



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 238

**PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED
EQUIPMENT AND SYSTEMS AND CELLULAR SERVICE**

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APPENDIX A – CITY OF WINNIPEG NETWORKED SITES

PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

- B1.1 PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS AND CELLULAR SERVICE

B2. SUBMISSION DEADLINE

- B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, March 7, 2008.
- B2.2 Proposals 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. SITE INVESTIGATION

- B3.1 Further to GC.2.01, the Bidder may make an appointment to view the Site(s) by contacting the Contract Administrator, Marlene Miller at (204) 986-6040.
- B3.2 The Bidder shall familiarize themselves with all City locations for the extent and purpose of the Work and shall determine the actual conditions and requirements of the Work.

B4. ENQUIRIES

- B4.1 All enquiries shall be directed to the Contract Administrator as identified in D4.
- B4.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.
- B4.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.
- B4.4 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.
- B4.5 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.
- B4.6 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.

B5. CONFIDENTIALITY

- B5.1 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.
- B5.2 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.

B6. ADDENDA

- B6.1 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.
- B6.2 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.
- B6.3 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>.
- B6.4 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.
- B6.5 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.

B7. SUBSTITUTES

- B7.1 The Work is based on the materials, equipment, methods and products specified in the Request for Proposal.
- B7.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B7.3 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.
- B7.4 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.
- B7.5 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.
- B7.6 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.

B7.6.1 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.

B7.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.

B7.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may 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 B15.

B7.9 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.

B8. PROPOSAL SUBMISSION

B8.1 The Proposal shall consist of the following components:

- (a) Form A: Proposal;
- (b) Detailed price breakdown for items listed in B10;
- (c) The information required to be submitted in Part E Specifications E3 to E13 which require a response and include the following:
 - (i) a clear description of the facilities, equipment, staff, Subcontractors, procedures, and controls proposed;
 - (ii) a clear description of any information, equipment or services required to be provided by the City;
 - (iii) if the Contract requires transfer of ownership of hardware to the City, a clear description of any warranties provided and any maintenance contracts available upon their expiry;
 - (iv) If the Contract requires the replacement of, or renders obsolete or surplus, any City-owned hardware, a clear description of such hardware and any offer to purchase same.
- (d) The reporting information required in D12 including:
 - (i) proposed billing and payment procedures for ongoing costs, including any options for integrated billing for multiple services, any preferred billing intervals and any options for automated payment processes such as preauthorized credit card charges.

B8.2 The Bidder shall, in his Proposal Submission, indicate the availability and any applicable charges for each type of billing.

B8.3 The Bidder shall, in his Proposal Submission, provide a sample of each type of billing and identify any options available.

B8.4 The Bidder shall, in his Proposal Submission, provide a sample report and identify any options available.

B8.5 Further to B8.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B7.

B8.6 All components of the Proposal 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, to constitute a responsive Proposal.

B8.7 Describe in detail available electronic billing options, including availability and applicable charges, if any, for the following services and provide samples of each type of billing or summary available:

- (a) Detailed billing;
- (b) consolidated billing;
- (c) summary billing;
- (d) department billing;
- (e) summary of current charges;
- (f) detail summary billing;
- (g) long distance usage.

B8.8 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.

B8.9 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.

B8.10 Bidders are advised not to include any information/literature except as requested in accordance with B8.1.

B8.11 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, may result in the Bid being determined to be non-responsive.

B8.12 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B8.13 Proposals shall be submitted to:

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

B9. PROPOSAL

B9.1 The Bidder shall complete Form A: Proposal, making all required entries.

B9.2 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.

B9.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B9.2.

B9.3 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.

B9.4 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.

B9.4.1 The name and official capacity of all individuals signing Form A: Proposal shall be printed below such signatures.

B9.4.2 All signatures should be witnessed, except where a corporate seal has been affixed.

B9.5 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 and the Contract, when awarded, shall be both joint and several.

B10. DETAILED PRICE BREAKDOWN

B10.1 The Bidder shall state a price in Canadian funds for each Section as indicated in B10.5 or as a whole.

- (a) Prices shall include:
 - (i) duty;
 - (ii) freight and cartage;
 - (iii) 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;
 - (iv) profit and all compensation which shall be due to the Contractor for the Work and all risks and contingencies connected therewith.

B10.2 The quantities listed in the Bid are to be considered approximate only. The City will use said quantities for the purpose of comparing Proposals.

B10.3 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.

B10.4 Prices shall be fixed for the duration of the Contract except for changes stipulated, with amounts and effective dates, in the Proposal Submission. Proposals submitted with prices subject to a manufacturers increase, will be considered non-responsive.

B10.5 The Bidder shall provide a price breakdown for each Section as listed below:

(a) SECTION A - Cellular

Network services

- (i) Price plans – voice only; data only; and voice and data
- (ii) Airtime

Hardware

- (iii) Types of cellular devices – include purchase price

Accessories

- (iv) Car chargers;
- (v) Carrying cases for all device types;
- (vi) Desk top cradles;

- (vii) Batteries;
- (viii) Cigarette lighter adapters;
- (ix) Cigarette lighter adapters with Handsfree capability;
- (x) Headsets both wired and wireless;
- (xi) Hands free car kits;
- (xii) Memory flash cards;
- (xiii) Connectivity kits for laptop PC's

(b) SECTION B - Blackberries, Windows Mobile devices and Wireless Data devices

Network services

- (i) Price plans – voice only; data only; and voice and data
- (ii) Airtime

Hardware

- (iii) Blackberry and Windows Mobile devices
- (iv) Wireless data devices (such as modems and aircards)

Accessories:

- (v) Car chargers;
- (vi) Carrying cases for Blackberry and Windows Mobile devices;
- (vii) Desk top cradles (and availability);
- (viii) Batteries;
- (ix) Cigarette lighter adapters;
- (x) Cigarette lighter adapters with Handsfree capability;
- (xi) Headsets both wired and wireless;
- (xii) Memory flash cards;
- (xiii) Connectivity kits for laptop PC's.

(c) SECTION C – Land Line (Network and Hardware) and Voice Mail

Hardware

- (i) phone sets by type if required with proposed solution;
- (ii) phone system/equipment.

Voice mail

- (iii) System/equipment with proposed solution;
- (iv) monthly rate per mailbox if applicable;
- (v) Rate per specialized mail box service such as Information mailboxes or Menu/ACD type services if applicable;
- (vi) Itemize equipment the City would be required to provide.

Networks

- (vii) Contract length not to exceed (5) five years;
- (viii) Monthly rates for land lines.

(d) SECTION D – Long distance

- (i) Rates per minute – North America and International;
- (ii) Rates per minute for Toll free/Calling card calls/Conference Calls.
- (iii) Volume discounts

- B10.6 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.

B11. QUALIFICATION

B11.1 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; and
- (b) be financially capable of carrying out the terms of the Contract; and
- (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.

B11.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) be responsible and not be suspended, debarred or in default of any obligations 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>.

B11.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) have successfully carried out work similar in nature, scope and value to the Work; and
- (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
- (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);

B11.4 The Bidder shall 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.

B11.5 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.

B12. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B12.1 Proposals will not be opened publicly.

B12.2 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>.

B12.3 To the extent permitted, the City shall treat all Proposals 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.

B13. IRREVOCABLE OFFER

B13.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

- B13.2 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.

B14. WITHDRAWAL OF OFFERS

- B14.1 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.
- B14.2 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.
- B14.3 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.
- B14.4 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:
- (a) retain the Proposal until after the Submission Deadline has elapsed;
 - (b) open the Proposal 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 B14.4(a), declare the Proposal withdrawn.
- B14.5 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B13.2 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.

B15. INTERVIEWS

- B15.1 The Contract Administrator may, in his sole discretion, interview Bidders during the evaluation process.

B16. NEGOTIATIONS

- B16.1 The City reserves the right to negotiate details of the Contract with Bidders.
- B16.2 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.
- B16.3 If, in the course of negotiations pursuant to B16.2 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.

