how many users will be full users of the ECM solution and how many of them will be occasional (in-frequent users that may log in few times a month to view or update documents)

A13 Approximate numbers are  
Full users – 4000  
Infrequent Users - 4000

Q14 Is there current space and volume matrix, i.e., the current size of network drives (number of files, total space), the total size of all mailboxes.

A14 820-2018\_Appendix 1\_ECM\_Requirements\_Analysis\_version\_2.pdf (2.36 MB) in the bid opportunity package (Chapter 10 Appendix A).

Q15 Total number of pages or documents that need to be scanned every year?

A15 Approximately 200,000 pages and 50,000 documents.