



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 522-2006

**SUPPLY AND DELIVERY OF DOCUMENT AND RECORD MANAGEMENT
SOFTWARE**

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 SUPPLY AND DELIVERY OF DOCUMENT AND RECORD MANAGEMENT SOFTWARE

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, October 6, 2006.

B2.2 Proposal Submissions determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.

B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. ENQUIRIES

B3.1 All enquiries shall be directed to the Contract Administrator identified in D5.1.

B3.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall notify the Contract Administrator of the error, discrepancy or omission, or request a clarification as to the meaning or intent of the provision at least five (5) Business Days prior to the Submission Deadline.

B3.3 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B3.5 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B4. CONFIDENTIALITY

B4.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals to the media or any member of the public without the prior written authorization of the Contract Administrator.

B5. ADDENDA

B5.1 The Contract Administrator may, at any time prior to the Submission deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.

B5.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Branch internet site for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

B6. SUBSTITUTES

B6.1 The Work is based on the materials, equipment, methods and products specified in the Request for Proposal.

B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.

B6.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least seven (7) Business Days prior to the Submission Deadline.

B6.4 The Bidder shall ensure that any and all requests for approval of a substitute:

- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the material, equipment, method or product as either an approved equal or alternative;
- (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
- (c) identify any anticipated cost or time savings that may be associated with the substitute;
- (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
- (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.

B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his sole discretion grant approval for the use of a substitute as an "approved equal" or as an "approved alternative", or may refuse to grant approval of the substitute.

B6.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.

B6.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.

B6.7 If the Contract Administrator approves a substitute as an "approved equal", any Bidder may use the approved equal in place of the specified item.

B6.8 If the Contract Administrator approves a substitute as an "approved alternative", any Bidder bidding that approved alternative shall base his Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B14.

B6.9 No later claim by the Contractor for an addition to the price(s) because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B7. PROPOSAL SUBMISSION

B7.1 The Proposal Submission consists of the following components:

- (a) Form A: Proposal;
- (b) Form B: Prices;
- (c) Prices required to be submitted in Specifications E4.6(d), E4.6 (l), E9.2, E10.2 (g) and E10.4(f);
- (d) Form E: Licensing Price Breakdown;
- (e) a list of implementations in Canadian municipalities of similar size and scope; and
- (f) Information required to be submitted in the Specifications in accordance with E2.4.

B7.2 All components of the Proposal Submission shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely in ink, to constitute a responsive Proposal.

B7.3 The Proposal Submission shall be submitted enclosed and sealed in an envelope clearly marked with the RFP number and the Bidder's name and address.

B7.3.1 Samples or other components of the Proposal Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFP number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Proposal Submission.

B7.4 Proposal Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B7.5 Proposal Submissions shall be submitted to:

The City of Winnipeg
Corporate Finance Department
Materials Management Branch
185 King Street, Main Floor
Winnipeg MB R3B 1J1

B8. PROPOSAL

B8.1 The Bidder shall complete Form A: Proposal, making all required entries.

B8.2 Paragraph 2 of Form A: Proposal shall be completed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
- (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
- (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
- (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

B8.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.

B8.3 In Paragraph 3 of Form A: Proposal, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Proposal.

B8.4 Paragraph 11 of Form A: Proposal shall be signed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
- (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
- (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B8.4.1 The name and official capacity of all individuals signing Form A: Proposal shall be printed below such signatures.

B8.4.2 All signatures shall be original and shall be witnessed except where a corporate seal has been affixed.

B8.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal Submission and the Contract, when awarded, shall be both joint and several.

B9. PRICES

B9.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B9.1.1 Prices on Form B: Prices shall include:

- (a) duty;
- (b) freight and cartage;
- (c) Provincial and Federal taxes [except the Goods and Services Tax (GST) and Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable] and all charges governmental or otherwise paid;
- (d) profit and all compensation which shall be due to the Contractor for the Work and all risks and contingencies connected therewith.

B9.2 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Proposals.

B9.3 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.

B10. QUALIFICATION

B10.1 The Bidder shall:

- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business;
- (b) be responsible and not be suspended, debarred or in default of any obligation to the City;
- (c) be financially capable of carrying out the terms of the Contract;
- (d) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract;
- (e) have successfully carried out work, similar in nature, scope and value to the Work;
- (f) employ only Subcontractors who:

- (i) are responsible and not suspended, debarred or in default of any obligation to the City (a list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>); and
- (ii) have successfully carried out work similar in nature, scope and value to the portion of the Work proposed to be subcontracted to them, and are fully capable of performing the Work required to be done in accordance with the terms of the Contract;

B10.2 The Bidder shall be prepared to submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.

B10.3 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B11. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B11.1 Proposal Submissions will not be opened publicly.

B11.2 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B11.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Bidder is advised that any information contained in any Proposal Submission may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B12. IRREVOCABLE OFFER

B12.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B12.2 The acceptance by the City of any Proposal shall not release the Proposals of the other responsive Bidders and these Bidders shall be bound by their offers on such Work for the time period specified in Paragraph 10 of Form A: Proposal.

B13. WITHDRAWAL OF OFFERS

B13.1 A Bidder may withdraw his Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B13.1.1 Notwithstanding GC.7.05(2), the time and date of receipt of any notice withdrawing a Proposal shall be the time and date of receipt as determined by the Manager of Materials.

B13.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Proposal or the Bidder's authorized representatives named in Paragraph 11 of Form A: Proposal, and only such person, has authority to give notice of withdrawal.

B13.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials shall:

- (a) retain the Proposal Submission until after the Submission Deadline has elapsed;
- (b) open the Proposal Submission to identify the contact person named in Paragraph 3 of Form A: Proposal and the Bidder's authorized representatives named in Paragraph 11 of Form A: Proposal; and

- (c) if the notice has been given by any one of the persons specified in B13.1.3(b), declare the Proposal withdrawn.