B17. EVALUATION OF PROPOSALS

- B17.1 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:
 - (i) mandatory requirements (pass/fail);
 - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B11:
 - (i) mandatory qualifications (pass/fail);

- (c) functionality of systems (20%);
 - (d) support services (20%);
 - (e) Evaluated Bid Price (60%)
 - (f) economic analysis of any approved alternative pursuant to B7.
- B17.2 Further to B17.1(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 or minor informalities or irregularities if the interests of the City so require.
- B17.3 Further to B17.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his Proposal, in other information required to be submitted, during interviews or in the course of reference checks, that he is responsible and qualified.
- B17.4 Further to B17.1(c), functionality of systems shall be evaluated based on:
- (a) ease of use;
 - (b) features such as:
 - (i) ability to record calls;
 - (ii) unified messaging;
 - (iii) ability to remotely connected to land line; and
 - (iv) ability to route calls simultaneously to land line or cell phone.
 - (c) administrative functions.
- B17.5 Further to B17.1(d), support services shall be evaluated based on:
- (a) service response times for both prime and off prime timeframes
 - (b) guaranteed rebate if service response times not met
 - (c) degrees of redundancy
 - (d) quality of training for both users and administrator's
 - (e) resources available for customer service i.e.: dedicated representatives
- B17.6 Further to B17.1(d), the Evaluated Bid Price shall be evaluated considering the detailed price breakdown submitted and all costs to the City.
- (a) Proposal will be evaluated on the basis of ALL costs associated with the environment proposed, even though the costs may not be reflected in the Proposal including those outlined in.
 - (b) Proposals shall make it clear what work is in scope in the Proposal and what work is out of scope. In the face of ambiguities in the Proposal, then the City will use the interpretation of the ambiguity that results in the largest cost estimate.
- B17.7 This Contract may be awarded as a whole (Alternative 1) or separately by Section (Alternative 2) as identified in B10.5.
- B17.8 Notwithstanding B10.1, the Bidder may, but is not required to, bid on both alternatives, or on any one or more items in Alternative 2.
- B17.9 Notwithstanding B18.4, the City shall not be obligated to award any item to the responsible Bidder submitting the most advantageous offer for that Section and shall have the right to choose the alternative which is in its best interests.
- B17.10 The City will consider the following types of contractual arrangements:
- (a) lease-to-own arrangement;
 - (b) a long term rental agreement of the infrastructure

- B17.11 The Bidder may, but is not required to, submit Proposals for all alternatives but shall have no claim against the City if his Proposal is rejected in favour of an award of the Contract on the basis of an alternative upon which he has not submitted a Proposal
- B17.12 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B17.1(a) and B17.1(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

B18. AWARD OF CONTRACT

- B18.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B18.2 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.
- B18.3 Without limiting the generality of B18.2, 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.
- B18.4 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.
- B18.5 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.
- C1.2 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>.

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 the provision of Telecom Services on an as required basis including Land Lines and Voice Mail – network services and hardware; Cellular – network services and hardware, Blackberry/Windows Mobile devices/Wireless data services, and Long Distance network services.
- (a) Land Lines, Voice Mail and Long Distance shall be for a period of three (3) to five (5) years from the date of award dependent on proposal presented by the Bidder and accepted by the City of Winnipeg.
- (b) Cellular, Blackberry, Windows Mobile and Wireless type devices shall be for a period of three (3) years with an option to upgrade hardware at 18 months. The City reserves the right to extend this contract if mutually agreed upon by the Contractor and the City.
- D2.2 The major components of the Work are as follows:
- (a) Supply a solution(s) which lower monthly costs or provide a system equal or better than existing services. The City is open to either a hosted or stand alone solution for land lines and voice mail.
- (b) Cellular and Wireless Devices
- (i) For Cellular, Blackberries, Windows Mobile type devices, and Wireless data devices we look for the best and most cost effective solutions.
- (ii) Provision of cellular and Wireless devices, parts and accessories
- (iii) Warranty and repair service of goods purchased under this contract.
- (c) Land Lines, Voice Mail And Long Distance
- (i) Provision, implementation (including a smooth migration from the existing services) and initial maintenance of proposed telephone system solutions for the City's various departments, services and facilities;
- (ii) Voice-mail system capable of integrating with the telephone system which will give equal or better service than what exists today;
- (iii) Long distance service capable of integration with the carrier and transparent to the caller i.e. no access codes.
- (iv) Provision of telephone set including piece parts and accessories but not limited to:

- (i) handsets, receiver cords, ear pieces, line cords, etc.
- (ii) Warranty and repair service for goods purchased under this Contract.

- D2.3 The Work shall be done on an "as required" basis during the term of the Contract.
- D2.4 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.
- D2.5 Subject to GC.4.08, the City shall have no obligation under the Contract to acquire any quantity of any item in excess of its actual operational requirements.
- D2.6 Errors in distribution on the part of the Contractor shall be corrected at no cost to the City (courier costs etc).
- (a) The Bidder may submit a proposal based on duration of his choice within these approximate limits. The City reserves the right to extend this contract if mutually agreed upon by the supplier and the City.
- D2.7 This RFP excludes the Winnipeg Public Safety 911 system.

D3. DEFINITIONS

- D3.1 When used in this Request for Proposal:
- (a) "**Award Authority**" means the authority having the jurisdiction to award the Contract according to the City's by-laws, policies or procedures;
 - (b) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
 - (c) "**may**" indicates an allowable action or feature which will not be evaluated;
 - (d) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
 - (e) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale;
 - (f) "**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;

D4. CONTRACT ADMINISTRATOR

- D4.1 The Contract Administrator is:
- Marlene Miller
Internal Services Department
Telephone No.: (204) 986-6040
Facsimile No.: (204) 986-6123
- D4.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the work

D5. NOTICES

- D5.1 GC.7.05 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".
- D5.2 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.

D5.3 Further to GC.7.05, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D5.4, D5.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D4.1.

D5.4 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
Attn: Chief Administrative Officer
Administration Building, 3rd Floor
510 Main Street
Winnipeg MB R3B 1B9
Facsimile No.: (204) 949-1174

D5.5 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
Internal Services Department
Legal Services Division
Attn: City Solicitor
185 King Street, 3rd Floor
Winnipeg MB R3B 1J1
Facsimile No.: (204) 947-9155

D6. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

D6.1 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.

D6.2 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.

D6.3 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

D7. AUTHORITY TO CARRY ON BUSINESS

D7.1 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.

D8. INSURANCE

D8.1 The Contractor shall provide and maintain the following insurance coverage:

- (a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, non-owned automobile liability and

products and completed operations cover, to remain in place at all times during the performance of the Work;

- (b) if required, automobile liability insurance for owned automobiles used for or in connection with the Work in the amount of at least two million dollars (\$2,000,000.00), to remain in place at all times during the performance of the Work;

D8.2 Deductibles shall be borne by the Contractor.

D8.3 The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site but in no event later than the date specified in GC.3.01 for the return of the executed Contract.

D8.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least fifteen (15) Calendar Days prior written notice to the Contract Administrator.

D8.5 The City shall have the right to alter the limits and/or coverage's as reasonably required from time to time during the continuance of this agreement.

D9. SECURITY CLEARANCE

D9.1 Each individual proposed to perform the following portions of the Work:

- (a) any Work on private property;
- (b) any Work within City facilities other than:
 - (i) an underground structure such as a manhole;
 - (ii) in areas and at times normally open to the public;
- (c) communicating with residents and homeowners in person or by telephone;

shall be required to obtain a Criminal Record Search Certificate from the police service having jurisdiction at his place of residence.

D9.2 The Criminal Record Search shall include a Vulnerable Sector Search. This can be obtained by completing and providing the following in person to the Winnipeg Police Service Division 30 Clerk at Main Floor, 151 Princess Street:

- (a) Form P-612 Check the following boxes: Employment – Sensitive Position of Trust; and Other by inputting the Bid Opportunity Number in the space provided. This form can be found on the website at:
www.winnipeg.ca/police/BPR/forms/Criminal_Record_Check_P612.doc
- (b) Form P-249 (Form 1 – Consent) can be found on the website at:
http://www.winnipeg.ca/police/BPR/forms/P-249_ConsentCrimRecordCheck.pdf
- (c) Two (2) pieces of identification as stated in Bureau of Police Records on the website at:
www.winnipeg.ca/police/BPR/id.stm
- (d) Fee for each individual applying for a Criminal Record Search. Fee schedule can be found on the website at:
www.winnipeg.ca/police/BPR/fees.stm

D9.2.1 The original Criminal Record Search Certificate (Form P–253) will be provided by the Winnipeg Police Service to the individual applicant. The original has a validation sticker from the Winnipeg Police Service in the top right hand corner. The applicant shall:

- (a) Provide the original Criminal Record Search Certificate (Form P–253) to the Contract Administrator.

D9.3 Prior to the commencement of any Work specified in D9.1, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a Criminal Record Search Certificate

obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform such Work.

