



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 451-2010

SUPPLY AND DELIVERY OF COMPUTER HARDWARE AND ACCESSORIES

Proposals shall be submitted to:

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

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 SUPPLY AND DELIVERY OF COMPUTER HARDWARE AND ACCESSORIES

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline for the written bids is 4:00 p.m. Winnipeg time, October 25, 2010. .

B2.2 Proposals determined by the Manager of Materials to have been received later than the Submission Deadlines 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. BIDDERS' CONFERENCE

B3.1 The Contract Administrator will hold a Bidders' conference at the bid opening room, Main Floor 185 King Street, from 1:00pm to 2:30pm on October 14, 2010.

B3.2 The Bidder shall not be entitled to rely on any information or interpretation received at the Bidders' conference unless that information or interpretation is provided by the Contract Administrator in writing.

B4. ENQUIRIES

B4.1 All enquiries shall be directed to the Contract Administrator identified in D5.1

B4.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall 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.
- B6.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B6.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B6.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

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 B23.
- 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.
- B7.10 Notwithstanding B7.2 to B7.9 and in accordance with B8.7, deviations inconsistent with the Request for Proposal document shall be evaluated in accordance with B23.1(a).

B8. PROPOSAL SUBMISSION

- B8.1 The Proposal shall consist of the following components:
- (a) Form A: Proposal;
 - (b) Form B: Prices;
 - (c) Technical and Support Services (see B13);
 - (d) References (see B14);
 - (e) Written Conformance (see B16);
 - (f) Technical Specifications (E3 – E7).
- B8.2 The Proposal may contain the following components:
- (a) Value Added Services (see B15);
- B8.3 Further to B8.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B7.
- B8.4 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.
- B8.4.1 Bidders should submit one (1) unbound original (marked “original”) and ten (10) copies.
- B8.5 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.
- B8.5.1 Samples or other components of the Proposal Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFP number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Proposal Submission.
- B8.6 Bidders are advised to include any information/literature in accordance with B8.1 as well as information/literature in response to optional work described in D2.2(e) and D2.2(f).
- B8.7 Bidders are advised that inclusion of terms and conditions inconsistent with the Request for Proposal document, including the General Conditions, will be evaluated in accordance with B23.1(a).
- B8.8 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B8.9 Proposals shall be submitted to:
The City of Winnipeg
Corporate Finance Department
Materials Management Division
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 should be printed below such signatures.

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. PRICES

B10.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B10.2 Bidders may offer pricing for all Sections. Bidders shall provide separate product information for each respective offer.

B10.2.1 Prices on Form B: Prices shall include:

- (a) duty;

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

B10.3 The quantities listed on Form B: Prices are for evaluation purposes only. The City will use said quantities for the purpose of evaluating Proposals.

B10.4 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.

B10.5 The City will only use the price provided in the column titled “ sku#1 ” for evaluation purposes.

B10.6 The City requests pricing on two (2) categories of printers – low volume and medium volume printers.

B11. PRICE DETERMINATION MECHANISM AND BASE PRICES

B11.1 Base prices shall be based on the price for a given product as of September 30th, 2010.

B11.2 The Bidder shall, on Form B: Prices provide base prices and a complete description of the mechanism(s) used to determine the prices.

B11.3 The price determination mechanism(s) on Form B: Prices shall be employed throughout the term of the Contract to determine the prices of goods and services.

B11.4 Price determination mechanisms shall:

- (a) include an explicit and detailed definition of each index proposed to be used;
- (b) provide a mechanism to determine the price at the time an order is placed; and
- (c) be determinable, i.e., conditions such as “to be determined” or “to be negotiated” may be deemed non-responsive.
- (d) Price determination mechanisms shall be based on indices which can be verified through independent sources;

B11.5 Price determination mechanisms may:

- (a) utilize different indices for different products;
- (b) be based on other than Canadian indices if they include adjustment for changes in currency exchange rates;
- (c) be based on published manufacturer’s Government sector price list or an equivalent.

B11.6 Prices on Form B: Prices shall be calculated in accordance with the Bidders stipulated price determination mechanism.

B12. QUALIFICATION

B12.1 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.
- B12.2 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 Division website at <http://www.winnipeg.ca/matmgt/debar.stm>
- B12.3 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);
- (d) be authorized by the manufacturer of the product line being bid as a reseller or distributor for that line.
- B12.4 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.
- B12.5 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.
- B12.6 The Bidder shall provide evidence that the Bidder is a manufacturer or an authorized manufacturer re-seller of each item of computer equipment indicated in the proposal.
- B12.7 The Bidder shall supply one or more samples of each item included from the column titled "sku #1" on Form B. Sample equipment should be shipped to 2nd floor, 185 King Street.
- B12.7.1 The Bidder will be responsible for all shipping and receiving logistics as well as associated costs incurred to supply the City with the sample equipment.
- B12.7.2 The City will retain sample equipment for two (2) weeks after receipt after which time the bidder can arrange for pick up.
- B12.7.3 The City will be responsible for securing the Bidder's sample equipment while at City premises.
- B12.7.4 The Bidder shall submit sample equipment, within three (3) Business Days of a request by the Contract Administrator.

B13. TECHNICAL AND SUPPORT SERVICES

- B13.1 The Bidder shall identify the account manager and key personnel proposed including any sub contractors. The information provided should include names, responsibilities, relevant experience and certifications.
- B13.2 The Bidder shall describe their sales department operation and provide your service support solution including the account manager's role, hours of business, level of familiarity with the products being proposed.
- B13.3 The Bidder shall outline their relationship with the manufacturer(s) of the computer equipment indicated in the Proposal.