B13.2 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B12.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law, including the right to retain the Bidder's bid security.

B14. INTERVIEWS

B14.1 The Contract Administrator may, in his sole discretion, interview Bidders during the evaluation process.

B15. NEGOTIATIONS

B15.1 The City reserves the right to negotiate details of the Contract with Bidders.

B15.2 Negotiations, if any, are intended to address administrative and technical details of the Contract. The Bidder is advised to present his best offer, not a starting position for negotiations, in his Proposal Submission; the City will not necessarily pursue negotiations with any Bidder.

B15.3 If, in the course of negotiations pursuant to B15.2 or otherwise, the Bidder amends or modifies a Proposal after the Submission Deadline, the City may consider any amended Proposal as an alternative to the Proposal as originally submitted without releasing the Bidder from the Proposal as originally submitted.

B16. EVALUATION OF PROPOSALS

B16.1 Award of the Contract shall be based on the following evaluation criteria:

- (a) compliance by the Bidder with the requirements of the Request for Proposal and degree of compliance with specifications or acceptable deviation therefrom;
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B10 (pass/fail);
- (c) enterprise-wide software license and maintenance costs 20 pts
- (d) Information required to be submitted in accordance with E2.4;
 - (i) Software requirements, 20 pts;
 - (ii) Operational requirements 6 pts;
 - (iii) Document and Record Lifecycle 6 pts;
 - (iv) Software Support and Installation Service 5 pts;
 - (v) System implementation 5 pts;
 - (vi) Application training 4 pts;
 - (vii) Technology Specifications 9 pts;
 - (viii) Systems Management 5 pts
- (e) Total Bid Price, 20 pts;
- (f) economic analysis of any approved alternative pursuant to B6.

B16.2 Further to B16.1(a), the Award Authority may reject a Proposal as being non-responsive if the Proposal Submission 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 if the interests of the City so require.

B16.3 Further to B16.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his Proposal Submission, in other information required to be

submitted, during interviews or in the course of reference checks, that he is responsible and qualified.

- B16.4 Further to B16.1(c), **enterprise-wide** software license and maintenance costs for the Document, Records, and Workflow Management component shall be evaluated considering the information required to be submitted and the annual software maintenance costs for an unlimited number of authorized users (limited to the enterprise-wide license for the DRMS software).
- B16.5 Further to B16.1(d), software, training and Support shall be evaluated considering the information required to be submitted.
- B16.6 Further to B16.1(e), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.
- B16.6.1 If there is any discrepancy between the Total Bid Price written in figures, the Total Bid Price written in words and the sum of the quantities multiplied by the unit prices for each item, the sum of the quantities multiplied by the unit prices for each item shall take precedence.
- B16.7 This Contract will be awarded as a whole.

B17. AWARD OF CONTRACT

- B17.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B17.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Proposals are determined to be responsive.
- B17.2.1 Without limiting the generality of B17.2, the City will have no obligation to award a Contract where:
- (a) the prices exceed the available City funds for the Work;
 - (b) the prices are materially in excess of the prices received for similar work in the past;
 - (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
 - (d) only one Proposal is received; or
 - (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.
- B17.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the most advantageous offer.
- B17.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Proposal upon written request to the Contract Administrator.

PART C - GENERAL CONDITIONS

C1. GENERAL CONDITIONS

C1.1 The *General Conditions for the Supply and Delivery of Goods* (Form 21: 88 03) are applicable to the Work of the Contract.

C1.1.1 The *General Conditions for the Supply and Delivery of Goods* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

C1.1 These General Conditions are applicable to the Work of the Contract.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

- D1.1 In addition to the *General Conditions for the Supply and Delivery of Goods*, these Supplemental Conditions are applicable to the Work of the Contract.
- D1.2 The General Conditions are amended by striking out "The City of Winnipeg Act" wherever it appears in the General Conditions and substituting "The City of Winnipeg Charter".
- D1.3 The General Conditions are amended by striking out "Board of Commissioners" or "Commissioner" wherever it appears in the General Conditions and substituting the "Chief Administrative Officer".
- D1.4 The General Conditions are amended by striking out "Tender Package" wherever it appears in the General Conditions and substituting "Request for Proposal".
- D1.5 The General Conditions are amended by striking out "Tender Submission" wherever it appears in the General Conditions and substituting "Proposal Submission".
- D1.6 The General Conditions are amended by striking out "Bidding Instructions" wherever it appears in the General Conditions and substituting "Bidding Procedures".

D2. SCOPE OF WORK

- D2.1 The Work to be done under the Contract shall consist of supply and delivery of document and records management software.
- D2.2 The major components of the Work are as follows:
- (a) The initial purchase will be, as a minimum, licences for 200 authorized Users and 5 System administrators.
 - (b) The Work shall be for the period of December 1, 2006 to November 30, 2009, with the possibility of two (2) - one (1) year extensions, in accordance with the applicable Specifications.
- D2.3 Further to D2.2(b), the Work shall be done on an "as required" basis during the term of the Contract.
- D2.3.1 The type and quantity of Work to be performed under this Contract shall be as authorized from time to time by the Contract Administrator and/or Users.
- D2.3.2 Subject to GC.4.08, the City shall have no obligation under the Contract to purchase any quantity of any item in excess of its actual operational requirements.