- D9.4 Any individual for whom a Criminal Record Search Certificate is not provided, or for whom a Criminal Record Search Certificate indicates any convictions or pending charges related to property offences or crimes against another person, will not be permitted to perform any Work specified in D9.1.
- D9.5 Any Criminal Record Search Certificate obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.
- D9.6 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated criminal records search. Any individual who fails to provide a satisfactory Criminal Record Search Certificate as a result of a repeated criminal records search will not be permitted to continue to perform any Work specified in D9.1.
- D9.7 Each individual proposed to perform the following portions of the Work:
- (a) City of Winnipeg Public Pools;
 - (b) City of Winnipeg Parks;
 - (c) City of Winnipeg Community Clubs; and
 - (d) City Libraries.
- shall be required to obtain a Child Abuse Registry check from the Manitoba Child Abuse Registry.
- D9.8 Prior to the commencement of any Work specified in D9.7, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a satisfactory *Child Abuse Registry Self-Check – Information and Results* obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform such Work.
- D9.9 Any individual for whom a Child Abuse Registry result is not provided, or for whom a Child Abuse Registry result indicates the subject is listed on the Manitoba Child Abuse Registry, will not be permitted to perform any Work specified in D9.7.
- D9.10 Any Child Abuse Registry result obtained thereby will be deemed valid for the duration of the Contract subject to a repeated Child Abuse Registry check as hereinafter specified.
- D9.11 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated Child Abuse Registry check. Any individual who fails to provide a satisfactory Child Abuse Registry result as a result of a repeated Child Abuse Registry check will not be permitted to continue to perform any Work specified in D9.7.
- D9.12 The City will conduct a Level Two Security Clearance Check, for any individual proposed to perform Work under the Contract at Winnipeg Police Service facilities.
- D9.13 The Contractor shall provide the Contract Administrator with a list of individuals proposed to perform Work under the Contract at Winnipeg Police Service facilities:
- (a) within five (5) Business Days of the Award of Contract; or
 - (b) in the case of additional or replacement individuals during the term of the Contract, at least thirty (30) Calendar Days before each individual is proposed to commence Work at Winnipeg Police Service facilities.
- D9.14 Each individual or Contractor proposed to perform Work under the Contract at Winnipeg Police Service facilities shall provide:

- (a) A list of names (including maiden names), addresses, dates of birth and telephone numbers of all immediate family members including stepbrothers, stepsisters, half-brothers and half-sisters, and their spouses, common-law spouses, boyfriends, girlfriends and their family members. The list should be typed in the following format:

John James SMITH	Dob: 45 Aug 24 (father)
123 Anywhere Street	555-5555
Winnipeg, Manitoba	

- (b) A list of names, addresses, dates of birth and telephone numbers of four closest friends. Include information indicating when, where and how they met. The list should be typed in the following format:

Joseph James SMITH	Dob: 46 Aug 4 (best friend)
789 Anywhere Street	555-5555
Winnipeg, Manitoba	
When they met:	
Where they met:	
How they met:	

- (c) The name, title or position, and telephone number of the immediate supervisor.
- (d) A list of every past address, including the dates of residence, the names of any persons with whom the residence was shared and the reason for moving.
- (e) Identification - driver's license (with photo), birth certificate or social insurance number (SIN).
- (a) Photocopies of the identification must be legible, signed as true copies and witnessed by the contact person stated on Paragraph 3 Form A: Bid.
- (f) A completed Form P-608: Security Clearance Check authorization form.
- (a) Signature of Witness shall be signed by the contact person stated on Paragraph 3 Form A: Bid.
- (g) A cheque made payable to the City of Winnipeg in the amount of one hundred and eighty dollars (\$180.00).

D9.15 Each individual shall submit the required information, form and payment to the Winnipeg Police Service Division 30 Clerk at Main Floor, 151 Princess Street:

- (a) within five (5) Business Days of the Award of Contract; or
- (b) in the case of an additional or replacement individual during the term of the Contract, at least thirty (30) Calendar Days before the individual is proposed to commence Work at Winnipeg Police Service facilities.

D9.16 Any individual for whom a satisfactory Level Two Security Clearance is not obtained will not be permitted to perform any Work within Winnipeg Police Service facilities.

D9.17 Any satisfactory Security Clearance obtained thereby will be deemed valid for two (2) years from the date of clearance, subject to a repeated Security Clearance Check as hereinafter specified.

- (a) Each individual doing Work in a Winnipeg Police Service Facility shall provide identification upon entry to verify they have received a Level Two security clearance.

D9.18 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require a further Security Clearance Check. Any individual who fails to obtain a satisfactory Security Clearance Check as a result of a repeated Security Clearance Check will not be permitted to continue to perform Work under the Contract at Winnipeg Police Service Facilities.

D9.19 Any individual who fails to obtain a satisfactory Security Clearance Check may request reconsideration by writing to:
Winnipeg Police Service

Division 30
Service Security
Attn: Service Security Officer
151 Princess Street
Winnipeg, Manitoba
R3B 1L1

- (a) There is no additional fee for the application for reconsideration.

SCHEDULE OF WORK

D10. COMMENCEMENT

- D10.1 The Contractor shall not commence any Work until he is in receipt of a notice of award from the City authorizing the commencement of the Work.
- D10.2 The Contractor shall not commence any Work on the Site until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D7;
 - (ii) evidence of the insurance specified in D8;
 - (iii) the security clearances specified in D9.
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D11. CHANGES IN WORK

- D11.1 Further to GC 4.05, the City anticipates that during the term of the contract there will be changes including but not limited to the Product line or model availability. The City shall have the right to order a Change in Work at any time after award of the Contract.
- (a) Changes in Work may include, but not be limited to:
- (i) the enhancement of existing products, new technology, and the use of City owned equipment.
- D11.2 If, at any time after award of the Contract, the Contractor is of the opinion that a Change in Work is necessary to accomplish the result intended by the Contract or if the Contractor considers it desirable that a Change in Work be approved, he shall promptly provide notice thereof to the Contract Administrator, including:
- (a) the reason for the proposed Change in Work;
 - (b) a detailed description of the proposed Change in Work;
 - (c) the Contractor's proposed method(s) to determine the adjustment, if any, in Contract Price.
- D11.3 The Contract Administrator shall determine whether a Change in Work is necessary or desirable and whether a corresponding adjustment to the Contract price is required.

D12. FORFEITURE OF CONTRACT

- D12.1 Notwithstanding GC.8.02 (1) and GC.8.02 (3), the City shall have the full right and power to take the whole of the Work, or any part or parts thereof, out of the hands of the Contractor, without process or action at law, upon giving the Contractor written Notice.

D13. BILLING AND REPORTING

Cellular, Blackberry, Windows Mobile and Wireless Devices.

- D13.1 The City currently pays our invoices electronically (e-bill). The Bidder shall make this payment method available.

- D13.2 The City will not pay restocking charges for products returned for exchange or credit.
- D13.3 The City currently receives our billings electronically in Excel format. Monthly billings should be presented electronically to the City Financial Services Department in Excel and should contain detailed information on a per user basis. The Bidder shall identify if there will be costs incurred for this service. The Contractor shall be able to provide monthly billing in the following forms:
- (a) Detailed billing by individual user detailing:
 - (i) Air time plan name or designation;
 - (ii) Monthly access charge;
 - (iii) Local or long distance air time, charges, and telephone number called for each outgoing call;
 - (iv) Air time and charges for each incoming call;
 - (v) Usage and charges for optional services;
 - (vi) Data volume usage and charges; and
 - (vii) Total charges, adjustments and taxes for the individual user; or
 - (b) Detailed billing by user group detailing:
 - (i) Air time plan names or designations;
 - (ii) Total monthly access charges by plan;
 - (iii) User, local or long distance air time, charges, and telephone number called for each outgoing call;
 - (iv) User, air time and charges for each incoming call;
 - (v) Usage and charges for optional services;
 - (vi) Data volume usage and charges; and
 - (vii) Total charges, adjustments and taxes for the group; or
 - (c) Summary billing by individual user showing:
 - (i) Air time plan name or designation;
 - (ii) Total monthly access charges;
 - (iii) Total air time and charges;
 - (iv) Total usage and charges for optional services;
 - (v) Data volume usage and charges; and
 - (vi) Total charges, adjustments and taxes for the individual user.
 - (d) Summary billing by user group showing:
 - (i) Air time plan names or designations;
 - (ii) Total monthly access charges by plan;
 - (iii) Total air time and charges;
 - (iv) Total usage and charges for optional services; and
 - (v) total charges, adjustments and taxes for the user group;
- D13.4 The billing reports listed above should also be available to individual departments for viewing. Currently the City has approximately four hundred thirty (450) separate billings.
- D13.5 The Contractor shall provide monthly management reports for approximately four hundred thirty (450) defined user groups. The monthly report shall show, for each cellular telephone number in the user group, air time plan name or designation, the monthly usage and charges incurred for air time and other services (totalled by category). The reports shall be delivered to the Contract Administrator within fifteen (15) Calendar Days following each monthly cut-off date. Currently the City receives these reports electronically.
- D13.6 The Contractor shall provide a quarterly analysis report which reviews the charges incurred by each user over the previous three-month period and shall recommend any plan changes in order to achieve cost efficiencies. The report shall contain sufficient detail to quantify

usage for services which, although not chargeable in the user's current plan, would be chargeable under other plans. The reports shall be delivered to the Contract Administrator within thirty (30) Calendar Days following each quarterly period.

- D13.7 If the Contractor offers and the City utilizes cellular air time plans with fixed terms exceeding one month, an "Expiry of Term" letter shall be sent to the Contract Administrator and the individual user or user group not less than two (2) months prior to the expiry date. The Contractor shall obtain written authorization from the Contract Administrator prior to renewing term contracts.

Land Lines

- D13.8 The service should provide reports on the subscriber base, including a list of subscribers, volume of long distance used and calling patterns by subscriber.
- D13.9 The Bidder shall supply samples of management reports that would be available to the City and specify any charges that may apply.
- (a) The City currently pays our invoices electronically (e-bill). The Bidder shall make this payment method available. The City currently receives our billings electronically in Excel format. Monthly billings should be presented electronically to the City Financial Services Department in Excel and should contain detailed information for all land lines.

