

**FORM A: PROPOSAL**  
(See B8)

1. Contract Title REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

2. Bidder

\_\_\_\_\_  
Name of Bidder

\_\_\_\_\_  
Street

\_\_\_\_\_  
City

\_\_\_\_\_  
Province

\_\_\_\_\_  
Postal Code

\_\_\_\_\_  
Facsimile Number

(Mailing address if different)

\_\_\_\_\_  
Street or P.O. Box

\_\_\_\_\_  
City

\_\_\_\_\_  
Province

\_\_\_\_\_  
Postal Code

The Bidder is:

(Choose one)

a sole proprietor

a partnership

a corporation

carrying on business under the above name.

3. Contact Person

The Bidder hereby authorizes the following contact person to represent the Bidder for purposes of the Proposal.

\_\_\_\_\_  
Contact Person

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Facsimile Number

4. Definitions

All capitalized terms used in the Contract shall have the meanings ascribed to them in the General Conditions. and D3

5. Offer

The Bidder hereby offers to perform the Work in accordance with the Contract for the price(s), in Canadian funds, set out on Form B: Prices, appended hereto.

6. Execution of Contract

The Bidder agrees to execute and return the Contract no later than seven (7) Calendar Days after receipt of the Contract, in the manner specified in C4.3.01.

7. Commencement of the Work The Bidder agrees that no Work shall commence until he is in receipt of a notice of award from the Award Authority authorizing the commencement of the Work.

8. Contract The Bidder agrees that the Request for Proposal in its entirety shall be deemed to be incorporated in and to form a part of this offer notwithstanding that not all parts thereof are necessarily attached to or accompany this Proposal.

9. Addenda The Bidder certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract:

No.	_____	Dated	_____
	_____		_____
	_____		_____

10. Time This offer shall be open for acceptance, binding and irrevocable for a period of thirty (30) Calendar Days following the Submission Deadline.

11. Signatures In witness whereof the Bidder or the Bidder's authorized official or officials have signed this

\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Signature of Bidder or  
Bidder's Authorized Official or Officials

\_\_\_\_\_

(Print here name and official capacity of individual whose signature appears above)

\_\_\_\_\_

(Print here name and official capacity of individual whose signature appears above)

**FORM B: PRICES**  
(See B9)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

LUMP SUM PRICE

TOTAL BID PRICE (GST and MRST extra) (in figures) \$ _____ _____ _____
--

\_\_\_\_\_  
Name of Bidder

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>ADMINISTRATIVE</b>	
1.	Describe the application and services being proposed. Include the applications(s) being provided, the services that are provided as part of the Proposal, and any additional services that have been requested by the City of City of Winnipeg as part of this Proposal.
2.	Is the application service provider the responsible party for all application usability and maintenance issues?
3.	Describe the licensing model for the applications included within the Proposal. Does the City of City of Winnipeg actually purchase or take ownership of any application licenses?
<b>APPLICATION INFORMATION</b>	
4.	What application(s) and version is being provided?
5.	What is the policy regarding application upgrades and maintenance?
6.	What application training is included in the Proposal?  Phone/Email Support:  Help Systems:

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>APPLICATION INFORMATION (continued)</b>	
7.	Does City of Winnipeg require any customization to application, screens, and data?
8.	Describe the role the Bidder and City of Winnipeg resources play in:
9.	Describe how the decision to upgrade the application is made.
<b>SECURITY AND CONFIDENTIALITY</b>	
10.	Describe the overall security architecture of the proposed solution.
11.	Describe the Bidder's policies related to security. Include any policies associated with monitoring security related information sources for potential exposures and for obtaining and applying security related patches and fixes to platforms, OS, or applications.
12.	Describe the policy related to notification of clients of security events or exposures.
13.	Describe the policy related to the confidentiality of customers' information, including information related to the services being used, the quantity, frequency, or duration of such use, the number of users, the information being managed within the service agreements, and any customizations or business rules developed for a specific customer.

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>SECURITY AND CONFIDENTIALITY (continued)</b>	
14.	Describe the mechanisms by which the customer environments are isolated and secured from each other.
15.	Describe the mechanisms by which traffic between City of Winnipeg and the application is protected.
16.	Describe the mechanisms by which users are validated as valid users of the application.
17.	Describe the level of granularity available in associating users with rights and privileges within the application.
18.	Describe the mechanisms by which City of Winnipeg's data is secured and protected within the hosting environment. This includes physical security of the facility, security of the actual data within the platforms and storage subsystems, and the security of any application customizations or business process rules inherent within the application being used by City of Winnipeg. Include a description of how the hosting environment manages access to any shared resources (platforms, storage etc) as well as offline media (tapes, printed information etc).
19.	Describe how the hosting environment is protected from unauthorized access from the Internet.
20.	Describe how the hosting network is isolated or separated from the vendor's internal business network.

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>SECURITY AND CONFIDENTIALITY (continued)</b>	
21.	Describe any security processes associated with the Bidder's staff supporting and managing the hosted environment, such as background checks, confidentiality agreements etc.
22.	Describe the process by which security of hosted resources is maintained in the face of employee and customer turnover.
23.	Describe the auditing and logging capability associated with the solution being outlined by City of Winnipeg. This includes any capability to monitor, log, and report on changes or access to the application, database, and data contained in the proposed solution.
24.	Describe the mechanisms available to City of Winnipeg for receiving reports of changes to information or application configuration.
25.	Describe the backup and recovery strategy for the resources associated with the proposed solution. Include frequency and granularity of backup, retention policies, storage and offsite vaulting policies, and management policy for expired backups.
26.	Describe the process by which City of Winnipeg could request that a database be restored and the mechanism for doing so. Possible reasons could include the entering of invalid data, which significantly alters the integrity of the date.