D3. BACKGROUND – OVERVIEW

- D3.1 Corporate Information Technology Department is responsible for the provision and overall management of the City's shared information technology services. Responsibilities include:
- (a) Developing and implementing information technology standards and policies consistent with the IT strategies developed by the CIO for the City of Winnipeg
 - (b) Providing common IT infrastructure and services;
 - (c) Sponsoring strategic IT initiatives which cross departmental or and require strong central management;
- D3.2 The Archives and Records Control branch of the City Clerk's department is responsible for establishing and administering a system of records management to serve the current and long-term requirements and interests of the City. Archives and Records Control is also responsible

for the City Archives and the stewardship of historical civic information including making records of enduring value available to City staff and public clientele. Records disposal and retention requirements are detailed in Records Management By-law No. 166/2003. Responsibilities for records management include:

- (a) Providing central direction and control to City departments for records management programs;
- (b) Developing, integrating and implementing City standards and policies related to the management of records and information;
- (c) Overseeing the City of Winnipeg's records management programs and providing advice, training and other resources to City employees who are involved in records management;
- (d) Providing cost-effective storage, retrieval and disposal services for semi-active and inactive City records;
- (e) Preserving the documentary heritage of the City of Winnipeg.

D3.3 With an ethnically diverse population of over 600,000, Winnipeg is the eighth largest city in Canada and dominates the Manitoba economy. In recent years, the City of Winnipeg has realized many of its E-government targets by implementing new information technologies to improve the delivery of municipal services. However it is now clear the City also needs to manage its electronic records more effectively and consistently than it has to date. While the City has specific business rules for managing its recorded information which come in the form of legislation and by-laws (*The City of Winnipeg Charter*, City of Winnipeg By-law No. 166/2003), policies (Administrative Directive No. AD-006) and standards (DOD 5015.2), the City requires technology and the software tools that can enable integrated document/record management both within individual offices and across City departments.

D3.4 This RFP is being issued on behalf of the City of Winnipeg with the following five City departments having an immediate interest in purchasing the proposed software:

- (a) The City Clerk's Department, whose statutory responsibilities are designated by *The City of Winnipeg Charter*, *The Local Authorities Election Act* and the City Organization By-law No. 7100/9. In January 2002, the City Clerk's Department initiated a paperless electronic decision making system known as the Decision Making Information System which allows members of Council and the public to access the Agendas, Minutes and Disposition of Items for Council Standing Committees, Community Committees and various Ad Hoc Committees electronically via the Internet. Electronic copies of Hansard can also be accessed from Council proceedings. For more information visit www.winnipeg.ca/CLKDMIS/
- (b) The Community Services Department which offers a wide range of services and programs including Library Services, Community Development and Recreation Services, Assiniboine Park Enterprise, Community Resource, Protection and Safety Services and Animal Services.
- (c) The Planning, Property and Development Department that serves development interests within the City of Winnipeg and provides management of the City's real property assets.
- (d) The Public Works Department that is responsible for the delivery of municipal public works services related to the planning, development and maintenance of roadway systems, the maintenance of parks and open spaces, and the maintenance and security of civic buildings.
- (e) The Property Assessment Department that is responsible for the valuation and classification of all real property, personal property and business occupancies within the City of Winnipeg for the purpose of distributing taxes fairly to the City's citizens. The powers and responsibilities of the City Assessor are detailed in *The Municipal Assessment Act* and *The City of Winnipeg Charter*.

Document and Record Management System for the Property Assessment Department (PAD) has been one of the strategic goals for the department and in the departmental business plan. The department has been working towards this vision and project by first

launching the Central Filing Project in 2004. Through the Central Filing Project, the department now has a "Property Centric" file system where all non-electronic or paper based information relating to a property are filed together. An electronic tool has also been implemented to formally track the whereabouts of all the files. Although the Central Filing Project has been successful to centrally locate most property information within the department much of the process is manual, paper based, very labour intensive and difficult to manage.

D3.5 The City of Winnipeg has approximately 5,000 PCs.

D4. DEFINITIONS

D4.1 When used in this Request for Proposal:

- (a) "**Archival**" means records that have enduring historical or other value which warrant continued preservation, as determined by the City Archivist
- (b) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (c) "**Capture**" means the process of fixing the content, structure and context of a record to ensure that it is a reliable and authentic representation of the business activities or transactions in which it was created or transmitted (Archives New Zealand).
- (d) "**Classification**" means the systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods, and procedural rules (ISO 15489-2).
- (e) "**Classification Scheme**" means the City of Winnipeg Records Classification framework (See By-law 166/2003, Schedules B and C at the City of Winnipeg internet site: <http://www.winnipeg.ca/clerks/pdfs/bylaws/2003/166.2003.pdf>)
- (f) "**Compound Record**" means a record that comprises multiple individual electronic objects. (e.g. a word processing document containing both text and graphic file format)
- (g) "**Deletion**" means an information technology term for the process of eliminating a record from a system in such a way that the record may still be retrieved if necessary. Also known as 'soft delete'.
- (h) "**Destruction**" means the process of eliminating or deleting records beyond any possible reconstruction (RM By-law 166/2003)
- (i) "**Disposition**" means a range of processes associated with implementing records retention, destruction or transfer decisions.
- (j) "**D.R.M.S**" or "**DRMS**" means an Acronym for Document and Records Management System.
- (k) "**Electronic Recordkeeping**" means an electronic recordkeeping system may be either a distinct System (ERKS) system designed specifically to provide recordkeeping functionality or part of another system. A distinct electronic recordkeeping system will comprise an application program, which provides recordkeeping functionality, data and metadata needed for management of records controlled by the system, and any electronic records managed by the system. An electronic recordkeeping system may be part of another system, such as an application system, when the design of that system includes recordkeeping functionality. (NARA) See also, Recordkeeping System
- (l) "**Hybrid Record**" means a record consisting of electronic and non-electronic components. The electronic record and its associated recordkeeping metadata is maintained within the electronic recordkeeping system together with the recordkeeping metadata relating to the non-electronic record.
- (m) "**Identification**" means the process of persistently linking a record or record grouping with a unique identifier.
- (n) "**may**" indicates an allowable action or feature which will not be evaluated;