B13.4 The Bidder shall detail the technical qualifications of the staff associated with servicing this Contract. They may contain resumes for key staff plus relevant designations including but not limited to: Microsoft, MSCE, and the number of progressive years of experience.

B13.5 The Bidder shall describe:

- (a) Online ordering and order status enquiry screens or reports that will allow the City to track progress of individual orders from order date to delivery.
- (b) Method(s) for provision of packing slip and invoice information including method of delivery, i.e. online, email, paper.
- (c) Describe what information is provided on packing slips.
- (d) Whether there is ability to provide asset management reporting that can include the following:
 - (i) Computer equipment brand, model, hardware configuration and serial number,
 - (ii) Delivery and/or installation location,
 - (iii) Software loaded on computer equipment,
 - (iv) Purchase order number and order date,
 - (v) Invoice number and invoice amount.

B13.6 The Bidder shall describe the proposed procedure for return of incorrect goods supplied as a result of the City's error.

B14. REFERENCES

B14.1 Bidder shall submit:

- (a) Three (3) client references for relationships where similar computer equipment and services are being provided. Each reference should consist of a company name, contact name, email address, phone number and a brief description of the computer equipment and services being provided. By submitting a proposal the Bidder consents to the City being able to contact these references and also consents to the City contacting any other organization for the purposes of evaluating the Bidders proposal.

B15. VALUE ADDED SERVICES

B15.1 The Bidder may provide a description for any Value Added Services for Section A: Item #8, Section B: Item 13 and Section C: Item #17, on Form B: Prices.

B16. WRITTEN CONFORMANCE

B16.1 The Bidder shall provide written conformance to requirements detailed in the Supplemental Conditions D6 through D9, D18, D20 and D21.

B17. TECHNICAL SPECIFICATIONS

B17.1 The Bidder shall complete Technical Specifications Tables found in Part E indicating their proposed solution meets or exceeds expectations, or provide an explanation where it does not.

B17.2 To enable the City to determine which unit of equipment represents best value, Bidders should provide detailed specifications of the unit proposed and should describe based on its knowledge and experience with the respected manufacturer's specifications and commitments the features which distinguish each model from its competitors. Features the City considers significant contributors to the total cost of ownership include:

- (a) Availability – quality / reliability of the system and its components, warranty terms, local availability of parts and service.

- (b) Support – quality of technical support available through the manufacturer’s website, directly through the manufacturer and through the contractor. The City needs to be assured that any significant technical issue during the equipment life cycle will be resolved promptly.
- (c) Systems Management Features and Tools – hardware features and software tools included at no charge that can facilitate asset configuration, security and other systems management tasks.
- (d) Non Proprietary Construction – the City expects that its technical staff will be able to add industry-standard boards, memory and other hardware without any special training or tools.
- (e) Operating System – All systems should come with a minimum of Windows 7 Professional installed and have XP Pro downgrade rights.

B18. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

- B18.1 Proposals will not be opened publicly.
- B18.2 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 Division website at <http://www.winnipeg.ca/matmgt>
- B18.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Bidder is advised that any information contained in any Proposal 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.

B19. IRREVOCABLE OFFER

- B19.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.
- B19.2 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.

B20. WITHDRAWAL OF OFFERS

- B20.1 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.
 - B20.1.1 Notwithstanding C21, 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.
 - B20.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Proposal or the Bidder’s authorized representatives named in Paragraph 11 of Form A: Proposal, and only such person, has authority to give notice of withdrawal.
 - B20.1.3 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 B20.1.3(b), declare the Proposal withdrawn.
- B20.2 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B19.2 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.

B21. INTERVIEWS

B21.1 The Contract Administrator may, in his sole discretion, interview Bidders during the evaluation process.

B22. NEGOTIATIONS

B22.1 The City reserves the right to negotiate details of the Contract with any Bidder. Bidders are advised to present their best offer, not a starting point for negotiations in their Proposal Submission.

B22.2 The City may negotiate with the Bidders submitting, in the City's opinion, the most advantageous Proposals. The City may enter into negotiations with one or more Bidders without being obligated to offer the same opportunity to any other Bidders. Negotiations may be concurrent and will involve each Bidder individually. The City shall incur no liability to any Bidder as a result of such negotiations.

B22.3 If, in the course of negotiations pursuant to B22.2 or otherwise, the Bidder amends or modifies a Proposal after the Submission Deadline, the City may consider the amended Proposal as an alternative to the Proposal already submitted without releasing the Bidder from the Proposal as originally submitted.

B23. EVALUATION OF PROPOSALS

B23.1 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, or acceptable deviation therefrom:
 - (i) mandatory requirements (pass/fail);
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B11:
 - (i) mandatory qualifications (pass/fail);
- (c) Bid Price (column titled "sku #1" for hardware and accessories) 50%
- (d) Technical and Support Services (B13) 5%
- (e) References (B14) 5%
- (f) Value Added Services (B15) 15%
- (g) Written Conformance (B16) (pass/fail);
- (h) Technical Specifications (E2 – E6) 25%
- (i) economic analysis of any approved alternative pursuant to B7;
- (j) costs to the City of administering multiple contracts.

B23.2 Further to B23.1(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.

B23.3 Further to B23.1(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.