MEASUREMENT AND PAYMENT

D14. PAYMENT

- D14.1 Further to GC.9.03, effective January 1, 2007 the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.
- D14.2 The City will not consider for payment any additional charges (i.e., late payment charges) which are indicated on an invoice as becoming payable in less than thirty (30) Calendar Days from the receipt of any invoice.

D15. PAYMENT SCHEDULE

- D15.1 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.

INDEMNITY

D16. INDEMNITY

- D16.1 Notwithstanding GC.7.03, the Contractor shall indemnify the City in the amount of two million dollars (\$2,000,000), plus a minimum of twice the Contract value.

WARRANTY

D17. WARRANTY

- D17.1 Warranty is as stated in GC.10.1.
- D17.2 Further to G.C. 10.1, any goods determined to be defective within thirty (30) calendar days from the date of delivery of an order shall, except when otherwise authorized by the Contract Administrator, be replaced with new and unused goods at no cost to the City. If goods are supplied as an assembly, the entire assembly shall be replaced as a whole.
- D17.3 Further to G.C. 10.1, any goods determined to be defective after the first thirty (30) calendar days but within one (1) year (or longer if specified) from the date of delivery shall, except when otherwise authorized by the User, be repaired at no cost to the City. The Contractor

may, at his option, replace the defective goods with new and unused goods at no cost to the City.

D18. RETURN OF GOODS

- D18.1 Goods incorrectly supplied as a result of the Contractor's error shall be returned at no cost to the City.
- D18.2 Goods incorrectly supplied as a result of the City's error will be returned at the City's expense.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS

E1.1 These Specifications shall apply to the Work.

E1.2 The following are applicable to the Work:

<u>Specification No.</u>	<u>Specification Title</u>
	Table of Contents
Appendix A	Networked Sites list

E1.3 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B7.

E2. GOODS

E2.1 The Contractor shall supply Provision of Telephone System Infrastructure, Related Equipment and Systems and Cellular Service in accordance with the requirements hereinafter specified.

E3. TELECOM SERVICES GENERAL INFORMATION

E3.1 The City requires land lines, voice mail (compatible to land lines), digital cellular telephone network services (including voice mail), Blackberry voice and data service, and wireless data service including a Secure Wireless network (allows access to internal network) for a large number of users with a variety of needs. The city's current services are with MTS and will expire on November 30, 2008.

E3.2 The City of Winnipeg is a single tier municipality that provides municipal services to the Citizens of Winnipeg. Municipal services provided include Public Safety, Transportation, Environmental, Planning, & Development, Leisure and Wellness.

E3.3 The provision of municipal services is currently provided by thirteen (13) distinct departments spread out over two hundred locations in the City of Winnipeg. An overview of the City of Winnipeg including departmental functions may be found in the City of Winnipeg Home Page at www.winnipeg.ca.

E3.4 The City of Winnipeg must have in place a reliable telephone system infrastructure, including all necessary related equipment and systems. The following statistical information is provided only as a convenience to the Bidder. This information is based on the previous years history, however, the City does not guarantee past usage patterns will be indicative of future usage.

E3.5 The City of Winnipeg Backbone Network Infrastructure is the framework that will allow TCP/IP data communications between the City departments regardless of their location. This allows about 5,500 devices connected through the Backbone to be able to communicate with each other. A variety of internetworking technologies are used in the Backbone Network Infrastructure (see Appendix A). These range from 100/1000BaseT fibre optic connectivity for buildings with large LANs, 10 Mbps for medium sized LANs and 2 Mbps connections for small LANs. Cisco routers and switches are used to implement the WAN and LAN as well as for VPN remote access. Checkpoint Nokia firewall products provide network security. Our current Office suite includes Microsoft Office 2000, 2002, XP and 2007. Our servers are mostly Windows 2000 and 2003. Our desktops are mostly Windows XP with some Vista. The City currently uses Exchange version 2003.

E4. SECTION A – CELLULAR AND SECTION B – BLACKBERRY WINDOWS MOBILE DEVICES AND WIRELESS DATA DEVICES

- E4.1 The City currently has approximately twenty five hundred (2500) cellular telephone users, two hundred (200) Blackberry users using 1X and EVDO, (80) wireless air card users using 1X and EVDO and uses approximately 100 Secured Wireless Network access (SWNA) cards to allow access to our internal network.
- E4.2 The City averages per month approximately seven hundred and nine thousand nine hundred (709,900) minutes of airtime of which approximately four hundred sixty eight thousand seven hundred and fifty (468,750) minutes are during peak periods, one hundred and twenty thousand six hundred and fifty (120,650) minutes during evening periods, and one hundred nineteen thousand six hundred (119,600) minutes of air time on weekends.
- (a) Current Peak time: 7:00 am – 6:00 pm
 - (b) Current Off-Peak Evenings: 6:00 pm – 7:00 am
 - (c) Current Off-Peak Weekends: 6:00 pm Friday – 7:00 am Monday
- E4.3 Approximately seventy percent (70%) of the users have a consistent usage pattern over a one year period, six percent (6%) have a seasonal usage pattern and twenty-four percent (24%) fluctuate from month to month.
- E4.4 Approximately thirty-five percent (35%) of the users travel outside the city limits on City business or while on call.
- E4.5 The City requires the ability to have the option to disconnect up to 10% of the cellular devices in any given year of the contract without penalty.
- E4.6 The City currently owns all of its cell phones, Blackberry's, Windows Mobile devices and wireless air cards.
- E4.7 Service and Coverage
- (a) The City requires a reliable cellular wireless voice and data network that is not subject to congestion and technical difficulties.
 - (b) The Bidder shall provide detailed information on the capacity of the existing wireless network, the number of current users on the network (voice and data), and any plans to increase the number of devices that can be supported within the Province of Manitoba.
 - (c) The Bidder shall provide information on the capacity and utilization of the existing network specifically in the core area of the City at peak usage hours; i.e.: channel usage, channel capacity, and reserve capacity.
 - (d) The City requires a reliable and effective level of communications as an essential service during major emergencies. To ensure that this level of service is not jeopardized during an emergency, the Contractor should, indicate if a Wireless priority type service is available. If not, the Bidder shall identify his ability to provide a similar type service and provide detailed information on how this requirement would be met.
 - (e) The Bidder should identify system redundancies, and contingency plans for network reliability. Information should include protection and monitoring, alternate power supplies, etc.
 - (f) The Bidder shall identify all other jurisdictions with legitimate emergency requirements who would receive greater or equal priority within the Province of Manitoba.
 - (g) The Bidder shall identify all costs associated with providing this service.
 - (h) The City requires cellular telephone network services primarily within city limits with some travel outside city limits and abroad. The Bidder shall identify all areas with known coverage issues (i.e.: dead spots) and indicate planned improvements and timelines.
 - (i) The Bidder shall provide detailed information and pricing on the following (or equivalent) features and services.
 - (i) Identify all features and services provided as part of the plan at no additional cost;

- (ii) Identify additional features and services which are offered at an additional cost
- (j) Following are the current Cellular services/features the City uses and should be made available:
 - (i) Price plans – voice only, voice and data, data only
 - (ii) Roaming - Canada, USA and overseas. As rates in overseas countries may vary a clearly defined web site would be acceptable to identify roaming rates in each country.
 - (iii) Voice mail
 - (iv) Call display
 - (v) Blocking Outbound call display
 - (vi) Text messaging
 - (vii) Call forward
 - (viii) Call forward no answer
 - (ix) Call waiting
 - (x) Conference calling
 - (xi) Mobile browser service
 - (xii) Push 2 Talk
 - (xiii) Location based services or GPS type service
 - (xiv) Long distance
 - (xv) Data charges
 - (xvi) Outbound notification
- E4.8 The Bidder shall, in his Proposal Submission, provide a complete description and fee schedule for each plan offered.
- E4.9 The Bidder shall, in his Proposal Submission, identify any price discount(s) that will be made available to the City during the term of the Contract. The Bidder shall provide details of what is required for each level of discount, and any other applicable conditions.
- E4.10 The Bidder shall, in his Proposal Submission, indicate whether long distance charges are extra or included, and how the rates are calculated and whether discounts apply.
- E4.11 The Bidder should provide detailed information on the inter-connectivity options for connecting the Contractor's wireless data structure to the City's network infrastructure.
- E4.12 The City requires a cellular air time plan or plans which can accommodate a wide range of user needs with usage, in peak and off-peak hours, ranging from approximately fifteen (15) minutes per month to a high of over three thousand (3,000) minutes per month. The bidder should take this into consideration as one plan may not suit all users.
- E4.13 Cellular air time plans offered shall not require the payment of an activation fee nor system access fees.
- E4.14 Cellular phones transferred from other networks (local number portability) shall not be at a cost to the City.
- E4.15 Cellular air time plans shall not require the payment of a termination fee for devices being removed from the network.
- E4.16 Cellular air time plans, offered shall allow seasonal users to activate and deactivate and/or alternate between plans.
- E4.17 Users who seasonally deactivate from the network should be able to reactivate with the same cellular telephone number. The Bidder shall describe his ability to provide this service and identify any fees which may be applicable.