- (o) “**Metadata**” means Data describing stored data: that is, data describing the structure, data elements, interrelationships, and stored characteristics of electronic records (Department of Defence 5015.2 (DOD) data describing context, content and structure of records and their management through time (ISO 15489-1) For mandatory recordkeeping metadata elements, See, DoD 5015.2 Table C2T3.
- (p) “**must**” or “**shall**” indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (q) “**Record**” means any kind of recorded information that is created or received by, or in the custody of, the City of Winnipeg regardless of its physical form or its characteristics and includes: information recorded on paper, photographic film, microfilm, videotape or disk or in a computer system; a copy of the record; and a part of the record but does not include a personal or constituency record of a member of Council. (RM By-law 166/2003).
- (r) “**Record Grouping**” means an ordered sequence of related records. Individual records may be grouped into files, and individual files (with their constituent records) may be subsequently grouped into folders. Record groupings may consist of electronic records, paper records or records in other media formats. They may also consist of any combination of two or more of these formats
- (s) “**Records Administrator**” means a role responsible for the coordination of the day-to-day operation of recordkeeping policies and procedures within a City department, division, branch, or business unit.
- (t) “**Recordkeeping System**” means a manual or automated system in which records are collected, organized, and categorized to facilitate their preservation, retrieval, use, and disposition (NARA) See also, Electronic Recordkeeping System (ERKS)
- (u) “**Redaction**” means the process of masking information in a record.
- (v) “**Rendering**” means the production of a human-readable representation of a record, usually to a display screen or in hard copy (MoReq)
- (w) “**should**” indicates a desirable action or feature which will be evaluated on a relative scale;
- (x) “**Severed Record**” means a copy of a City of Winnipeg record released in response to a request made under the Freedom of Information and Protection of Privacy Act (FIPPA) or the Personal Health Information Act (PHIA) in which some portion of the record has been removed or masked as required or permitted by the legislation.
- (y) “**Submission Deadline**” and “**Time and Date Set for the Final Receipt of Bids**” mean the time and date set out in the Bidding Procedures for final receipt of Proposals;
- (z) “**Transfer**” means moving records from one location to another (e.g. from one recordkeeping system to another, taking records off-line). May also refer to transfer or change of custody, ownership and/or responsibility for records (e.g. transfer of physical and legal custody of archival records from a City department to the City Archives)
- (aa) “**Unalterable**” means where data cannot be modified in any way or deleted by any user (e.g. In creating an “unalterable” audit trail of recordkeeping actions, data may be subject to reorganization and copying to removable media by database software if required, so long as its contents remain unchanged.)
- (bb) “**Volume**” means a sub-division of an electronic or non-electronic record grouping at the file level. For example volumes delineated by an annual cut-off date such as end of the calendar year, financial year or other defined annual cycle.
- (cc) “**Document Management**” means capturing, storing, versioning, creating metadata, securing, indexing and retrieving of electronic and physical documents.
- (dd) “**Records Management**” means identifying, classifying, archiving, preserving, retaining, and destroying documents.
- (ee) “**Workflow Management**” means tracking of document flow from one business unit to another through a work process.

D5. CONTRACT ADMINISTRATOR

D5.1 The Contract Administrator is:
Dave Houle
Management Information Systems Coordinator
Public Works Department

Telephone No. (204) 986-5294
Facsimile No. (204) 986-7358

D6. NOTICES

D6.1 GC.7.05 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".

D6.2 GC.7.05 is further amended hereby to include delivery by facsimile transmission (fax) as an acceptable means of delivering notices, consents, approvals, statements, authorizations, documents or other communications required or permitted to be given under this Contract. Deliveries by fax will be deemed to have been received on the day of delivery, if a business day, or if not a business day, on the business day next following the day of delivery.

D6.3 Further to GC.7.05, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D6.4, D6.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D5.1.

D6.4 All notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:

The City of Winnipeg
Chief Administrative Officer Secretariat
Administration Building, 3rd Floor
510 Main Street
Winnipeg MB R3B 1B9
Facsimile No.: (204) 949-1174

D6.5 All notices, requests, nominations, proposals, consents, approvals, statements, authorizations, documents or other communications required to be submitted or returned to the City Solicitor shall be sent to the following address or facsimile number:

The City of Winnipeg
Corporate Services Department
Legal Services Division
185 King Street, 3rd Floor
Winnipeg MB R3B 1J1
Facsimile No.: (204) 947-9155

D7. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

D7.1 Information provided to the Contractor by the City or acquired by the Contractor during the course of the Work is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

D7.2 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City. The Contractor shall not disclose or appropriate to its own use, or to the use of any third party, all or any part thereof without the prior written consent of the Contract Administrator.

- D7.3 The Contractor shall not make any statement of fact or opinion regarding any aspect of the Contract to the media or any member of the public without the prior written authorization of the Contract Administrator.

SUBMISSIONS

D8. AUTHORITY TO CARRY ON BUSINESS

- D8.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

SCHEDULE OF WORK

D9. COMMENCEMENT

- D9.1 The Contractor shall not commence any Work until he is in receipt of a Purchase Order from the Award Authority authorizing the commencement of the Work.
- D9.2 The Contractor shall not commence any Work on the Site until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence that the Contractor is in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba;
- D9.3 The Contractor shall commence the Work on the Site within seven (7) Calendar Days of receipt of the Purchase Order.
- D9.4 The City intends to award this Contract by December 1, 2006.