B23.4 Further to B23.1(c), the Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices, Sections A through C:

- B23.4.1 Further to B23.4, the Lot price, for the two year period, Value Added Services and Decommissioning Services will be added to the Total Bid Price.
- B23.5 Further to B23.1(d), Technical and Support Services will be evaluated considering the information provided in response to B8.1 and in accordance with B12.7.
- B23.6 Further to B23.1(e), References will be evaluated considering the information provided in response to B8.1 and in accordance with B14.1.
- B23.7 Further to B23.1(f), Value Added Services will be evaluated considering the information provided in response to Form B, Section A: Item #8, Form B, Section B: Item 13 and Form B, Section C: Item #17.
- B23.8 Further to B23.1(g), the Award Authority may reject any Proposal submitted by a Bidder who does not submit Written Conformance in accordance with B16.1.
- B23.9 Further to B23.1(h), Technical Specifications will be evaluated considering the information submitted in response to Part E.
- B23.10 This Contract may be awarded as a whole or separately in sections as identified on Form B: Prices.
- B23.10.1 Notwithstanding B10.1, the Bidder may, but is not required to, bid on all sections.
- B23.10.2 **The City may elect not to award Section B.**
- B23.10.3 Notwithstanding B24.3, the City shall not be obligated to award any section to the responsible Bidder submitting the lowest evaluated responsive Bid for that section and shall have the right to choose the alternative which is in its best interests. If the Bidder has not bid on all sections, he shall have no claim against the City if his partial Bid is rejected in favour of an award of the Contract as a whole.

B24. AWARD OF CONTRACT

- B24.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B24.2 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.
- B24.2.1 Without limiting the generality of B24.2, 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.
- B24.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the most advantageous offer, in accordance with B23.
- B24.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Proposal upon written request to the Contract Administrator.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

C0.1 The *General Conditions for the Supply of Goods* (Revision 2008 05 26) are applicable to the Work of the Contract.

C0.1.1 The *General Conditions for the Supply of Goods* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm

C0.2 A reference in the proposal to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Goods*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

D1.1 In addition to the *General Conditions for the Supply of Goods*, these Supplemental Conditions are applicable to the Work of the Contract.

D2. SCOPE OF WORK

D2.1 The Work to be done under the Contract shall consist of the supply and delivery of Computer Hardware and Accessories for the period from December 13, 2010 until December 31, 2012, with the option of three (3) mutually agreed upon one (1) year extensions.

D2.1.1 The City may negotiate the extension option with the Contractor within sixty (60) Calendar Days prior to the expiry date of the Contract. The City shall incur no liability to the Contractor as a result of such negotiations.

D2.1.2 Changes resulting from such negotiations shall become effective on January 1 of the respective year. Changes to the Contract shall not be implemented by the Contractor without written approval by the Contract Administrator.

D2.2 The major components of the Work are as follows:

(a) Section A shall be:

- (i) Desktop Personal Computers; HP, Dell and Lenovo;
- (ii) Desktop accessories; any manufacturer;
- (iii) Monitors; any manufacturer;
- (iv) Thin Clients; HP and Wyse;

(b) Section B shall be:

- (i) Printers; any manufacturer;
- (ii) Printer accessories; any manufacturer;

(c) Section C shall be:

- (i) Laptop Computers; HP, Dell, Lenovo, Fujitsu and Toshiba;
- (ii) Laptop accessories;

(d) The provision of:

- (i) Extended warranty services; and
- (ii) Technical support services; and
- (iii) Configuration services;

(e) The provision of Value Added Services;

(f) The provision of Decommissioning Services.

D2.3 The Work shall be done on an "as required" basis during the term of the Contract.

D2.3.1 The type and quantity of Work to be performed under this Contract shall be as authorized from time to time by the Contract Administrator and/or Users.

D2.3.2 Subject to C7, the City shall have no obligation under the Contract to purchase any quantity of any item in excess of its actual operational requirements.

D3. NEW AND OBSOLETE PRODUCTS

D3.1 The City understands the proposed SKUs will become obsolete during the Contract period. The Contractor shall provide replacement SKUs, in accordance with D9, during the term of the Contract for all expired SKUs within sixty (60) days of their expiration. The replacement SKUs

must maintain current technology trends and have a discount structure no less than what had been originally proposed in the Contractor's submission. Failure to adhere to this mandatory requirement will be considered an event of default in accordance with C16.

D3.2 The City reserves the right to add items to the Contract under the same terms and conditions and by using the same price determination mechanism specified on Form B: Prices

D3.3 The City may, should the requirement for a product no longer exist, remove products from the Contract.

D4. DEFINITIONS

D4.1 When used in this Request for Proposal:

- (a) **"Decommissioning Services"** means services including recycling processes and how secure disposal is ensured. Any decommissioning services offered should be included on Form B, Section A, Item #9, Form B, Section B Item #14 and Section C, Item #18 on a per unit basis;
- (b) **"Value Added Services"** means any other services the Bidder may choose to provide that the City has not specifically requested in D2.2. All Value Added Services proposed, unless otherwise stated in Form B, Section A, Item #8, Section B, Item #13 and Section C, Item #17 will be understood to be offered at no extra costs.
- (c) **"Framework Pricing"** means a consistent discount formula based pricing structure that can be applied to a range of products. Generally measured in percentages.
- (d) **"Accessories"** means options or peripherals that relate to desktop computers, laptops or printers. Examples of desktop accessories would be mice, keyboards, RAM and video cards. Examples of laptop accessories would be RAM, batteries, carrying cases and port replicators. Examples of printer accessories would be trays, duplexer units, network cards and document feeders. Any accessories offered should be included on Form B, Section A, Items #4, Form B, Section B, Items #12 and Section C, Item #16.