- E4.18 Temporary changes to cellular air time plans should not require a minimum one (1) month subscription to the amended rate plan. Cost should be based and billed for actual usage period on temporary rate plan.
- E4.19 Term plans that would normally extend beyond the actual Contract end date shall expire on the effective contract end date.
- E4.20 The Contractor shall inform and offer the City any new rate plans created during the length of the contract ensuring the City a lowest rate guarantee.
- E4.21 The Bidder shall provide a list of current devices available and should include a range of devices from a basic device to fully featured units.
- E4.22 The Bidder shall provide the City the option to have the choice between a minimum of two phone models offered at zero \$0 on any new contract or upgrade.
- E4.23 The City requires a voice messaging service on most cellular devices. Some of these users also require message notification to a pager when a message has been deposited. Access to the voice messaging system should require minimal keystrokes or prompts, have quick access features and easily comprehensible user prompts. The voice messaging service shall be optional for each user and must allow the user to activate and deactivate at any time at no cost to the City. The Bidder shall identify all applicable charges for voice messaging services including the provision of a message waiting indicator and outbound notification paging services.
- E4.24 The Bidder shall, in his Proposal Submission, provide a detailed description of the voice messaging service, including a complete instructional pamphlet or brochure which includes all the features of the system. The Bidder shall indicate if the system can indicate the time and date the message was left.
- E4.25 The Bidder shall provide a detailed explanation of how air time charges are calculated for leaving and retrieving messages, and, where applicable, for paging services.
- E4.26 The City will require directory assistance services. The Bidder shall identify all applicable charges for directory assistance services. The Bidder shall provide a detailed explanation of what directory assistance services are available and how air time charges are measured and calculated for those services.
- E4.27 The Bidder should provide the capability for the City to be able to activate or deactivate cell phones, perform programming changes and modify subscriber profiles. If the system conforms to this requirement, describe in detail the capability provided. If the system does not conform to this requirement, describe in detail, including all costs, how the Contractor will perform these services.
- E4.28 The Bidder shall provide new hardware for all users at the start of the contract. Please specify the cost per device if any to the City, for new phones, Blackberry's, wireless air cards, and accessories. Please specify any trade in allowances on existing wireless devices and/or discounts available for continued use of existing devices.
- E4.29 The Contractor shall be able to supply Cellular, Blackberry, Windows Mobile devices and Wireless devices on a short-term loan, rental or trial basis.
- E4.30 The Bidder shall describe his ability to provide devices stated in E4 on a loan, rental or trial basis with the City paying all applicable airtime charges. The Bidder shall identify any rental charges and any other conditions.
- E4.31 The Contractor may supply hardware directly or indirectly through a related or associated company.
- E4.32 If the Bidder will not be the direct supplier of the hardware, the Bidder shall identify the supplier(s) and shall provide or include, in his Proposal Submission, all information required hereinafter on behalf of the Subcontractor.

- E4.33 The Contractor should deliver Cellular hardware same day where possible with a maximum delivery time of no more than two business days.
- E4.34 At the City's option, Cellular hardware should be available for pick-up. Orders placed by 2 p.m. should be available for pick up by 11:00 a.m. the following business day. Orders placed after 2:00 p.m. should be ready for pick up by 2:00 p.m. the following business day.
- E4.35 The City should have the option to have hardware delivered to users at various locations within the City or picked up by the user at designated locations.
- E4.36 The Contractor should provide one or more centrally located pick-up points for Cellular hardware to ensure coordination and distribution points are easy accessibility for City staff. The Bidder shall, in his Proposal Submission, identify the pick-up location(s) and its business hours.
- E4.37 The Bidder shall, in his Proposal Submission, describe the supply and distribution network including order processing, locations of key inventories and transportation arrangements for cellular hardware.
- E4.38 The Bidder shall, in his Proposal Submission, describe how training on cellular devices will be provided for both delivered and picked-up hardware.
- E4.39 Billing for cellular hardware should be incorporated in and combined with the first subsequent air time billing for the cellular telephone. The Bidder shall, in his Proposal Submission, describe how supply of hardware will be billed.
- E4.40 The City requires at least one complete hardware upgrade of all wireless devices during the length of this contract. The Bidder shall, in his Proposal Submission, indicate when the upgrade(s) would take place.
- E4.41 The Bidder shall, in his Proposal Submission, identify all costs associated with upgrades to the wireless hardware.
- E4.42 The Bidder shall have the ability to transfer data between cellular devices or offer an alternate resource.
- E4.43 The City requires plans for voice only, voice and data and data only for our Blackberry and Windows Mobile type device users. The plans offered shall accommodate a wide variety of user needs with usage in peak and off-peak hours, ranging from 0.5 MB of data to unlimited data per month to unlimited voice.
- E4.44 The Bidder shall identify any other features and or services that are exclusive to Blackberry or Windows Mobile type devices that are not listed.
- E4.45 The City requires a Wireless data package or packages which can accommodate a wide range of user needs with usage including voice usage, in peak and off-peak hours. The City currently uses 1X to EVDO (3G speeds) and will require same or comparable speeds. If, during the length of the contract, network enhancements increase the limitations of wireless data services, the Contractor shall provide detailed technical literature on the network enhancements. The Contract Administrator will determine the acceptability of the proposed replacement product.
- E4.46 The Bidder should specify data package including an Unlimited data option.
- E4.47 The City requires a Secured Wireless Network which connects to our internal network and is used for data transmission. The bidder shall advise if this type of service is available on your network. The bidder shall identify all applicable charges for this service.
- E4.48 Bidders should provide information for:
- (a) Cellular, Blackberry, Windows Mobile And Wireless Data Devices
 - (b) types of devices offered

- (c) accessories available (including connectivity kits for laptop pc's)

E5. SECTION B – LAND LINES AND VOICE MAIL

- E5.1 The City currently has approximately 5600 Centrex lines (3,987 single lines and 887 multi-lines (PSET) with 630 additional directory numbers and 183 visual appearance numbers attached) spread out over 13 departments and 200 locations. Our Centrex system is currently provided on a Northern Telecom DMS100 switch provided (hosted) by Manitoba Telecom Service. The City is open to other hosted or stand alone solutions that would propel the City forward in Technology with an ultimate goal of lowering Telecom costs. These lines currently employ the full range of standard Centrex programming features, including ring again, call transfer, call forward, call hold, call park, speed call, intercom, conference, last number re-dial, call waiting, SIM ring, and call trace. Enhanced Centrex features including calling line identification and name identification are also available to the City. In addition to the 5600 Centrex lines the City has approximately 400 analog lines. Some analog sets will require similar features to the Centrex lines.
- E5.2 The City's telephone system is set up in groups by Network Class of Service (NCOS) to allow for toll denial, directory assistance blocking, paging systems, etc. There are currently approximately 50 NCOS groups assigned to the City.
- E5.3 The City uses two types of queuing formats and has approximately 25 Uniform Call Distributions, and 30 Automatic Call Distribution queues. There are currently approximately 200 agents. The number of queues and agents may be impacted by the 311 service which is tentatively scheduled to be implemented January 2009. The ACD queues currently utilize the Perimeter Technologies reporting system which provides dynamic information for all queues. This type of reporting tool may be required.
- E5.4 The City owns all Centrex handsets. The majority of set types currently used are Meridian M8004's, M5209's, M5312's, M5316's, M522 add on modules, M9116's, M9216's, M9316's, M 9417's and a variety of one and two line cordless devices.
- E5.5 Currently all in-building wiring is owned and controlled by MTS. The Contractor shall make arrangements, satisfactory to the Contract Administrator, to obtain either ownership or a right of use, or transfer ownership to the City. In any case, the Contractor shall provide new installations, maintenance and repair as may be required during the term of the Contract.
- E5.6 The City will require individual billing to a dynamic number of organizational units (currently approximately 450).
 - (a) The system shall be compatible to work with recording devices;
 - (b) The system shall have the ability to connect to analog devices;
 - (c) The system shall offer internal 4 digit dialling;
 - (d) The system shall provide private or direct inward dial numbers or the equivalent;
 - (e) The system shall give the option of distinctive ringing;
 - (f) The system shall be able to connect to outside bells and ringers;
 - (g) City staff requires access and ability to do onsite programming;
 - (h) The system shall have the ability to connect to a paging system.
- E5.7 Land Lines shall consist of but not be limited to:
 - (a) Providing a solution for land line connectivity for approximately 5600 users.
 - (b) Supply and delivery of telephones to various City departments on an as required basis.
 - (c) Provision of piece parts and accessories for telephone sets including but not limited to, handsets, receiver cords, ear pieces, line cords, etc.
 - (d) Warranty and repair service for goods purchased under this Contract.