MEASUREMENT AND PAYMENT

D10. INVOICES

- D10.1 Further to GC.9.01 and notwithstanding GC.9.03, the Contractor shall submit an invoice for each order delivered.
- D10.2 Further to D6.3, the Contractor shall submit invoices to the locations designated at the time of ordering.
- D10.3 Invoices must clearly indicate, as a minimum:
- (a) the City's order number;
 - (b) date of delivery;
 - (c) delivery address;
 - (d) type and quantity of goods delivered;
 - (e) the amount payable with GST and MRST shown as separate amounts; and
 - (f) the Contractor's GST registration number.
- D10.4 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D11. PAYMENT

- D11.1 Further to GC.9.01 and GC.9.03, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

PART E - SPECIFICATIONS

GENERAL

E1. GENERAL

- E1.1 These Specifications shall apply to the Work.
- E1.2 Requests for Substitutes as an approved equal or an approved alternative shall be made in accordance with B6.
- E1.3 The Bidder shall be required to submit access to a web demonstration site or to provide a media exhibit which demonstrates the bidder's proposed version of the software bid, within three (3) business days of a request by the Contract Administrator.
- E1.4 The Bidder shall submit a sample copy for the software and the support level proposed within three (3) days of the request by the Contract Administrator.
- E1.5 The Bidder may be required to provide access to a fully functioning system which shall include the proposed version of the software. This system and software would remain with the City of Winnipeg until the evaluation period is over.

E2. GOODS

- E2.1 The Contractor shall supply Document Management Software and Records Management Software in accordance with the requirements hereinafter specified.
- (a) Authorized Users of the Document Management, Records Management, Workflow Management software_component, and annual software maintenance; and
 - (b) System Administrator licenses, and annual software maintenance
- E2.2 The Software will replace manual storing of electronic and non-electronic documents with an automated Document and Records Management System (DRMS) that allows the management of records throughout their lifecycle. The software shall integrate with MS Office 2000 and 2003, and shall be DOD compliant with standard 5015.2.
- E2.3 The Software will become the City of Winnipeg standard DRMS software.**
- E2.4 All items in the Specifications shall be answered** indicating compliance or non-compliance. Bidders will state "yes" for compliance or state deviation, or shall give a reply where requested to do so. Deviations shall be clearly stated and fully detailed. Failure to respond will be interpreted as a "do not comply" answer and will be **evaluated in accordance with B16.1(d)**.

E3. SYSTEM IMPLEMENTATION

- E3.1 The system shall:
- (a) replace manual storing of electronic and non-electronic documents with an automated Document and Records Management System (DRMS) that allows the management of records throughout their lifecycle;
 - (b) Increase accessibility of documents by providing the ability to search and retrieve stored documents in both French and English, from a secured and organized system using any computer that can access the City of Winnipeg computer network;
 - (c) Minimize any change for staff by providing a DRMS that provides an intuitive interface with Microsoft Office software suite and e-mail system;
 - (d) Allow departments to manage their record classification (see definition) independently, while allowing certain necessary records to be compatible with the City's Classification Scheme (see definition).

- E3.2 The main goal for the Property Assessment Department is to provide document and record management system to electronically store all property information and activities by eliminating the manual storage of paper & electronic documents, and provide Records Management capacities. That is providing a robust and secure platform to electronically manage all property related information and activities to ensure accurate and up-to-date documents are available on demand.
- E3.3 Summary of changes the City wishes to implement.
- (a) The City of Winnipeg wants to significantly increase its capability to manage the documents and records in its possession. A key objective is to establish an infrastructure for effectively managing City records that builds upon existing standards and processes for managing physical records and incorporates requirements for electronic documents and records. A critical step to being able to do this is the selection of appropriate software to support both department wide records management programs as well as recordkeeping programs that are specific to particular business units or service delivery groups. As a result of this initiative, the policies, standards, and necessary tools to manage physical and electronic documents and records in a consistent manner from the desktop will be readily available and thus better enable City departments and offices to go forward with implementing new document and records management systems.
 - (b) While the City is looking for a solution to providing baseline functionality to all City departments for managing electronic records, there is recognition that individual departments have prioritized different functional requirements. The City is therefore prepared to consider a software tool or tools that can operate together in a seamless way to provide baseline functionality for managing electronic records as set out in the United States Department of Defence standard for Records Management Application (RMA) software (DOD 5015.2-STD). While there is a strong desire to purchase commercial off-the-shelf software, there is also recognition that there may be a need for some level of custom integration within the software proposed to ensure that the software links easily to other applications and systems currently in use in the City of Winnipeg.
 - (c) High level business and technical requirements for the DRMS (See definitions Section 4.1) component have been developed by a working group consisting of Information Technology specialists and Records Managers from the Public Works, Planning Property and Development, Community Services and City Clerk's departments. These requirements are informed by the current City of Winnipeg Information Technology framework as well as the City's administrative policies and procedures for managing physical records and anticipated needs for management of electronic records.

E4. SOFTWARE REQUIREMENTS

- E4.1 Software shall include all necessary media and documentation for installation and operation.
- E4.2 Functionality:
- (a) The Bidder shall describe that their product offering has been installed and in production use and/or in general availability release for a minimum of 1 year prior to the closing date of this RFP.
 - (b) If installation is requested to be performed by the bidder, all proposed consultants working on the installation project must have been involved in at least one (1) or more software installations of the proposed product.
 - (c) The Bidder shall provide proof of product certifications of the software including the U.S. Department of Defence Standard 5015.2, which is a recognized defacto industry standard. The Bidder shall describe their plans to maintain these certifications and any other certifications they are pursuing.
 - (d) The Bidder shall describe how the DRMS stores, searches, and displays information in both official languages (French and English).
 - (e) The Bidder shall describe if the DRMS software is web based or client-server or a combination of both.