D5. CONTRACT ADMINISTRATOR

D5.1 The Contract Administrator is:

Brian Rosenberg
Manager of Business Technology Services
Telephone No.: (204) 986-4214
Facsimile No.: (204) 986-5966
E-mail: brosenberg@winnipeg.ca

D6. PRODUCT ORDERING LOGISTICS

D6.1 The Contractor shall provide:

- (a) Description of logistics including outgoing deliveries, warehousing capability and acceptance of surplus equipment for decommissioning services (optional as per D2.2(e));
- (b) Description of how "just in time" shipments will be achieved as the City strives to reduce wait times for delivery;
- (c) Work order location specific delivery. This means that product delivery will be to the City's final destination and not delivered just to the nearest loading dock;
- (d) One (1) contact person and one (1) alternate/ backup contact. An operating, customer specific Internet webpage with online catalogue and ordering capability, or equivalent, where equivalency is in the sole opinion of the City:
 - (i) The information quoted on the webpage shall include current City price and delivery times for the product;

- (e) a local Winnipeg telephone number or a toll-free telephone number at which orders for delivery may also be placed;
- (f) a local Winnipeg telephone number and facsimile number, or a toll-free telephone number and facsimile number for a contact person(s).

D6.2 Unless stipulated otherwise at the time of ordering partial shipments will be allowed.

D6.3 The City may, at no cost to the City, cancel an order which has not been shipped (physically left the Contractor's facility).

D7. ORDER TRACKING

D7.1 The Contractor shall monitor the status of each order placed pursuant to the Contract.

D7.2 Immediately upon detecting any imminent failure to deliver an order by the date agreed, pursuant to D6, the Contractor shall advise the User. The User may then:

- (a) Authorise a revised delivery date;
- (b) Authorize the Contractor to supply a permanent or temporary substitute; or
- (c) Delete any or all of the order and obtain the item(s) from any alternate means.

D7.3 The Contractor shall, upon request of the User, provide an accurate status report and estimated delivery date for an order.

D7.4 Further to D6.1(d)(i) the webpage shall provide accurate status reports and estimated delivery dates for an order.

D8. RETURN OF GOODS

D8.1 Further to C9.8 to C9.13, Goods incorrectly supplied as a result of the Contractors error shall be returned at no cost to the City.

D8.2 Further to C9.8 to C9.13, Goods incorrectly supplied as a result of the City's error will be returned at the City's cost.

D8.3 Further to C9.8 to C9.13, the Contractor will be responsible for costs and any associated computer equipment manufacturer correspondence for any and all equipment delivered in an unusable state.

D9. CHANGES IN THE WORK

D9.1 Further to C7, the City anticipates the during the term of the Contract there will be changes including but not limited to:

- (a) Products line / model availability;
- (b) Product standards required to meet requirements and recommendations of software suppliers.

D9.2 Changes shall be addressed in accordance with C7 of the General Conditions.

D9.3 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. The Contract Administrator will determine the acceptability of the proposed replacement product.

D9.4 Where the Contractor is unable to provide a replacement product to meet changes in the City's requirements, the City shall have the right to remove the product from the Contract.

D10. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

- D10.1 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.
- D10.2 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.
- D10.3 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.

D11. NOTICES

- D11.1 Notwithstanding C21.3, 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 Financial Officer
Facsimile No.: (204) 949-1174

SUBMISSIONS

D12. AUTHORITY TO CARRY ON BUSINESS

- D12.1 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.

D13. INSURANCE

- D13.1 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.
- D13.2 Deductibles shall be borne by the Contractor.
- D13.3 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 C4 for the return of the executed Contract.
- D13.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least thirty (30) Calendar Days prior written notice to the Contract Administrator.
- D13.5 The City shall have the right to alter the limits and/or coverages as reasonably required from time to time during the continuance of this agreement.

D14. SECURITY CLEARANCE

- D14.1 Each individual proposed to perform warranty Work under the Contract shall be required to obtain a Criminal Record Search Certificate from the police service having jurisdiction at his place of residence.
- (a) Two (2) pieces of identification as stated in Bureau of Police Records on the website at: www.winnipeg.ca/police/BPR/id.stm
 - (b) 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
- D14.1.1 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.
- D14.2 Prior to the commencement of any warranty Work, and during the term of the Contract if additional or replacement individuals are proposed to perform warranty 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 the Work.
- D14.3 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 warranty Work.
- D14.4 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.
- D14.5 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 warranty Work.
- D14.1 The City will conduct a Level One Security Clearance Check, for any individual proposed to perform warranty Work under the Contract at Winnipeg Police Service facilities.
- D14.2 The Contractor shall provide the Contract Administrator with a list of individuals proposed to perform warranty 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 warranty Work at Winnipeg Police Service facilities.
- D14.3 Each individual shall submit the required information and form to the Winnipeg Police Service Division 30 Clerk at Main Floor, 151 Princess Street:
- (a) 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 of Form A: Bid.
 - (b) 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 of Form A: Bid.

- D14.4 Any individual for whom a satisfactory Level One Security Clearance is not obtained will not be permitted to perform any warranty Work within Winnipeg Police Service facilities.
- D14.5 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 warranty Work in a Winnipeg Police Service Facility shall provide identification upon entry to verify they have received a Level One security clearance.
- D14.6 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 warranty Work under the Contract at Winnipeg Police Service Facilities.
- D14.7 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
- D14.1 The City will conduct a Level Two Security Clearance Check, for any individual proposed to perform warranty Work under the Contract at Winnipeg Police Service facilities.
- D14.2 The Contractor shall provide the Contract Administrator with a list of individuals proposed to perform warranty 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 warranty Work at Winnipeg Police Service facilities.
- D14.3 Each individual or Contractor proposed to perform warranty 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 of 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 of Form A: Bid.
- D14.4 Each individual shall submit the required information and form 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 warranty Work at Winnipeg Police Service facilities.
- D14.5 Any individual for whom a satisfactory Level Two Security Clearance is not obtained will not be permitted to perform any warranty Work within Winnipeg Police Service facilities.
- D14.6 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 warranty Work in a Winnipeg Police Service Facility shall provide identification upon entry to verify they have received a Level Two security clearance.
- D14.7 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 warranty Work under the Contract at Winnipeg Police Service Facilities.
- D14.8 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

SCHEDULE OF WORK

D15. COMMENCEMENT

- D15.1 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.
- D15.2 The Contractor shall not commence any Work until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D12;
 - (ii) evidence of the workers compensation coverage specified in C6.16;
 - (iii) evidence of the insurance specified in D13; and
 - (iv) the security clearances specified in D14.
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D15.2.1 Further to D15.2(a)(iv), subject to all other requirements being met, the Contractor may commence Work prior to submitting the security clearances at certain locations approved by the Contract Administrator.