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>PHYSICAL SECURITY AND ASP OPERATIONS</b>	
27.	Based upon the data stored in your hosted facility, what level of security do you feel your <b>ASP (application service provider)</b> facility can be classified as?
28.	What physical security measures are in place to prevent unauthorized access to the systems and resident City of Winnipeg data? Briefly describe.
29.	Does the ASP use manned reception desks to protect areas that contain City of Winnipeg data and data processing facilities?
30.	What controls are in place for visitors to the hosting facilities?
31.	Who authorizes that hosting facility access (including employee /contractor inside and vendors / business partners outside your company)?
32.	Does the ASP perform background checks on personnel who will have administrative access to servers and applications? Briefly describe.
33.	Has the ASP facility undergone any security audits by 3rd parties?  What were the latest results of the last audit?



**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>NETWORK PERIMETER SECURITY</b>	
34.	Do you allow users (employees, vendors, temps, consultants, etc.) remote access to your systems from external sources (for example RDP, VPN)?
35.	Describe the monitoring process for third party connections in addition to the Internet.
36.	Briefly outline how security compliance is maintained and monitored.
37.	What Security hardware appliances are used to secure the ASP Hosting environment?
38.	What Security suites or appliances are used to secure the ASP Hosting environment?
39.	What Intrusion Prevention suites or appliances are used to secure the ASP Hosting environment?
40.	Does the ASP provide redundancy and load-balancing services for firewalls and other security-critical elements?
41.	If the application being hosted is on a web server, there should be SSL, or equivalent, encryption on a user's initial logon to the Web Server to validate the authenticity of the server and to protect the logon authentication process.

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>APPLICATION SECURITY</b>	
42.	Describe how security is implemented in the ASP hosted application. Include any alternative implementations of security.
43.	Are Database elements able to be encrypted if City of Winnipeg deems such information as confidential?
44.	Is security managed through the application?
45.	Describe capabilities to support reporting and viewing of application users and rights.
46.	Are access rights (functional capabilities) granted to groups or users?
47.	Is any information cached to user workstation/browser where it can be accessed once a user session has ended?
48.	Do user sessions time out with idle time?
49.	Are logout capabilities in place?

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>WEB / APPLICATION REQUIREMENTS</b>	
50.	If Web /app server is to be hosted for general internet or VPN access, is SSL 128 bit required to access web site hosting the application server?
51.	If Web /app server is to be hosted for general internet or VPN access, if cookie features are use:
52.	Are session management values random for Web Transactions?
53.	Are session keys checked on all new user transaction requests?
54.	Do user sessions time out with idle time?
<b>HOSTED DATA CONFIDENTIALITY</b>	
55.	At your ASP Hosting facility, what is done to isolate City of Winnipeg's data from other company's data?
<b>DISASTER RECOVERY PLAN</b>	
56.	If the application system is temporarily interrupted; does the ASP have backup business continuation plans with written instructions for manual procedures?

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>DISASTER RECOVERY PLAN (continued)</b>	
57.	Have the ASP and stakeholders ever rehearsed the disaster recovery plan?
<b>DATA MANAGEMENT</b>	
58.	Describe the process and mechanism by which City of Winnipeg can obtain copies of the data associated with the proposed solution. This could include one-time full copies in support of decision support activities or periodic feeds in support of data warehousing or other activities:
59.	Describe the ability of City of Winnipeg to access the schema and other metadata related to the proposed solution:
60.	Describe the resources and techniques available for the migration of data to and from the proposed solution. This includes any migration that may be associated with the startup of the proposed service, as well as any one-time migrations of data into/out of the application in support of business or regulatory requirements.
<b>REPORTING</b>	
61.	What application reports or reporting mechanisms are included in the service being proposed?
62.	How would requests for additional or special application reporting be handled?

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>SERVICE LEVEL AGREEMENTS</b>	
63.	<p>Describe the Service Level Agreements included in the proposed service.</p> <p>Describe the metric being measured, the mechanism for measurement, and the SLA associated with the metric for each of the categories below:</p>
64.	<p>Describe the mechanism by which SLA performance is communicated to City of Winnipeg.</p>
65.	<p>Describe the penalties associated with failing to meet or partially meeting SLA performance metrics:</p>
<b>SUPPORT PORCEDURES AND POLICIES</b>	
66.	<p>Describe the support mechanisms that are in place for.</p>
67.	<p>Describe the mechanisms for problem reporting and support requests, including mechanisms for reporting problems, hours of operation, mechanisms for obtaining status of issues or requests, and the escalation processes available to City of Winnipeg.</p>
68.	<p>Describe the vendor expectations regarding City of Winnipeg resources that are available to assist in problem determination and troubleshooting the installation and ongoing usage of the application.</p>
69.	<p>Describe any proactive monitoring or maintenance policies for systems, networks, applications, or databases that may prevent unplanned downtime or outages.</p>

**FORM N: QUESTIONNAIRE**  
(See B11)

REQUEST FOR PROPOSALS FOR THE PROVISION OF A UTILITY COORDINATION SYSTEM

<b>SUPPORT PORCEDURES AND POLICIES (continued)</b>	
70.	Describe the use of open source products within the hosted environment being proposed for City of Winnipeg.
<b>IMPLEMENTATION</b>	
71.	Describe the implementation and migration plans associated with making this application available to City of Winnipeg.
72.	Describe how City of Winnipeg clients will access the application.

\_\_\_\_\_  
Name of Bidder