- (f) The Bidder shall describe how the DRMS software operates in a disconnected network environment for use with mobility computer devices.
- (g) The Bidder shall describe how the DRMS software operates in a wireless or mostly connected environment.
- (h) The Bidder shall describe any limitations of using the DRMS software in a Virtual Private Network (VPN).
- (i) The Bidder shall describe in detail how the DRMS integrates with MS Office 2000 and 2003 and store the records in their native format.
- (j) The Bidder shall describe in detail how the DRMS integrates with MS Outlook and Exchange server.
- (k) The Bidder shall provide a list of all software, other than the Microsoft Office Suite, the DRMS supports the capturing, displaying, searching, and printing of records.
- (l) The Bidder shall describe how the DRMS captures compound electronic records (documents with embedded documents, such as a Word document containing an Excel spreadsheet or a web URL link). Each compound record should be retrieved, displayed, managed, and disposed of as a single unit.
- (m) The bidder shall describe how the DRMS manages dynamic and static web content. The bidder shall describe if there are any additional costs for the web content management software.
- (n) The Bidder shall describe how DRMS manages dynamic and static web content. The bidder shall describe if there are any additional costs for the web management software.
- (o) The Bidder shall describe how the DRMS is compatible with the City's Records Classification Scheme. See the City of Winnipeg Internet site at: <http://www.winnipeg.ca/clerks/pdfs/bylaws/2003/166.2003.pdf>
- (p) The Bidder shall describe how the DRMS manages electronic and non-electronic records in an integrated manner.
- (q) The Bidder shall describe in detail the application programming interface (API) and its ability to integrate with business applications so that transactional records created by the business applications can be captured within the DRMS.
- (r) The Bidder shall describe how the DRMS can interface with the City's PeopleSoft application.
- (s) The Bidder shall describe in detail how the DRMS metadata (see definition) is created, modified, secured and searched.
- (t) The Bidder shall describe if the mandatory record keeping metadata elements are supported as stated in Department of Defence (DOD) 5015.2 Table C2T3.
- (u) The Bidder shall describe how the DRMS allows annotations to documents. Annotations are notes associated with a document without changing the original document.
- (v) The Bidder shall describe how the DRMS does not allow a search or retrieval function to reveal to a user any information, which the access and security are, intended to hide from that user.
- (w) The Bidder shall describe how the DRMS manages record redaction.

E4.3 Classification Management:

- (a) The Bidder shall describe how the DRMS allows the creation, modification and deletion of a classification scheme.
- (b) The Bidder shall describe how the DRMS can track and report the activities performed on the management of the classification scheme.
- (c) The Bidder shall describe how the DRMS allows an electronic record grouping (including volumes - see definition) to be relocated to a different position in the classification scheme.

- (d) The Bidder shall describe how the DRMS restricts to Records Administrators the ability to move record groupings (including volumes) and individual records.

E4.4 Record Groupings:

- (a) The Bidder shall describe how the DRMS can perform, but not limited to the following:
 - (i) All captured records within the record keeping system are associated with at least one record grouping
 - (ii) Assign records to multiple record groupings without their duplication
 - (iii) Support record keeping metadata for record groupings in the classification scheme
 - (iv) Issue a warning if a user attempts to register a record that has already been registered in the same record grouping

E4.5 Record Volumes:

- (a) The Bidder shall describe how the DRMS can close a series of records after an event has transpired, such as a year-end closing event. Users must still be able to access the records contained within a closed volume.

E4.6 Licensing:

- (a) **The Bidder shall describe what software licensing schemes the product is based on.** Examples of licensing schemes are: user seat, concurrent user, server, CPU, enterprise-wide, etc. The Bidder shall describe if the software licensing is packaged in editions or suites, such as, Standard, Plus, Premium, etc.
- (b) The Bidder shall describe if the license includes a test, production and training system.
- (c) The Bidder shall describe if an administration license is required, what it is used for, and how many licences are included.
- (d) The Bidder shall describe if any server based licensing is required, the recommended number of servers required to operate the Records, Document and built-in workflow software components, and the corresponding unit pricing.
- (e) The Bidder shall describe what licenses are supplied and which licenses the City is to supply.
- (f) The Bidder shall describe any additional software and costs that may be required.
- (g) The Bidder shall describe if existing purchased software licenses can be later applied as credit to upgrade to an unlimited license for a department or for the entire organization.
- (h) The Bidder shall include whether the City of Winnipeg Library qualifies as an educational institution, and what the price for the software would be if they qualify. Maximum additional licenses for this application are approximately 400 administrative (non-public) Users and 300 (public) access PCs.

E5. OPERATIONAL REQUIREMENTS

E5.1 Records Control And Security Access:

- (a) The Bidder shall describe in detail the application software's capability to provide security for system users both for functions and data.
- (b) The Bidder shall describe how the software prevents the alteration of the content of any record by any unauthorized user once it has been captured within the DRMS.
- (c) The Bidder shall describe how access to folders and documents is controlled at both a group and individual level.
- (d) The Bidder shall describe how the software restricts access to data by Active Directory User and Record Groups.
- (e) The Bidder shall describe the ability of the Records Administrator to limit or change security attributes, access to records, records groupings and record keeping metadata to specified users or user groups.

- (f) The Bidder shall describe how the DRMS uses and secures electronic signatures.
- (g) The Bidder shall describe in detail how the DRMS provides an integrated security system across the entire product suite.

E5.2 Audit Trails:

- (a) The Bidder shall describe the applications software's capability to create audit trails, which allow tracking of all types of usage by system user id, date and time information.
- (b) The Bidder shall describe how audit trails can detect unauthorized creation of, addition to, alteration of, or deletion of records.
- (c) The Bidder shall describe how the DRMS provides a tracking feature to monitor and record information about the location and movement of electronic records.
- (d) The Bidder shall describe how audit trails are maintained and their lifecycle managed.
- (e) The Bidder shall describe how audit trails can be reported on, and the degree to which a specific event can be identified and all related data made accessible.
- (f) The Bidder shall describe how the application provides the capability to audit any importing and exporting of data from and to the standard Microsoft Office suite of desktop products (e.g. Excel, Word, PowerPoint, Outlook, etc.).

E5.3 System Administration:

- (a) The Bidder shall describe in detail how the DRMS provides automated backup and recovery procedures of all or selected classifications, files, records, record keeping metadata and administrative attributes of the DRMS.
- (b) The Bidder shall describe in detail how the DRMS provides data recovery and rollback capabilities.
- (c) The Bidder shall describe how the DRMS manages bulk changes to the system classification scheme, metadata, user security, etc.
- (d) The Bidder shall describe in detail how the DRMS manages bulk importing or exporting of records.