D16. COOPERATIVE PURCHASE

D16.1 The Contractor is advised that from time to time during the term of the Contract, the Contract Administrator may approve the participation of other public sector organisations and affiliates, including but not limited to municipalities, universities, schools and hospitals.

D16.2 If the location of any potential participant is beyond the boundaries of the City of Winnipeg the Contractor shall notify the Contract Administrator in writing of the amount of any additional delivery charges.

D17. DELIVERY

D17.1 Goods shall be delivered on an "as required" basis during the term of the Contract, f.o.b. destination, freight prepaid, to various locations within the City.

D17.1.1 Goods shall be delivered within ten (10) Business Days of the placing of an order, except where otherwise agreed at the time of ordering.

D17.1.2 When a User places an order, the Contractor shall confirm the price and delivery date(s) within the next Business Day.

D17.2 Goods shall be delivered between 8:30 a.m. and 4:30 p.m. on Business Days.

D17.3 The Contractor shall off-load goods as directed at the delivery location.

D17.4 Further to C6.32, if an order cannot be delivered within ten (10) Business Days of placement of an order, the Contractor shall notify the User. The User may then:

- (a) Authorize the proposed delivery date;
- (b) Authorize the Contractor to supply a permanent or temporary substitute; or
- (c) Delete any or all of the order and obtain the item(s) from any alternate means.

MEASUREMENT AND PAYMENT

D18. INVOICES

D18.1 Further to C10, the Contractor shall submit an invoice for each order delivered to:

The City of Winnipeg
Corporate Finance - Accounts Payable
4th Floor, Administration Building, 510 Main Street
Winnipeg MB R3B 1B9

Facsimile No.: (204) 949-0864
Email: CityWpgAP@winnipeg.ca

D18.2 Invoices must clearly indicate, as a minimum:

- (a) the City's purchase order number;
- (b) date of delivery;
- (c) delivery address;
- (d) type, quantity and serial numbers of goods delivered;
- (e) the amount payable with GST and MRST shown as separate amounts; and
- (f) the Contractor's GST registration number.

D18.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D19. PAYMENT

D19.1 Further to C10, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D19.2 Further to C10, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

WARRANTY

D20. WARRANTY

D20.1 Further to C11, if a defect or deficiency prevents the full and normal use or operation of the Work or any portion thereof, for purposes of calculating the warranty period, time shall be deemed to cease to elapse for the defective or deficient portion, and for any portion of the Work whose use or operation is prevented by such defect or deficiency, as of the date on which the defect or deficiency is observed or the use or operation is prevented and shall begin to run again when the defect or deficiency has been corrected or the Work may be used or operated to the satisfaction of the Contract Administrator.

D20.2 Notwithstanding C11 and D20.1, if any law of Manitoba or of the jurisdiction in which the Work was manufactured requires, or if the manufacturer provides, a longer warranty period or a warranty which is more extensive in its nature, then the provisions of such law or manufacturer's warranty shall apply.

D21. OPTIONAL WARRANTIES

D21.1 For Items listed in Section A

- (a) Further to D20.2, Goods supplied to the City under Section A Item 1 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (b) Further to D20.2, Goods supplied to the City under Section A Item 2 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (c) Further to D20.2, Goods supplied to the City under Section A Item 3 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (d) Further to D20.2, Goods supplied to the City under Section A Item 5 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (e) Further to D20.2, Goods supplied to the City under Section A Item 6 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (f) Further to D20.2, Goods supplied to the City under Section A Item 7 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (g) Further to D20.2, Goods supplied to the City under Section B Item 10 of the Contract shall come complete with mandatory one (1) year depot warranty.
- (h) Further to D20.2, Goods supplied to the City under Section B Item 11 of the Contract shall come complete with mandatory one (1) year depot warranty.

D21.2 For Items listed in Section B

- (a) Further to D20.2, Goods supplied to the City under Section C Item 13 of the Contract shall come complete with mandatory three (3) year depot warranty.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS

- E1.1 These Specifications shall apply to the Work.
- E1.2 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 All desktops, laptops and monitors supplied under this Contract are required to have achieved silver registration or higher qualification through the Electronics Products Environmental Assessment Tool (EPEAT) or its successor. EPEAT is the procurement tool designed to help large volume purchasers evaluate, compare and select desktop computers, laptops and monitors based upon their environmental attributes as specific in the consensus-based IEEE standard 1608 for the Environmental Assessment of Personal Computer Products.
- E2.2 All equipment must be new and cannot contain and remanufactured parts. Reconditioned, refurbished or remanufactured equipment will not be accepted.
- E2.3 The Contractor shall supply PC Hardware and Peripherals in accordance with the requirements hereinafter specified.