- (e) Goods including piece parts & accessories, 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 and shall be delivered between 8:30 a.m. and 4:30 p.m. (unless otherwise specified at the time of order) Monday to Friday, except for Statutory Holidays.
- (f) Goods shall be delivered within two (2) working days of the placing of an order, except where otherwise agreed at the time of ordering.
- (g) The Contractor shall have sufficient delivery capacity for goods, so that if goods were ordered in quantity (such as thirty units) that they would be delivered without undue delay. Should consistent delivery delays occur (as documented, and formally communicated by the City to the Contractor), the City reserves the right to cancel the order, and to acquire appropriate equivalent equipment from other sources, with the Contractor responsible for any cost increase due to the acquisition of the substitute equipment. The Contractor shall also be responsible for any additional delivery and related charges to bring in substitute goods.
- (h) Errors in distribution on the part of the Contractor shall be corrected at no cost to the City (courier costs etc).
- (i) The system shall be capable of adding peripheral equipment such as answering machines, modems, PC dialling programs, credit card readers, loud ringers, etc.
- (j) The repair staff sent to site must be familiar with our system to ensure issues can be resolved quickly and effectively. Staff should be certified on the equipment they are working on and have security clearance as identified in D9.
- (k) Specify the proposed initial capacity, provisions (including costs and any incremental limitations) for expansion or reduction. Specify any minimum charges. If a shared system is proposed, indicate priority of service available to the City for ongoing and emergency uses.
- (l) The system shall function with the City's existing telephone sets and wiring, or the proposal shall provide for the replacement or modification of all existing sets or wiring necessary to function with a new system. If replacement or modification is required, provide a detailed proposal therefore. Specify if any proprietary hardware, software or communications protocols are used.

E5.8 Bidders should provide in their bid submission information regarding:

- (a) Land line network and hardware;
- (b) A list of hardware required for any new proposed systems;
- (c) Telecom solutions including suggested set types;
- (d) Supply and distribution of phone sets and equipment.
- (e) Redundancy of proposed systems
- (f) Processes to be followed in Disaster situations

E5.9 The City currently uses the Message Manager voice messaging service (Octel) from Manitoba Telecom Services. The City leases 1588 voice mailboxes, 34 transfer mailboxes, 80 Enhanced Call Processing Auto Attendant mailboxes, and 7 Information Manager Listen Only mailboxes as a part of the message manager service. The Voice Mail numbers may be impacted by the 311 project.

E5.10 The City requires the right to be allowed to disconnect voice mail boxes or services with no penalty at any time during the contract.

E5.11 The voice mail system must be capable of integrating with existing or the proposed new telephone system.

E5.12 The proposed system should provide unified messaging such as a common access to voice mail and email messages.

E5.13 The system shall provide the option to do outbound notification.

- E5.14 The Contractor shall provide, or arrange for the provision of, any software or hardware licenses necessary for full functionality of the system supplied. If the proposed system requires software and/or hardware licenses, provide detailed information and pricing for any licensing that may be required for use of their system, or any component thereof.
- E5.15 The Contractor should make available any new software releases or upgrades within ninety (90) days of its release.
- E5.16 Bidders should provide in their bid submission information regarding:
- (a) Proposed voice mail solution hardware (if applicable);
 - (b) If modular include incremental costs
 - (c) If a hosted solution identify the monthly costs

E6. SECTION C - LONG DISTANCE

- E6.1 The City averages approximately 11,000 long distance calls per month with an approximate minute total of 35,000 per month. Most calls are within Canada; however, long distance service is required to the USA and various other countries.
- (a) The service should require minimum effort to access long distance service (i.e. no prefixes or account codes).
 - (b) Describe how individual City subscribers will access long distance service.
 - (c) The service should accommodate the following types of calls. Describe how these types of long distance calls are handled.
 - (i) Calling cards;
 - (ii) Third number billing;
 - (iii) Collect calls;
 - (iv) Operator assistance
 - (v) Information;
 - (vi) Ability to dial 911
 - (vi) 1-800 calls;
 - (vii) 1-900 calls.
 - (d) The City should not be liable for toll fraud (unauthorized long distance calls). State who is responsible for toll fraud and describe methods available to prevent unauthorized access of long distance services. Provide details of toll fraud insurance, if available. Describe how billing disputes are handled.
 - (e) Long Distance Telephone Service shall include long distance calls within the province of Manitoba, out-of-province calls, and international calls. Specify any categories or types of long distance calls that are excluded from the proposed service.
- E6.2 Bidders should provide in their bid submission information regarding:
- (a) Identify any hardware requirements
 - (b) The City anticipates that during the term of the Contract there will be changes including but not limited to product line or model availability. Where a product line is discontinued by the Manufacturer or otherwise becomes unavailable in the market, the Contractor shall provide detailed technical literature on the proposed replacement within 2 weeks. The Contract Administrator will determine the acceptability of the proposed replacement product.

E7. TRAINING

- E7.1 Cellular, Blackberry and Windows Mobile devices - The Contractor shall provide training to City staff on available network features (e.g., call forwarding, voice mail, email access, etc.) to allow users to make effective use of the cellular network. This service shall be performed at the time of delivery or pick up of the cellular device or at a pre-arranged time. The Bidder

shall explain how this will be accomplished and identify the person(s) that would be assigned this responsibility and if any costs would be levied for this service.

E7.2 Land Line – The Contractor shall provide Administrative training and User training on any new phone system and sets or hardware offered in this proposal to ensure all features and capabilities of the system are utilized effectively. Additional training for new staff may be required on occasion. The Bidder shall explain how this will be accomplished and identify the person(s) that would be assigned this responsibility or describe a plan of action and identify any costs that would be levied for this service.

E7.3 Voice Mail - The Contractor shall provide Administrative training and User training on any new Voice mail application offered in this proposal to ensure the system is used effectively. Additional training for new staff may be required on occasion. The Bidder shall explain how this will be accomplished and identify the person(s) that would be assigned this responsibility or describe a plan of action and identify any costs that would be levied for this service.

E8. REPAIR AND MAINTENANCE

E8.1 Section A - Cellular, and Section B -Blackberry, Windows Mobile and Wireless Devices

- (a) The Contractor shall repair and maintain all hardware provided to the City of Winnipeg, either directly or indirectly.
- (b) The Bidder shall describe how repair and maintenance will be handled on a day to day basis. As well, if required by the City, describe how repair and maintenance will be handled during evening and weekend periods. Ensure that your response covers the following:
 - (i) The successful bidder shall provide a same day replacement cellular phone with the same telephone number at no charge. The replacement phone should be the same brand and model where possible.
 - (ii) The Bidder shall indicate mean time to repair cell phones.
 - (iii) The Bidder shall describe their ability to provide on site repair service.
 - (iv) The successful bidder shall be responsible for all repair and replacement transactions, including shipping and handling.
 - (v) The successful bidder shall provide a detailed billing summary invoice to the user and Contract Administrator along with the repair of a cellular phone.
 - (vi) The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning phones under warranty and also after the warranty period.
 - (vii) The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning phones caused by negligence or willful damage including any costs to the City of Winnipeg.
 - (viii) The Contractor shall advise the Contract Administrator of all phones sent for repair and the estimated time of repair.
 - (ix) The Bidder shall describe the process users will be required to follow to report service issues, hardware issues. Process description should describe for both regular business hours and weekends.

E8.2 Landline and Voice Mail

- (a) The system should be available 24 hour a day, 7 days a week, and 365 days per year. The system shall consist of components (hardware and software) that are highly reliable for the duration of the Contract and be designed to provide dependable techniques and procedures for prevention of element failure and rapid recovery of element failure during the course of the Contract.
- (b) Provide statistics for the proposed system, including Mean Time Between Failure and Mean Time to Repair, based on existing installations of a similar nature and size. A reference may be required.
- (c) Describe in detail the steps to be taken to report system malfunctions or outages both during normal work hours and weekend hours.

- (d) Describe in detail the escalation procedures which should be followed if required.
- (e) The Contractor shall give to the City a minimum of two (2) weeks notice in regard to scheduled outages of phone service. Outages should not exceed three (3) hours in length per outage with a total of no more than 12 outage hours in a calendar year. Should a longer outage be required the City will require back up service for phone lines deemed critical lines.
- (f) The Contractor shall accommodate all scheduled downtime during the hours outside the time period between 07:00hrs and 17:00hrs Winnipeg time, Monday to Friday.
- (g) Emergency outages will be assessed on an individual basis and scheduled by the Contract Administrator.
- (h) The system should allow for updating and backup of voice data and subscribers' profiles. Describe in detail, including all costs, how the Contractor will perform these services or train City staff how to perform this function. Describe how backups and restorations will be completed.
- (i) The Contractor shall keep outage time below 12 hours for any given outage during Saturday and Sunday; which shall not exceed 24 hours down time in a one (1) year period.
- (j) The Contractor shall detect system or system failure; and shall provide service restoration. Describe response procedure and methods for system maintenance requirements, and detail current practices and costs for providing system maintenance.
- (k) The Contractor should monitor for possible security violations and report results to the City Contract Administrator.
- (l) The Contractor shall describe process for performing moves, add's, changes and deletions and provide time lines for daily work orders to be completed.
- (m) The City recognizes that the Specifications do not necessarily address all aspects of a telephone system. Provide any additional information that would be relevant to the City (e.g., levels of service during civic emergencies such as the flood of 1997, planned future enhancements, etc.). The City will evaluate such information to the extent that the evaluation criteria permit.
- (n) The City will not consider payment of any charges, except those imposed, by a regulatory authority having jurisdiction, after the Submission Deadline, unless they are identified and quantified in the Proposal.
- (o) Identify any costs which may be tarified by the CRTC or other regulatory agency. Clearly identify any Proposal conditioned upon a regulatory agency's rulings and identify any anticipated effect on prices. Disclose all applicable charges and costs payable by the City to the Contractor or to any regulatory authority.