E6. DOCUMENT AND RECORD LIFECYCLE

E6.1 Retention And Disposal Of Electronic And Non-Electronic Records:

- (a) The Bidder shall describe in detail how the DRMS supports and reports on the creation, modification, deletion, retention, disposal and exporting to every non-electronic record grouping in the classification scheme. The system should manage this consistently for electronic and non-electronic record groupings, notifying the Records Administrator when the disposal date is reached; taking into account the different processes for disposing of electronic and non-electronic records.
- (b) The Bidder shall describe how the DRMS ensures all electronic copies of the records are destroyed including backup copies stored on different systems or on a different medium such as DVD, CD, tape, or paper.

E6.2 Reporting, Printing, and Displaying Records:

- (a) The Bidder shall describe in detail how the DRMS provides the user with flexible ways of printing records and their relevant record keeping metadata, including the ability to print a record(s) with record keeping metadata specified by the user.
- (b) The Bidder shall describe how the DRMS is able to render all the types of electronic records in a manner that preserves the information in the records (e.g. all the features of visual presentations and layout produced by the generating application package), and which renders all components of an electronic record together.

E7. SOFTWARE SUPPORT AND INSTALLATION SERVICES

E7.1 Installation Support:

- (a) The bidder shall describe costs for a complete software installation with minimal assistance from City of Winnipeg staff.
- (b) The Bidder shall describe the extent of their installation support capabilities. (This support will include troubleshooting, the correction of any system bugs or deficiencies, and the resolution of any operating problems).
- (a) The bidder **should** provide the hourly and daily charge for additional on-site assistance, if required by the City of Winnipeg staff.
- (c) The Bidder shall describe the product, Internet, on-site and telephone support, including hours of operation.

E7.2 Support Availability

- (a) The Bidder shall describe options for software support, including hours of support.
- (b) The Bidder shall describe any options and costs for increased support and faster response times.
- (c) The Bidder shall describe the on-site support available, including hours of operation.

E7.3 Ongoing Support

- (a) The Bidder shall describe ongoing support including troubleshooting, the correction of any system bugs or deficiencies, the resolution of any operating problem, direct or third party hotline support, response times, escalation process and timeframes, and system monitoring.
- (b) The Bidder shall describe any extra cost of providing support, by the Internet, on-site or telephone.
- (c) The Bidder shall describe the availability and frequency of upgrades or patches/fixes to the software. The Bidder shall describe if there are costs associated with upgrading the software.
- (d) The Bidder shall describe the new features of the software upgrades available within the next 3 months.
- (e) The Bidder shall describe system warranties.

E8. SYSTEM IMPLEMENTATION

E8.1 The Bidder shall describe the process and effort required to add new software functionality to a newly installed system and an existing operational system. This functionality may include adding mobility, information capture, etc.

E8.2 The Bidder shall describe the built-in workflow software in the DRMS and any additional enhanced workflow software that seamlessly integrates with this product.

E8.3 The Bidder shall describe the processes and effort required for rapid deployment to new users.

E8.4 The Bidder shall describe the documentation that is supplied including user, technical and implementation documentation. The Bidder should supply examples.

E8.5 The Bidder shall describe recovery procedures, from a simple to a complete system-wide incident.

E8.6 The Bidder shall describe the DRMS fail-over options and if they are manual or automated.

E9. APPLICATION TRAINING COSTS

- E9.1 The bidder shall describe options for self-directed User training (such as on-site, online, or CD/DVD based) and its cost. The bidder shall describe if any training is included at no additional cost. The bidder shall describe if any training material is included at no additional cost. The bidder should include training cost for a group of 10 Users. The bidder shall describe if a "Train-the-Trainer" option is available, and its cost.
- E9.2 The Bidder shall describe what additional Technical and User training is available, and shall include unit price cost.
- E9.3 The bidder shall describe the recommended training location:
- (a) The training should take place at a location in Winnipeg;
 - (b) Training may take place at the City of Winnipeg training centre which has 15 workstations.

E10. TECHNOLOGY SPECIFICATIONS

- E10.1 **Overview** - The purpose of this section is to assess the degree to which the technology of the proposed application fits the City's technical environment. Environment requirements typically include the client, server and network. Server requirements focus on hardware and operating systems compatibility. The choice of a database management system is included in the server requirements. Network requirements should focus on compatibility with particular emphasis on network protocols and bandwidth requirements for local and remote users. Client requirements should focus on desktop hardware, operating systems and graphical environments. Client requirements assess whether implementation of a single product can cover multiple desktop environments. Both qualitative and objective metrics are used to establish performance ratings.
- E10.2 Servers (Production, Test, Development, Others)
- (a) The Bidder shall describe their recommended server platform. The City prefers HP/Intel Windows 2003 Server platforms based on existing staff skill sets, and will consider others based on their overall merits with regards to their capability to best meet the City's needs as recommended by the Bidder.
 - (b) The Bidder shall describe the impact on the server workload and storage space of the installation of their recommended systems management software.
 - (c) The Bidder shall describe their recommended server hardware configurations (physical and/or virtual) including operating system software to satisfy the City's production, test, development and other appropriate (such as training and/or research) processing demands, providing reliability, availability and performance commensurate with a mission critical application.
 - (d) The Bidder shall describe what remedies will be provided if the specified hardware or systems software does not meet required response time or availability requirements. Required response time is sub-second for a typical online transaction. Required availability is that the system will be available at least 99.0% of the time for prime time. The Bidder shall describe any additional costs for these provided remedies.
 - (e) The Bidder shall describe the methodology used to configure the recommended server configurations and what the methodology the City should use to perform future capacity planning as the growth of the application systems evolves.
 - (f) The Bidder shall describe warranty terms and maintenance provisions and services related to the recommended server hardware and software configurations. Please include all license, maintenance, warranty and support agreements.
 - (g) The Bidder shall provide a list of appropriate technical courses related to the proposed hardware and operating system configurations including formal courses, online tutorials, computer-based training, prices and locations.