E3. DESKTOP PERSONAL COMPUTER

- E3.1 The City will only consider HP, Lenovo and Dell brand of desktop hardware
- E3.2 In an effort to reduce the total cost of ownership of computer equipment, the City aims to maintain a standard desktop. This enables the rationalization of internal support costs by reducing the number of computer models it retains in inventory. It also allows the City to standardize computer operating system and software images for faster deployment of new equipment and faster replacement of aging equipment, in addition to rendering savings on its ongoing computer maintenance costs.
- E3.3 The current City desktop standard is equipment manufactured by HP and is open to review/change. The City will select a brand and an initial model/sku that represents the best value. This brand will become the City standard for at least the next two (2) years, although the SKUs will change.
- E3.4 The desktop model proposed should be one that is targeted at large scale business deployment
- E3.5 Desktop computer categories will include the following:
- (a) **BASIC:** A basic system for dedicated or simple tasks. Minimal multitasking expected, Applications may include Office productivity software, email, WWW browsing, and status / monitoring software. Examples:
 - (i) Unmanned dispatch console to automatically print incoming alarm messages, and programmatically sound an external audible alarm.
 - (ii) Unmanned pc for displaying incoming data feeds / status messages on a large shared display
 - (b) **STANDARD:** An Enterprise standard system as used by the majority of staff in which several applications will be accessed / open at one time including Office productivity software, email, WWW browsing, and other city / department specific software..
 - (c) **ADVANCED: (Non Workstation)** – For the power user utilizing applications requiring intensive computational power including Autocad, multimedia, analytical mapping.

- E3.6 Warranty shall not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units.
- E3.7 The start date for warranty should not commence prior to receipt of goods by the City.
- E3.8 The Contractor must notify the equipment manufacturer in a timely manner (no greater than 2 weeks from the invoice date) when equipment is purchased. They must record the purchase with the manufacturer so that the manufacturer will recognize the start of the warranty period.

Technical Specifications for a BASIC Enterprise Desktop		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Operating System <ul style="list-style-type: none"> All systems should be provided with a minimum of windows 7 Professional and come with XP Pro Downgrade rights. 		
Hardware consistency <ul style="list-style-type: none"> Frequency of changes in the Hardware Abstraction Layer which will necessitate adding or updating drives in the base image during deployment. The City expects a minimum model lifecycle of 6 months and expects at least forty five (45) days notice of such changes. 		
PC Case Form Factor <ul style="list-style-type: none"> Mini Tower 		
CPU <ul style="list-style-type: none"> At minimum an Intel Celeron 		
Memory <ul style="list-style-type: none"> At least 4 GB (preferably in 2x2GB)) 		
Graphics - <ul style="list-style-type: none"> Minimum of onboard Integrated video VGA D-Sub or DVI-D output. 		
DVD <ul style="list-style-type: none"> DVD ROM 		
Hard drive <ul style="list-style-type: none"> 160 GB SATA II 		
Bays <ul style="list-style-type: none"> 1 unused 5.25 expansion bays 		
Ports <ul style="list-style-type: none"> Minimum 3 USB 2.0 Ports 		
Mouse <ul style="list-style-type: none"> Optical wheel mouse 		
Keyboard <ul style="list-style-type: none"> Standard US English 		
Audio <ul style="list-style-type: none"> Integrated 		
Qualifications <ul style="list-style-type: none"> Minimum Silver registration through the Electronics Products Environmental Assessment Tool (EPEAT) Energy Star version 5 		
Warranty <ul style="list-style-type: none"> The City requires a 3 year onsite warranty. For desktops the City expects the warranty to provide for an 8 hour response and next business day resolution 95% of the time. Warranty shall not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units 		

Technical Specifications for a STANDARD Enterprise Desktop		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Operating System <ul style="list-style-type: none"> All systems should be provided with a minimum of windows 7 Professional and come with XP Pro Downgrade rights. 		
Hardware consistency <ul style="list-style-type: none"> Frequency of changes in the Hardware Abstraction Layer which will necessitate adding or updating drives in the base image during deployment. The City expects a minimum model lifecycle of 12 months and expects at least forty five (45) days notice of such changes. 		
PC Case <ul style="list-style-type: none"> Small Form Factor 		
CPU <ul style="list-style-type: none"> Intel Core 2 duo e8400 3Ghz. 		
Memory <ul style="list-style-type: none"> At least 4 GB (preferably in 2x2GB) 		
Graphics - <ul style="list-style-type: none"> Minimum of onboard Integrated video VGA D-Sub or DVI-D output. 256 MB Shared video ram Must support windows 7 Aero interface 		
DVD <ul style="list-style-type: none"> Dual layer CD/DVD ROM / burner 		
Hard drive <ul style="list-style-type: none"> 160 GB SATA II 		
Ports <ul style="list-style-type: none"> Minimum 6 USB 2.0 Ports 		
Bays 1 unused 3.5 expansion bays		
Mouse <ul style="list-style-type: none"> Optical wheel mouse 		
Keyboard <ul style="list-style-type: none"> Standard US English 		
Audio <ul style="list-style-type: none"> Integrated 		
Memory <ul style="list-style-type: none"> At least 4 GB (preferably in 2x2GB)) 		
Qualifications <ul style="list-style-type: none"> Minimum Silver registration through the Electronics Products Environmental Assessment Tool (EPEAT) Energy Star version 5 		
Warranty <ul style="list-style-type: none"> The City requires a 3 year onsite warranty for desktops. For desktops the City expects the warranty to provide for an 8 hour response and next business day resolution 95% of the time. Warranty shall not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units 		