E9. ADMINISTRATION

E9.1 Section A – Cellular and Section B -Blackberry, Windows Mobile And Wireless Devices

- (a) The Contractor should designate one (1) primary contact person and one (1) secondary/alternative contact. There should be one point of contact that receives and coordinates all orders for activation and/or deactivation of cellular telephones, programming of cellular phones, inquiries, problem reporting and resolution of problems, and subsequent follow-up to confirm satisfactory resolution.
- (b) The Contractor shall provide a local Winnipeg telephone number and facsimile number, or a toll free telephone number and facsimile number for the contact person(s).
- (c) The Bidder shall identify the contact person(s) that would be assigned, their authority and responsibilities, and the systems and procedures currently in place and/or proposed to be provided to handle all transactions.
- (d) The Contractor shall not substantially alter or modify the authority and/or responsibilities of the designated contact person(s) without the prior written approval of the Contract Administrator.

- (e) The Contractor shall provide the Contract Administrator with written notice not less than seven (7) Calendar days prior to reassigning or replacing the designated contact person(s).
- (f) The Contractor shall resolve user-specific problems (problems attributable to an individual user's cellular telephone only) within one business day.
- (g) The Bidder shall, in his Proposal Submission, provide a detailed description, including service locations for hardware, of how user-specific problems could be handled on a twenty-four hour per day, seven day per week basis.
- (h) The Contractor shall report system problems (problems which may affect multiple users) to the Contract Administrator immediately upon detection. Please describe reporting method during evening and weekend periods. Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
- (i) The Bidder shall, in his Proposal Submission, provide a detailed description of how system problems will be handled on a twenty-four hour per day, seven day per week basis.

E9.2 Section C – Landline and Voice Mail

- (a) The Contractor should designate one (1) primary contact person and one (1) secondary/alternative contact. There should be one point of contact that receives and coordinates all orders for moves, adds, changes deletions, and problem resolution.
- (b) The Contractor shall provide a local Winnipeg telephone number and facsimile number, or a toll free telephone number and facsimile number for the contact person(s).
- (c) The Bidder shall identify the contact person(s) that would be assigned, their authority and responsibilities, and the systems and procedures currently in place and/or proposed to be provided to handle all transactions.
- (d) The Contractor shall not substantially alter or modify the authority and/or responsibilities of the designated contact person(s) without the prior written approval of the Contract Administrator.
- (e) The Contractor shall provide the Contract Administrator with written notice not less than seven (7) Calendar days prior to reassigning or replacing the designated contact person(s).
- (f) The Contractor shall resolve user-specific problems (problems attributable to an individual user's desk telephone within one business day.
- (g) The Contractor shall report system problems (problems which may affect multiple users) to the Contract Administrator immediately upon detection. Please describe reporting method during evening and weekend periods. Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
- (h) The Bidder shall, in his Proposal Submission, provide a detailed description of how system problems will be handled on a twenty-four hour per day, seven day per week basis.

E9.3 Section D – Long distance

- (a) The Contractor should designate one (1) primary contact person and one (1) secondary/alternative contact. There should be one point of contact that receives and coordinates all orders for moves, adds, changes deletions, and problem resolution.
- (b) The Contractor shall provide a local Winnipeg telephone number and facsimile number, or a toll free telephone number and facsimile number for the contact person(s).
- (c) The Bidder shall identify the contact person(s) that would be assigned, their authority and responsibilities, and the systems and procedures currently in place and/or proposed to be provided to handle all transactions.
- (d) The Contractor shall resolve user-specific problems (problems attributable to an individual user's desk telephone within one business day.
- (e) The Contractor shall report system problems (problems which may affect multiple users) to the Contract Administrator immediately upon detection. Please describe reporting method during evening and weekend periods. Written documentation from the Contractor as to

"problem resolution" must be received within seventy-two (72) hours from detection or notification.

- (f) The Bidder shall, in his Proposal Submission, provide a detailed description of how system problems will be handled on a twenty-four hour per day, seven day per week basis.

E10. IMPLEMENTATION

E10.1 Section A – Cellular and Section B - Blackberry, Windows Mobile and Wireless Devices

- (a) The Contractor shall implement the Contract in an orderly manner with minimal disruption in service for cellular telephone users being transferred from another network. The Contractor should complete the following:
 - (b) If there is a need to assign new cellular numbers, the City will require at least thirty (30) Calendar Days prior to activation for each cellular telephone user being transferred from another network.
 - (c) Meet with a representative from each department or user group to establish correct billing addresses and billing formats.
 - (d) Provide educational sessions to departments or user groups on the efficient use of hardware and cellular features.
 - (e) Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.
 - (f) The Bidder shall, in his Proposal Submission, provide a detailed implementation plan addressing each of the criteria points listed.

E10.2 Section C - Landline and Voice Mail

- (a) The Bidder shall provide a detailed description based on the solution being offered, the implementation plan for the Land lines and Voice mail.
- (b) Describe the impact the implementation will have on staff.

E10.3 Section D - Long Distance

- (a) The Bidder shall provide a detailed description of how they would implement long distance and what impact it would have on our staff.

E11. CONTINUITY OF SUPPLY

- (a) Bidders shall quote on telephones (for land lines) from manufacturers that are capable of ensuring continuity of supply for a minimum two-year period as well as supporting a minimum one-year warranty period.
- (b) Bidders may offer more than one manufacturer in the Standard Product Line to ensure continuity of supply.

E12. ADDITIONS AND DELETIONS OF PRODUCTS

E12.1 Should the manufacturer unbeknownst to the Contractor, discontinue and/or upgrade the model(s) on the standing offer, the Contractor shall by means of an addendum, notify the Contract Administrator of the change.

E12.2 The City may, at its option add or delete items via similar addenda.

E13. DELIVERY

E13.1 Goods shall be delivered within two (2) working days of the placing of an order, except where otherwise agreed at the time of ordering.

E13.2 Goods including piece parts & accessories, 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 and shall be delivered between 8:30 a.m. and 4:30 p.m. (unless otherwise specified at the time of order) Monday to Friday, except for Statutory Holidays.

- E13.3 The bidder shall provide the option for same day delivery of Cell phones, Blackberries, Windows Mobile type devices and Wireless data devices if required. Normal delivery shall not exceed more than 2 business days.
- E13.4 The Contractor shall have sufficient delivery capacity for goods, so that if goods were ordered in quantity (such as thirty units) that they would be delivered without undue delay. Should consistent delivery delays occur (as documented, and formally communicated by the City to the Contractor), the City reserves the right to cancel the order, and to acquire appropriate equivalent equipment from other sources, with the Contractor responsible for any cost increase due to the acquisition of the substitute equipment. The Contractor shall also be responsible for any additional delivery and related charges to bring in substitute goods.