- (h) The Bidder shall describe online help/documentation and hardcopy documentation for the proposed hardware and system software configurations to be delivered with the project implementation.

E10.3 Storage

- (a) The Bidder shall describe their recommended storage configuration to satisfy the City's production, test, development and other appropriate (such as training and/or research) live production and historical data storage demands, providing reliability, availability and performance.

E10.4 Database

- (a) The City prefers Oracle 10g Standard Edition based on existing staff skill sets, and will consider others based on their overall merits with regards to their capability to best meet the City's needs as recommended by the Bidder.
- (b) The Bidder shall describe their database solution. The Bidder should recommend a fully functional Relational Database Management System (RDBMS) software solution that will fulfill all application system functional requirements, provide full online back-up, recovery and reorganization facilities including database transaction logging and up-to-the-minute forward recovery, plus timely automated reporting of actual or potential errors or problems.
- (c) The Bidder shall describe what Oracle licenses are included. The City is currently licensed for a range of Oracle database assets and so the Bidder should make the inclusion of any Oracle system software licenses and maintenance an optional portion of the bid (to be exercised at the discretion of the City).
- (d) The Bidder shall describe the methods employed for performance and tuning
- (e) The Bidder shall describe warranty terms and maintenance provisions and services related to the recommended server hardware and software configurations. Please include all license, maintenance, warranty and support agreements.
- (f) The Bidder shall provide a list of appropriate technical courses related to the installation and technical support of the RDBMS including formal courses, online tutorials, computer-based training, prices and locations.
- (g) The Bidder shall describe online help/documentation and hardcopy documentation delivered with the project implementation for the proposed database software.

E10.5 Network

- (a) The Bidder shall describe if the application software supports TCP/IP as a communication protocol and Ethernet for LAN connectivity.
- (b) The Bidder shall describe the network requirements for server to client (and server to server) communications. These should specify the minimum recommended network bandwidth and latency requirements for average transactions and for any normal system management functions.
- (c) The Bidder shall describe any options to minimize network bandwidth requirements for server to client (and server to server) communications over low speed network connections (less than 1 Mbps).

E10.6 Client Platform

- (a) The Bidder shall describe the certified hardware and operating system platforms for the client tier with both minimum and recommended configurations.

E11. SYSTEMS MANAGEMENT

- E11.1 Application management tool requirements inspect how configuration application changes and performance are managed consistently across application elements. Client/server is now a significant portion of computing. The Bidder's method of managing and distributing versions, debugging, problem management, change management, and optimization tools will be

assessed. The degree of fit with current and future commercial management tools for client/server should also be assessed.

(a) General

- (i) The Bidder **should** describe any functions, architectures or solutions that provide ease of application administration. Both GUI and command line, local and remote administration should be provided.

(b) Performance monitoring

- (i) The Bidder shall describe their recommendation for any native/optional end-to-end application performance monitoring, tuning and diagnostic tools (this should also include vertical management – like server hardware, operating system, storage, RDBMS, printer, network elements). The Bidder should describe how these might integrate with BMC's Patrol and MS MOM.

(c) Capacity Management

- (i) The Bidder shall describe their recommendation for any native/optional end-to-end application capacity planning tools (this should also include vertical management – like server hardware, operating systems, storage, RDBMS, printer, network elements). The Bidder should describe how these might integrate with BMC's Patrol and MS MOM.

(d) Backup/Recovery Management

- (i) The Bidder shall describe their recommendation for any native/optional end-to-end and incremental application backup/recovery management tools (this should also include vertical management – like server hardware, operating system, storage, RDBMS, printer, network elements). The Bidder should describe how these might integrate with IBM's TSM.

(e) Job Scheduling Management

- (i) The Bidder shall describe their recommendation for any native/optional end-to-end application job scheduling tools (this should also include vertical management – like server hardware, operating system, storage, RDBMS, printer, network elements).

(f) Security Management

- (i) The Bidder shall describe how external users can securely access the application.
- (ii) The Bidder shall describe how City staff can securely access the application to utilize all application management functionality.
- (iii) The Bidder shall describe how the application secures data, transactions, and the application configuration tool/process by user ID, date and time stamps, TCP/IP port number or other mechanisms.
- (iv) The Bidder shall describe how the application enables the assignment of user IDs/passwords, setting of password expiration, criteria, resetting of passwords, facilitates single sign-on to all modules, handles unsuccessful logon lockout and provides summarized/detailed reports on usage.
- (v) The Bidder shall describe how Microsoft Active Directory can be used to facilitate application authentication and authorization. The Bidder shall describe how the application system impacts Microsoft Active Directory (schema, special rights, etc). The Bidder shall describe the application software's capability to provide security for system users both for functions and data.
- (vi) The Bidder shall describe how the software controls access by Active Directory User ID and/or Active Directory Groups.
- (vii) Does the software use a finite set of ports for access through the firewall?
- (viii) Is the software is capable of HTTPS configuration? If so, The Bidder **should** describe it. Also known as SSL Secure Socket Layer.
- (ix) Is the software capable of encrypted communication? If so, The Bidder **should** describe it.

E12. DELIVERY

- E12.1 Goods shall be delivered on an "as required" basis during the term of the Contract, f.o.b. destination, freight prepaid, to various locations within the City within thirty (30) days of award, to 510 Main Street, Winnipeg, MB
- E12.2 The Contractor shall confirm the delivery, with the Contract Administrator, at least two (2) Business Days before delivery.
- E12.3 Goods shall be delivered between 8:30 a.m. and 12:00 noon, and 1:00 p.m. and 3:30 p.m. on Business Days.