Technical Specifications for an ADVANCED Enterprise Desktop		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Operating System <ul style="list-style-type: none"> All systems should be provided with a minimum of windows 7 Professional and come with XP Pro Downgrade rights. 		
Hardware consistency <ul style="list-style-type: none"> Frequency of changes in the Hardware Abstraction Layer which will necessitate adding or updating drives in the base image during deployment. The City expects a minimum model lifecycle of 12 months and expects at least forty five (45) days notice of such changes. 		
PC Case <ul style="list-style-type: none"> Mini Tower 		
Memory <ul style="list-style-type: none"> 8 GB 		
Graphics <ul style="list-style-type: none"> Support dual displays (VGA D-SUB+DVI-D or DVI-D+DVI-D PCI-E add-on card 512 MB dedicated Video RAM Min ATI 4650 / NVIDIA GTX 220 / INTEL X4500HD Windows 7 AERO support 		
DVD <ul style="list-style-type: none"> Dual Layer CD/DVD Burner 		
Hard drive <ul style="list-style-type: none"> 500 GB 		
Bays <ul style="list-style-type: none"> 2 unused 5.25 expansion bays 		
Ports <ul style="list-style-type: none"> 6 USB 2.0 		
Mouse <ul style="list-style-type: none"> Optical wheel mouse 		
Keyboard <ul style="list-style-type: none"> Standard US English 		
Audio <ul style="list-style-type: none"> Integrated 		
Qualifications <ul style="list-style-type: none"> Minimum Silver registration through the Electronics Products Environmental Assessment Tool (EPEAT) Energy Star version 5 		
Warranty <ul style="list-style-type: none"> The City requires a 3 year onsite warranty for desktops. For desktops the City expects the warranty to provide for an 8 hour response and next business day resolution 95% of the time. Warranty shall not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units 		

E4. LAPTOP COMPUTERS

- E4.1 The City will only consider HP, Dell, Lenovo, Toshiba and Fujitsu brands of laptop hardware.
- E4.2 In an effort to reduce the total cost of ownership of computer equipment, the City aims to maintain a standard laptop. This enables the rationalization of internal support costs by reducing the number of computer models it retains in inventory. It also allows the City to standardize computer operating system and software images for faster deployment of new equipment and faster replacement of aging equipment, in addition to rendering savings on its ongoing computer maintenance costs.
- E4.3 The current City laptop standard is equipment manufactured by HP and is open to review/change. The City will select a brand and an initial model/sku that represents the best value. This brand will become the City standard for at least the next two (2) years, although the SKUs will change.
- E4.4 The laptop model proposed should be one that is targeted at large scale business deployment.
- E4.5 Warranty shall not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units.
- E4.6 The start date for warranty should not commence prior to receipt of goods by the City.
- E4.7 The Contractor must notify the equipment manufacturer in a timely manner (no greater than 2 weeks from the invoice date) when equipment is purchased. They must record the purchase with the manufacturer so that the manufacturer will recognize the start of the warranty period.

Technical Specifications for a STANDARD Lightweight / Portable Notebook		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Operating System <ul style="list-style-type: none"> Minimum of Windows 7 Professional and XP Professional Downgradable 		
Hardware consistency <ul style="list-style-type: none"> Frequency of changes in the Hardware Abstraction Layer which will necessitate adding or updating drives in the base image during deployment. The City expects a minimum model lifecycle of 12 months and expects at least forty five (45) days notice of such changes. 		
Screen Size <ul style="list-style-type: none"> 15.6" diagonal (1600 x 900 resolution) 		
CPU <ul style="list-style-type: none"> Intel I5 		
Memory <ul style="list-style-type: none"> 4GB 		
Graphics <ul style="list-style-type: none"> Integrated 		
DVD <ul style="list-style-type: none"> Dual Layer CD/DVD Burner 		
Hard drive <ul style="list-style-type: none"> 250GB SATA 7200 rpm 		
Weight <ul style="list-style-type: none"> Maximum 7 lbs 		
Wireless <ul style="list-style-type: none"> Minimum 802.11g 		
Card Slots <ul style="list-style-type: none"> Minimum one (1) free PCMCIA slot 		
Ports <ul style="list-style-type: none"> Minimum of three (3) USB ports Integrated Ethernet 10/100/1000 network interface Monitor out VGA 		
Battery <ul style="list-style-type: none"> Minimum four hours running 		
Qualifications <ul style="list-style-type: none"> Minimum Silver registration through the Electronics Products Environmental Assessment Tool (EPEAT) Energy Star version 5 		
Warranty <ul style="list-style-type: none"> The City requires a minimum 3 year depot warranty for laptops. For laptops the City expects the warranty to provide for an 8 hour response and next business day resolution 95% of the time. The City would consider pricing options for onsite warranty Warranty shall not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units 		

E5. MONITORS

- E5.1 The start date for warranty should not commence prior to receipt of goods by the City.
- E5.2 The Contractor must notify the equipment manufacturer in a timely manner (no greater than 2 weeks from the invoice date) when equipment is purchased. They must record the purchase with the manufacturer so that the manufacturer will recognize the start of the warranty period.

Technical Specifications for a Basic Monitor		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Type <ul style="list-style-type: none"> LCD 		
Size <ul style="list-style-type: none"> Minimum 19" 		
Standard Features <ul style="list-style-type: none"> Ratio: 4:3 Brightness: 250 cd/m² Video cable: 15-pin D-sub mini connector 		
Resolution <ul style="list-style-type: none"> 1280x1024 		
Input Signal <ul style="list-style-type: none"> VGA, DVI-D (compatible with HDMI and Displayport adapters) 		
Display Coating <ul style="list-style-type: none"> Anti-glare, Anti-static 		
Stand <ul style="list-style-type: none"> Tilt 		
Power <ul style="list-style-type: none"> Internal power supply (standard IEC power cord) 		
Life Cycle <ul style="list-style-type: none"> Indicate the number of months for the model lifecycle and number of months remaining on the model lifecycle. 		
Energy Efficiency Compliance <ul style="list-style-type: none"> EPEAT Silver 		
Warranty <ul style="list-style-type: none"> The City requires a 3 year onsite warranty for monitors. For monitors the City expects the warranty to provide for an 8 hour response and next business day resolution 95% of the time. 		