Appendix A – City of Winnipeg Networked Sites

Site Address	Site Name	Network Speed/Type
1 Midland St	Parks North Area Yard Office	2 Mbps
10 Allan Blye Dr	FPS Station #7	64 Kb ISDN
100 Ed Spencer Dr	Waste Water Serv Div-South End Polution	Fixed Wireless
100 Main St	PWD Administrative Office	100 Mbps
1001 McGregor St	FPS Station #16	64 Kb ISDN
1029 Henry	WWD	Fixed Wireless
1050 Henderson Hwy	WPS Service Centre 4/Henderson Library	10 Mbps
1057 Logan Ave	Animal Services	100 Mbps
1057 St Mary's Rd	FPS Station #14	64 Kb ISDN
1083 Autumnwood Dr	FPS Station #15	64 Kb ISDN
1101 Wabasha St	Transcona Centennial Outdoor Pool, Wading Pool	2 Mbps
111 Victoria Ave W	Transcona Library	10 Mbps
1155 Pacific Ave	PWD Administrative Office	1 Gbps
1168 Dakota St	Louis Riel Library	10 Mbps
1201 Archibald St	Parks East Area Yard Office	2 Mbps
1215 Archibald St	Bonivital Pool	2 Mbps
1220 Pacific Ave	Streets North Area Yard Office	100 Mbps
1229 Springfield Rd	Parks East Area Yard Office	2 Mbps
1277 Pacific Ave	PWD Stores/Graffiti Control Admin Office	100 Mbps
130 Allard Ave	WPS Training Accademy	Fixed Wireless
131 Provencher Blvd	St. Boniface Library	10 Mbps
1350 Pembina Hwy	WPS District 6 Station	Fixed Wireless
1354 Border St	FPS Station #10	64 Kb ISDN
136 Market Ave	360-136 Market EAP	2 Mbps
1360 Pembina Hwy	Fort Garry Library	10 Mbps
1400 Rothesday	Chief Peguis Fitness Centre	2 Mbps
1446 Regent Ave	FPS Station #21	10 Mbps
15 Conservatory Dr	Assiniboine Park Conservatory	100 Mbps
150 Osborne St	FPS Station #4	64 Kb ISDN
1500 Plessis Rd	PWD Operator Training	10 Mbps
1501 Church Ave	FPS Station #17	64 Kb ISDN
151 Princess St	Public Safety Building	100 Mbps
1520 Corydon Ave	River Heights Library	10 Mbps
1520 Main St	Transit North Garage	10 Mbps
1525 Dakota St	FPS Station #26	64 Kb ISDN
1539 Waverly St	Multi- Department Facility	10 Mbps
1567 Waverly St	FPS Station #22	64 Kb ISDN
1665 Rothesay St	FPS Station #24	64 Kb ISDN
1710 Grosvenor Ave	FPS Station #12	64 Kb ISDN
180 King St	Dynasty Bldg	1 Gbps
185 King St	Mandarin Bldg	1 Gbps
1867 Springfield Rd	Harbour View Golf Course and Recreation Complex	Fixed Wireless
1887 Pacific Ave W	Eldon Ross Pool, Indoor Pool	2 Mbps
190 River Rd	Parks East St. Vital Park Yard Office	ADSL
1901 Brady Rd	Brady Road Landfill	Fixed Wireless
1910 Portage Ave	St. James/Assiniboia Library	10 Mbps
195 Tecumseh St	Fleet Management Agency	Fixed Wireless
198 King's Dr	King's Park	2 Mbps
20 West Gate	Cornish Library	10 Mbps

200 Berry St	FPS Station #11	64 Kb ISDN
200 Isabel	Freight House Leisure Centre	2 Mbps
2015 Main St	Parks North Kildonan Park Maintenance Yard	2 Mbps
2021 Main St	Kildonan Park Police	2 Mbps
2055 Ness Ave	St.James Civic Centre Pool	2 Mbps
210 Lyle St	WPS District 2 Station	2 Mbps
215 Tecumseh St	Fleet SOA - FMA	Fixed Wireless
2170 Main St	Parks North Area Yard Office	2 Mbps
219 Provencher Blvd	Community Development and Rec.	Fixed Wireless
2230 Main St	North End Water Pollution Control Centre	10 Mbps
227 Provencher Blvd	WPS District 5 Station	Fixed Wireless
2325 Grant Ave	FPS Station #32	64 Kb ISDN
2490 Portage Ave	FPS Station #36	64 Kb ISDN
25 Poseidon Bay	Pan Am Pool	Fixed Wireless
251 Donald St	Millenium Library	1 Gbps
2546 McPhillips St	FPS Fire Academy	Fixed Wireless
2595 Corydon Ave	Assin. Park South Entrance Kiosk	100 Mbps
260 Hartford Ave	WPS District 3 Station	Fixed Wireless
2724 Pembina Hwy	Pembina Trail Library	10 Mbps
2795 Ness Ave	Living Prairie Museum	2 Mbps
3 Grey St	Insect Control	2 Mbps
30 Fort St	15-30 Fort - Design/Development	100 Mbps
300 Assiniboine Ave	Board of Revisions	100 Mbps
3001 Notre Dame Ave	Brookside Cemetary	2 Mbps
311 Bannatyne	Winnipeg Police Service	Fixed Wireless
311 Ross Ave	Office Storage/WPA Paulin lot	Fixed Wireless
320 Whytefold Rd	FPS Station #19	64 Kb ISDN
33 Warnock St	Environmental Health	100 Mbps
337 Des Meurons St	FPS Station #3	64 Kb ISDN
360 McPhillips St	Several Water and Waste Services	100 Mbps
361 Hargrave	PP&D Housing	2 Mbps
365 Jefferson Ave	West Kildonan Library	10 Mbps
370 Daly St N	Parks Landscape Development	2 Mbps
380 William Ave	City Archive	Fixed Wireless
381 Sherbrook St	Sherbrook Pool	2 Mbps
395 Main St	Community Services	100 Mbps
401 Pandora Ave W	Parks Forestry Main Office/Yard	Fixed Wireless
414 Osborne St	Transit IT staff	10 Mbps
421 Osborne St	Transit Head Office/Garage/Radio Shop	10 Mbps
430 Langside	Magnus Eliason Rec Centre	2 Mbps
444 Adsum Dr	Seven Oaks Pool	2 Mbps
457 Main St	Assessment	100 Mbps
460 Assiniboine Park Dr	Assiniboine Park Office	100 Mbps
472 Notre Dame Ave	WPS Quartermaster	Fixed Wireless
489 London St	Munroe Library	10 Mbps
491 Portage	Winnipeg Parking Authority	Fixed Wireless
50 Commisary Road	Assiniboine Park	100 Mbps
50 Zoo Dr	Assin. Park East Entrance Kiosk	100 Mbps
500 Salter St	St John's Library	10 Mbps
5000 Roblin Blvd	FPS Station #18	64 Kb ISDN
5006 Roblin Blvd	Assin. Park Naturalist	Fixed Wireless
5014 Roblin Blvd	Charleswood Library	10 Mbps
510 Main St	City Hall Council Building	1 Gbps

510 Main St	City Hall Administration Building	1 Gbps
524 Osborne St	FPS Station #30	Fixed Wireless
525 Banting Dr	FPS Station #20	64 Kb ISDN
545 Watt St	Community Centre Liaisons-Aquatic Admn	2 Mbps
55 Princess St	WPS	Fixed Wireless
55 Watt St	FPS Station #2	64 Kb ISDN
552 Plinguet St	Water Main Mntc-Local Waste Water	10 Mbps
565 Watt St	Parks East Area Yard Office	2 Mbps
590 St Anne's Rd	Streets East Area Yard Office	2 Mbps
598 Plinguet St	Elec/Instrumentation	10 Mbps
598 St Mary's Rd	FPS Station #33	64 Kb ISDN
6 Fermor Ave	St. Vital Library	10 Mbps
601 Aikens St	St Johns Leisure Centre	2 Mbps
603 Redwood Rd	FPS Station #6	64 Kb ISDN
604 St Mary's Rd	FPS Fire Prevention	2 Mbps
614 Des Meurons St	French Language Services	Fixed Wireless
620 Tyne Ave	Insect Cont. Heli-port	Fixed Wireless
625 Osborne St	Osborne Library	10 Mbps
640 Kimberley Ave	FPS Station #8	64 Kb ISDN
644 Parkdale	St.James Centennial Pool	2 Mbps
65 Ellen St	FPS Station #1	64 Kb ISDN
65 Garry St	Planning, Property & Development	1 Gbps
66 Allard Ave	Westwood Library	10 Mbps
6821 Wilkes Ave	Wilkes Reservoir	Fixed Wireless
685 Dalhousie Dr	Margaret Grant Pool	2 Mbps
700 Assiniboine Park Dr	Assiniboine Park Police	1 Gbps
701 Day St	FPS Station #25	64 Kb ISDN
726 Furby St	FPS Station #31	64 Kb ISDN
730 Pandora Ave W	WPS District 4 Station/FPS station #21	Fixed Wireless
735 Assiniboine Park Dr	Parks South Area Yard Office	100 Mbps
752 McGee St	Parks Central Services/Building Services Yard Office	Fixed Wireless
765 Keewatin St	Sir William-Stephenson Library	100 Mbps
770 Ross Ave	Fleet Management Agency	Fixed Wireless
7740 Wilkes Ave	Waste Water Serv Div-West End Polution	Fixed Wireless
799 Lilac St	FPS Station #13	64 Kb ISDN
81 Garry St	18-81 Garry Licence branch	100 Mbps
821 Elgin Ave	PWD Traffic Signals Admin/Yard Office	Fixed Wireless
823 Ellice Ave	West End Library	10 Mbps
825 Tache Ave	Parks East/Centralized Services Area Yard Office	2 Mbps
845 Sargent Ave	FPS Station #5	64 Kb ISDN
849 Ravelston Ave W	Streets Maintenance East Yard Office	10 Mbps
850 Empress St	Winnipeg Police Service	Fixed Wireless
864 Marion St	FPS Station #9	64 Kb ISDN
880 Dalhousie Dr	FPS Station #23	64 Kb ISDN
90 Sinclair St	North End Cent. Pool	2 Mbps
909 Concordia Ave	Elmwood Kildonans Pool	2 Mbps
955 Cottonwood Rd	Windsor Park Library	10 Mbps
999 Sargent Ave	Sargent Park Pool	2 Mbps
Deacon Water Treatment Plant	Deacon Water Treatment Plant	Fixed Wireless