Technical Specifications for a Widescreen Monitor		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Type <ul style="list-style-type: none"> LCD 		
Size <ul style="list-style-type: none"> Minimum 22" 		
Standard Features <ul style="list-style-type: none"> Ratio: 16:9 Brightness: 250 cd/m2 Video cable: 15-pin D-sub mini connector 		
Resolution <ul style="list-style-type: none"> 1680x1050 		
Input Signal <ul style="list-style-type: none"> VGA, DVI-D (compatible with HDMI and Displayport adapters) 		
Display Coating <ul style="list-style-type: none"> Anti-glare, Anti-static 		
Stand <ul style="list-style-type: none"> Tilt 		
Power <ul style="list-style-type: none"> Internal power supply (standard IEC power cord) 		
Life Cycle <ul style="list-style-type: none"> Indicate the number of months for the model lifecycle and number of months remaining on the model lifecycle. 		
Energy Efficiency compliance <ul style="list-style-type: none"> EPEAT Silver 		
Warranty <ul style="list-style-type: none"> The City requires a 3 year onsite warranty for monitors. For monitors the City expects the warranty to provide for an 8 hour response and next business day resolution 95% of the time. 		

E6. THIN CLIENTS

- E6.1 The City will only consider HP and Wyse brands of thin client hardware.
- E6.2 In an effort to reduce the total cost of ownership of computer equipment, the City aims to maintain a standard thin client device. This enables the rationalization of internal support costs by reducing the number of computer models it retains in inventory. It also allows the City to standardize computer operating system and software images for faster deployment of new equipment and faster replacement of aging equipment, in addition to rendering savings on its ongoing computer maintenance costs.
- E6.3 The current City thin client standard is equipment manufactured by HP, model t5540 and is open for review/change.
- E6.4 This model/sku will become the City standard for at least the next 2 years, although the SKUs will change.
- E6.5 The thin client model proposed should be one that is targeted at large scale business deployment.
- E6.6 Warranty will not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units.
- E6.7 The start date for warranty should not commence prior to receipt of goods by the City.
- E6.8 The Contractor must notify the equipment manufacturer in a timely manner (no greater than 2 weeks from the invoice date) when equipment is purchased. They must record the purchase with the manufacturer so that the manufacturer will recognize the start of the warranty period.

Technical Specifications for a Thin Client Device		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Operating System <ul style="list-style-type: none"> Hardware must support Windows CE 6.0 R2 		
Hardware consistency <ul style="list-style-type: none"> Frequency of changes in the Hardware Abstraction Layer which will necessitate adding or updating drives in the base image during deployment. The City expects a minimum model lifecycle of 6 months and expects at least thirty (30) days notice of such changes. 		
OS <ul style="list-style-type: none"> Windows CE 6 		
CPU <ul style="list-style-type: none"> VIA Eden 1Ghz or equivalent 		
Memory <ul style="list-style-type: none"> 128MB SDRAM 		
Ports <ul style="list-style-type: none"> Minimal 4 USB 2.0 ports 1 VGA 1 DVI-D 1 parallel 		
Network Interface <ul style="list-style-type: none"> 10/100/1000 Ethernet 		
Audio <ul style="list-style-type: none"> Internal amplified speaker Mic In/Headphone Out 		
Qualifications <ul style="list-style-type: none"> Minimum Silver registration through the Electronics Products Environmental Assessment Tool (EPEAT) Energy Star version 5 Warranty will not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units. 		

E7. PRINTERS

- E7.1 Warranty will not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units.
- E7.2 The start date for warranty should not commence prior to receipt of goods by the City.
- E7.3 The Contractor must notify the equipment manufacturer in a timely manner (no greater than 2 weeks from the invoice date) when equipment is purchased. They must record the purchase with the manufacturer so that the manufacturer will recognize the start of the warranty period.

Technical Specifications for a Low Volume PRINTER		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Minimum Capacity <ul style="list-style-type: none"> • 2,000 prints / copies per month 		
Trays <ul style="list-style-type: none"> • 2 Trays minimum including M.P Tray. 		
Tray capacity <ul style="list-style-type: none"> • 250 Capacity 		
<ul style="list-style-type: none"> • Sorting included • Letter / Legal included • ADF/RADF included 		
Power usage <ul style="list-style-type: none"> • Not to exceed 15 AMPS. 		
Pages per minute <ul style="list-style-type: none"> • 30 B&W • 20 Color 		
Warranty <ul style="list-style-type: none"> • Warranty will not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units. 		

Technical Specifications for a Medium Volume PRINTER		
Brand		
Model		
	Meets or Exceeds Specification (Yes or No)	Explanation where specification not met or exceeded.
Minimum Capacity <ul style="list-style-type: none"> 5,000 – 15,000 prints / copies per month 		
Trays <ul style="list-style-type: none"> 4 Trays minimum including M.P Tray. 		
Tray capacity <ul style="list-style-type: none"> 250 Capacity 		
<ul style="list-style-type: none"> Sorting included PCL and Postscript included Letter / Legal included ADF/RADF included 		
Power usage <ul style="list-style-type: none"> Not to exceed 15 AMPS. 		
Pages per minute <ul style="list-style-type: none"> 45 B&W 30 Color 		
Warranty <ul style="list-style-type: none"> Warranty will not be affected by the City's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on units. 		